

Claimant Commitment - At a Glance

The Claimant Commitment documents the agreed, tailored activities that give claimants their best prospects of getting work, moving closer to work or increasing their earnings.

Every claimant must accept a Claimant Commitment in order to be entitled to Universal Credit.

Claimants must take responsibility for carrying out the work-related activities agreed and recorded on their Commitment.

There is no 'one size fits all' approach when agreeing the activities that support claimants to get work, move closer to work or increase their earnings. Every claimant's circumstances are different and every Commitment must be personal.

Most work-related activities agreed on the Commitment carry a risk of reduced payments if not undertaken. Claimants must be told when this applies. The activities a claimant can be required to do depend on the Labour Market regime they are allocated to.

Other work-related activities recorded can be those the claimant is encouraged to or ultimately volunteers to do. Payments won't be reduced if these specific activities are not carried out but [expected hours](#) requirements still apply. It is vital to build a positive individual relationship with each claimant so that work-related activities, whether required or voluntary, can be properly identified and agreed.

Any change in circumstances can change the claimant's work-related activities. The Commitment must be reviewed after every change in a claimant's circumstances.

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