

Guidance

Universal Credit

Transfers from Live Service to Full Service

Work Coach

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Live Service to Full Service transfers overview

In this guidance, reference is made to the Universal Credit full service (FS). For clarity, full service has the same meaning as digital service.

All Live Service (LS) claimants will need to transfer to the full service from 3 months after FS goes live in a specified post-code area. This is known as A-Day.

Claimants do not have an 'opt out' option and must transfer to the FS in order to continue receiving Universal Credit.

A database has been developed to manage the claimant's journey throughout the transfer process and should be updated when any action is taken with the claimant. This will begin when considering Call to Action (CTA) and will end when the first full payment on FS is made or the Universal Credit LS claim is terminated. Claimants will receive a letter when it is time for them to start their transfer activities; this is a UC492 / UC500 (Call to Action) letter.

It is important that this guidance is followed as written and the Work Coach (WC) does not adopt their own practice or 'workarounds'. If there are any errors, omissions with this guidance, or improvements, suggestions that could be made, you should contact your Transfers Performance Manager (TPM) or:

TRANSFERSTEAM.PEELPARK@DWP.GSI.GOV.UK

Call to Action

Summary

Work Coaches (WCs) should have explained to all claimants in All Work Related Requirements (AWRR) conditionality regime between full service go-live and the date transfers will begin that the claimant and partner, if they have one, will soon be asked to switch to the new online service.

Jobcentres are responsible for Calling to Action:

- single claimants who are in the AWRR conditionality regime
- joint claimants where at least one member of the couple is in the AWRR conditionality regime. (Where the partner of the claimant is not seen in the Jobcentre, the claimants can only be called to action after the UC491(orientation letter) has been issued to the partner)

Claimants must not be called to action if there are less than 15 days left in their current Assessment Period (AP). The Transfer Performance Manager (TPM) must be informed if this is the case.

WCs issue a UC492 / UC500 'Call to Action' letter to claimants. The UC492 / UC500 should be prepared on the day of the appointment and not in advance to avoid pre-populating the 14 day BF field incorrectly.

Content

Single claimants are issued with a UC492. Joint claimants are both issued with a UC500 on the same day.

To prepare the UC492 / UC500's, the WC should:

1. Access the database.
2. Update the 'Date Call To Action Issued' field within the 'Transfer Activity' tab of the database with today's date (this automatically populates the 14 day BF date on the 'Non-Compliance tab on the database').
3. Select the 'Generate Letter' button and completes all relevant fields, see [Generating a transfer letter from the database.](#)

At the planned appointment, WCs should:

1. Explain to the claimant the need to transfer their claim to the FS and highlight the advantages which include:
 - having access to a new online account,
 - being able to view their claim,
 - being able to check their payments or report changes in their circumstances at any time.

2. Tell the claimant that in order to switch their claim to the FS, to make sure they have:
 - their own email address
 - a bank or building society account in your name (or your partners name if you have a joint claim)
 - access to a computer, smartphone or tablet

3. Tell the claimant that when they create their new online account they must select:
 - 'Yes' to the question "Are you already getting Universal Credit?" and
 - 'Yes' to the question "Have you received a letter asking you to switch to this new service?" (see below)

ALPHA This is a new service – your feedback will help us to improve it.

Universal Credit check

Are you already getting Universal Credit?

Yes No

Have you received a letter asking you to switch to this new service?

Yes No

Next

For claimants with a partner, WCs should take the following additional step:

Explain to the claimant they must claim as a couple. Only one member of the couple must start the online application and include their partner's details. A linking code will be sent to the claimants email address. Their partner must then complete the rest of the application using this partner code within 7 days of the claimant receiving it.

4. Inform the claimant that they will be checking that the claimant, and their partner if they have one, have undertaken the tasks specified above at the claimants next appointment with the WC.
5. Consider booking the claimants next appointment a week earlier to encourage the claimant to make their online claim within the 14 day time limit to transfer their claim to FS (if appropriate, book the additional appointment and inform the claimant).
6. Inform the claimant that if they don't switch by the 14th day from today, their Universal Credit may be suspended and their claim may be closed.
7. By questioning the claimant or checking relevant systems, identify if the claimant has complex needs and arrange any additional support if required, this includes:
 - arranging JC assistance

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- arranging UCDS Assist or
 - confirming that the claimant will complete at home independently
8. Note Work Services Platform (WSP) in all cases with the actions agreed.
 9. Hand the letter to the claimant and, in the case of a joint claim post (if not seeing the partner on the same day) the letter to the partner.
 10. Open and completes a [UC7](#) from Live Service Knowledge Management noting “**No task required**”.
 11. Attach a copy of the letter(s) to the [UC7](#) and send by courier to the Mail Opening Unit (MOU) to upload to Document Repository System (DRS). See: <http://intranet/operational-guidance/digital-imaging-guidance/document-repository-system/business-guidance/index.asp#Uploading>
 12. The following note **must be copied and pasted** into CAMLite contact history: “Transfer case from live to full service - call to action letter issued”.

