

# Freedom of Information request 2451/2013

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Published

## Information request

*Please email me a copy of your 'claimant commitment' information, such as operational practice, policy or guidance, accessible to front line Jobcentre Plus Staff (Advisers etc), together with pre-completed specimen copies of any template 'commitment' accessible to said staff. As well the information that is given or accessible to anyone who may choose not to agree to a 'commitment'.*

## DWP response

Section 21 of the Freedom of Information Act allows us to direct you to information which is already reasonably accessible to you. The Universal Credit regulations 2013 can be found at <http://www.legislation.gov.uk> which provides the policy for the Claimant Commitment in Universal Credit. Regulations 15 and 16 provide policy on the Claimant Commitment. Part 8 Chapter 1 (Claimant Responsibilities) set out regulations on Work Related Requirements.

Please find enclosed a summary of the Universal Credit Claimant Commitment Policy and approach and worked examples of the Claimant Commitment. These examples are illustrative only. Claimant Commitments will differ for each claimant depending on their individual circumstances and job goals and advisers will tailor requirements for each claimant. They are for the Universal Credit Pathfinder only and are not provided to front-line Jobcentre Plus staff as 'specimen copies' of a template 'commitment'. We are continuing to develop the design of the Claimant Commitment, building on learning from Pathfinder and other insight work.

With regards operational guidance you have asked for, we published the guidance that has been produced for decision makers in April 2013. This can be found at <http://www.dwp.gov.uk/publications/specialist-guides/advice-for-decision-making/>. Further guidance to support agents in setting work related requirements which form the basis of the Universal Credit Claimant Commitment is still under development in the Universal Credit Pathfinder only and is not accessible to all frontline Jobcentre Plus staff.

# **The Universal Credit Claimant Commitment**

## **Policy Aims**

Universal Credit is designed to ensure that for people who can, work is still the best route out of poverty and an escape from benefit dependence. The aim of Universal Credit is to increase labour market participation, reduce worklessness and increase in-work progression. The conditionality regime will recast the relationship between the citizen and the State from one centred on “entitlement” to one centred on a contractual concept that provides a range of support in return for claimant’s meeting an explicit set of responsibilities, with a sanctions regime to encourage compliance. A personalised approach to labour market activity, together with appropriate sanctions, will encourage and incentivise claimants to take responsibility for preparing for work, finding work and taking up more and better paid work.

The Claimant Commitment is at the heart of this personalised approach. Compliance with requirements such as active job search and engagement with advisers, increases the chances that claimants find work more quickly than they would otherwise, but too often in the current system there is a lack of clarity about requirements and consequences. The Claimant Commitment will address this, for the first time setting out all requirements and consequences in one place – ensuring claimants understand what is required.

The key role it will play is reflected in the fact that all claimants are required to accept a Claimant Commitment as a condition of entitlement to Universal Credit. The Claimant Commitment will be accepted as part of the normal claim process, where appropriate during a face to face interview with an adviser. The conditionality group a claimant falls into determines the requirements that can be imposed:

### *All Work- Related Requirements Group*

Claimants who are able to work fall into this group. Our aim is to encourage them to get into as much work as they reasonably can do as quickly as possible. Advisers will take account of individual circumstances and set requirements that, if complied with, give the claimant the best possible prospects of finding paid work. All such requirements will be recorded on the Claimant Commitment. Our initial focus will be on those claimants who would be eligible for current benefits. We will explore through trials, tests and pilots the right approach for claimants who are in work.

### *Work Focused Interview Only Group*

Claimants in this group, including people responsible for children aged between 1-5 and foster carers, will be required to attend regular work focused interviews which help them focus on how they can move into work in the future and the steps they can take to prepare for this.

### *Work Preparation Group*

Claimants who have been determined at their Work Capability Assessment as having limited capability for work are subject only to work preparation and work focused interviews. Our aim will be to set requirements which help keep them motivated by preparing them to return to work as soon as they are able, taking into account their capability and circumstances.

### *No Work-Related Requirements Group*

For those claimants who are not expected to work, their Claimant Commitment will require them to notify promptly any changes in circumstances. For those claimants who are exempt from conditionality because of their earnings, the Claimant Commitment will also advise them of any implications of ending employment or loss of pay.

## **The Claimant Commitment**

As accepting a Claimant Commitment is a condition of entitlement, in the case of joint claims, **both** eligible claimants within a household will be required to accept an individual Claimant Commitment, which will set out any work related requirements for each of them. If one member of the couple does not accept their Claimant Commitment, neither will be entitled to Universal Credit if they continue to apply as a couple. The Claimant Commitment can be accepted electronically, by phone or in writing. The appropriate method will be made clear to the individual.

