

TIMESCALES FOR MANAGING CLAIMANT ENQUIRIES

What to do:

- Check relevant notepad and LMS conversations for outstanding information and SMS texts and advise claimant accordingly
- Manage claimant expectations by making it clear that it is their responsibility to provide all requested information, and these timescales do not apply until all requested evidence has been received
- Working days should not be communicated with the claimant, they must be calculated and converted to a completion date as per guidance [Calculating working days & Completion dates](#)
- Click here for [Date Calculator](#) to calculate the number of working days
- Check mobile phone details, update if required, and advise claimant if [SMS Text](#) messages will be sent
- Click here for [Direct Payment](#) guidance
- Click here for [Handover](#) process
- Click here for [CPS](#) guidance
- [GOV.UK](#)^{web}

Enquiry	Additional checks required	SMS text available (where mobile number held on system)	Timescale Important – Completion date must be provided for claimant (see link above)
Appeal	All requested evidence (if any) must have been received.	None	28 working days after receipt of valid appeal. Once submitted to Tribunals Service a notification is sent to the claimant. Appeals can take on average 6 months once submitted.
Budgeting Loan		Application receipt	Allow 15 working days from posting

		Decision made Contact Loan paid into bank	
Decision Revised & with Processing for Action	Date request received from claimant	None	Up to 8 working days to advise claimant of decision
Direct Payment	Date authorised	JSA & ESA claimants: Payment authorised	Up to 4 working days from date of authorisation.
Employment and Support Allowance (ESA) claim	All requested information must have been received.	Claim receipt Evidence required Claim processed Payment authorised Account details required Return of valuables	Up to 14 working days
ESA change of circumstances	All requested information must have been received.	Receipt Evidence required Change processed Payment authorised Change of Account details confirmed Return of valuables	Up to 6 working days
Faster payment	Exceptional circumstances only, minimum £10, see CPS guide.	JSA & ESA claimants in some circumstances: Payment authorised	Payment into nominated account by midnight on day of authorisation.
Funeral Payment		None	Up to 21 working days
Handover to BD requiring call back	Current telephone number and customer's availability. Date and time of handover	None	Advise the claimant by what time they will receive their 3-hour call-back (shown in HOTT) and that they should not re-contact before this time.

Hardship	All requested evidence and information must have been received.		Claimants who qualify for hardship payments should receive payment within 3 working days or, if later, on their normal payment date.
Incapacity benefit change of circumstances	All requested information must have been received	None	Up to 6 working days
Income Support (IS) Claim	All requested information must have been received	None	Up to 14 working days
IS change of circumstances	All requested information must have been received	None	Up to 6 working days
Jobseekers Allowance (JSA) claim	All requested information must have been received	Claim receipt Evidence required Claim processed Payment authorised	Up to 14 working days
JSA Change of circumstances	All requested information must have been received	Receipt Evidence required Change processed Payment authorised	Up to 6 working days
Labour Market Decision	Check if benefit is suspended	None	One working day if benefit is suspended, other cases up to 6 working days. Notification comes directly from the Labour Market Decision Making Team.
Mandatory Reconsideration	Verbal or written explanations have been provided or refused	None	Up to 28 Calendar days.
Maternity Allowance (MA)	All requested information	Claim receipt	Up to 12 working days

Claim	must have been received	Evidence required Claim processed Payment authorised	
MA change of circumstances	All requested information must have been received	Receipt Evidence required Change processed Payment authorised	Up to 6 working days
Posted Information From DWP to the Claimant	Date and time issued	JSA & ESA claimants in some circumstances, to confirm requested information sent	Up to 5 working days
Posted Information From Claimant to DWP	Date of posting	None	Up to 7 working days
Short Term Benefit Advance (STBA)	Handover on HOTT with 3 hour call back. Remind claimant to forward any outstanding evidence in connection with their claim.	None	Advise the claimant by what time they will receive their 3-hour call-back (shown in HOTT) and that they should not re-contact before this time. BD advise claimant when they ring them, that a further call with decision will be made by the end of the following day.
Social Fund Appeal		Receipt of appeal and timescale	50 working days after receipt of valid appeal. Once submitted to Tribunals Service a notification is sent to the claimant. Appeals can take on average 6 months once submitted.
Statement of Fitness for Work		ESA claimants: Received and actioned	Actioned by close of business on date of receipt.

		Payment authorised	
Sure Start Maternity Grant		Receipt of claim Decision made Contact	Up to 10 working days
Visit, pre-award		Reminder of date, time and location	Within 5 working days of receipt by visiting team