

## Switching off requirements - Zack

This is a skills practice exercise to practise the skills that are needed to speak to a claimant with complex needs and switch off his requirements.

Your name is Zack; you are a care leaver who has become homeless due to a debt problem spiralling out of control.

You were sleeping on friend's sofa, but your friend has asked you to leave and you have spent the last week sleeping rough in the town centre.

You have been sleeping during the day when it is warmer, and keeping active during the night.

You are scared and you feel very alone and vulnerable.

You don't know where you can find any support or help with your situation.

You are afraid you are going to get sanctioned; you don't have a phone so you cannot find work or receive contact from employers.

You have come in for your regular appointment with your work coach where you are going to tell them about your situation.

Be creative in your answers and responses to the work coach, but try to make them as realistic as you can.

Note: please remember the DWP behavioural standards and the impact you may have on your colleague. Realism within reason.