We recognise that in some circumstances, claimants will find it difficult or be unable to accept a Claimant Commitment. In the following situations, we will support these people by:

- lifting the requirement for those claimants who lack capacity. In this context, “lack the capacity” primarily relates to those claimants with an appointee acting on their behalf.
- In exceptional circumstances, deferring the requirement to accept a Claimant Commitment, without affecting the date of entitlement, such as an office being closed due to fire or flood.

## **Claimants in the all work related requirements group**

This paper focuses on the development of requirements for those claimants falling into the all work related requirements group. These will be subject to an intensive conditionality regime and will be expected to actively look for and prepare for work. These are claimants who would be eligible for Jobseeker's Allowance in the current benefit system and who will be the first to access Universal Credit.

In all such cases, the Claimant Commitment will be developed through a face to face interview with an adviser. The interview will cover 4 core elements leading to a set of requirements to be recorded in a Claimant Commitment. These are:

- Diagnosis of claimant capability and circumstance
- Identifying the work a claimant is expected to look and be available for
- Establishing which work search, preparation and availability requirements should apply
- Establishing ongoing contact requirements

These will enable the adviser to develop and record a set of requirements that, if complied with, will give claimants the best prospects of finding work.

### **Diagnosis of claimant capability and circumstance**

To support claimants get into as much work as they can as quickly as possible, advisers will determine a claimant's capability and personal circumstances (including exploring work history, qualifications, health and caring responsibilities) . This will ensure the claimant is placed in the correct conditionality group and that all relevant circumstances are taken into account.

### **Identifying the work a claimant is expected to look and be available for**

The adviser will identify a job requirement that sets out the work a claimant is expected to look for and accept if offered. The adviser will establish the type, location, hours and pattern of work a claimant will be expected to look and be available for. Claimants will normally be expected to look for any suitable employment, paying the relevant national minimum wage, that is within 1.5 hours travelling distance from their home. Claimants will also be expected to look for full time work.

Claimants in the all work related group will normally be available to attend an interview and take up a job immediately. People with childcare responsibilities are permitted 48 hours to arrange alternative care and up to one month to arrange care before they take up a job.

There are a variety of matters an adviser will take into account. Where a claimant has a strong work history the adviser can allow a claimant to restrict their jobsearch for up to 3 months to looking for work relating to a particular type of job and location (and associated salary) that they have recent experience in. This is to be known as a 'permitted period'. After this period, they will be expected to look for full time work at the national minimum wage.

The adviser should also reflect on caring responsibilities and any health issues. There are specific provisions in regulations:

- A parent of a child aged 5-12 years (or an older child where the child has exceptional care needs) will be expected to look for work in line with their caring responsibilities, for example during their child's school hours.
- Carers who are not entitled to the Carer's Element but have regular caring responsibilities for a severely disabled person may have their hours of availability adjusted in line with their caring responsibilities. They will have to satisfy the adviser that the restricted hours offer reasonable prospects of finding paid employment. Those with at least 35 hours a week of caring responsibilities are exempt from all requirements
- Where a claimant has a physical or mental impairment the requirement will be limited to what is considered reasonable in light of the impairment and they will not have to show they have 'reasonable prospects' of finding work.

In establishing whether a claimant has "reasonable prospects" of obtaining paid work, the adviser will ensure that the limitations do not prevent the claimant from taking up any job, taking into account the jobs available in the local labour market and ensuring that the claimant is not restricting the hours they are available to such an extent that no jobs would be available.

### **Establishing whether work search and availability requirements should apply**

When a claimant is expected to look for work, we will identify the requirements that will maximise their chances of finding work. These will remain in place and the claimant will be expected to show how they have been meeting them on a regular basis. The requirements will be kept under review to check that they are still appropriate and likely to get the claimant into work.

There will also be some circumstances, where requirements won't be applied, for short periods of time. In certain circumstances, work search and availability requirements cannot be applied. Regulations give a list of the

particular circumstances where this may be appropriate. This applies to claimants:

- with a self certificate/medical evidence of illness of up to 14 days
- receiving medical treatment outside of Great Britain
- on jury service or attending court or a tribunal as a witness
- whose partner, child or qualifying young person has died
- participating in structured recovery for alcohol or drugs
- who has in the last 6 months been a victim of domestic violence
- who are prisoners
- with a protection order
- engaged in a public duty.

