

# My Work Plan

jobcentreplus

Part of the Department  
for Work and Pensions

## What I will do to search for and get work

### My details

Title	<input type="text"/>
Initials	<input type="text"/>
Surname	<input type="text"/>
National Insurance number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

### My statement

- I have read and understood my claimant commitment
- I will do everything I reasonably can to get work
- Getting a job is my responsibility and taking the actions in my claimant commitment will help me find work sooner
- I understand Jobcentre Plus will give me help and advice to do the things I've agreed to in my claimant commitment
- I understand I must attend the Jobcentre when I'm asked to
- I understand my work coach may tell me to take other specific actions to improve my chances of finding work

Signature	<input type="text"/>
Date	<input type="text"/> / <input type="text"/> / <input type="text"/>

### My Work Plan has information to help me:

- plan and review progress towards work
- get advice and support to help with my job search
- record my job search activities to show what I have done to look for work (see **pages 7 to 38**)
- come to my meetings on the right day and time (see **pages 42 to 44**)
- keep my payment and avoid sanctions by doing all that I need to do (see **pages 2 to 4**)
- sign off when I find a job or if I want to end my claim (see **pages 40 and 41**)

# My responsibilities

There are certain things I must do to keep getting Jobseeker's Allowance. If I do not do these things:

- I could lose my benefit payments for a period of time, and this is called a sanction
- in some circumstances my claim could end
- extra things I qualify for because I am getting Jobseeker's Allowance, such as Housing Benefit, might be affected

## Reasons why my Jobseeker's Allowance could end

I will no longer receive Jobseeker's Allowance if you decide that I am not:

- available for work **or**
- doing everything I reasonably can to get work

If my claim ends for at least one of the reasons above and I make a new claim within 13 weeks of that happening I may not be paid Jobseeker's Allowance or National Insurance credits for 4 weeks.

If my claim ends for at least one of the reasons above within 52 weeks of an earlier claim that also ended for at least one of the reasons above I may not be paid Jobseeker's Allowance and National Insurance credits for up to 13 weeks. This won't happen if the later claim ended within 2 weeks of the earlier claim.

## Reasons why I could get a sanction (this is called a lower level sanction)

I could lose my Jobseeker's Allowance and National Insurance credits if without good reason I:

- don't take part in a meeting with my work coach
- don't do what is required in my Jobseeker's Direction which is an activity (for example writing a CV) that my work coach has asked me to do to help me find work or improve my prospects of finding work
- don't take part in an employment programme
- don't go on an employment programme or training scheme notified to me by my work coach
- don't take part in or give up a place on such a programme or scheme

I could also lose my Jobseeker's Allowance and National Insurance credits if through my own misconduct I lose a place on an employment programme or training scheme.

If I am sanctioned for any of the reasons above, I will either:

- lose my Jobseeker's Allowance and National Insurance credits for 4 weeks **or**
- lose my Jobseeker's Allowance and National Insurance credits for 13 weeks if I've already done at least one of the things listed above in the last 52 weeks **and**
  - I had a sanction for this **and**
  - there is a gap of at least 2 weeks between the date of the earlier failure and the date of the current failure

### Reasons why I could get a longer sanction (this is called a higher level sanction)

I may lose my Jobseeker's Allowance payment and National Insurance credits if without good reason I:

- leave a job voluntarily
- fail to take on a suitable employment opportunity **or**
- refuse or fail to apply for or accept a job which my work coach has told me about

I could also lose my Jobseeker's Allowance and National Insurance credits if I lose my job because of misconduct.

If I am sanctioned for any of the reasons above, I will lose my Jobseeker's Allowance and National Insurance credits for 13 weeks.

I will lose my Jobseeker's Allowance and National Insurance credits for 26 weeks if:

- I've already done at least one of the things above in the last 52 weeks **and**
- I've had a sanction for this **and**
- there is a gap of at least 2 weeks between the date of the earlier failure and the date of the current failure

I will lose my Jobseeker's Allowance and National Insurance credits for 156 weeks (about 3 years) if:

- I've already done at least one of the things listed above on 2 or more occasions, the most recent of which occurred in the last 52 weeks **and**
- I've had 2 or more sanctions for this **and**
- there is a gap of at least 2 weeks between the date of the earlier failure and the date of the current failure

### If there is a disagreement about my claimant commitment

If I disagree with my work coach about the contents of my claimant commitment I can ask for this to be referred to a decision-maker.

The decision-maker will decide whether the proposed claimant commitment is reasonable and whether doing the things set out will mean that I will meet the requirements to be available for work and doing everything I reasonably can to get work.

If I do not accept this decision my Jobseeker's Allowance claim will end.

