

Disability + Disadvantage = Duty



**Claiming Universal
Credit?**



**Long term sick
or disabled?**

**This booklet explains what you need to know
before signing your Claimant Commitment**



Disability + Disadvantage = Duty



Signing a Claimant Commitment when claiming Universal Credit means you are agreeing to do certain things in return for your benefits.



If you fail to do so, the Jobcentre Plus may stop your benefits. This is called being 'sanctioned' and can last up to 3 years.



The Jobcentre Plus has a legal duty to help people who have a disability (including people with a long term illness) overcome difficulties.



Reasonable Adjustments

This is known as the duty to make **reasonable adjustments** under the Equality Act 2010.

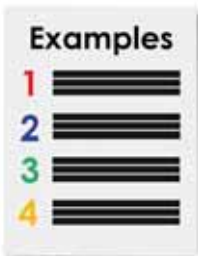
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If you have difficulties during the claiming process for Universal Credit or meeting the requirements because of a relevant health condition, it is very important to tell your Work Coach.



You can tell them how your long term illness or disability restricts work related activities and have this written down in your Claimant Commitment.



You can use the examples on the next page to help you.



If the Jobcentre Plus fails to make reasonable adjustments, it is unlawful discrimination. You may be able to bring a legal case in the County Court and you should seek legal advice.

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Legal Aid is still available for discrimination cases by calling the Legal Aid Gateway on **0345 345 4345**.



Don't delay because there is a 6 month time limit. In addition, any sanction can be appealed.

Examples of Reasonable Adjustments that you could ask for



Placing a 'vulnerable customer safeguarding marker' on the DWP computer system.



Altering the time or frequency of Work Focussed Reviews.



Reducing the time required for job searching in a week.



Part time work.

Examples of Reasonable Adjustments that you could ask for



Help with completing forms and/or using a computer.



Changing the type or location of work.



A cap on expected earnings.



Help with referral to a Disability Employment Adviser.

Examples of Reasonable Adjustments that you could ask for



Referring you to the Access to Work programme.



Different kinds of work

Varying or limiting types of work according to disability.



Personal budgeting support and alternative payment arrangements.



Provide an alternative contact to the service centre phone number. For example this could be a travel allowance or videolink.

Guidance Notes for Claimants & Intermediaries

Protection under the Equality Act 2010



The Law recognises that changes may need to be made in certain areas to help people with disabilities overcome barriers that are not faced by people who are not disabled.

This is known as the duty to make '**reasonable adjustments**'.



You don't have to qualify for a disability benefit to be 'disabled'.



You are treated as disabled if you have a physical or mental impairment that has a **substantial** and **long term** negative effect on your ability to do **normal daily activities**. For example: diabetes or dyslexia.



Substantial

More than minor or trivial. For example, it takes much longer than usual to complete a daily task like getting dressed.

Guidance Notes for Claimants & Intermediaries



Long term

The condition has lasted or will last more than 12 months. For example: a breathing condition that develops as a result of a lung infection.



Normal daily activities

These are things that people do regularly. For example: shopping, reading, writing, using a phone, watching television, washing, dressing, preparing food, eating, housework, walking & taking part in social activities.



There are special rules about recurring or fluctuating conditions. For example: arthritis.

In addition

You automatically meet the disability definition under the Equality Act 2010 from the day you're diagnosed with HIV infection, cancer or multiple sclerosis.



Some conditions aren't covered by the disability definition. These include addiction to non-prescribed drugs or alcohol.

Form to complete

Please make a copy and keep safe



Today's date



Name



National Insurance Number:

My disability/health condition is:



Reasonable Adjustments



I have been advised that, as a disabled person under the Equality Act 2010, you have a legal duty to make reasonable adjustments to my Claimant Commitment.

The substantial problem (or problems) affecting my day to day activities is/are:

Empty text area for describing the substantial problem affecting day-to-day activities.

I need the following reasonable adjustments:

Empty text area for listing the required reasonable adjustments.



Please mark me as a vulnerable customer
DWP benefit safeguards



Please refer me to Access to Work



Please ensure any interview meets my
access requirements

Contact Us



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19 Tower Street
Ipswich
Suffolk
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Ipswich & Suffolk Council for Racial Equality (ISCRE)

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