And at adviser discretion:

- where the claimant is carrying out work preparation or voluntary work preparation
- Where a claimant has a fit note beyond the first 14 days of sickness the adviser may decide that it is unreasonable to impose work availability and work search requirements on account of the claimant's illness. They may decide that, nevertheless, the claimant should be subject to other work related requirements, such as work preparation and/or work focused interview requirements
- Where a claimant has a temporary emergency or temporary responsibilities and the adviser considers that it would be unreasonable to require the claimant to comply with requirements for a short period of time (for example a claimant is dealing with a domestic emergency).

### **Setting requirements to give claimants the best prospects of finding work**

By the end of the process, the intention is that the claimant is committed to complying with their requirements and motivated to find work. In setting requirements, the adviser will – working with the claimant – set out a detailed action plan, articulating the steps a claimant must take to give themselves the best prospects of finding a job.

A claimant will be expected to devote the same number of hours to work search in accordance with this action plan as we would expect them to be available for work (up to a maximum of 35 hours a week).

The action plan in the Claimant Commitment will reflect:

- any mandatory work preparation requirements – such as attendance at training or CV clinics – that the adviser thinks will benefit the claimant.

- other (non-mandatory) activity the claimant is engaged in that the adviser agrees improves their employment prospects. For example, if they are undertaking paid work or undertaking voluntary work (though this can only account for 50% of the expected hours).

- work search activity. Work search activity will take up the majority of a claimant's time – usually 35 hours - although we can take account of work preparation activity. In articulating a work search plan we will expect advisers to focus on quality of work search not quantity. We do not intend to set out in guidance how long any particular activity should take as this will vary from claimant to claimant. Where a claimant has done all that could reasonably be expected of them – for example they have applied for all suitable jobs and undertaken all the activities set out in their work search and work preparation plan - this may be considered sufficient even where the time taken was less than the hours expected.

### **Establishing ongoing contact requirements**

Finally, advisers will determine how on an ongoing basis they will continue to support the claimant and check that they are continuing to take the necessary steps to move them into work. This will consist of a tailored level of adviser contact - by telephone, electronically, or face to face – and regular reviews – at least fortnightly - to check progress and that a claimant is meeting their requirements. Claimants in need of additional support are likely to be seen more often and for longer than those claimants more capable of looking for and finding work themselves.

### **Accepting a claimant commitment**

Advisors will record all requirements in the Claimant Commitment. Requirements set will aim to get the claimant into work as quickly as possible but will be reasonable with regard to the claimant's circumstances, such that the claimant understands them. The consequences (sanctions) of any failure to comply will be made clear.

There may be circumstances where the claimant is reluctant to accept the Claimant Commitment. If the claimant refuses to accept, the adviser must offer a cooling off period of a maximum of 7 calendar days. If the claimant still refuses to accept their Claimant Commitment then he or she will no longer be entitled to claim Universal Credit

The claimant can also request a reconsideration (second opinion) of the Claimant Commitment. This means that another adviser looks again at the requirements set in the Commitment and decides if they are reasonable. If the

original requirements stand, then the date of entitlement may be moved to the date the claimant does accept their Claimant Commitment.

A new Claimant Commitment should be drawn up in response to a change of circumstance, when old requirements expire, or when work search or work preparations activities are proving ineffective. Any revised Claimant Commitment has to be accepted by the claimant for entitlement to continue.

## **Sanctions**

Where a claimant has not completed a requirement, the adviser will need to ask the claimant why this is. The adviser should consider whether a referral to a decision maker is appropriate to consider the application of a sanction. Sanctions only apply if the claimant failed to meet a requirement without good reason.

Claimants will be invited to provide evidence of good reason for not meeting the requirement. The decision maker will take all available evidence into account and may contact the claimant or third parties for further information.

## **Claimant Commitment Examples: Joanne Brown**

On 9 Jan 2013 Joanne sees an adviser. Joanne is 25, single, with chronic asthma which prevents her working in dusty environments, but no other personal circumstances that need to be taken into account. Joanne will be required to be available for full time work and undertake job-search for 35 hours per week. At the first interview the adviser establishes that she:

- Has 5 GCSEs including English and Maths at Grade C
- Has no IT qualifications or experience and no internet access at home
- Has 1 year voluntary work experience (3 years ago)
- Would like to work in a clothes shop
- Uses public transport. The bus service is limited.
- Has brought in a CV

The adviser explores how Joanne feels about not working and what she thinks is stopping her getting a job.

Joanne will be required to check the local paper and apply for all suitable jobs. She agrees to visit the library or Jobcentre to set up a Universal Jobmatch (UJ) account. The adviser assesses this will take Joanne about half a day including travel. The adviser agrees with Joanne that she should then make a trip into town twice a week to spend time on UJ. Whilst there she should visit shops and hand in a tailored CV.

