



WS017 Topic 05 – Setting Work Related Requirements and Attendance Requirements

Facilitator Led Brief
v11.5

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Topic	Topic title	Duration
Topic 04	Setting Work Related Requirements and Attendance Requirements	50 minutes
Total duration of Topic 05		50 minutes

Important Information:



Please note that not all job roles are required to complete every topic within this module.

The next page has full details of which topics are required by each Job Role.

The Universal Credit Learning Journey has a full list of all the learning modules required for each Job Role and the order in which they should be delivered/completed.

This can be viewed on the LDO Support Site.

Job Role	Learning Required	Duration
Work Coach Work Services Manager System & Process Support	Topic 05	60 minutes

Topic 5 - Setting Work Related Requirements and Attendance Requirements



Show Slide 01 – WS017 Initial Work Search Interview



Show Slide 02 – Topic Aims and Objectives

Aims

The aim of this topic is to provide you with the knowledge to tailor work related requirements and attendance requirements for claimants, based on their individual circumstances and abilities.

Objectives

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

- state what considerations need to be taken into account when setting work related requirements
- explain the action to take when setting Work Search Activities, Work Preparation and Other Work Related Activities
- state the action to take to update Universal Credit with details of a claimant's expected hours of work
- detail the action to take to record Job Vacancies on WSP
- explain the action to take if a claimant declares Voluntary Work
- state what considerations need to be taken into account when determining the attendance requirements

Work Related Requirements

Remember, when setting work related requirements it is essential that all work search, work preparation and work search interview requirements are tailored to the claimant's current personal circumstances and abilities.

Claimants in the AWRR group are expected to take all reasonable steps to prepare for and find work.

To give them the best prospects of finding work you will focus on quality work preparation and work search not quantity.



Show Slide 03 – Work Related Requirements

AWRR claimants should fully understand that Universal Credit payments are paid to support their activities to find work and/or increase their earnings and they must undertake activities that give them the best prospects of moving into work, more work or increasing their work income.



Setting work related requirements is about investing time to get results. This may involve a claimant attending an IT course over a number of weeks to increase their skills and in turn increase their prospects of finding paid work.

Setting the Work Related Requirements

By the end of the Work Search Interview, the intention is that the claimant is committed to complying with their work related requirements and motivated to find work. We have discussed in the previous topic, how when setting work related requirements, it is necessary to work with the claimant to produce a detailed plan of action, articulating the steps they must take to give themselves the best prospects of finding a job.



Universal Credit claimants are not required to apply for, or take-up work, that is offered on a zero hours basis when the contract contains an exclusivity clause.

See Knowledge Management – “Zero Hours Contracts” for further information.



Show Slide 04 – Setting the Work Related Requirements

It should be made clear to the claimant that they will usually be expected to undertake 35 hours a week to prepare and search for work, unless their personal circumstances/health allows a reduction.



This is assessed by you the Work Coach on the evidence provided, the claimant's circumstances and any health issues. You should use your discretion to determine if a limitation/reduction is reasonable.



Refer the participants to About Universal Credit. Ask them to enter 35 hours in the Search field and then read the information under Availability for work.

A plan of action could include:

- Work Preparation Activities – mandatory, time bound one-off activities that will benefit the claimant employment prospects, such as attendance at training or CV clinics
- Other Work Related Activities - other (non-mandatory) activity the claimant is engaged in that you have agreed will improve their employment prospects. For example, if they are undertaking paid work or voluntary work (though this can only account for up to 50% of the

expected hours – this is explained in more detail later)

- Work Search Activities – on-going activities which will take up the majority of a claimant's time

When discussing a work related activities, your role is to focus on quality not quantity.

It is not set out in guidance how long any particular activity should take this will vary according to their circumstances and abilities.



