



UCFS 13A WS

The Commitment

01: Introduction to the Commitment

Facilitator Led Brief
V13.0

Contents

Contents.....	2
<i>Important Information:.....</i>	<i>3</i>
The Commitment	4
<i>Introduction.....</i>	<i>4</i>
<i>Commitment Policy Intent.....</i>	<i>4</i>
<i>Tailoring the Commitment.....</i>	<i>10</i>
<i>The Commitment Meeting</i>	<i>10</i>
<i>Responsibilities of the Work Coach</i>	<i>14</i>
<i>The Role of the Case Manager.....</i>	<i>17</i>

Commitment 01

Introduction to the Commitment

Session	Title	Duration
01	Introduction to the Commitment	60 minutes
02	Preparing for the Commitment Meeting	105 minutes
03	The Commitment Meeting	105 minutes
04	Effective Work Related Activities	60 minutes
05	Final Discussions	30 minutes
	To include UCFS58 Commitment Meeting	100 minutes
Total duration of module		460 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	460 minutes

The Commitment



Show Slide 01 - The Commitment



Show Slide 02 –Aim and Objectives



Talk the learners through the aim and objectives.

Introduction

Previously, you have learned about how the claimant makes a claim to Universal Credit, the information they are asked for and the evidence they provide.

All of this leads to the Commitment Meeting with a work coach, where they will identify what the claimant will do to look for work/more work/better paid work and how they will do it. These activities will be set down in the Commitment.

Commitment Policy Intent



Show Slide 03 – Commitment Policy Intent



It is essential this Commitment Policy Intent is read to the learners.

Commitment 01

Introduction to the Commitment



This information is also available on Handout 01.01 for accessibility reasons



Recruitment onto the In Work Progression (IWP) Trial ended on 31 March 2017.

However, existing claimants who are already on the trial in groups 1 & 2 will continue on the trial with mandatory activity until either:

- **their circumstances change and they move into another labour market regime**
- **they terminate their claim**
- **the IWP Trial ends**

This includes:

- **attending IWP Work Search Reviews fortnightly or 8 weekly according to the group they are in**
- **setting mandatory requirements in their Commitments**
- **providing additional work coach support including additional flexible work coach support. Use the category of 'other' appointment for this and make a note that it is for IWP.**

Commitment 01

Introduction to the Commitment

The Commitment is a condition of entitlement to Universal Credit. The claimant is required to accept an up-to date Commitment, that is, one that reflects their current circumstances.

The claimant must report any change of circumstances to us so that we can ensure their Commitment is always up to date.



A claimant who is in the No Work Related Requirements Regime is not required to attend a Work Search Review. However, if their circumstances change they will be required to attend a meeting to accept a Claimant Commitment.

If they do not attend the meeting, they would not face a Fail to Attend sanction, but rather a 'Failed to accept a Commitment claim closure action.

Through your conversation with the claimant, you must be confident that they are fully aware of what is required of them in order to receive Universal Credit and the consequences of not meeting the requirements.



After the claimant accepts their Commitment, a To-Do will be generated to prompt them to read about reduced payments and sanctions.



How will you confirm that the claimant understands their work search requirements?



You could ask questions like:

- What do you have to do to receive Universal Credit?
- What will happen if you do not do that?

Claimants will have the opportunity to provide additional information towards their Commitment before their meeting with the work coach.

The claimant will be responsible for telling us about themselves. This will include their work experience, skills, availability and any challenges they may have that prevent them from being available or able to prepare for work.

This gives the claimant personal responsibility and ownership of their Commitment from day one. We will work with the claimant to build their self sufficiency so that they are pro-active in identifying what they need to do and how to do it.



If the claimant has not provided this information prior to the Commitment Meeting, they will receive a To-do to remind them to do it.

The type of information the claimant is asked to provide in preparation for the meeting will depend on the regime they are in.

You are expected to have stretching and challenging conversations with the claimant and tailor the Commitment to their individual requirements.

Coaching enables you to support claimants to become more independent and have more ownership of work preparation and work related activity. We will look at coaching in more detail later in this module.



What are the benefits of the Commitment for the claimant?



The Commitment allows the claimant to:

- take ownership of their Commitment
- be responsible for telling us about themselves
- have the time to consider and reflect upon their work related plans in the comfort of their own home if they prefer
- focus on work early on in their claim



What are the benefits for the work coach in having the claimant complete part of the Commitment before they attend the meeting?



The benefits are:

- it allows time to prepare for the meeting and think about a claimant's personal circumstances before the meeting
- it forms the basis of the conversation
- the information provided by the claimant tells you more about them as a jobseeker
- it helps you focus on building a coaching relationship and move the claimant forward
- it acts as a good indicator as to whether the claimant requires digital support.

These are all vital points; by gathering this information and using it to prepare for the meeting, you should already be thinking about how to tailor the Commitment to the individual claimant.

Tailoring the Commitment

Tailoring means taking full account of a claimant's capability and circumstances. Work coaches must tailor the requirements of the individual claimant as appropriate and record them on the Commitment.

You have the flexibility to personalise requirements, taking into account a claimant's individual capability and circumstances, challenging them to fulfil their potential and set expectations appropriate to the individual.

The Commitment Meeting



It is important the learners fully understand the purpose of the Commitment Meeting. The following is an introduction only; we will go into how to conduct the meeting in more detail later in the learning.



