

# Commitment Pack

## Completing and issuing the Commitment Pack

### Content

In order to remain entitled to Universal Credit, claimants must do everything they reasonably can to find paid work, increase their earnings and show that they have met their Work Related Requirements. Therefore it is important for claimants to commit to their Work Related Requirements and acknowledge their personal circumstances. Claimants also need to understand the consequences of not complying with their requirements and the effect of escalating sanctions. The Claimant Commitment and Commitment Pack will ensure claimants understand this. Specifically the Claimant Commitment Pack will:

- detail the claimant's capability and circumstances reflected in a positive manner
- detail the sanctions regime appropriate to the claimant
- provide valuable information to help the adviser
- determine what help, if any, the claimant may need to improve their chances of getting work, more work, or better paid work
- provide a means by which claimants can record and follow-up activities, for example job applications
- detail the claimant's attendance arrangements

**Please note:** using the 'My Work Search Record' part of the Commitment Pack is **not** mandatory. However, claimants must demonstrate that they have met their Work Related Requirements. Those who do not wish to use the 'My Work Search Record' must demonstrate this through other means.

## Completing and issuing the Commitment Pack

### About me

The About Me section of the Commitment Pack is populated using information from the claimant's Work Services Platform (WSP) record. The information must be short, succinct and use bullet points to detail the claimant's circumstances that may impact on their capacity for work. These could be health problems, caring responsibilities, transport, working patterns, voluntary work or skills needs. These bullet points must be brief, positive statements. Examples of these are below:

- 'I have childcare responsibilities but am available to work from 10am to 2pm, Monday to Friday'
- 'I am able to undertake any work which does not involve maintaining one position for a prolonged period'
- 'I am able to look for work within the Greater Manchester area travelling by public transport'

A claimant who does not have any limitations will still require a statement for the About Me section, such as, 'I am available for any full time work which pays at least the National Minimum Wage'.

#### Sanctions

All of the sanctions applicable to Universal Credit will be detailed on the Commitment Pack. However the claimant must be made aware which sanctions apply to them.