Show Slide 05 – Adjustments in Work Search Hours

Activities which will not have an effect on availability for work hours but can be taken into consideration when setting up to 35 hours Work Related Activity are:

- part time paid employment
- part time self employment
- activity such as attending a course that will improve the chances of obtaining paid employment
- voluntary work, that will gain the claimant skills / experience that will improve the chances of obtaining paid employment

This is at your discretion and should be recorded on the Claimant Commitment.

The claimant must be prepared to give up these activities to take up paid employment that would move them above their individual earnings threshold.

They could also combine paid employment/self employment with another job, or increase the hours of their paid employment/self-employment to move them over their individual earnings threshold or into Gainful Self Employment.



Gainful Self Employment will be covered later in the route way.



Show Slide 06 – Sanctions 1/2

We have already talked about how the focus in Universal Credit is on setting suitable work related requirements, tailored to the claimant's circumstances. To meet these requirements claimants must understand the work related requirements and the sanction consequences of not meeting them. Evidence shows that claimants are more likely to meet a requirement if they understand they will receive a sanction.

Purpose of Sanctions – Sanctions support the Conditionality groups; encouraging claimants to do what is reasonable to look for work.

The impact of non-compliance is that it causes or prolongs the claimant's unemployment. If a claimant fails to meet a work related requirement they are potentially prolonging their unemployment. For example if a claimant does not produce a CV within a given period of time.



Show Slide 07 – Sanctions 2/2

A sanction will cut a claimant's Universal Credit payment by a daily amount for a specific length of time.

This is recorded on the Claimant Commitment and must be explained to the claimant.

Where a claimant is aware that a requirement is mandatory but nevertheless fails without a good reason to meet a suitable requirement that was clearly notified to them then a sanction doubt should be raised.



Within About Universal Credit the Sanctions Hub contains a central source of information to assist users when considering sanctionable failures e.g. identifying, referring and notifying a sanction decision.

For Sanctionable Failures relating to Fail to Attend for claimants in the AWRR Intensive regime and AWRR Light Touch conditionality regime see the FTA Overview.



Show Slide 08 – Claimants in Work

Intensive labour market interventions (Work Search Reviews) and associated support are provided to claimants in the All Work Related Requirements Group who are earning less than the monthly administrative threshold.

Every AWRR group claimant supported by Work Coaches will have a clear responsibility to find and secure work that gives them a weekly income above their upper conditionality threshold. However claimants have an incentive under Universal Credit to take up any paid work.

If a claimant moves into paid work and earns more than their AET but less than their CET they will be in the Light touch regime.

The longer-term vision under Universal Credit is to remove the administrative earnings threshold and provide Labour Market support to all claimants in the AWRR group who are earning less than the upper conditionality earnings threshold. You can decide whether to continue to work with and support claimants who move into the 'Working, Could do More' group, e.g. the work could be only temporary or, with a small amount of further assistance, the claimant could earn more.



The approach that Work Services takes with these claimants in the early stages will be significantly influenced by local office and district decisions and you could be expected to do more within existing Freedoms and Flexibilities.

It will also depend on the office's involvement in pilots, such as In Work Progression.

If you support a claimant in the Working Could do More group you will:

- engage the claimant to accept an alternative Claimant Commitment reflecting their new circumstances
- discuss further activity to help the claimant increase their earnings
- determine which Work Preparation activities might be appropriate
- choose how and when you want to see the claimant again

It must also be noted that Work Search Activities on AWRR single claimants who have earnings above £338 per month cannot be legally imposed.

They will also not be subject to Work Search Reviews.

However Work Preparation requirements and mandatory interviews which can both attract sanctions can be applied. Beyond this, each office or local area may choose to offer additional support for this claimant group. This will be communicated locally.



Show Slide 09 – Setting the Work Related Requirements

In addition to Work Preparation, Work Search and Other Work Related Activities, the AWRR Claimant Commitment contains the following sections to record work related activities which pull through from WSP:

- Job Applications
- Mandatory Work Activities

Work Preparation Activities

Work Preparation Activity is a time bound one-off action which will move the claimant closer to work.

