



## **Universal Credit – Work Capability Example** **Template**

**Please tell us:**

- **what your disabilities, illnesses or health conditions are**
- **how they affect you**
- **when they started**
- **if you think any of your conditions are linked to drugs or alcohol**

**Please tell us about:**

- **any aids you use, such as a wheelchair or hearing aid**
- **anything else you think we should know about your disabilities, illnesses or health conditions**



**PTSD** – I avoid triggers by staying in my home. I have flash backs and am constantly scanning the area looking for danger. I am scared to go out on my own or be near males.

**Fibromyalgia** – I am in varying levels of pain all the time, moving my legs increases my pain. My left leg is worse and sometimes I have to drag it when I walk. I am constantly exhausted.

**POTS** – When I stand up, I get very dizzy and sometimes faint. I have to be very careful at all times and make sure I can sit down safely until the dizzy spells pass. This can take hours.

**Depression** – I feel like I am weighed down, I struggle to get motivated to even get out of bed. I do not see the point in getting up. I have bad thoughts every day.

**ADHD** – I struggle to get started; I seem to lose time. My mum nags me to get dressed and I feel like it's only 5mins since she last said something but suddenly its 4pm, then I think there is no point. I cannot finish things as I get distracted all the time.

**Arthritis** – I am in pain all the time; my fatigue levels are severe, and I decline as the day goes on. And movement increases my pain. Walking is a major issue for me, it's easier to remain seated.

**Raynard's Disease** – My fingertips and toes are numb. I cannot do tasks that require grip. And I lose my balance quite often and fall. I have to stay in a warm environment, or it gets much worse.

**Neuropathy** – my lower legs are numb, up to my knees. When I walk it's like they are lead weights. I do not have sensation in my feet or my fingers, so I am not safe walking around or tasks that require use of my fingers.

**Other conditions** – Sleep apnea, insomnia, mouth ulcers, psoriasis

## Part 1: Physical functions

### 1. Moving around and using steps

By moving we mean including the use of aids you usually use such as a manual wheelchair, crutches or a walking stick but without the help of another person.

**Please tick this box if you can move around and use steps without difficulty.**

**How far can you move safely and repeatedly on level ground without needing to stop?**

For example, because of tiredness, pain, breathlessness or lack of balance.

Now go to **question 2** on the next page.

**50 metres** – this is about the length of 5 double-decker buses, or twice the length of an average public swimming pool.

**100 metres** – this is about the length of a football pitch.

**200 metres or more**

**It varies**



Use this space to tell us:

- how far you can move and why you might have to stop
- if you usually use a walking stick, crutches, a wheelchair or anything else to help you, and tell us how it affects the way you move around

Example 1:

Due to my COPD, I get breathless very easily and often have to stop for a break. Normally I can do about 3 bus lengths before I need to rest for a few minutes. After I have rested, I can do another short walk, but it gets worse the more I walk.

Example 2:

Due to my muscular dystrophy, I get extremely tired very quickly when I walk. After 4 bus lengths I need to stop and rest. The rest doesn't make me feel better, I try to avoid walking distances as I have to go to bed and sleep for a few hours after this.



### Going up or down two steps

Can you go up or down two steps without help from another person, if there is a rail to hold on to?

No

Yes – now go to **question 2** on the next page.  
It varies

If you have answered **No** or **It varies** use this space to tell us more about using steps.

Example 1:

I am not able to safely go up and down stairs as my sciatic is very bad and I get shooting pains if I try and do steps.



Example 2:

During the summer months my arthritis is better, and I can do two steps on my own. In winter I decline, and I would need assistance to get up/down steps as my knees become so stiff.

<b>2. Standing and sitting</b> <b>Please tick this box if you can stand and sit without difficulty.</b>	<input type="checkbox"/> Now go to <b>question 3</b> below.
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<b>Can you move from one seat to another right next to it without help from someone else?</b>	<input type="radio"/> No <input type="radio"/> Yes <input type="radio"/> It varies
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<b>While you are standing or sitting (or a combination of the two) how long can you stay in one place and be pain free without the help of another person?</b> This does not mean standing or sitting completely still. It includes being able to change position.	<input type="radio"/> Less than 30 minutes. <input type="radio"/> 30 minutes to one hour. <input type="radio"/> More than one hour. <input type="radio"/> It varies
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If you have answered **No** or **It varies** use this space to tell us more about standing and sitting and why this might be difficult for you.