WC sees the claimant and all transfer activities have not been completed

When the claimant attends an appointment with the WC following Call to Action and the claimant has not completed all the transfer activities, the WC should remind the claimant of the requirement to switch to the online service and the consequences of not doing so.

If the claimant discloses any information which may prevent them from complying with the transfers process WCs must ensure these are captured on WSP and arrange any additional support.

Claimant does not attend the Call to Action appointment

WCs should continue their normal activities to establish the reasons the claimant has failed to attend and must progress the Fail to Attend (FTA) activities. Whilst investigating the reasons for the claimant having failed to attend it is established that the:

- claim is terminated
- claim is suspended
- claimant is temporarily absent
- claimant has previous FTA action outstanding and has not been orientated

The Call to Action letter must **not** be posted to the claimant.

If it is the first FTA and/or the claimants LS claim is not suspended or terminated and the claimant is not temporarily absent, the Call to Action letter should be posted to the claimant(s).

Any FTA action should be progressed as usual.

The WC should check in WSP/CAMLite/ UC Agent Portal to establish if the claim is not suitable to be Called to Action by post.

Determining if the claim is terminated/suspended or the claimant is Temporarily Absent

WCs check the LS claim status by launching the claimants 'claim admin homepage'.

If the 'claim admin homepage' cannot be displayed, the LS claim is terminated.

If the 'claim status' field shows 'Suspend Payment', the LS claim is suspended.

If the 'Claims with payments' show as 'Withheld' and the 'claim status' shows as 'In payment' the LS claim should be treated as if it is suspended.

If the 'claim status' field shows 'In Payment', and the Claims with payments are not shown as withheld, the WC should check for Temporary Absence/continual ongoing FTA.

Temporary absence

A claimant or partner is considered to be temporarily absent from their household in the following circumstances:

1. In prison within Great Britain. The Housing Costs element can continue to be paid whilst the person is in prison if the custodial term is expected not to be longer than 6 months and they were receiving the Housing Costs element immediately before becoming a prisoner. Being in prison is defined as the following:
 - detained in custody pending trial or sentence upon conviction, or under a sentence imposed by a court
 - on temporary release from custody
 - a sentence of imprisonment detained in a hospital
2. In hospital or care within Great Britain.
3. Any other absence within Great Britain.
4. Abroad – the absence can be treated as temporary depending on how long the period lasts or is expected to last.

Neither the claimant or the partner must not be Called to Action if any of the above circumstances apply.

WCs should check:-

- CAMLite contact history notes
- Work Service Platform (WSP) notes

If either the claimant or their partner is temporarily absent do not Call to Action and inform the TPM immediately.

Subsequent Fail to Attend

WCs should check:-

- CAMLite contact history notes
- Work Service Platform (WSP) notes

For details of the claimants FTA.

If the claimant has not been seen since A-day, then inform the TPM and do not CTA the claimant or partner.

If the claimant has been seen since A-day, post the CTA letter to the claimant and partner.

Claim is suspended / terminated and/or claimant is Temporarily Absent(TA) and/or Fail to Attend (FTA) action is ongoing

The WC should:

1. Put UC492 / UC500s into the confidential waste.
2. Remove CTA date from 'Date Call to Action Letter Issued' field and click in any other input field to remove the date from the '14 day suspension' field.
3. Inform the TPM and provide the claimants name, claimants NINo and why the claim is not suitable to be CTA.

The TPM will ensure that the claimants transfer journey is updated accordingly.

Claim is not suspended / not terminated and/or claimant is not Temporarily Absent and/or not a subsequent Fail To Attend(FTA)

The WC should:

1. Post UC492 / UC500's to the claimant(s).
2. Open and completes a [UC7](#) from Live Service Knowledge Management noting "**No task required**".