Activities could include those that meet any learning and basic skills requirements such as referring, where appropriate, to basic skills assessments and provision, training for CIS/Security Industry Authority (SIA) cards and ESOL provision.



Show Slide 10 – Work Preparation Activity - Wording

A correct statement would be:

‘I will attend the plumbing course at ABC Training, High Street on Monday 18 May for three weeks. This course will allow me to gain skills in pipe repair therefore moving me closer to the Labour Market. If I am unable to attend this course I will contact the Service Centre on 0345 XXXX to explain why and agree next steps. If without good reason I do not do this, my Universal Credit payments will be cut by £XX for each day I fail to make contact and my payments will then be cut by (amount) a day for a further period of up to 28 days.’



There is an opportunity to practice updating WSP with Work Preparation Activity in a simulation later in this learning (Create Claimant Commitment).



Show Slide 11 – Work Search Activities

Work Search Activities are on-going actions, such as:

- searching internet jobsites
- looking in the local newspapers
- applying for vacancies
- visiting employers
- phoning employers
- follow up registrations with employment agencies
- researching prospective employers

This list is not exhaustive

You will remember the Claimant Commitment will need to be robust and effective in providing the claimant with the best prospects of finding paid work, preparing effectively for a return to work or remaining in touch with the labour market and thinking about work for the future.



Show Slide 12 – Work Search Activities – Wording

The wording on the Claimant Commitment needs to clearly set out the activity that the claimant is required to do within a given timescale and the action they are expected to do if they are not able to meet their Work Search Activity.



Show Slide 13 – Other Work Related Activities

Other Work Related Activities are voluntary actions that could help the claimant achieve future aspirational goals. They are not mandatory and therefore not subject to sanctions.

When setting the Other Work Related Activities in conjunction with the Work Search Activities and the Work Preparation Activities it is expected the claimant will take all reasonable actions to find work, and this is expected to amount to a maximum of 35 hours per week.

AWRR intensive regime claimants aged 19-24, participating in Traineeships – you will have the discretion to tailor work search/availability requirements, where you consider that the training will help claimants move into work more quickly.

Claimants will attend regular Work Search Reviews although there may need to be flexibility over the timing of these. The claimant could be participating on Traineeship or doing Voluntary work.



There is an opportunity to practice updating WSP with Other Work Related Activity in a simulation later in this learning (Create Claimant Commitment).



Show Slide 14 – Voluntary Work

DWP supports voluntary work as an excellent way for claimants to develop skills which can be transferred to the paid workplace

When a claimant is undertaking voluntary work the hours that they do can be deducted against a maximum of 50% of their expected hours of work search and work preparation activities.

This ensures that they are spending at least 50% of their work search hours preparing for, searching for or actually doing paid work.

This does not mean that claimants must stop doing voluntary work for longer than the equivalent of 50% of their expected hours of work – they can continue to do as much voluntary work as they feel they can do as long as they ensure they continue to meet their other work related requirements. Work search though must remain the claimant's primary focus.



Show Slide 15 Examples of Voluntary Work

Examples of Voluntary Work:

- the claimant wishes to move into the environmental sector but has no experience. The claimant has started voluntary work with the local Wildlife Trust and there is work in that sector.
- the claimant wishes to update their IT and general reception skills and has volunteered for a local charity
- the claimant has started voluntary work as a train driver at a local steam railway charity. Although there will probably not be any steam driving jobs in the local labour market the claimant will have recent work experience, show a good work ethic and probably have transferable skills that will enhance their CV.

If you don't agree that volunteering would enhance the claimant's employability you will need to inform the claimant that they will have to meet their full conditionality or face a potential sanction.

We will now look at examples of how voluntary work can be deducted against a maximum of 50% of a claimant's expected hours of work search and work preparation activities.