Please include:

- how long you can sit for
- how long you can stand for
- what might make sitting and standing difficult for you

Example 1:

On a morning my arthritis is very bad, and I am not able to stand from the bed without assistance. It takes me a couple of hours to be able to safely move around on my own. If I sit for more than 30 minutes, I can get stuck/very stiff again so I need to move at intervals.

Example 2:

My degenerative disc disease means I cannot sit for long periods as the pain is unbearable. If I do not keep moving when my body needs, it (this time can be variable from 5 minutes in one position to up to 45 minutes depending on how it is that day). At least once a day my mum will need to help me out of the chair.



Example 3:

I have a frame around the toilet to assist me in standing up as my legs can go numb due to my spinal condition. At least once a week my partner has to help me get up again.

### 3. Reaching

Please tick this box if you can reach up with either of your arms without difficulty.

☐ Now go to **question 4** on the next page.

Can you lift at least one of your arms high enough to put something in the top pocket of a coat or jacket while you are wearing it?

No

Yes

It varies

Example 1 (Charlies happiness at a task she CAN do!):

YES! I can do it.

Example 2:

I can do this with my right arm, but my left arm is still limited due to my stroke.





Example 3:

Due to my cerebral palsy, I am not able to do this with my right arm as it does not listen to my brain. My movement on this arm is very limited.

<b>Can you lift one of your arms above your head?</b>	No Yes It varies
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Example 1:

My arthritis is very bad at the moment so I cannot lift my arms above my head. On rare occasions (once or twice a year) I am able to move my right arm further up so I might try and wash my hair myself.

Example 2:

When my frozen shoulder (right side) is flared up I cannot lift it above my head. I keep experiencing this for about 6-month periods, right now it is flared.

If you have answered **No** or **It varies** use this space to tell us:

- why you might not be able to reach up
- does this affect both arms



as often as you need

**4. Picking up and moving things – using your upper body and either arm**

Please tick this box if you can pick things up and move them without difficulty.

☐ Now go to **question 5** below.

<b>Can you pick up and move a half-litre (one pint) carton full of liquid using your upper body and either arm?</b>	<b>No</b>
	<b>Yes</b>
	<b>It varies</b>

Example 1:

The swelling in my fingers means that if I grip something the pain gets much worse and quite often, I then drop things. I don't lift this weight anymore as it flares my arthritis in my hands.

Example 2:

My Raynard's means my fingers are numb, so I am not able to grip things safely anymore. I cannot tell if I have hold of it or not.

<b>Can you pick up and move a litre (two pint) carton full of liquid using your upper body and either arm?</b>	<b>No</b>
	<b>Yes</b>
	<b>It varies</b>



Example 1:

Due to my myasthenia gravis disease, I am not able to hold/lift this weight anymore. I wish I could.

Example 2:

My osteoporosis is very bad in my hands, and they are now deformed so I cannot lift a large item like this anymore.

Example 3:

On average I can carry an item like this 4 days a week, but on the other 3 days I get spasms from my back condition that means I drop anything I am holding. So I never move heavy or hot items as it's not safe; I do not get a warning before the spasm happens.

**Can you pick up and move a large, light object like an empty cardboard box?**

For example, from one surface to another at waist height.

No

Yes

It varies

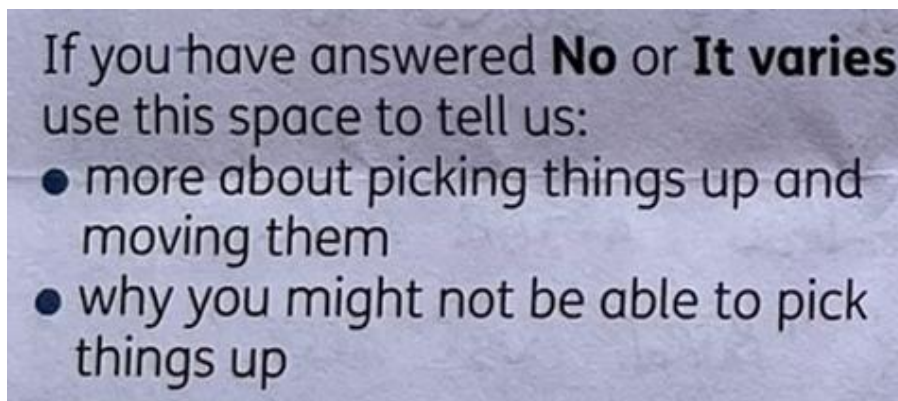


Example 1:

