



UCFS 13A

The Commitment

V13.0

Aim and Objectives

This module aims to provide you with the skills and knowledge to work with claimants to produce a tailored Commitment.

By the end of this session, with the aid of any reference material, you will be able to:

- describe the intent of the Commitment
- describe the benefits of the Commitment
- describe good practice when conducting the Commitment meeting
- explain how to tailor the Commitment to the claimant's circumstances and capabilities
- describe how to set work related requirements
- demonstrate coaching techniques to gain the claimant's buy-in to appropriate work related activities
- demonstrate how to coach a claimant to plan and carry out quality work related activity

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 CC 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 increasing 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.

Information Required to Complete Algernon's To-do

Jobs I am Looking for – Retail / Hospitality

Experience – A Degree in English. No CV

Work Hours – Full-Time

Travel to Work – Cannot spend up to 90 mins as his mum relies on him

Looking and preparing for work – Read papers / Checking the internet / Ask friends about vacancies

Hours a week – cannot spend 35 hours a week looking for work

More information – I'm a very hard worker and a good time keeper

Previewing the Claimant's Information

- what does this information tell you about the claimant?
- what sections do you need to know more about?
- how sure are you that all the information is accurate? If not, how will you find out?
- how could you use any of the information to
 - sell the benefits of work/more work/better paid work
 - sell the advantages of the support available, such as child care, provision etc
 - develop ideas for work goals or work related activities? (ensuring they are tailored to the claimant's capability and circumstances)
- before the conversation, is there any research you need to do to prepare in terms of possible provision or support for the claimant?

The Benefits of Coaching

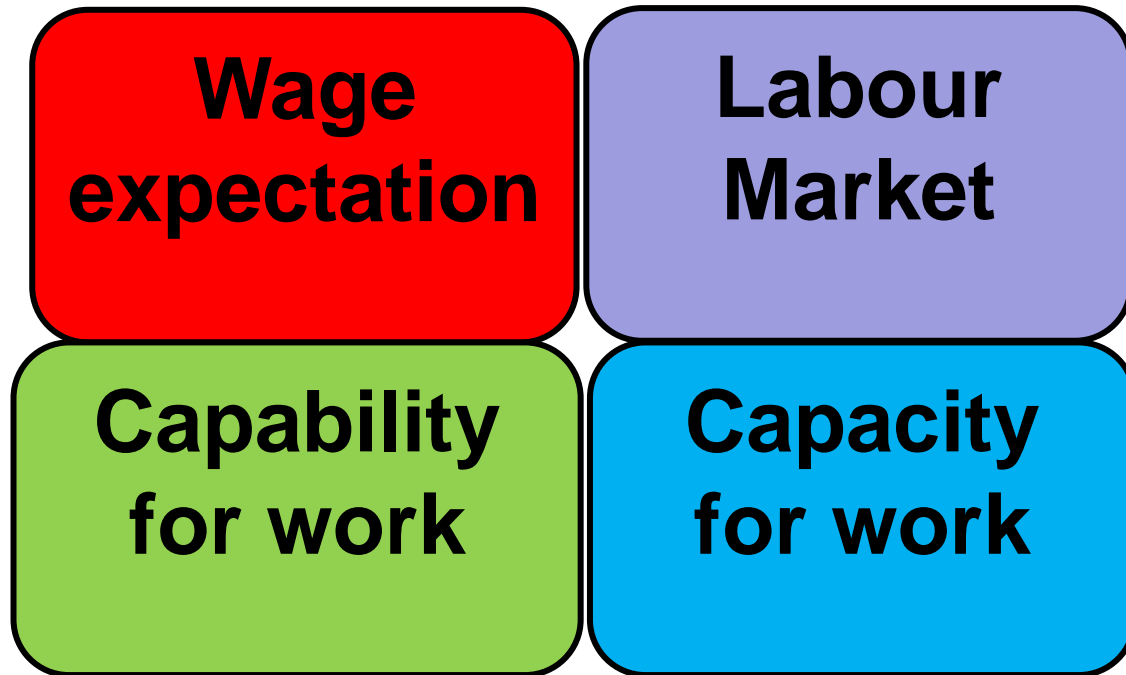
By using coaching you are:

- involving the claimant in decisions about their future which helps gain their Commitment
- helping them to identify their goals and think for themselves
- helping them to plan how to meet their goals
- motivating them
- helping them to gain confidence

Are these Coaching Questions?

- Do you think you'd like to work outdoors?
 - **Not coaching – this requires a yes or no answer**
- What sort of job do you see yourself doing?
 - **Coaching, requires the claimant to reflect and answer more fully**
- How could you find out more about that?
 - **Coaching**
- Don't you think you'd be better suited to working in an office?
 - **Not coaching – this is a leading question**
- Do you want to work on a building site?
 - **Not coaching**
- Do you have any experience to be able to do that kind of job?
 - **Not coaching - requires a yes or no answer**

Other Considerations



Further Considerations

Self-perception	Specific job requirement	Knowledge skills and experience
Managing personal circumstances		Commitment to undertake work search
Keeping a job	Presenting themselves to an employer	Demonstrating capability for a specific job

SMART

S Specific

M Measurable

A Achievable

R Realistic

T Time bound

Planning Work Related Activities Effectively

- ask coaching question
- build the activity into the daily routine
- allocate a specific convenient time to do a particular activity
- ensure the claimant has ownership of the agreed plans
- link activities together
- build in contingencies
- praise the claimant for successfully completing activities

Module Summary

In this this module you have learned about:

- the intent of the Commitment
- the benefits of the Commitment
- good practice when conducting the Commitment meeting
- how to tailor the Commitment to the claimant's circumstances and capabilities
- how to set appropriate work related requirements
- coaching techniques to gain the claimant's buy-in to appropriate work related activities
- how to coach a claimant to plan and carry out quality work related activity