As Joanne's CV needs work, the adviser discusses attendance at a 2 day interviewing skills and CV workshop. The adviser looks at UJ with Joanne but there are no suitable vacancies. She suggests that Joanne contacts a local agency that specialises in employment in the retail sector. The adviser tells Joanne that any matches on UJ or via the local paper should be applied for and a record of all Joanne's activity should be kept.

The adviser arranges for Joanne to attend a Job Club in her village. This is not mandatory but it will give her access to supported jobsearch. ***The Claimant Commitment is attached (annex 1).***

On 6 February, Joanne has completed the activities in Section 2 and has provided the new CVs, along with her diary of regular activity. Her CV is improved and her adviser agrees Joanne will continue her cold-calling efforts. They agree that she will go to town twice a week to spend time on UJ and cold call shops, concentrating her effort, street by street.

Joanne has secured 8 hours per week voluntary work in the local charity shop and the manager will provide a reference should she need one. The adviser has suggested Joanne gains a formal IT qualification and also advises her to update her CV on UJ to show she is now undertaking the voluntary work.

Joanne has also been referred to a 6 week (one day per week) Level 2 IT course and 9 hours will be counted as jobsearch (6 hours for the course and 3 for travelling).

***Joanne's updated Claimant Commitment is attached in annex 2***

## **Mark Jones**

On 9 Jan 2013 Mark sees his adviser for his first Universal Credit interview. Mark is 45 and has split up from his wife. He is healthy and has 1 child aged 15 living with him who has been in trouble with the police and plays truant. Mark has a voluntary parenting contract with the Youth Offending Team which says Mark must ensure his child goes to school and must be home by 4.30pm to supervise him after school. For these reasons Mark has asked if he can restrict his hours to school hours to fit with his parenting contract so he can take his child to the morning Homework Club at 8am and can be home at 4.30pm. He lives in a village and has no family nearby. The following information is also gathered by the adviser:

- Mark has no qualifications but can read and write
- He has no IT skills and no internet access at home
- He worked as a gardener at the local quarry and as a driver for 15 years and took redundancy. He hasn't worked for 12 years.

- He would prefer outdoor/labouring type jobs
- He has a car
- He has no CV.

Mark is happy to look for work providing he can drop his child off at school and can be back for 4.30pm. The adviser has agreed Mark's hours can be restricted to a minimum of 25 hours per week and for his availability to be between the hours of 9:00 and 3:00 to allow for travel to and from a job.

Mark's adviser suggests attending a CV and interviewing skills course. He also refers him to an IT course, and has allowed 6.5 hours for the course and travel. Marks adviser discusses the best types of work search activities that will help him to find employment. This includes, applying for vacancies in the local newspaper, using Universal Jobmatch and "cold calling" employers.

***The Claimant Commitment produced for Mark from this interview is attached annex 3.***

On 14<sup>th</sup> January Mark contacts the office to say he had been ill and developed chondritis which makes it hard to breathe and painful to move. The doctor advises rest for the next 7 days. Mark's adviser switches off requirements for 1 week based on a self certificate. Mark produces a fit note for the 2<sup>nd</sup> week showing he cannot work, so the requirements remain switched off and on week 3 he has a fit note that says he could do some work but needs to restrict his driving for a further 2 weeks. ***The new Claimant Commitment produced for Mark is attached at annex 4***

Following the suspension of requirements, in view of the Doctor's advice that the condition may take months to completely alleviate, Mark is asked to attend a discussion with his adviser to review his Claimant Commitment to ensure that it is still reasonable and appropriate in light of his health condition.



Annex 1

**Claimant Commitment**

# Joanne Brown

**National Insurance number: AB123456C**

## **1. My commitment**

I'll do everything I can to get paid work, and will receive Universal Credit payments to support me in this. The things I'll do are set out in this Claimant Commitment.

## **2. Finding and taking work**

I'll look for and take any work I'm able to do, that:

- pays £6.19 an hour or more
- is within 90 minutes' travel from my home

I'm available for work for 40 hours each week. I can work on any day at any time.

I will:

- **apply for vacancies I'm told to apply for by my adviser**
- **attend and take part fully in job interviews I'm offered**
- **take up offers of paid work that I'm able to do**

If, without good reason, I don't do all these things, my Universal Credit payments will be cut by £10.20 a day for up to 3 years.

