

## **Commitment not accepted**

A claimant must be encouraged to be self-sufficient and take ownership of the activities they have agreed to undertake.

The Claimant Commitment sets out all the work-related requirements the claimant must meet to receive Universal Credit and can include:

- work-related activities they are required to carry out
- any voluntary work related activities

A claimant will not face a reduction in the payments of Universal Credit if they choose not to complete a voluntary activity but they may do so if they fail to carry out a required activity.

The Commitment will also explain what will happen if the claimant doesn't meet their requirements.

If the claimant does not accept a reasonable Commitment then they are not entitled to receive Universal Credit.

All Universal Credit claimants in a household will be required to accept a Commitment as a condition of entitlement. Where there is more than one adult in a household, both must accept their own individual Commitments for the household to remain entitled.

The requirement to accept a Commitment applies throughout the life of the Universal Credit claim.

If at any time in the claim, a Claimant Commitment is not accepted by a claimant this means there is no entitlement to Universal Credit.

In deciding whether to accept a Claimant Commitment the claimant's options are:

- a cooling off period from the date they did not accept their Commitment to reconsider their actions
- request a second opinion on whether the requirements of their Commitment are reasonable
- refuse to accept the Commitment