

Claimant Commitment (JSA Regime)

Topic 01: Introduction

October 2013

Time

30 minutes

Objectives

At the end of this topic learners will have:

- discussed the domestics for the venue
- covered the background to the Claimant Commitment (JSA Regime)
- discussed the objectives of the learning; and
- agreed the learning contract.

Learning Points

This topic will cover the following learning points:

- Domestics.
- Scene setting for the Claimant Commitment (JSA Regime).
- Objectives of the learning.
- Contract of Behaviour.

Support Material

Handouts

- 01.01 - Action Plan.

Power Point Slide

- Slides 2 – 3.

Validation

Successful completion of this topic will be measured by:

- Participation in discussion and the group exercise.

Method of Delivery

This topic is facilitator led. It uses:

- discussion; and
- a group exercise.

Welcome and Domestics

Welcome to this two-day event about the Claimant Commitment (JSA Regime). The target audience for this event is Work Coaches, Assistant Work Coaches, Work Services Managers and HEO Coaches.



Refer to the Generic Facilitator Pack to facilitate the following:

- Domestics; and
- Introductions.



Any suitable icebreaker can be used at this point.

Welfare Reform

The Welfare Reform agenda is based on the premise that work has the potential to change lives. It starts with individuals. Change individuals and you change society. The introduction of Universal Credit is central to the Welfare Reform Agenda. Universal Credit aims to ensure claimants will be better off in work and makes it easier for them to start a new job or work more hours.

The Claimant Commitment

The introduction of a Claimant Commitment for claimants receiving JSA is a critical building block to pave the way for the cultural transformation that Universal Credit will bring.

The new Claimant Commitment sets out in detail what claimants are required to do, how they will achieve those requirements, and information about the consequences of failing to meet their commitments.

This new approach is designed to ensure claimants have the best chance of finding paid work quickly. Those who fail to comply will risk losing their benefit.

The Key Changes



Show Slide 2 – Key Changes



You should also have the key changes prepared on flip. The key changes should be on permanent display so that you can refer the learners to them throughout the day.

The key changes are:

- Increased expectations of our claimants in terms of activity and responsibility.
- Tailored commitments and a Work Plan for individual claimants.
- Expectation of increased worksearch activity from claimants.
- Robust forward planning which must be clear and specific.
- A stronger intervention and compliance regime.
- The claimant is clear about the conditions of entitlement

It is essential that staff are fully aware of these changes, are fully engaged in the process, and convey the requirements to claimants. We will discuss this in more detail later.

Aims and Objectives of this Event



Show slide 3 – Aims and Objectives of this event.

Allow the learners time to read through.

On completion of this event the learners will be able to:

- explain the policy intent of welfare reform,
- explain the purpose of introducing Universal Credit and how the Claimant Commitment contributes towards it,
- explain the roles of Work Services Manager, Work Coach, and Assistant Work Coach in delivering the Claimant Commitment,
- describe how to conduct the interview appropriately in order to draft an effective Claimant Commitment,
- ensure that claimants are aware of their responsibilities,
- explain how to coach the claimant to plan and carry out their worksearch activity effectively,
- demonstrate how to coach the claimant to complete the 'My Work Plan' booklet and provide sufficient appropriate evidence of their worksearch activities; and
- demonstrate how to carry out an effective review of the claimant's worksearch and identify next steps.



The learners may have many questions about Universal Credit. However for this event it is important to keep them focussed specifically on the Claimant Commitment within the JSA regime.

Pre-Requisite Learning



Before attending this event, the Work Coaches/Assistant Work Coaches must have completed the following learning as appropriate:

- Personal Adviser/Work Coach: Adviser Skills Workshops 1 – 3
- Assistant Adviser/Assistant Work Coach: the Jobsearch Review Skills Event.

Learning Contract



Refer to the Generic Facilitators Pack to facilitate the learning contract for the event.

Action Plan



Issue Handout 01.01 – Action Plan.



Remind learners that they may wish to record any activities for consolidation on the Action Plans during the event.



Ask the learners whether they have any questions before continuing.

Summary

In this topic we have discussed:

- the domestic arrangements for the venue
- the background to the Claimant Commitment (JSA Regime)
- the aims and objectives of the event
- the contract of behaviour we have agreed; and
- Action Plans.

End of Topic 01