3. Attach a copy of the letter(s) to the [UC7](#) and send by courier to the Mail Opening Unit (MOU) to upload to Document Repository System (DRS). See: <http://intranlink/operational-guidance/digital-imaging-guidance/document-repository-system/business-guidance/index.asp#Uploading>
4. The following note must be copied and pasted into CAMLite contact history: “Transfer case from live to full service - call to action letter issued”.
5. Consider if a further appointment, within the 14 days claimants have to comply, would add value and book the additional appointment.

WSP transfer of data at the IEI/PSN appointment

Summary

As part of the process to transfer claimant's details from the Universal Credit LS to the FS, the claimant will be required to attend an appointment at the Jobcentre.

For claimants who have successfully verified their identity via VERIFY on GOV.UK, this will be a PSN appointment.

For claimants who have not successfully verified their identity via VERIFY or opted out of using VERIFY on GOV.UK, this will be an IEI appointment.

During the IEI / PSN appointment, where possible, the Work Coach (WC) will be responsible for ensuring FS is updated with:

- a valid Full Service Commitment (FSC)
- the claimants future appointments (already held on WSP)

Where possible the WC should transfer the Claimant Commitment (CC) during the IEI/PSN appointment, taking time to preview:

- the current CC
- future appointments

before the interview. Where CC and future appointments cannot be transferred at the IEI / PSN appointment, the WC should book additional appointment(s) and inform the claimant of the reasons for this.

The LS CC should be transferred to FS if the claimant has a provider. SCs have instructions to prevent deactivation of WSP once the claim is fully transferred.

Content

At the IEI/PSN appointments, WCs should where possible:

1. Review the claimants current CC.
2. Transfer the CC to FS see [WSP transfer of data to the Full Service.](#)
3. Transfer any future appointments to booking bug see [Transferring the claimants future appointments.](#)

At all IEI / PSN appointments that the claimant attends, the WC accesses the database and updates the 'Transfer Activity' tab with today's date in the 'Date Initial Evidence/PSN Attended' field.

At the IEI/PSN appointment where the claimant:

- has provided evidence to support their identity and this is accepted by the WC, update the transfer activity tab of the database 'Confirm all ID Verification Completed' field with 'Yes'
- has not provided evidence to support their identity or the evidence has not been accepted by the WC, update the 'Confirm all ID Verification Completed' field with 'No'
- has successfully verified their identity online using VERIFY and the 'Confirm all ID Verification Completed' field is not completed, WCs should update this field with 'Yes'

WSP Transfer of Data to the Full Service

Creating a Full Service Commitment

In most cases the claimants most recent Claimant Commitment (CC) held within WSP will still be valid, and the majority of these can be transferred directly to the Full Service Commitment (FSC).

CCs should be transferred to the FS as soon as possible however, where the WC decides not to migrate the claimant's details immediately (e.g. where the claimant has already booked a new FSC interview within a reasonable time period or where the WC decides that a new FSC is required) this will not delay the claimant's FS payments.

If the claimant does not attend the first Commitments meeting to review their LS CC, the transfer FS claim must not be closed but can be sanctionable as a FTA.

A failure to accept an updated CC in these circumstances would be grounds to consider claim closure.

For claimants who are in the light touch regime, it is important to transfer their CC onto the FSC during the IEI/PSN appointment.

Transferring the claimants future appointments

Where future appointments exist within WSP, these must be transferred to the FS. If the WC is able to transfer these to Booking Bug and maintain the same WC, time, date and length of interview, the claimant will not need to be informed.

Where the WC needs to transfer the appointment type but is unable to maintain the same WC, time, date, length of interview. The claimant will need to be informed of the change.

Claimant does not attend the IEI/PSN appointment

Summary

Claimants once called to action have 14 days to complete all activities to transfer their claim to the FS as below:

- creating an online FS account
- declaring their circumstances online
- booking a new appointment at the Jobcentre
- attending the appointment at the Jobcentre
- verifying their identity (either via VERIFY or providing evidence to support their identity at the IEI)

Claimants who exceed their 14 day time limit, without a valid reason for not completing all the above activities, will have their claim suspended on LS and no payments on FS can be made until all activities are complete.

Transfers Case Managers (TCMs) in Bolton and Middlesbrough Service Centres (SCs) notify claimants, who do not comply with all of the activities required to transfer their claim to FS and update CAMLite notes to reflect actions taken.

Claimants have a further period of 32 days to complete all activities to transfer their claim to FS before termination of the Universal Credit claim is considered.

Claimants who exceed the 32 day time limit, without a valid reason for not completing all of the above actions, will have their LS claim terminated and if the claimant has created a FS account, TCMs will also terminate the FS claim and notify claimants that their Universal Credit claim has ended.

