

Commitment Policy Intent

Accepting a **Claimant Commitment** is a basic condition of entitlement to Universal Credit (UC) as specified in the Welfare Reform Act 2012.

It is a contractual concept between the individual and the state. It sets out both what people are expected to do in return for UC and support, and exactly what will happen if they fail to comply. It should encourage claimant ownership, buy-in and responsibility.

So the Commitment is at the heart of the claim. It is the most important element in the claimant's Universal Credit journey and will underpin a claim for Universal Credit.

The ambition is that the Commitment is a key enabler to support claimants into work or to increase their earnings. For staff, it should be an enabler that supports robust setting and monitoring of work-related activities and supports decision making on sanctions.

It should not be viewed as a 'process' with boxes that need to be ticked with the content based on generic and non-specific activities. The work coach will seek to build a relationship with the claimant. They will have detailed conversations so that the activities in the Commitment are tailored depending on the claimant's personal circumstances and capability. This will lead to a detailed and realistic plan of the actions that will give the individual the best chance of finding work.

It will set out personalised and tailored requirements a claimant must meet in order to receive their Universal Credit. It should encourage claimants to buy-in and take responsibility and be the key enabler for moving them closer to work, into work and increase their earnings.

As a living document it will need to be opened and reviewed at every work coach meeting and every time a claimant's circumstances change.