I will be available to:

- **attend a job interview immediately**
- **start work immediately**

If, without good reason, I'm not available as described, my Universal Credit payments will be cut by £10.20 a day for up to 91 days.

## **3. My actions for getting into work**

My work search and preparation plan lists the things I'll do to give me the best chance of finding work quickly. This means I will normally spend 35 hours each week looking and preparing for work.

I will:

- **complete all the activities in Section 1 of my work search and preparation plan**
- **provide evidence that I've done my regular work search activities when required**

If, without good reason, I don't do all these things, my Universal Credit payments will be cut by £10.20 a day for up to 91 days.

I will also:

- **complete all the actions and activities in Section 2 of my work search and preparation plan**
- **attend and take part in appointments with my adviser when required**

If, without good reason, I don't do all these things, my Universal Credit payments will be cut by £10.20 for each day until I:

- complete each action or another activity I've been told to do instead by my adviser; or
- arrange a new appointment

Once I've done this, my payments will be cut by £10.20 a day for a further period of up to 28 days.

If, without good reason, I don't apply for any specific jobs my adviser has told me to, as listed in Section 2 of my work search and preparation plan, my Universal Credit payments will be cut by £10.20 a day for up to 3 years.

I understand that Universal Credit may ask employers for feedback on:

- my applications for jobs
- job interviews I'm invited to.

#### **4. Changes in my circumstances**

I'll tell Universal Credit immediately about **any** changes in my circumstances that could affect my claim.

**If I'm in paid work at any time, I'll tell Universal Credit if my job ends, within 5 days of leaving. I must make sure all my earnings are reported to Universal Credit, either by me or by my employer.**

If, without good reason, I leave paid work or lose pay, either by choice or because of misconduct, my Universal Credit payments could be cut by £10.20 a day for up to 3 years.

If, without good reason, I don't tell Universal Credit within 5 working days that I've left a job, my Universal Credit payments will be cut by £10.20 for each further day that I don't tell Universal Credit I've left that job. Once I've done this, my payments will be cut by £10.20 a day for a further period of up to 28 days.

**If I also have earnings from self-employment at any time, I'll tell Universal Credit the details of my self-employed income and expenses.**

I'll do this each month through the Universal Credit phone service. I'll be told what date I have to do this by each month, and I won't get my Universal Credit payments until I've done it. If I still haven't reported my

self-employed income and expenses one month after this deadline, my Universal Credit claim will be stopped.

I must give Universal Credit information that I believe is correct and complete. I understand that if I don't report any changes that affect my Universal Credit claim as soon as possible, I may be prosecuted or other action may be taken against me. I also understand that I may have to pay a £50 penalty if there is an overpayment of Universal Credit to me and it was my fault.

## 5. Meeting my commitment

Jobcentre Plus will give me help and advice to support me in doing the things set out in my Claimant Commitment. I know how to contact Jobcentre Plus.

I'll phone Universal Credit in advance on 0845 600 0723 if I can't attend an appointment when I should.

If I don't meet all the requirements set out in my Claimant Commitment, I understand that my Universal Credit payments will be cut. The number of days they're cut for will depend on:

- how many times I haven't met my requirements in the previous 12 months
- which requirements I haven't met

I understand that the sanction rates for Universal Credit may change from time to time. The current rates at any given time will automatically apply to this Claimant Commitment. If there is any doubt about my claim it will be reviewed, which could lead to my Universal Credit payments being reduced or stopped. If a decision is made to reduce or stop my payments, this will be explained to me. If I disagree with the decision, I have the right to have it reconsidered or to appeal against it.

Signature.....Date.....

## My work search and preparation plan

I'll spend 35 hours each week looking and preparing for work. This will include all the activities and actions in this plan.

Section 1: Regular work search activities:	How often
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- **Check the Nottingham Post on a Wednesday and Saturday and apply for any suitable jobs** **2 times a week**
- **Check the "Fish for Jobs" website and apply for suitable jobs** **2 times a week**
- **Cold call employers located within 90 minutes travelling distance of my home by visiting, telephoning and sending speculative written applications/CVs** **4 times a week**
- **Following the creation of the Check Universal Jobmatch account, check the Universal Jobmatch account and apply for all suitable matched jobs** **2 times a week**