Show Slide 16 – Example 1 - Mary

Mary is required to undertake work search and work preparation activities for 35 hours per week. A maximum of 50% (17.5 hours) can be deducted from the work search and work preparation activities that Mary can undertake leaving 17.5 hours a week.

As Mary works in Oxfam for 10 hours per week (which is less than 17.5 hours), 10 hours will be deducted from Mary's work search and work preparation activities. Mary will therefore be expected to carry out 25 hours of work search per week.



Show Slide 17 - Example 2 - Ali

Ali is required to undertake work search and work preparation activities for 35 hours per week. A maximum of 50% (17.5 hours) can be deducted from the work search and work preparation activities leaving 17.5 hours per week.

But as Ali works in Mind for 20 hours a week which is over the 50% maximum (17.5 hours), only 17.5 hours can be deducted from Ali's work search and work preparation activities. Ali will therefore be expected to carry out 17.5 hours of work search per week.

As WSP does not recognise half hourly increments any deduction to a claimant's availability must be rounded down to the nearest whole number.



In the example above Ali's availability for work search and work preparation activities will be rounded down from 17.5 to 17 hours. After the 17 hours is deducted from the 35 hours of work search and work preparation Ali will be expected to carry out 18 hours of work search and work preparation.

After calculating the number of hours a claimant is expected to carry out work search/ work preparation activities the Claimant Commitment must be updated.

Include details of the voluntary work in the 'Other Work Related Activity' fields in WSP - which will appear on the Claimant commitment

If the claimant is on the Work Programme create a new Work Programme Claimant Commitment with details of the changes.

Example 1 – Mary's Claimant Commitment must be updated to show 25 hours of agreed work search/work preparation activities.

Example 2 – Ali's Claimant Commitment must be updated to show 18 hours of agreed work search and work preparation activities.



You will also need to consider if any work related support for the claimant is required.

For example:

The voluntary work may call for the claimant to have a basic food hygiene certificate. You may wish to refer the claimant to a food hygiene course at a local college.

How to input details of voluntary work and amend the claimants availability for work search/work preparation is covered in simulation CS006 - Impacting a Change of Circumstances on a Claimant Commitment, 'Updating Work Related Activity'.

After inputting details of the Voluntary work into WSP you will need to consider:

- if the claimant needs more time to attend a job interview or take up paid work.(The claimant may be given up to 48 hours to attend an interview and up to one week to take up paid work)
- if, once you have set the attendance requirements within WSP record and WSP has allocated an attendance day, you must determine if the work search interview attendance day needs to be re-scheduled. I.E due to the claimant's voluntary work. See 'About Universal Credit- Work Coach determines work search interviews need to be re-scheduled due to claimants voluntary work''



You earlier completed WS006a – Universal Credit – managing Appointments.

If you need a reminder on how to book a Work Search Review, please refer to Topic 4 – Work Search Reviews.

Show Slide 18 – Simulation – Other Work Related Activities



Show Slide 18 – Simulation – Other Work Related Activities



To view the simulations please refer the participants to the Universal Credit Simulations and Screenshot Walkthroughs intranet page which is within the Learners Support Site.

http://intranet/1/jcp/directorates/hr/learning/coursesandproducts/dwp_t750753.asp

The participants should scroll down to CS006 - Impacting a Change of Circumstances on a Claimant Commitment, 'Updating Work Related Activity'.

Activities' simulation. Note the information at the top of this intranet page which describes how to use the hyperlinks.

Allow participants 10 minutes to complete this simulation.

Updating Universal Credit

If you need to revise a claimant's expected hours of work update the Universal Credit portal as follows:

- navigate to Claim Admin Home Page on Universal Credit
- select **Override Expected hours of work** (this displays the 'Override Expected Hours of Work Screen')
- record expected hours of work
- select **Continue** (this will display a summary screen called **Claim Administration**. Override expected hours of work confirmation. Check the information is correct prior to submission. If incorrect select 'Cancel' and input the correct information)
- select **Submit** (this will confirm the new expected hours of work)



Stress to the learners the importance of updating the UC portal with the claimant's expected hours of work as this is used in the system calculation of the household, Conditionality Earnings Threshold (CET). If the UC portal is not updated the CET will not be adjusted to take account of the claimant's availability for work.