Due to my POTS, I do not move large objects, I get very dizzy and lose my balance often so it's not practical for me to move objects as well.

Example 2:

Due to my COPD, I get breathless moving around without carrying any items. Any extra weight, even light objects mean my breathing gets worse.





## 5. Manual dexterity (using your hands)

Please tick this box if you can use your hands without any difficulty.

Now go to **question 6** on the next page.

Can you use either hand to:

- press a button, such as a telephone keypad
- turn the pages of a book
- pick up a £1 coin
- use a pen or pencil
- use a suitable keyboard or mouse?

Some of these things.

None of these things.

It varies

Example 1 – some of these things:

I am able to use a pen if it has an aid on it (a rubber tube/grip), so it is easier for my joint pain when writing. Most days I can use a pen, but about twice a week my fingers are normally too swollen so it's not possible.

Example 2 – none of these things:

My Raynard's means my fingertips are numb, for example I could not pick a £1 coin off the floor as I cannot feel anything so I can't tell if I have gripped the item or not. It's the same for all on the list



Example 3 – it varies:

In the summer months my arthritis seems to ease off and I can do all of the things on the list. But from September to March, generally my joint pain is more severe, and my fingers are so stiff that I struggle to move them which means I am dependent on my partner so much more.

Use this space to tell us:

- which of these things you have problems with and why
- if it varies, tell us how.

## 6. Communicating – speaking, writing and typing

Please tick this box if you can communicate with other people without any difficulty.

☐ Now go to question 7 below.



**Can you communicate a simple message to other people such as the presence of something dangerous?**

This can be by speaking, writing, typing or any other means, but without the help of another person.

No

Yes

It varies

Example 1:

Homer is non-verbal and not able to communicate.

Example 2:

I suffer from migraines and at least two days a week I am bedridden in a dark room. I am not able to speak when the migraine is this bad. Also I need it to be dark in the room so I could not see the danger if it occurred.

If you have answered **No** or **It varies** use this space to tell us:

- how you communicate
- why you might not be able to communicate with other people.

For example, difficulties with speech, writing or typing

## 7. Communicating – hearing and reading

Please tick this box if you can understand other people without any difficulty.

☐ Now go to **question 8** on the next page.

**Can you understand simple messages from other people by hearing or lip reading without the help of another person?**  
A simple message means things like someone telling you the location of a fire escape.

No  
Yes  
It varies

Example 1 = NO

My son is autistic and is not able to understand simple instructions.

Example 2 = It varies

When my blood sugar gets dangerously low, I struggle to understand simple communication.  
This happens about once every 3 weeks.





Can you understand simple messages from other people by reading large size print or using Braille?

No  
Yes  
It varies

If you have answered **No** or **It varies** use this space to tell us if you need to communicate in another way or use aids, such as a hearing aid.

Example 1 = it varies

With my dyslexia I need to use an aid to be able to read. I have a devise that scans words and reads them aloud for me. I have to use this all the time to be able to translate written messages so I can understand them.

Example 2 = NO

My daughter is not able to read due to her autism, you can confirm this in her EHCP report.



### 8. Getting around safely

This section asks about problems with your vision. If you normally use glasses or contact lenses, a guide dog or any other aid, tell us how you manage when you are using them. Please also tell us how well you see in daylight or bright electric light.

**Please tick this box if you can get around safely on your own.**

Now go to **question 9** below.

**Can you see to cross the road safely on your own?**

No  
Yes  
It varies

Example 1: NO

I need a guide dog as I am blind.

Example 2: It varies

I am blind in my right eye, and I get blurriness in my left eye when I am tired, which is often due to my sleeping issues. When my vision is bad, I try to not leave my home, if I have to go to a medical appointment my daughter will go with me.