<b>Section 2: Specific actions I will take:</b>	<b>By</b>	<b>Review</b>
<ul style="list-style-type: none"> <li>• <b>Attend the 2 day interview skills/CV workshop @ Training 4U, Bath Lane, Anton - 30/31 Jan 2013</b></li> </ul> <p><b>If I fail to do this without good reason my Universal Credit payments will be cut by £10.20 for every day until I contact my adviser to discuss attending another workshop, and then for up to a further 28 days.</b></p>	<b>30/01/2013</b>	<b>06/02/2013</b>
<ul style="list-style-type: none"> <li>• <b>Register with RetailChoice Employment Agency</b></li> </ul>	<b>01/02/2013</b>	<b>06/02/2013</b>
<ul style="list-style-type: none"> <li>• <b>Attend the Library or Jobcentre to create a Universal Jobmatch account</b></li> </ul>	<b>16/01/2013</b>	<b>06/02/2013</b>
<ul style="list-style-type: none"> <li>• <b>Produce 3 variations to the CV covering Customer Service, Office work, Hotel / hospitality</b></li> </ul>	<b>01/02/2013</b>	<b>06/02/2013</b>



# Claimant Commitment

**Joanne Brown**

**National Insurance number: AB123456C**

## **1. My commitment**

I'll do everything I can to get paid work, and will receive Universal Credit payments to support me in this. The things I'll do are set out in this Claimant Commitment.

## **2. Finding and taking work**

I'll look for and take any work I'm able to do, that:

- pays £6.19 an hour or more
- is within 90 minutes' travel from my home

I'm available for work for 40 hours each week. I can work on any day at any time.

I will:

- **apply for vacancies I'm told to apply for by my adviser**
- **attend and take part fully in job interviews I'm offered**
- **take up offers of paid work that I'm able to do**

If, without good reason, I don't do all these things, my Universal Credit payments will be cut by £10.20 a day for up to 3 years.

I will be available to:

- **attend a job interview immediately**
- **start work immediately**

If, without good reason, I'm not available as described, my Universal Credit payments will be cut by £10.20 a day for up to 91 days.

### **3. My actions for getting into work**

My work search and preparation plan lists the things I'll do to give me the best chance of finding work quickly. This means I will normally spend 35 hours each week looking and preparing for work.

I will:

- **complete all the activities in Section 1 of my work search and preparation plan**
- **provide evidence that I've done my regular work search activities when required**

If, without good reason, I don't do all these things, my Universal Credit payments will be cut by £10.20 a day for up to 91 days.

I will also:

- **complete all the actions and activities in Section 2 of my work search and preparation plan**
- **attend and take part in appointments with my adviser when required**

If, without good reason, I don't do all these things, my Universal Credit payments will be cut by £10.20 for each day until I:

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Once I've done this, my payments will be cut by £10.20 a day for a further period of up to 28 days.

If, without good reason, I don't apply for any specific jobs my adviser has told me to, as listed in Section 2 of my work search and preparation plan, my Universal Credit payments will be cut by £10.20 a day for up to 3 years.

I understand that Universal Credit may ask employers for feedback on:

- my applications for jobs
- job interviews I'm invited to.

## 4. Changes in my circumstances

I'll tell Universal Credit immediately about **any** changes in my circumstances that could affect my claim.

**If I'm in paid work at any time, I'll tell Universal Credit if my job ends, within 5 days of leaving. I must make sure all my earnings are reported to Universal Credit, either by me or by my employer.**

If, without good reason, I leave paid work or lose pay, either by choice or because of misconduct, my Universal Credit payments could be cut by £10.20 a day for up to 3 years.

If, without good reason, I don't tell Universal Credit within 5 working days that I've left a job, my Universal Credit payments will be cut by £10.20 for each further day that I don't tell Universal Credit I've left that job. Once I've done this, my payments will be cut by £10.20 a day for a further period of up to 28 days.

**If I also have earnings from self-employment at any time, I'll tell Universal Credit the details of my self-employed income and expenses.**

I'll do this each month through the Universal Credit phone service. I'll be told what date I have to do this by each month, and I won't get my Universal Credit payments until I've done it. If I still haven't reported my self-employed income and expenses one month after this deadline, my Universal Credit claim will be stopped.

I must give Universal Credit information that I believe is correct and complete. I understand that if I don't report any changes that affect my Universal Credit claim as soon as possible, I may be prosecuted or other action may be taken against me. I also understand that I may have to pay a £50 penalty if there is an overpayment of Universal Credit to me and it was my fault.

## 5. Meeting my commitment

Jobcentre Plus will give me help and advice to support me in doing the things set out in my Claimant Commitment. I know how to contact Jobcentre Plus.

I'll phone Universal Credit in advance on 0845 600 0723 if I can't attend an appointment when I should.