The CET does not appear as a value on the Universal Credit System but the WC can calculate this figure for the claimant and record it on WSP for future reference, ensuring that this is updated whenever the expected hours are manually adjusted or affected by a change in conditionality.

It must not be updated for work related activity because this reduction does not impact the claimant's CET e.g. do not update if a claimant is undertaking voluntary work.

The UC portal only need to be updated with expected hours of work if there is a reduction in the claimant's availability e.g. due to health reasons, claimant is the lead carer of a child aged 5 to 12 who is not expected to work outside of school hours so their availability for work is capped at 25 hours.

The expected hours updated onto the UC portal must match that in the claimant's Claimant Commitment.

Recording Expected Hours of Work on Universal Credit



Show Slide 19 – Simulation Recording Expected Hours of work on UC



To view the simulations please refer the learners to the Universal Credit Simulations and Screenshot Walkthroughs intranet page which is within the Learners Support Site.

http://intranet/1/jcp/directorates/hr/learning/coursesandproducts/dwp_t750753.asp

The learners should scroll down to WS017 Simulations and select the See It, Try It or Know It links for the ‘Recording Expected Hours on UC’ simulation. Note the information at the top of this intranet page which describes how to use the hyperlinks.

Allow the learners 10 minutes.

A claimant can be mandated to apply for specific vacancies on Universal Jobmatch but this should be discussed with them and set as a separate individual requirement on the Claimant Commitment.

When a claimant is mandated to apply for a specific job vacancy, these must be recorded on WSP so that the

vacancy will display on the Claimant Commitment.



Show Slide 20 – Recording Job Vacancies on WSP

If you are mandating a claimant to apply for a job vacancy take the following action on WSP:

- select **Job Applications** from the **Common** menu
- select **Add New Job Applications** from the ribbon. This will display the following fields to be completed:
 - **Claimant** – this will be pre-populated
 - **Job Title** – this is a mandatory field
 - **Employer** – this is a mandatory field
 - **Source** – i.e. newspaper. This is a mandatory field
 - **Vacancy Ref** – this is not a mandatory field
 - **Closing Date** – from the calendar icon. This is not a mandatory field
 - **Vacancy Status** – Pending Application, Applied, Failed to Apply, Suitable. This is a mandatory field. (Where a vacancy is recorded as 'Pending Application' this information will be displayed on the AWRR

Claimant Commitment Section 4 'Jobs I must apply for' so that the status of a vacancy can be tracked.

- select Save and Close



Self employed work - If you think that the self-employed activity is a viable job goal the hours of availability for Work Related Requirements may be reduced, the relevant deduction must be appropriate for the work undertaken and the payment received.

For example: You may decide not to allow any reduction in hours if you feel that the self employment activity is not significant enough, or not appropriate for the claimant's work goals.

Note: A specific interview is held by a Work Coach to make the decision on whether self employment can be deemed to be Gainful Self Employment. This is covered in CS003 - Impacting a Change of Circumstances on Conditionality - Self Employment.

Activities that move the claimant into work must be meaningful.



Show Slide 21 – Determining Attendance Requirements

When determining the Work Search Review timescales, the following should be considered:

- minimum fortnightly face to face is required
- can be more frequent and this additional contact can be by other means, e.g. telephone, email, SMS

From 3/10/16, weekly face to face Work Search

Reviews will be carried out, for the first 13 weeks, for:



- **new claimants subject to the AWRR – Intensive Work Search regime**
- **claimants where a change of circumstance moves them into the AWRR – Intensive Work Search regime**

The reviews will then take place at least fortnightly to check progress and ensure that the claimant is meeting their work-related requirements.

