

## Case Study 01.01 FRN: Ramesh

### Learner information

Ramesh is an IT consultant who mostly works on fixed-term contracts. His most recent post has recently come to an end. He has savings of about £4000. He made a claim to Universal Credit on-line a week ago and is now attending his Commitment meeting.

He is visibly shaken and upset and immediately tells you that last weekend his 15 year old daughter was involved in a riding accident and died from her injuries. Ramesh has no other children. Coming to this meeting is the last thing he wants to do but he needs to claim Universal Credit to tide him over financially until he can get his next contract organised.

Ramesh's wife works at a local solicitor's. Her employer has been very supportive and given her time off work fully paid and said they will review this in a month to see if she is ready to return to work. Ramesh and his wife are very grateful for this support but feel that they will never be ready to return to work and she may lose her job and they will have no income.

### Facilitator Information:

- It is important that the learners demonstrate the appropriate behaviours and skills: for example empathy, explaining clearly and with patience. If possible it would be good practice to conduct the meeting in a private room.
- Work related requirements would be switched off for Ramesh following the death of his daughter as she was under 16.

## UCFS13C Commitment: Setting Individual Requirements

- The switch off would be for six months from the date of his daughter's death.
- At the three month stage the work coach would contact Ramesh by telephone to ask if he wants any support. If he doesn't, we would not contact him again until the end of the six month period.
- If, after three months Ramesh does ask for support, we would invite him in for a meeting but attendance at the meeting and any work related requirements would be entirely voluntary at this stage.
- If Ramesh did decide to carry out some work related requirements voluntarily at this stage, but did not do them, no sanctions would be applied during these six months.