If I don't meet all the requirements set out in my Claimant Commitment, I understand that my Universal Credit payments will be cut. The number of days they're cut for will depend on:

- how many times I haven't met my requirements in the previous 12 months
- which requirements I haven't met

I understand that the sanction rates for Universal Credit may change from time to time. The current rates at any given time will automatically apply to this Claimant Commitment. If there is any doubt about my claim it will be reviewed, which could lead to my Universal Credit payments being reduced or stopped. If a decision is made to reduce or stop my payments, this will be explained to me. If I disagree with the decision, I have the right to have it reconsidered or to appeal against it.

Signature.....Date.....

### My work search and preparation plan

I'll spend 35 hours each week looking and preparing for work. This will include all the activities and actions in this plan.

Section 1: Regular work search activities:	How often
• Check the Nottingham Post on a Wednesday and Saturday and apply for any suitable jobs	2 times a week
• Keep in contact with RetailChoice Employment Agency and take suitable jobs that arise	2 times a week
• Check the "Fish for Jobs" website and apply for suitable jobs	2 times a week
• Cold call employers located within 90 minutes travelling distance of my home by visiting, telephoning and sending speculative written applications/CVs	4 times a week
• Check Universal Jobmatch account and apply for all suitable matched jobs	2 times a week

Section 2: Specific actions I will take:	By	Review
• Attend IT course starting 11 Feb 2013 - one day per week	11/02/2013	06/03/2013
If I fail to do this without good reason my Universal Credit payments will be cut by £10.20 for every day until I contact my adviser to discuss attending the next available course, and then for up to a further 28 days.		
• Present a tailored CV to premises - Costcutter,	06/03/2013	06/03/2013

Highland Pharmacy, The Fine Plaice and Turrets Hotel

- |  |            |            |
|--|------------|------------|
| <ul style="list-style-type: none"><li>• Present a tailored CV to each of the retail shops in Gallowtree Gate and the High Street</li></ul> | 06/03/2013 | 06/03/2013 |
|--|------------|------------|

Section 3: Other work-related activities:

By

Review

- Do voluntary work at Help For Heroes 2 days per week (8 hours)
- Attend community work club - Grass Street (Tue/Thurs)



Annex 3

## Claimant Commitment

**Mark Jones**

**National Insurance number: AB778899C**

### 1. My commitment

I'll do everything I can to get paid work, and will receive Universal Credit payments to support me in this. The things I'll do are set out in this Claimant Commitment.

### 2. Finding and taking work

I'll look for and take any work I'm able to do, that:

- pays £6.19 an hour or more
- is within 90 minutes' travel from my home

I'm available for work for 25 hours each week. I can work during the following hours:

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	09:00	09:00	09:00	09:00	09:00		
End	15:00	15:00	15:00	15:00	15:00		
Total hours	5:00	5:00	5:00	5:00	5:00		

I will:

- **apply for vacancies I'm told to apply for by my adviser**
- **attend and take part fully in job interviews I'm offered**
- **take up offers of paid work that I'm able to do**

If, without good reason, I don't do all these things, my Universal Credit payments will be cut by £10.20 a day for up to 3 years.

I will be available to:

- **attend a job interview within 48 hours**
- **start work within one month**

If, without good reason, I'm not available as described, my Universal Credit payments will be cut by £10.20 a day for up to 91 days.

### **3. My actions for getting into work**

My work search and preparation plan lists the things I'll do to give me the best chance of finding work quickly. This means I will normally spend 25 hours each week looking and preparing for work.

I will:

- **complete all the activities in Section 1 of my work search and preparation plan**
- **provide evidence that I've done my regular work search activities when required**

If, without good reason, I don't do all these things, my Universal Credit payments will be cut by £10.20 a day for up to 91 days.

I will also:

- **complete all the actions and activities in Section 2 of my work search and preparation plan**
- **attend and take part in appointments with my adviser when required**

If, without good reason, I don't do all these things, my Universal Credit payments will be cut by £10.20 for each day until I:

- complete each action or another activity I've been told to do instead by my adviser; or
- arrange a new appointment

Once I've done this, my payments will be cut by £10.20 a day for a further period of up to 28 days.

If, without good reason, I don't apply for any specific jobs my adviser has told me to, as listed in Section 2 of my work search and preparation plan, my Universal Credit payments will be cut by £10.20 a day for up to 3 years.

I understand that Universal Credit may ask employers for feedback on:

- my applications for jobs
- job interviews I'm invited to.

#### **4. Changes in my circumstances**

I'll tell Universal Credit immediately about **any** changes in my circumstances that could affect my claim.

If I'm in paid work at any time, I'll tell Universal Credit if my job ends, within 5 days of leaving. I must make sure all my earnings are reported to Universal Credit, either by me or by my employer.

