



UCFS 13A WS

The Commitment 02: Preparing for the Commitment Meeting

Facilitator Led Brief
V13.0

Contents

Contents.....	2
Preparing for the Commitment Meeting.....	3
<i>Introduction.....</i>	<i>3</i>
<i>The Claimant Prepares for the Commitment Meeting</i>	<i>3</i>
<i>Preparing to meet the Claimant</i>	<i>7</i>

Preparing for the Commitment Meeting

Introduction

We have looked at the purpose of the Commitment and your responsibilities in relation to it. Now we will consider the Commitment Meeting in more detail: how you and the claimant prepare for the meeting and how to conduct it effectively.

At the meeting you will conduct a stretching conversation so that the Commitment can be tailored to individual requirements, focusing on effective work preparation and work search.

The Claimant Prepares for the Commitment Meeting

When a claimant has declared and they are allocated to the intensive or work preparation regimes, the ‘Prepare for your Commitment Meeting’ will automatically be generated.

Claimants who declare and are allocated to the light touch regime or, move to the light touch regime following a change in circumstances will automatically be generated a high level commitment.

Commitment 02

Preparing for the Commitment Meeting

For the to-do, the claimant is asked to consider and provide information about their work related activities and their job goals in order to prepare for their conversation with their work coach.

Let's look at how they do that.



This activity will include the learners logging-on to the Training Service to complete the 'Prepare for Your Commitment Meeting' To-do as the claimant.

Allow 20 minutes for this activity



It is recommended that you walk through the example to show how to correctly complete information on the Training Build and allow the learners to add information at the same time.



Algernon is used in other modules, but in this instance we are only concerned with the Commitment action



Log on to the training service as a work coach.

You should already have Algernon assigned to you, so select **Home** from the left hand side of the screen.

Locate your Algernon claim and select the link.

You will now book Algernon a **First Commitment Meeting**

Commitment 02

Preparing for the Commitment Meeting

To do this, you need to select the 'Book Appointment' link.

- Type of appointment: select 'In person'
- from the Appointment Name dropdown select 'First Commitment Meeting'
- select a date and time for the appointment (for the purposes of this appointment it can be any date/time)
- select where the appointment will be and who with
- select 'Next'
- the claimant has no special requirements
- select **Done**



When using the Service to book an appointment, the work coach would normally select their own office from the 'where' drop down. However for the purposes of this learning, the learners should select 'Sutton Jobcentre Plus'.



The learners will action the To-do as the claimant.



Ask the learner to log into the claimant Training Service as Algernon.

In Algernon's To-do list you will notice there are a number of outstanding To-do's.

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Preparing for the Commitment Meeting

For the purpose of this exercise we will look at the following To-do's:

- View 'Attend your Commitment Meeting'
- Action 'Prepare for your Commitment Meeting' and complete according to the information provided below.



Show Slide 04 – Information Required to Complete Algernon's To-do



This information is also provided on Handout 02.01 for accessibility reasons



When the Prepare for your Commitment Meeting To-do is complete ask the learner to Select the Attend your Commitment Meeting to view the information in the To-do.

You can now log out of Algernon's account.

We will now go through the same process for some more fictional claimants.

Commitment 02

Preparing for the Commitment Meeting



Ask the learners to carry out the same actions for William, Terry and Griselda. They should take the following actions:

- Access William Terry and Griselda's account' as Agent and book a First Commitment Meeting
- Access William, Terry and Griselda's accounts as the claimant and complete the "Prepare for your Commitment Meeting"



The information required to complete these actions is on Handout on 02.02 for accessibility purposes.

Preparing to meet the Claimant

As part of your preparation for the conversation with the claimant you will preview the information they have provided, not only to ensure it is accurate but also to ensure it gives us the full picture of the claimant's experience, skills and the support they may need to look for work.



Ask the learners to work in pairs for this exercise

The learners should read through Algernon's Commitment information on the Training Service. Discuss how they would prepare for the conversation with him, bearing in mind that the Commitment must be tailored to his needs and capabilities.

Commitment 02

Preparing for the Commitment Meeting

It might help to consider the following questions.



To view the 'Prepare for your Commitment Meeting' information as the agent, go to 'View Account' and look at the claimant's Journal entry.



Show Slide 05 – Previewing the Claimant's Information



If the claimant has MAPPA (Multi Agency Public Protection Arrangements) please discuss with the Jobcentre MAPPA Single Point of Contact before referring to provision.

MAPPA considerations would normally be recorded in the Claimant History.



The learners can find out more about MAPPA on the intranet as follows:

DWP homepage >> Operational Instructions >> Full list of all DWP Operations instructions >> Working and Getting into Work : 'M' >> MAPPA

MAPPA



Ask the learners to note down their responses as they will need to refer back to them later on. Allow about 15 minutes for discussion before bringing the group back together to share their responses.

Commitment 02

Preparing for the Commitment Meeting



Responses might include:

- there is not a lot of detail here so we will have to ask a lot of questions to gather a full picture of Algernon
- retail/hospitality – these are quite vague terms – what jobs within these areas is Algernon interested in?
- Algernon has provided only two types of work. The more areas he is willing to consider, the more likely he is to find work
- Algernon says he has no CV – we need to probe further here – is this because he has never had one or because he thinks it is out of date? Does he feel he doesn't have enough to include in it?
- there are no qualifications or experience listed here. Is this because he doesn't have any or because he doesn't value what he has achieved? Is there a confidence issue here? We may need to draw this out and provide encouragement
- Algernon has said he cannot travel 90 minutes to work but there is no evidence of a health condition or other circumstances that might make this difficult for him. We need to investigate further

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Commitment 02

Preparing for the Commitment Meeting

- he has listed three work search activities – are they stretching enough? How does he plan to carry them out? Does he understand his responsibilities under Universal Credit and what is required of him? This must be addressed during the discussion.
- he says he cannot spend 35 hours looking for work but we have no evidence as to why – caring responsibilities for example. You will need to find out more about this and possibly challenge him to ensure he understands his responsibilities

This list is not exhaustive.



Remind the learners that when asking questions to find out more about the claimant and their circumstances, we need to be aware that some circumstances may be very personal. We need to gather a certain amount of information to ensure we are being fair and reasonable in terms of the claimant's requirements, but we also need to be sensitive to the level of detail we ask for.

Before talking to a claimant you must review the information they have provided in this way to prepare for your discussion.

A lot of the points you need to discuss with Algernon fall out of his understanding of his responsibilities under Universal Credit.

Commitment 02

Preparing for the Commitment Meeting



Ask the learners what question they can use to do this, as discussed previously:

‘What do you need to do in order to receive Universal Credit?’



You should show the learners the following action on the training Service as you talk them through it

You may have a meeting with a claimant who has not completed the ‘prepare for your Commitment To-do’.

In this case you would ‘create an agent to-do’ and select ‘prepare Commitment’. You can then complete the Commitment from the discussion with the claimant.



What impression might you get of the claimant if they have not completed their Commitment before the meeting?



Responses may include:

- They may not have had time
- Maybe they couldn’t be bothered
- They may not have the IT skills to do it
- There may be a basic skills need.

Commitment 02

Preparing for the Commitment Meeting

All of these, some of these, or none of them may be true.
We need to avoid making assumptions about the claimant.



Ask if there are any questions and discuss before moving on to the next part of this learning - 03: The Commitment Meeting.