

Case Study 01.02 FRN: Bazyli

Learner information

Bazyli worked in the steel industry for 20 years. The plant where he worked closed 2 years ago. He lost his job and became severely depressed. His wife left him when they lost their home as they could no longer pay the mortgage. He lived rough for a while. He became dependent on alcohol. Many friends and his local priest have tried to support him and he has finally agreed to have formal treatment for his alcohol misuse. As part of his treatment, he will need to look ahead and plan for the future – getting a job and somewhere to live.

The first step was to make a claim to Universal Credit which he did on-line with the support of Jobcentre Plus staff. He has now arrived for the meeting. He is very anxious, is quite embarrassed about the situation he is in and is very low in confidence.

Facilitator Information:

- It is important that the learners demonstrate the appropriate behaviours and skills: for example empathy, sensitivity and not judging. It may be appropriate to conduct the meeting in a private room.
- Note: the learners may add the question of medical documentation. If Bazyli provides a note from his GP saying that he is unfit for work, he may need to have an assessment of his capability for work
- The work coach should ask questions sensitively to find out about the type of treatment Bazyli is receiving (when they ask these questions, you can respond that he is receiving treatment within the community which provides a structured care plan, including attending regular support sessions: day programmes, counselling sessions)

- Work availability and work search requirements can be switched off for up to six months from the date when Bazyli started receiving this treatment to support his recovery.
- Bazyli would still be required to attend Work Focused Interviews during this period and may even be required to undertake some work preparation activity. The work coach would decide if they should be conducted face to face or by telephone and how frequently they should take place. The work coach would consult with the treatment provider to ensure he can participate in the activities.

If time allows, ask the learners the following additional questions:

1. What evidence would you require before switching off the work related requirements for Bazyli?
 - You would need validated written evidence from the treatment provider that Bazyli is completing the treatment.
2. What action would you take if the treatment provider contacted you to say that Bazyli has left the treatment programme?
 - The work search requirements will be switched back on so you would need to arrange a meeting with Bazyli.
3. Consider: Bazyli completes the treatment and is now actively looking for work and meeting the work search requirements. However two months after his work search requirement is switched back on he tells you that he needs to attend further treatment. What is your response?
 - Bazyli must still meet the work search requirements. There cannot be more than one switch off period in any rolling 12 month period. You need to explain this clearly, ensure Bazyli is clear about the requirements and work with him to plan his next steps constructively.