



UCFS 13C Commitment: Setting Individual Requirements

Facilitator Led Brief
V13.0

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UCFS13C Commitment: Setting Individual Requirements

Session	Title	Duration
01	Setting and Switching Off Requirements	90 minutes
Total duration of module		90 minutes

Important Information:



This learning is designed for work coaches. All learners should complete the whole module.

Job Role	Learning Required	Duration
Work coach	Whole module	90 minutes

The Commitment: Setting Individual Requirements



Show Slide 01 - Commitment : Setting and Switching Off Requirements



Show Slide 02 – Aim and Objectives



Talk the learners through the aim and objectives.

Introduction

Previously, we looked at how to conduct the conversation with the claimant to ensure a tailored Commitment is created. As we know, depending on the regime that the claimant is in, they may be required to complete a certain amount of work related activity.

You must tailor the Commitment by taking the claimant's individual circumstances and availability into account when considering the work related activities required for that claimant.

In this module we are going to look at situations where the claimant's circumstances may restrict the amount of work related activities they can reasonably carry out.

Let's start by looking at some of the circumstances that might affect the amount of work related activity a claimant can do.

Restrictions



What circumstances do you think might restrict the amount of work related activity that a claimant can do?



Take feedback making sure the following are included:

- drug or alcohol dependency
- health condition/disability
- homelessness
- domestic violence
- basic skills needs
- caring responsibilities
- health condition/disability

This list is not exhaustive



Show Slide 03– Possible Restrictions

Note this slide is animated. Once you have selected it the circumstances will automatically appear one by one.



If the claimant is homeless and has no alternative address available, they can use the actual Jobcentre Plus address. This would be by exception only and would be subject to regular early review. This is to facilitate making the Universal Credit claim and also help with future two factor authentication.



What do we do with the information the claimant provides about their circumstances?



We use it to determine the claimant's hours of availability to take up work, their availability to attend an interview and the required hours of work related activity.

This will help us determine the support the claimant needs to move them closer to work or into work.



Remember that work coach flexibilities enable them to make a judgement about what it is reasonable to expect from their claimant.

Remind the learners that we have to be 'fair and reasonable' when setting individual work related requirements.

Ask them to take a moment to think back to their previous Commitment learning, when we imagined being challenged in a court of law about the work related activities on an individual claimant's Commitment. Would the work coaches be able to say they have taken into account all of the claimant's circumstances and that the requirements are fair and reasonable for that claimant?

Would they be able to prove that? If they have truly considered all the circumstances and recorded all that they have considered, they would be able to prove it. Recording this information is vital. Labour Market decisions are often overturned because the considerations have not been documented.

How will we do this?

For example, it may be quite straightforward to determine the claimant's hours of availability if the issue is childcare. But it would be more complicated if it is about drugs or alcohol dependency, for example.



Facilitate a short discussion about how you will use this information to determine the claimant's hours of availability.

Ensure the following points are covered:

- work related requirements should always be tailored to the individual claimant
- the work related activities expected must take account of their capability
- not all claimants will be able to do the same amount of activity during the same period
- you will need to judge what is reasonable to expect of the claimant, based on their knowledge of the claimant and their capability
- focus on what the claimant can do, not on what they can't



How can you determine what is reasonable for the individual claimant?



Responses should include:

- ask open and closed questions to find out more about the circumstances and how they affect the claimant's day to day life
- make sure you are supporting the claimant to do everything they are capable of doing. You may need to challenge their preconceptions/expectations
- ensure you have regular discussions with other work coaches to share experience (bearing in mind that the same situation may affect individuals differently)



Work coaches have to ask open, probing questions to gather the information they need to set appropriate work related requirements. However they also need to be aware that some circumstances are very sensitive, for example, giving evidence in a court case involving domestic violence or rape. In this case the claimant would be considered 'engaged in public duty' and the work coach would not probe further.



Facilitate a short discussion around the following question:

Should you accept the claimant's opinion on their availability or should you challenge the claimant? If so, how?



In addition to availability, what other things will you discuss with the claimant?



- work history
- job goals
- skills and abilities



How will this help the conversation about capability and circumstances?



The information will be used to set tailored work related requirements that are recorded on the commitment.



For the following activity, the learners should work in pairs or small groups.

The aims of this exercise are to:

- gain practice at navigating around the Claimant Commitment hub as this will be a principle source of information for them when working with claimants
- familiarise themselves with the instructions around setting work related requirements.



Refer the learners to 'At a glance – Claimant Commitment'.

**Social Intranet Home >> Organisation >>
Universal Credit >> Universal Learning >>
Claimant Commitment**

[At a glance - Claimant Commitment](#)



Issue Exercise 01.01. The learners should use the information provided on the Claimant Commitment hub to find the information required.

Allow about 20 minutes for the exercise.



At the end, facilitate a short discussion (about 10 minutes) about the exercise, for example, how easy was it to find the information, did any of the answers surprise them, how useful do they think the hub will be to them in their role and so on.



Inform the learners that they should always use the Commitment hub as their source for this information. Instructions may change, so, for example, the answers they have provided for this exercise may not still apply in six months' time. This is why it is important always to refer to guidance.



Remind the learners that they will learn more about health conditions and fit notes in Universal Credit Full Service Health Conditions learning UCFS 18 Health.



The learners may also find it useful to refer to 'Advice for Decision Makers' on the intranet. This contains useful information about limitations on work search requirements with examples. It can also be used when considering submitting a case for a sanction decision:

[J3 Work Related Requirements*](#)

DWP Home >> A to Z >> 'A' >> Advice for Decision Making >> Universal Credit (UC) Chapters >> Chapter J3: Work Related requirements >> Limitations on the work search and work availability requirement, paragraphs J3160 to J3170.

Case Studies



Issue Exercise 01.02 and the Case Studies 01.01 – 01.04 to the learners.



For the following activity, the learners should work in small groups to work through as many of the case studies as time allows. They should use what they have learned so far and the Claimant Commitment hub to answer all relevant questions for each claimant. The questions are set out in Exercise 01.02

Allow about 30 minutes for their discussions before bringing the whole group back together to share and discuss their responses.

They should be able to explain their responses fully.



Facilitator Running Notes are available for each case study to support you when discussing the learners' responses.

Summary



Show Slide 04 – Summary

We have just completed the learning relating to setting and switching off work related requirements so you should be beginning to see how your knowledge of UCFS is building each day.

The next module we will be looking at will be Housing Costs.