

If you contact us, use this reference:
<<ClientReference>>



Department for
Work and Pensions

<<ClientTitle>>
[[AutoCase(Mc,Mac)]<<ClientInitials>>
<<ClientSurname>>]]
[[TidyList]<<ClientAddressLine1>>
<<ClientAddressLine2>>
<<ClientAddressLine3>>
<<ClientAddressLine4>>
<<ClientAddressPostcode>>]]

<<AppointmentOfficeName>>
<<AppointmentOfficeDescription>>
[[TidyList]<<AppointmentOfficeAddressLine1>>
<<AppointmentOfficeAddressLine2>>
>
<<AppointmentOfficeAddressLine3>>
>
<<AppointmentOfficeAddressLine4>>
>
<<AppointmentOfficeAddressPostcode>>]]

www.gov.uk/jobseekers

Telephone:
[[StartsWith(0)]<<AppointmentOfficeSTDCode>>]]
<<AppointmentOfficeTelephone>>
Text Tel:
[[StartsWith(0)]<<AppointmentOfficeSTDCodeTextPhone>>]]
<<AppointmentOfficeTextPhone>>

[[Format(DTH MMMM
YYYY)]<<SystemDate>>]]

IMPORTANT – ACTION TO HELP YOU FIND WORK

Jobseeker's Direction

Dear <<ClientTitle>> [[AutoCase(Mc,Mac)]<<ClientSurname>>]]

You must do everything you reasonably can to obtain work and to improve your chances of being employed. In order to help you with this, we require you to take the following action:

<<DirDetails>>

Your Jobseeker's Allowance/National Insurance credits could be stopped for a period of time if you do not comply with this direction, unless you can show that you had a good reason or that the request was unreasonable in your circumstances.

If you cannot carry out this action, or need help in doing so, please contact me on the telephone number at the top of this letter.

I have arranged an interview for you to discuss how you got on with carrying out this direction:

On: [[Format(DTH MMMM YYYY)]<<DirDeadline>>]]

At: [[Format(HH:MM)||<<lvwTime>>]]

Place: <<AppointmentOfficeName>>, [[TidyList||<<AppointmentOfficeAddressLine1>>,<<AppointmentOfficeAddressLine2>>,<<AppointmentOfficeAddressLine3>>,<<AppointmentOfficeAddressLine4>>,<<AppointmentOfficeAddressPostcode>>]]

With:

You must have completed the action in the Jobseeker's Direction before the interview unless you can show that you had a good reason for not doing so.

If you are already due to attend the jobcentre on this day, you only have to come at the time above.

Do I need to come to the interview?

Yes. To continue being paid Jobseeker's Allowance, you must come to interviews when asked to do so. If you cannot attend at the time you are asked to, you may ask to re-arrange the appointment. If we cannot agree to re-arrange your interview, your benefit could be stopped if you do not attend, unless you show us that you had a good reason for not attending.

Can I get help to attend the interview if I need it?

To help you get to the interview, we may be able to provide help with:

- the cost of registered childcare if you have children and prefer not to bring them with you but have no-one to look after them (payment will be made direct to the childcare provider);
- travel costs if your interview is not on the day or at the place you attend Jobsearch Reviews (you will need to bring evidence of your travel costs. For example, travel tickets), and
- an interpreter, if English or Welsh is not your first language.

You need to contact us before the interview to arrange any of these.

What if I cannot come to the interview?

Please telephone before the interview on the telephone number at the top of this letter.

What happens if I don't carry out the activity specified in the Jobseeker's Direction by the date of the interview or come to the interview?

- Your claim to Jobseeker's Allowance will be closed if you do not contact us within five working days of the date of the interview.
- If you contact us within five working days of the interview, your Jobseeker's Allowance and National Insurance credits will be stopped, (or will be paid at a reduced rate, depending on your circumstances) unless you show a good reason for both your failure to take the actions in the Jobseeker's Direction and for your non-attendance at the interview.
- If your benefit is sanctioned, you will not receive any Jobseeker's Allowance or any National Insurance credits for:
 - four weeks, or
 - 13 weeks if we have previously decided on one or more occasions that your Jobseeker's Allowance should be sanctioned because you committed any of the failures listed below within 52 weeks (but not within 2 weeks) of your last failure.

The failures referred to are, if without a good reason you:

- do not attend an interview that you have been notified of,
- if applicable, fail to take part in a particular employment programme (such as the work programme),
- do not take the opportunity of a place on an employment programme or training scheme,
- refuse or fail to apply for or accept a place on such a programme or scheme notified to you by your adviser,
- fail to attend or give up a place or through your own misconduct lose a place on such a programme or scheme,
- do not take the actions included in a Jobseeker's Direction.

What we expect from you

To get Jobseeker's Allowance and credits of National Insurance, you must be looking for work and are expected to take advantage of all reasonable opportunities that are made available to help you do so.

Yours sincerely

On behalf of Manager