Charlie's Journey

**Can you safely get around a place that you have not been to before without help?**

No

Yes

It varies

If you have answered **No** or **It varies** use this space to tell us:

- about your eyesight
- any problems you have finding your way around safely

## 9. Controlling your bowels and bladder and using a collecting device

Please tick this box if you can control your bowels and bladder without any difficulty.

☐

Now go to **question 10** on the next page.



**Do you have to wash or change your clothes because of difficulty controlling your bladder, bowels or collecting device?**  
Collecting devices include stoma bags and catheters.

No  
Yes – weekly  
Yes – monthly  
Yes – less than monthly  
Yes – but only if I cannot reach a toilet quickly

Example 1:

I constantly leak urine; it does not stop so my pads need changing at intervals, but I always experience issues where my clothing has been contaminated.

Example 2:

I have ##### (Charlie forgot the name of the condition!!! So sorry) which means I am constantly leaking from my bowel. It smells very strong, and I have to change my clothing a lot as it is so bad.

Example 3:

I suffer from UTI most of the time, so I constantly feel like I need to go for a wee. I suddenly feel the need to go and have less than a minute to get to a toilet before I have no choice and my body will go. This can be a really small amount of a flood that then means I need to change my clothing.





Use this space to tell us:

- about controlling your bowels and bladder or managing your collecting device
- if you experience problems if you cannot reach a toilet quickly
- how often you need to wash or change your clothes because of difficulty controlling your bladder, bowels or collecting device

#### 10. Staying conscious

Are you able to stay conscious, this does not mean falling asleep. Epilepsy, fainting, etc.

Add details (sorry I didn't photograph this part of the form).

#### 11. Learning how to do tasks

Please tick this box if you can learn to do everyday tasks without difficulty.

☐

Now go to **question 12** on the next page.

**Can you learn how to do an everyday task such as setting an alarm clock?**

No

Yes

It varies



Example 1 = No

I get extremely stressed if I have to learn something new, I cannot remember what to do. I get very angry when this happens. This is due to my brain fog which is caused by my arthritis, fibromyalgia and chronic pain.

Example 2 = No

My daughter is not able to learn new basic skills due to her autism.

Example 3 = It varies

My son has downs syndrome and has to be supported to learn new skills. To be able to learn a task like setting an alarm clock would take months of consistent repetitive training in a relaxed environment with a person who is experienced in this type of training.

**Can you learn how to do a more complicated task such as using a washing machine?**

No  
Yes  
It varies

If you have answered **No** or **It varies** use this space to tell us:

- about any difficulties you have learning to do tasks
- why you find it difficult

## 12. Awareness of hazards or danger

Please tick this box if you can stay safe when doing everyday tasks such as boiling water or using sharp objects.

☐ Now go to **question 13** below.

**Do you need someone to stay with you for most of the time to stay safe?**

No  
Yes  
It varies

Example 1 = No

I get bad thoughts daily; I use to self-harm, so I stay away from sharp objects now as they are a trigger for me.

Example 2 = No



Due to my ADHD, I get distracted and have accidents, like knocking over the pan of boiling water. I don't even prepare meals now as I am just not safe.

Example 3 = No

I have declined and now due to my pain and fatigue levels I miss judge distances, so I am not safe around dangerous items, a cooker in use for example. I have burnt myself many, many times. So now I do not put myself at risk, my family will prepare all meals.

If you have answered **Yes** or **It varies** use this space to tell us:

- how you cope with danger
- what problems you have with doing things safely

### 13. Starting and finishing tasks

This section asks about whether you can manage to start and complete daily routines and tasks like cooking a meal or going shopping.

**Please tick this box if you can manage to do daily tasks without difficulty.**

☐ Now go to **question 14** on the next page.





**Can you manage to plan, start and finish daily tasks?**

Never  
Sometimes  
It varies

Example = never

My ADHD is really bad, when I try to do a simple task like go for a shower it is a nightmare. When I go to get my clean clothes, I get distracted, and I will start doing something else. When I got to the bathroom, on the way I will get distracted and start doing something else. I need prompting to be able to do anything.