Simulation – Simulation Schedule Recurring Claimant (WSR)



Show Slide 22 – Simulation Schedule Recurring Claimant (WSR)



To view the simulations please refer the learners to the Universal Credit Simulations and Screenshot Walkthroughs intranet page which is within the Learners Support Site.

http://intranet/1/jcp/directorates/hr/learning/coursesandproducts/dwp_t750753.asp.

The learners should scroll down to ‘WS006a Managing Appointments simulations’ and select the See It, Try It or Know It links for ‘Schedule Recurring Claimant’ simulation. Note the information at the top of this intranet page which describes how to use the hyperlinks.

Allow the learners 10 minutes to complete this simulation.



Show Slide 23 – Determining Further Work Search Interviews

The frequency with which you see the claimant for subsequent Work Search Interviews is based on several factors:

- the claimant's capability to undertake self managed work search and work preparation
- a judgement you make about the claimant's motivation to do everything they can to find work
- challenges faced by the claimant
- how long the agreed specific actions will take (time bound activities)

Setting the Attendance requirements

After determining the attendance requirements, explain to the claimant when they will next be contacted (if appropriate), when they will next be seen face to face, who the interview is with and the purpose of the next review.

The next Work Search Interview appointment (if appropriate) will be booked on WSP and the Work Search Review appointment details will be documented in the Commitment Pack.

The first Quarterly Work Search Interview is due 11 weeks from the initial date of claim. WSP sets an automatic task 'Quarterly Work Search Review (due date)' for the owner of the WSP claimant record, so that this and subsequent quarterly interviews can be booked. The quarterly Work Search Interview (WSI) due date is calculated from the conditionality start date. The WSP task matures 2 weeks before the due date. This task is to prompt the Work Coach to contact the claimant and book the appointment on WSP.



From 4 April 2016 Quarterly Work Search Interviews ceased, except for self employed quarterly reviews that still exist.



Quarterly Work Search Reviews for Self employed claimants are covered in more detail in ‘CS003 Impacting a Change of Circumstances on Conditionality Self-Employment’, completed later in your learning.

With the exception of self -employed claimants, the last quarterly Work Search Review was on Friday 1 April 2016.

However, an automatic WSP task will still be sent to the owner of the WSP claimant record with the subject header of ‘Quarterly Work Search Review (due date)’.

The task matures 2 weeks before the quarterly Work Search Interview (WSI) is due.

The Work Coach must mark the WSP task as complete with clear notes to say QWSI have ceased.



Show Slide 24 – Holidays



Access About Universal Credit

What is the procedure for claimant declaring to the Service Centre that they are going on holiday?



Use next slide to confirm learners’ research



Show Slide 25 – Treatment of Holidays

There is no specific holiday allowance under Universal Credit conditionality. Claimants must continue to carry out the work related requirements set out in their Claimant Commitment.

For claimants in the All Work Related Requirements group this includes ensuring that they are available to attend a job interview or take up an offer of employment even if this means cutting short a holiday.

Being on holiday would not be considered good reason for not carrying out any work search or availability requirements and claimants would go on holiday at their own risk.

Claimants must be robustly monitored to ensure compliance with their work related requirements e.g. no allowance would be made to reschedule work search reviews or interviews.

The physical whereabouts of claimants will not be monitored – as long as they are present at mandatory interviews etc. However there should be no interruption to the expectations placed upon the claimant. The claimant is free to organise what they do with their own time/e.g. how they accommodate work search expectations.

Topic Summary



Show Slide 26 – Topic Summary

In this topic you have learned:

- Work Related Requirements
- Work Search Activities, Work Preparation, Other Work Related Activities
- Updating Universal Credit portal with Expected hours of work
- Recording Job Vacancies
- Voluntary Work
- Attendance Requirements