



Department
for Work &
Pensions

Your meeting plan

Name:

National Insurance number:

Your regular meetings with us will help you stay up to date with the support we can offer. They will also let us keep up to date with your circumstances and make sure you are doing everything you need to do.

You need to come to your meetings to get help and support to find a job. If you cannot get to a meeting, tell us the reason why straightaway by calling **0800 169 0190**. If we accept your reasons are reasonable we can arrange a new meeting.

Your next meetings

Your next meeting will be at:

	Date	Time	Contact
1			
2			
3			
4			
5			
6			
7			
8			

What you need to do

At your meetings with your work coach you will talk about what you need to do to find a job. Your work coach will add these actions to your claimant commitment so you have a complete record of everything you need to do.

If you do not do all the things on your claimant commitment you could lose some of your payment. This is called a sanction. You could get a sanction for things like:

- missing a meeting without rearranging it with us in advance
- not taking part in a job interview we ask you to go to
- not taking up the offer of paid work

Call us if you cannot do something on your claimant commitment

Tell us your reasons straightaway if you will not be able to do something we have asked. If we agree your reason is reasonable, we can change whatever you need to do and you will not lose any of your payment.

Also call us if you have not done something we have asked you to

If you have not done something on your claimant commitment, call us straightaway and do whatever you can to correct this.

There are two reasons to do this:

- if we agree you had good reason, you will not lose any of your payment
- with some sanctions, like one for missing a meeting, the sooner you act the less you will lose

How long a sanction may last

The number of days a sanction can last may vary depending on:

- what you did not do
- how long it takes you to do what you agreed
- what sanctions you have had in the last year, if any

If you get two sanctions within a year of each other, the second one can last longer. Further sanctions within a year of the second can be longer still.

You can find out more at **www.gov.uk**

If you disagree with a decision

You can ask us to explain why.

You, or someone who has the authority to act for you, can phone or write to us to request an explanation. You can also ask your work coach. You will need to do this within one month of the date of a decision.

You can also ask us to reconsider a decision.

Tell us if you think we have overlooked, or you have more, information that affects the decision. Do this within one month of the date of a decision.

When we have looked at what you have told us, we will send you a letter to tell you what we have decided and why. We call this letter a Mandatory Reconsideration Notice.

When you have done this you can appeal.

If you disagree with the Mandatory Reconsideration Notice, you can appeal to a tribunal.

You must wait for the Mandatory Reconsideration Notice before you start an appeal.

If you disagree with a decision, you should continue with your claim and continue to be available for work and do everything you reasonably can to get work. If not, and a decision is later overturned, you will not be paid all of the benefit which you could get.

Your work search

Your claimant commitment will tell you what you need to do to have the best chance of finding work. You will talk to your work coach about what you can do to find work and together you will agree what actions to put on your claimant commitment.

For example, you might need to look for jobs through employer websites, recruitment job websites, including Find a job, newspapers and magazines.

We will also ask you to plan and record what you do to look for work.

Plan your job search

It is best to plan what you will do each week in advance. That way you can have a clear list of what to do each day.

Your plan can be in whatever form is best for you, we have included some examples later to get you started.

Record your job search

You need to keep a record of what you do each week.

The main details to cover are what you did, when you did it and the result. Your record should include things like:

- the plans you made for how you will look for work
- making CVs and writing cover letters
- filling in applications
- going to interviews
- doing voluntary work
- going on training or courses
- looking for other ways to gain experience

We have put some examples on the next page.

Ways to plan and record your job search

Here are a few examples of how you could plan and record your job search.

Monday 13 July to Sunday 19 July

What I will do including how, when and where

After taking the children to school, I will spend every weekday morning searching for jobs. I will look at websites like Find a job and other recruitment job websites. I will keep a record of jobs I find and bring this with me to the jobcentre.

What I did and the result

Looked for retail and admin jobs on Find a job and other websites. Found 6 jobs that I have applied for.

Searched for other job websites to register with. Registered and searched for jobs.

Monday 31 August to Sunday 6 September

What I will including how, when and where

I am going to apply for all the jobs I can each day after finishing my job search. After improving my CV, I will adapt it to make it relevant to each job I apply for.

What I did and the result

I found a vacancy for an admin job in the finance department at the local council. I phoned them to ask for an application form.

I completed and posted the application form for the job at a sandwich shop that I saw advertised last week.

I received emailed acknowledgement for the jobs I applied for last week at a supermarket, a sports shop and a clothes shop.

What to bring to your meetings

Make sure you bring your record and plan to each of your meetings. Also bring any documents that support your record, such as:

- letters or documents to do with jobs you have asked about or applied for
- copies or printouts of job applications
- responses or feedback from jobs you applied to
- letters, emails or documents from job recruitment agencies

Getting started with your job search

Completing each of these stages can get your job search off to a strong start.

Starting off

I have:

- ☐ accepted my claimant commitment
- ☐ talked to my work coach about the jobs I can do
- ☐ made a good, up to date CV
- ☐ created an account in Find a job or other appropriate job website

Making preparations

I have:

- ☐ got a contact phone number with voicemail
- ☐ set up an email account
- ☐ arranged regular access to the internet and learned how to use it to find work
- ☐ found the names and addresses of two contacts who can give references
- ☐ researched local transport
- ☐ planned what I will do to look for a job
- ☐ written a covering letter that I can update for each job
- ☐ registered with a range of recruitment agencies and job websites
- ☐ identified and contacted local employers

Getting going

I have:

- ☐ practised my interview and application skills
- ☐ completed a skills assessment to understand what I am good at
- ☐ done some volunteering, work experience or training
- ☐ had my first job interview
- ☐ asked for feedback on previous applications

Your work search

My work record for to

What I will do including how, when and where

What I did and the result

OFFICE USE

☐

 Completed Work coach initials

Your work search

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What I will do including how, when and where

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