Spilt the learners into two or three groups to discuss the purpose of a Commitment Meeting

Commitment 01

Introduction to the Commitment



Allow the learners 10 minutes to discuss and feed back.

Ensure the following points are covered:

- discuss employment history, qualifications, skills, caring responsibilities, health, household, IT access and use of Social Media
- discuss and agree the claimant's availability
- coach the claimant to identify challenges and solutions (for example childcare options)
- sell the identified solution and prompt/encourage the claimant to take it up
- discuss the claimant's work related ability to determine how confidently they are likely to progress towards work
- discuss and agree steps the claimant will take to find work for example:
 - work related activities
 - work preparation activities
 - other voluntary activities
- ensure requirements are personalised and stretching, taking into account a claimant's individual capability and circumstances

Commitment 01

Introduction to the Commitment

- discuss and agree travel to work
- identify vulnerability and whether possible easements may apply
- enable the work coach to identify what areas of the discussion they may need to focus on
- discuss finances – debts and Personal Budgeting Support (PBS) if required
- identify other support that may benefit the claimant, for example through the District Provision Tool (DPT)



The District Provision Tool (DPT) provides access to the full range of provision and support delivered by Jobcentre Plus, Skills Funding Agency, Skills Development Scotland, Careers Wales other providers, local authorities, independent and volunteer / charity organisations.

You can use the DPT to explore the full flexible menu of support and maximise provision in developing the claimant's skills to enable them to obtain and retain a job and progress within their employment.



Ask the learners to note on their Action Plan the following reference to the District Provision Tool on the intranet:

DWP Home >>A – Z >>'D' >>District Provision Tool

District Provision Tool

If the learners are not familiar with the DPT they should spend some time familiarising themselves with the site after this learning. They should also talk to colleagues and their managers to find out more.



Personal Budgeting Support will be covered in more detail later in the Learning Journey.



Remind the learners that the requirements for work preparation and work search will depend on the individual claimant's circumstances and the regime they are in.



It is important to discuss and record not only 'what' the claimant will do but 'how' they will do it. We will look at this in more detail later in this learning.



Remind learners that Commitment Meetings will not always take place face to face. Some will be conducted by telephone, for example claimants in the Light Touch Regime do not need to come into the Jobcentre for their meetings.

However, claimants in the Intensive work Search Regime must be seen face to face once every two weeks as a minimum. For new claims, face to face meetings should be weekly for the first 13 weeks.

You must always be flexible in the way you approach working with claimants.

As a work coach you have a bank of time to allocate to claimants as their need dictates. So it makes sense to have shorter meetings, possibly by telephone, with those claimants who are demonstrating that they are pro-active and self-sufficient in their work related activity.

This allows you to schedule longer meetings as required with the claimants who need more support.

Responsibilities of the Work Coach



This activity is intended to get the learners to think about what their responsibilities are. Split the learners into small groups and ask them what they think their responsibilities are in relation to the Commitment.

Allow 10 mins for this activity.

Record the answers on flip and display around the room.



What are the responsibilities of the work coach in the Commitment Meeting?



Ensure the following points are covered:

Their responsibilities are to:

- build rapport with the claimant
- support the claimant
- involve the claimant
- discuss and agree not dictate
- reassure the claimant
- encourage the claimant to take ownership
- motivate the claimant
- help the claimant overcome challenges to work
- ensure the claimant understands their responsibilities
- ensure you find out relevant information about the claimant's circumstances during the discussion (for example, caring responsibilities, in-work, disability/health condition, self-employed etc)

(Continues on next page)

Commitment 01

Introduction to the Commitment

- sell the benefits of work/more work/better paid work
- ensure the work related requirements are tailored to the individual claimant's capability and circumstances
- ensure the content of the Commitment fully reflects the discussion
- remind claimants to check their account and journal regularly as they will receive To-dos that they need to action
- at subsequent meetings, verify that the claimant has met their requirements for Universal Credit



During the Commitment Meeting It is very important that you ensure the claimant understands that completing the work related activities agreed in their Commitment may be challenging and requires detailed planning.



How will you know the claimant understands what is required of them?



You will ask the claimant:

'What must you do to receive Universal Credit?'



Why is it important that the claimant understands their responsibilities?



Those claimants who plan, continually review and improve how they carry out their work related activity are more likely to be successful.

Claimants who are not engaging in active, effective and persistent work related activity will be less likely to receive an offer of employment.

It is important to remind claimants to check and update their journal regularly.



Inform the learners that we will look at work related activities in more detail later in this module.

The Role of the Case Manager

When a claimant submits a claim on-line the Provider Agent books an Initial Evidence Interview (IEI).

The claimant will then receive a To-do to attend the Jobcentre for the IEI and to complete any further information prior to their Commitment Meeting. The work coach will book the first Commitment Meeting and subsequent appointments.

Commitment 01

Introduction to the Commitment

The Case Manager communicates with the claimant through their 'Journal' function in their account and also by phone to progress cases and resolve any queries.

For example, the claimant may contact the Case Manager if:

- they need to notify us of a change of circumstances
- they are unable to attend their Commitment Meeting.



Ask if there are any questions and discuss before moving on to the next session – Preparing for the Commitment Meeting.