If, without good reason, I leave paid work or lose pay, either by choice or because of misconduct, my Universal Credit payments could be cut by £10.20 a day for up to 3 years.

If, without good reason, I don't tell Universal Credit within 5 working days that I've left a job, my Universal Credit payments will be cut by £10.20 for each further day that I don't tell Universal Credit I've left that job. Once I've done this, my payments will be cut by £10.20 a day for a further period of up to 28 days.

**If I also have earnings from self-employment at any time, I'll tell Universal Credit the details of my self-employed income and expenses.**

I'll do this each month through the Universal Credit phone service. I'll be told what date I have to do this by each month, and I won't get my Universal Credit payments until I've done it. If I still haven't reported my self-employed income and expenses one month after this deadline, my Universal Credit claim will be stopped.

I must give Universal Credit information that I believe is correct and complete. I understand that if I don't report any changes that affect my Universal Credit claim as soon as possible, I may be prosecuted or other action may be taken against me. I also understand that I may have to pay a £50 penalty if there is an overpayment of Universal Credit to me and it was my fault.

## 5. Meeting my commitment

Jobcentre Plus will give me help and advice to support me in doing the things set out in my Claimant Commitment. I know how to contact Jobcentre Plus.

I'll phone Universal Credit in advance on 0845 600 0723 if I can't attend an appointment when I should.

If I don't meet all the requirements set out in my Claimant Commitment, I understand that my Universal Credit payments will be cut. The number of days they're cut for will depend on:

- how many times I haven't met my requirements in the previous 12 months
- which requirements I haven't met

I understand that the sanction rates for Universal Credit may change from time to time. The current rates at any given time will automatically apply to this Claimant Commitment. If there is any doubt about my claim it will be reviewed, which could lead to my Universal Credit payments being reduced or stopped. If a decision is made to reduce or stop my payments, this will be explained to me. If I disagree with the decision, I have the right to have it reconsidered or to appeal against it.

Signature.....Date.....

## My work search and preparation plan

I'll spend 25 hours each week looking and preparing for work. This will include all the activities and actions in this plan.

<b>Section 1: Regular work search activities:</b>	<b>How often</b>
<ul style="list-style-type: none"><li>• <b>Check the Leicester Mercury jobs pages each day and apply for all suitable jobs</b></li></ul>	<b>Daily</b>

• Check the "Fish For Jobs" website and apply for suitable jobs	2 times a week
• Cold call employers located within travelling distance of my home by visiting, telephoning and sending speculative written applications/CVs	2 times a week
• After creating my account, check my Universal Jobmatch account each day and apply for all suitable matched vacancies. (library within walking distance)	Daily

Section 2: Specific actions I will take:	By	Review
<ul style="list-style-type: none"> <li>Attend the 2 day interview skills/CV workshop @ Training 4U, Bath Lane, Anton - 30/31 Jan 2013</li> </ul> <p>If I fail to do this without good reason my Universal Credit payments will be cut by £10.20 for every day until I contact my adviser to discuss attending another workshop, and then for up to a further 28 days.</p>	30/01/2013	06/02/2013
<ul style="list-style-type: none"> <li>Attend IT course (Level 1) starting 17 Jan 2013 - one day per week for 12 weeks</li> </ul> <p>If I fail to do this without good reason my Universal Credit payments will be cut by £10.20 for every day until I contact my adviser to discuss attending the next available course, and then for up to a further 28 days.</p>	17/01/2013	06/02/2013
<ul style="list-style-type: none"> <li>Attend the Library or Jobcentre to create a Universal Jobmatch account</li> </ul>	16/01/2013	06/02/2013



# Claimant Commitment

## Mark Jones

National Insurance number: **AB778899C**

### 1. My commitment

I'll do everything I can to get paid work, and will receive Universal Credit payments to support me in this. The things I'll do are set out in this Claimant Commitment.

### 2. Finding and taking work

I'll look for and take any work I'm able to do, that:

- pays 6:19 an hour or more
- is within 90 minutes' travel from my home

I can start work after 28 January 2013.

### 3. Changes in my circumstances

I'll tell Universal Credit immediately about **any** changes in my circumstances that could affect my claim.

If I'm in paid work at any time, I'll tell Universal Credit if my job ends, within 5 days of leaving. I must make sure all my earnings are reported to Universal Credit, either by me or by my employer.

If, without good reason, I leave paid work or lose pay, either by choice or because of misconduct, my Universal Credit payments could be cut by £10.20 a day for up to 3 years.

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