Example = sometimes

With my (this works for so many of these conditions)

COPD/Fibro/Arthritis/IBS/Depression/POTS/and so on I start a task but then I run out of energy or my pain flares and then I have to stop. It is very difficult for me to get a task done.

Example = it varies

If I my memories are triggered my PTSD gets bad in the blink of an eye and there is no way I can complete the task I was doing. I have to go to be on my own in my bedroom, away from people and noise. My thoughts become non-stop and it's hard to stop this. Completing the task is the least of my worries.



Use this space to tell us:

- what difficulties you have doing your daily routines. For example, remembering to do things, planning and organising how to do them, and concentrating to finish them
- what might make it difficult for you and how often you need other people to help you
- if it varies, tell us how

## 14. Coping with changes

**Please tick this box if you can cope with changes to your daily routine.**

☐

Now go to **question 15** below.

**Can you cope with small changes to your routine if you know about them before they happen?**

For example, things like having a meal earlier or later than usual, or an appointment time being changed.

No

Yes

It varies

Example = it varies



If I am able to CHOSE the change then most of the time, I can cope with this, but if I am told the change is happening it's much more difficult for me. It's so difficult for me with my anxiety, I really struggle with this and then I can decline due to it.

Example = No

My OCD is severe, I do not cope well with change. I have to be able to do things in a certain order and if this is not followed then I can be stuck washing my hands for hours instead of 45 minutes.

Example = It varies

When I have to go out my anxiety gets much worse, I spend days researching the location to plan my journey. I have to pack all of the things I need. If we set off and there is roadworks that I did not know about I have to come home straight away. This can impact me for weeks.

**Can you cope with small changes to your routine if they are unexpected?**

This means things like your bus or train not running on time, or a friend or carer coming to your house earlier or later than planned.

No

Yes

It varies



Refer to the above examples for change as well please as I think they will help you with this one as well.

Example = it varies

I am not able to drive due to my arthritis, so I have to get a bus. I plan my pain medication and energy levels very carefully. If there is a delay and the bus is running late, so I have stood for longer than planned there are times that I just have to go home as I cannot cope with the pain increase.

If you have answered **No** or **It varies** use this space to tell us more about how you cope with change. Explain your problems, and give examples if you can.

#### 15. Going out

This question is about your ability to cope mentally or emotionally with going out. If you have physical problems which mean you cannot go out, you should tell us about them in **Part 1** (Physical functions) of this form.

Please tick this box if you can go out on your own.

☐ Now go to **question 16** on the next page.





**Can you leave home and go out to places you know?**

No

Yes, if someone goes with me

It varies

Example = NO

I have agoraphobia and cannot leave my home.

Example = NO

I am not able to move around or even speak more than a sentence and then I need my oxygen as I get so puffed. I don't leave my home anymore and won't unless it's an emergency.

Example = it varies

If my PTSD feels manageable, I will go out, most of the time I have to turn around and come home. But once or twice this year I have been able to go to a local shop.

Example = it varies

On rare occasions when I am feeling more confident, and my pain levels are reasonable I will go out to have a coffee at a local café with my mum. I have managed to do this about once a month, but I am bedridden for days afterwards due to the pain increase.



**Can you leave home and go to places you do not know?**

No  
Yes, if someone goes with me  
It varies

Example = No

My contamination OCD controls my life. There is no way I could go somewhere I didn't know, it's almost impossible to go to the specialist let alone somewhere different. There would be too much risk of someone or something touching me. I cannot do this. I will stay safe in my home.

Refer to above examples in going somewhere you know and tweak for YOUR life.

If you have answered **No** or **It varies** use this space to tell us:

- why you cannot always get to places
- if you need someone to go with you

Explain your problems, and give examples if you can.

## 16. Coping with social situations

By social situations we mean things like meeting new people and going to meetings or appointments.



**please tick this box if you can cope with social situations without feeling too anxious or scared.**

☐ Now go to **question 17** below.

**Can you meet people you know without feeling too anxious or scared?**

No  
Yes  
It varies

This is close family and ANYONE you know, even if you have not spoken to them for years.  
OR if they are a trigger for you.

Example = NO

When my mum comes round the voices are very loud. They know she is judging me, that I have not washed for a few days. I get really tense and want her to leave.

