# Your Claimant Commitment: top tips

This factsheet contains useful tips to help you prepare for agreeing to your Claimant Commitment when claiming either Jobseekers Allowance or Universal Credit. This information will apply to you if you have been placed in the work-related requirement group (jobseeker) or if you have been found to have limited capability for work and placed in the work preparation requirement group.

## What you need to know before signing a Claimant Commitment

Signing a Claimant Commitment means that you are agreeing to undertake certain actions to look for work. If you fail to carry out these actions Jobcentre Plus may suspend your benefits. This is called **being sanctioned**. To prevent this from happening it’s important that you tell your adviser at the Jobcentre whether your visual impairment causes you difficulties in looking for work.

For example this may include:

* difficulty getting to appointments
* spending long hours on jobseeking activities
* doing certain kind of jobs.

If you do have difficulties, it’s important that you ask for them to be included in your Claimant Commitment.

When providing you a service, Jobcentre Plus has a legal duty under the Equality Act 2010 to make reasonable adjustments for you if you are disabled.

## Are you disabled under the Equality Act 2010?

If you are registered blind (also referred to as “severely sight impaired”) or partially sighted (“sight impaired”), then the Equality Act says that you are treated as automatically meeting the Equality Act’s definition of a disabled person.

If you are not registered as severely sight impaired or sight impaired, or do not meet the criteria for registration, then you could still be covered by the Equality Act if you can show that you meet the definition of “disabled”.

The Equality Act says that a disabled person is someone who has “a physical or mental impairment” which “has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities”.

If you are unsure on whether you meet this definition, contact our Helpline by calling **0303 123 9999** or emailing **helpline@rnib.org.uk.**

## How does the duty to make reasonable adjustments apply to your Claimant Commitment?

When you are agreeing to your Claimant Commitment you should consider what reasonable adjustments you may need because of your sight loss.

Examples of reasonable adjustments that you could ask for may include:

* varying or limiting types of work according to your sight loss
* help with completing forms
* help with using a computer
* adapted computers or equipment
* altering the time of your signing-on appointment
* more flexible signing-on times
* reducing the frequency of signing
* reducing the number of job applications you need to make
* changing the type or location of work
* help with a referral to a disability employment adviser
* referring you to the Access to Work programme
* not sanctioning you for breaches of your Claimant Commitment which happened because of your needs related to your sight loss.

## What to do before your meeting at Jobcentre Plus

If you are blind or partially sighted and have been found fit for work, before you agree to your Claimant Commitment, we recommend that you consider how your disability may impact your ability to look for work as mentioned above.

Use the information in this factsheet and think about what adjustments may be relevant to your circumstances. Once you have done this you should complete the template letter below and bring this with you to your meeting at the Jobcentre Plus.

# Template letter to provide to the Jobcentre Plus

Name:

Address:

National insurance number:

Date:

I have been advised by RNIB that as a disabled person, under the Equality Act 2010, I am entitled to reasonable adjustments to my Claimant Commitment.

I am automatically considered disabled under the Act because I am certified as severely sight impaired/partially sighted.

As a result of my sight loss I need the following reasonable adjustments:

(See the list of examples above)

Signature

## Further information

Call our Helpline on **0303 123 9999**, we’re ready to answer your call Monday to Friday 8am – 8pm and Saturday 9am – 1pm. You can also email us at **helpline@rnib.org.uk**. You can also say, “**Alexa, call RNIB Helpline**” to an Alexa-enabled device.

### Connect with others

You can meet or connect with others who are blind or partially sighted online, by phone or in your community to share interests, experiences and support for each other. From book clubs and social groups to sport and volunteering, our friendly, helpful and knowledgeable team can link you up with opportunities to suit you. Visit **rnib.org.uk/connect** or call **0303 123 9999**.



**RNIB Legal Rights Service**

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