



**UCDMA006**

**Sanctions  
Workshop**

**Handout 2.1 –  
Case Studies for  
High Level  
Sanctions**

**September 2016**

# Contents

|                        |    |
|------------------------|----|
| Contents .....         | 1  |
| Amelia Smith.....      | 2  |
| David Carr .....       | 4  |
| Rukshana Begum .....   | 5  |
| Josef Kriek.....       | 6  |
| Said Ali .....         | 9  |
| Charlotte Johnson..... | 11 |
| Amanda Gale.....       | 12 |

# Amelia Smith

## UCH/005: Failed to apply for a job – DM Complex

### Claimant Details

Name: Amelia Smith (All work related requirements group)

Age 55      Single

No health conditions, no caring responsibilities.

### Claim Details and Failure Details

First claimed Universal Credit on 29/04/2013. Award ended 19/09/2014.

Re-awarded Universal Credit 18/11/2014.

On 17/02/2015 Work Coach gave Amelia a work-search requirement to apply for a job at a local supermarket by 24/02/2015.

Method of notification: Face to Face

The vacancy is still open. The claimant refused to apply for it.

### Details of Vacancy

The vacancy was for a shop floor assistant at a supermarket, with duties including customer service and replenishing shelves. The new employee would be expected to work 30 hours per week. They would be given training in all areas, including health and safety.

**Statement from Work Coach**

There are no restrictions on the claimant's availability. She is looking for 'shop work' and there are no restrictions on the hours she is willing to work (up to 40 hours per week).

**Claimants Reasons for Not Applying**

I don't want this job because it might involve lifting heavy boxes. I don't want to do a job with heavy lifting. My sister permanently damaged her back doing that.

I want to work in a clothes shop. My last job was a temporary one in a clothes shop and that didn't involve heavy lifting.

# David Carr

## UCH/003 Lose pay through misconduct – DM Complex

### Claimant Details

Name: David Carr (All work related requirements group)

Age 25                      Divorced

Claimed Universal Credit on 20/03/2015

No health conditions, no caring responsibilities.

### Information from Employer:

Employer - Golden Jackpot Casino

Dates of employment 16/06/2003 to 19/03/2015

Employed as a croupier

Reason for employment ending: dismissed for breach of company policy.

# Rukshana Begum

## UCH/002 Leaving employment voluntarily - DM Complex

### Claimant Details

Name: Rukshana Begum (All work related requirements group)

Age 32                      Separated

Claimed Universal Credit on 02/04/2015

No health conditions, no caring responsibilities.

### Information from Claimant

Employed at Media Solutions 04/02/2013 to 18/03/2015 (web designer).

Left job voluntarily.

I split up from my partner. He owned the house and he kicked me out. I had nowhere to live, so I moved back to my parents' home which is 200 miles away.

# Josef Kriek

## **UCH/005: Failed to apply for a job – DM Complex**

### **Claimant Details**

Name: Josef Kriek (All work related requirements group)

Age 51      Married

No health conditions, no caring responsibilities.

He drives and has his own car. He has an HGV Licence.

### **Claim Details and Failure Details**

Claimed Universal Credit 11/03/2014.

On 04/03/2015 his work coach gave him a work search requirement to attend a job interview ACB Furniture on 09/03/2015. Mr Kriek says that he attended the interview but was not offered the job.

Method of notification: Face to Face

### **Details of Vacancy**

The vacancy was for a delivery driver for a furniture store, with duties including loading and unloading the van and delivering furniture. The new employee would be expected to work 40 hours per week. They would be given training in all areas, including health and safety.

**Information from Employer**

The employer contacted the work coach and states that, at the interview, Josef told him that he had only come because he has been made to go by his work coach, and didn't seem interested in getting the job.

The claimant asked him to sign a statement to say that he had attended the interview.

**Statement from Work Coach**

There are no restrictions on the claimant's availability. He is looking for work as a truck driver or delivery driver. There are no restrictions on the hours he is willing to work (up to 40 hours per week).

The employer is a small family based company, who have advertised with the job centre once before. On that occasion they took on a claimant referred to them, and provided constructive feedback on unsuccessful applicants.

The work coach has discussed how to prepare for interviews with the claimant (including how to dress, researching the company and behaviour at interviews).

The claimant has a history of meagre job search, and being late for interviews.

He has been sanctioned twice for failing to take part in Work Focused Interviews.



The work coach interviewed the claimant and asked the following questions:

**Did you say that you had only gone to the interview because your work coach told you to?**

Claimant replied 'No I never'

**What happened at the interview?**

Claimant replied 'The boss didn't seem impressed with me. I don't think I had the experience he was looking for. He asked me why I wanted to work for his firm and I told him I didn't know that much about the firm and that my work coach had sent me. I really want a job. I went there as I said I would, but he didn't seem to like me.'

# Said Ali

## UCH/002: Leaving Employment Voluntarily – DM Complex

### Claimant Details

Name: Said Ali (All work related requirements group)

Age 37      Married

No health conditions, no caring responsibilities.

Claimant Commitment shows: will not work in establishments promoting either alcohol or gambling.

### Claim Details and Failure Details

Claimed UC on 09/07/2014

The claimant was issued with a letter to attend a placement on a Mandatory Work Activity. The activity started at Swansea Community Centre. The claimant attended the placement. He was asked to assist by preparing snacks and serving tea and coffee to the groups that use the centre.

He was required to:

- set out chairs and tables as necessary
- make sandwiches
- make tea, coffee and soft drinks
- serve the food and drinks to the centre's customers
- wash-up and tidy the kitchen area after use.

For the first two days Mr Ali completed these tasks satisfactorily.

On the third day he walked out during the regular Wednesday bingo game arranged for Pensioners' Club. He left the centre short-handed and one of the pensioners had to help out.

The Provider contacted Said. Said told the provider that he would not take part in 'such things' and refused to return to the Community Centre.

# Charlotte Johnson

## **UCH/001 Loss of employment through misconduct – DM Complex**

### Claimant Details

Name: Charlotte Johnson (All work related requirements group)

Age 19                      Divorced Single

Claimed Universal Credit on 20/03/2015

No health conditions, no caring responsibilities.

### Information from Employer:

Employer - ABC Cars

Dates of employment 04/11/2014 to 19/03/2015

Employed as a cab co-ordinator

Reason for employment ending: dismissed for misconduct - offensive behaviour.

# Amanda Gale

## **UCH/002: Leaving Employment Voluntarily – DM Complex**

### Claimant Details

Name: Amanda Gale (All work related requirements group)

Age 40                      Single

No health conditions, no caring responsibilities.

Claimed Universal Credit on 16/03/2015.

She states that she was made redundant from her job at Prestige Radiators on 13/03/2015.

### Information from Employer:

Ms Gale left her job after refusing a promotion. She said she did not want to do the extra travelling that the promotion required.