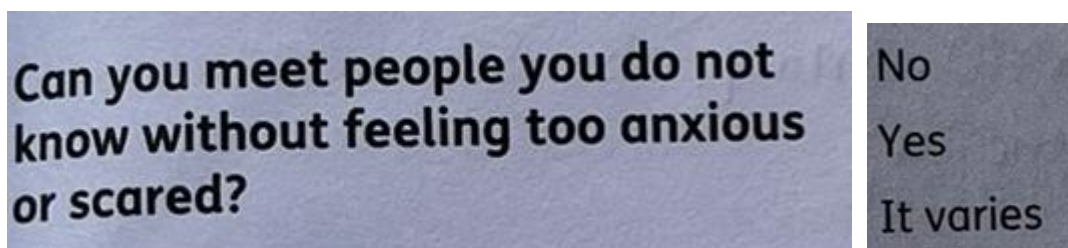
Example = NO

My anxiety is very bad, my friend helps me by getting my food shopping and he takes me to his house about twice a week so I get out of my own home. Even though I know him, I still get so anxious before I see him. Often I will cancel this as I don't feel I can cope.



Example = It varies

If I have eaten the day before my condition is much worse and I will have severe diarrhea at least 10 times during the day. I do NOT want anyone to come near me. It takes all of the energy I have just to get to the toilet and back to bed. I cannot mix with people on these days.



This is STRANGERS.

Example = it varies

I suffer from bipolar disorder so one minute I feel really positive and able to go out, but suddenly I just cannot cope. I get panicky and have to call my dad to collect me.

Example = No

My panic attacks are really bad. I will have a panic attack even if I have to talk to someone on the phone. If I have to mix with strangers, it goes badly. People look at me and I know they are judging me. They know that I am not good enough. I can't cope with this.





Example = it varies

My back pain is severe, I have to move really slowly and when I get spasms (daily) my back locks and I cannot move. I do not feel safe around strangers or anyone other than my immediate family. I get so anxious as I know I cannot get away from danger. I rarely want to leave my home.

If you have answered **No** or **It varies** use this space to tell us:

- why you find it distressing to meet other people
- what makes it difficult
- how often you feel like this

Explain your problems, and give examples if you can.

## 17. Behaving appropriately



**Please tick this box if your behaviour does not upset other people.**

**How often do you behave in a way which upsets other people?**

For example, this might be because your disability, illness or health condition results in you behaving aggressively or acting in an unusual way.

Every day

Frequently

Occasionally

It varies

Example = all of them and tweak for your life

**This colour means change to your condition/behaviour.**

Example A:

Due to my **pain/anxiety** I get very angry with **my mum**. I don't mean to but when she nags me to **have a bath/go to my doctors** I can't do this, and **she** just doesn't understand. I end up shouting and swearing. Then I feel so guilty as I know **she** is trying to help me.

Example B:

If I have to leave my home and **someone looks at me**, it makes me **angry/scared**. I can't help but **ask what they are looking at**. I know my attitude is not appropriate, but I cannot hold it in/control myself. This has resulted in **a physical fight** a number of times so now I stay in my



home, or **I go to the shop when most people are asleep (4am)** so I reduce the chances of this happening again.

Use this space

## 18. Eating or drinking

**Can you get food or drink to your mouth without help or being prompted by another person?**

No  
Yes  
It varies

Example = No

My mum has to nag me every day to eat as I just cannot motivate myself to do this. My depression makes me feel like there is no point in eating and I rarely feel hungry.

Example = No/it varies (add on average how many days a week you are prompted)

I am so fatigued by late afternoon due to my Fibromyalgia that I do not have the energy to eat, I am currently under weight. My partner always encourages me to eat but I really struggle to do this.



**Can you chew and swallow food or drink without help or being prompted by another person?**

No

Yes

It varies

Refer to the above examples in 'eating' and tweak.

If you have answered **No** or **It varies** use this space to tell us about how you eat or drink, and why you might need help.