Content

WCs should:

1. Establish the reasons why the claimant has FTA their IEI/PSN appointment.
2. Record the reasons.

FTA IEI / PSN appointments for a transfer claimant is not a sanctionable failure therefore no action to refer for sanction decision should be taken and that FTA for this appointment is not to result in claim closure action immediately as this is not a new claim IEI. This is because a transfer is a continuous claim to Universal Credit.

TCMs have guidance that informs them to check all available information at suspension or termination stages for valid reasons and will use the information to consider if an extension period is required.

Generating a transfer letter from the database

Summary

Generating a UC492 or UC500 letter(s) from within the database.

Content

To generate a UC492 or two UC500's, the WC should:

1. Open a blank Word document before opening the database.
2. Select the 'Generate letter' button in the database which is available within the following tabs:
 - Pre Transfer Check
 - Transfer Activity
 - Non-Compliance
 - CM Notes and BF

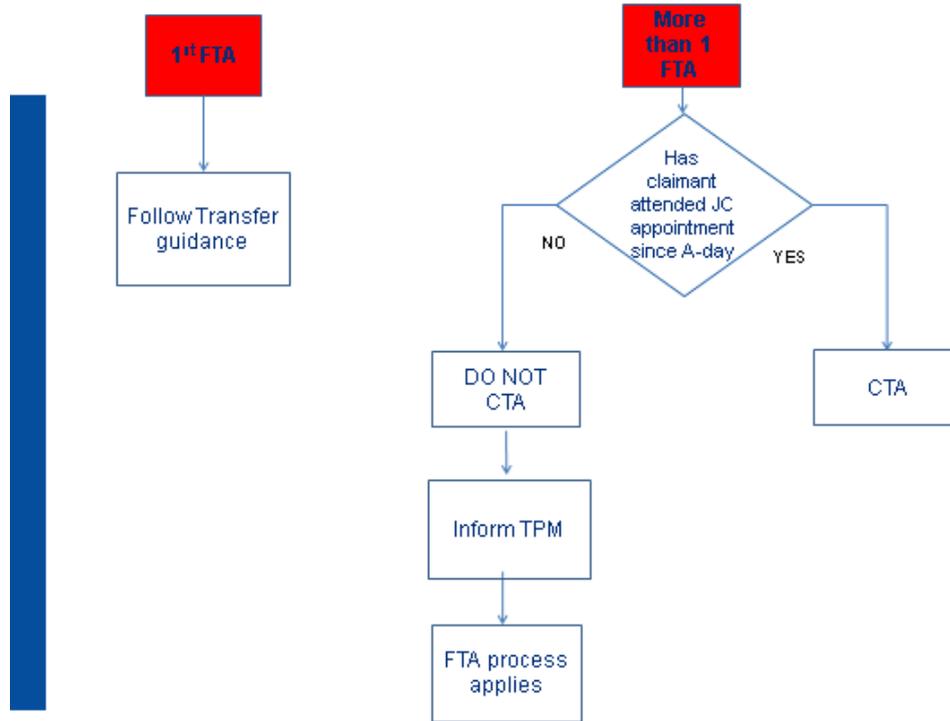
This creates a separate window from which the WC is able to input claimant information.

3. Select either the UC492 or the UC500 to be issued from the 'Type of letter' dropdown menu. The claimants' title, address and postcode and date fields should be auto populated.
4. Select the 'View letter' button which produces the required letter.
5. Check the information held on the letter is correct and over type any incorrect information.
6. Print 2 copies of the letter.
7. Close and save the letter (use 'Save') and then click the 'Close' button. The saved file will automatically be deleted.
8. If the claimant has a partner, an additional UC500 must be completed with the partner's details and a copy sent by post to the partner.

Appendix 1 – Acronyms for the Transfer guidance

A-Day	The date a postcode becomes a UC FS area
AP	Assessment Period
AWRR	All Work Related Requirements
CM	Case Manager
CoC	Change of Circumstances
CTA	Call to Action
DRS	Document Repository System
FTA	Fail to Attend
FS	Full Service
FSC	Full Service Commitment
IEI	Initial Evidence Interview
JC	Jobcentre
LS	Live Service
MOU	Mail Opening Unit
NINo	National Insurance Number
PSN	Personal Security Number
SC	Service Centre
TCM	Transfers Case Manager
TPM	Transfers Performance Manager
UC	Universal Credit
UCDS	Universal Credit Digital Service
WSP	Work Services Platform

Appendix 2 – Process for Fail To Attend cases



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