## **Sharing information about your health condition**

**Do you give your consent for your doctor or other relevant professionals to give DWP more information about your health condition?**

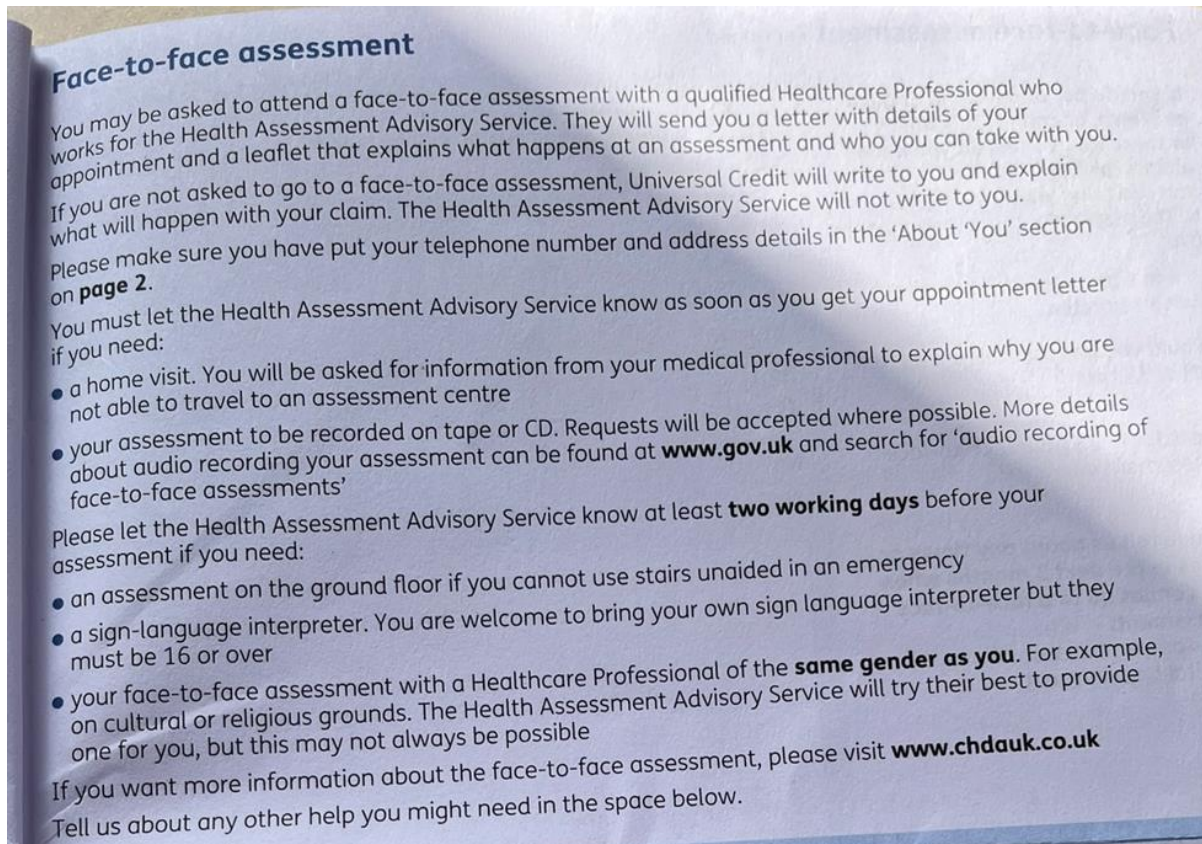




Yes - information about my health can be shared with DWP or the healthcare professionals that work for them.

No - information about my health cannot be shared with DWP or the healthcare professionals that work for them.

A photograph of a form with two fields. The top field is labeled "Signature" and has a large, empty rectangular box next to it. The bottom field is labeled "Date" and has a smaller, empty rectangular box next to it.



Example 1:

Please can I have a phone assessment as I know I will have a panic attack if I have to come in and I want to be able to clearly answer the questions. Also, please can I have a female assessor, and the assessment recorded?

Example 2:



I use a zimmer frame and struggle to walk more than 2 bus lengths, I am worried about the walking distances. Can I please have a downstairs meeting room, so it is the shortest walking distance possible. When I have to move around my pain increases and so does my brain fog. I don't know if you do phone assessments, if you do, please could I have one as this would help me so much.

I hope this helps.

Charlie x