### **If I disagree with a decision about my Jobseeker's Allowance**

#### **I can ask you to explain your decision**

I, or someone who has the authority to act for me, can phone or write to you within one month of the date of the decision to ask you to explain your decision in writing.

#### **I can also ask you to reconsider a decision**

I can tell you if I think you have overlooked, or if I have more, information that affects the decision. I should do this within one month of the date of the decision.

When you've looked at what I have told you, I will be sent a letter to tell me what has been decided and why. This is called a 'Mandatory Reconsideration Notice'.

#### **When I've done this I can appeal**

If I disagree with the Mandatory Reconsideration Notice, I can appeal to a tribunal. I must wait for the 'Mandatory Reconsideration Notice' before I start an appeal.

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

#### **Where can I find more information?**

I can visit **[www.gov.uk/jobseekers-allowance](http://www.gov.uk/jobseekers-allowance)** to find out more about sanctions, hardship payments and what to do if I think your decision is wrong.

# My work search journey

## Starting off

### I have:

- ☐ completed my benefit claim
- ☐ agreed jobs that I can do with my work coach
- ☐ created an account and uploaded a CV in Find a job or another jobsite
- ☐ agreed my claimant commitment

### I can find jobs through:

- ☐ employer websites
- ☐ newspapers/magazines and online newspaper websites
- ☐ job/recruitment websites including Find a job
- ☐ visiting [www.gov.uk/browse/working/finding-job](https://www.gov.uk/browse/working/finding-job) for helpful information

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## Getting going

### I have:

- ☐ an email account with a suitable address that can be given to employers
- ☐ Internet access and the skills needed to use it to look for work
- ☐ a contact telephone number and suitable voicemail for employers and others to leave messages
- ☐ registered with a wide range of recruitment agencies and job websites
- ☐ contacted local employers
- ☐ knowledge of local transport
- ☐ a good and up-to-date CV
- ☐ a good covering letter that can be changed as needed for each job application
- ☐ the names and addresses of two contacts who can provide references

If you aren't sure about planning your work search or writing a CV, talk to your work coach who can help you with this.

# My work search journey

## Keeping going

**I have:**

- ☐ practised completing application forms and my interview skills and will continue to do so
  - ☐ completed a skills assessment and understand what I am good at
  - ☐ done some volunteering / work experience / training
  - ☐ had my first job interview
  - ☐ asked for feedback on my previous applications and interviews and will continue to do so
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## Moving on

- I have got a job, or am starting training, or wish to stop my claim for another reason (go to changes you must tell us about on **pages 40 and 41**)

Please tell us about your success!

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## Preparing for my work search reviews

In line with my responsibility to do everything I reasonably can to look for work, I will provide evidence to show what I have done. This can include:

- letters or documents about jobs I have asked about or applied for
- online job applications
- responses or feedback from employers
- letters, emails or documents from job agencies

I will keep a record of other things I have done to prepare for work. This can include:

- CVs I have written for different jobs
- training and courses I have started or researched

# What I will do and record

This booklet will help you plan and structure your activities to give you the best chance of finding work quickly. It will also help confirm your ongoing entitlement to Jobseeker’s Allowance, by showing you have done all you could reasonably be expected to do, each week, to get a job.

At your first meeting, you will have agreed with your work coach a claimant commitment. Your work coach will work with you to develop a plan of how you will do the activities agreed in your claimant commitment. Each time you meet with your work coach you will:

- discuss what work activity you have done and agree what you plan to do next
- look at what you have recorded in your booklet or any other information about your job search activity such as job advertisements for jobs you have applied for

Please try to be specific, describing:

- what you will do or have already done
- when, where or what did you do?
- what job you have applied for and the name of the company or organisation the job is with

You could link this to something you would do anyway as part of your daily routine.

## Examples to help you

The content of the examples in this booklet is for illustrative purposes only.

From: 1 / 3 / 2016	Work coach initials BJ
<b>I will:</b> (what I am going to do, including how, when and where) To look for jobs online I will, after taking the children to school, spend every weekday morning searching for vacancies, for example, on Find a job and recruitment websites. I will keep a record of any jobs I find and bring this with me when I attend the Jobcentre.	
<b>What I did and what was the result:</b> (please provide the name of the company or organisation a job you apply for is with, and bring in any evidence to show what you have been doing to look for work) Looked on job web sites, Find a job and recruitment websites for retail and admin jobs. Searched for other job sites to register with. Registered with recruitment agencies and searched for jobs. Found 5 jobs that I have applied for.	
Completed <input checked="" type="checkbox"/> Work coach initials AB	

From: **1** / **3** / **2016**

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JG

**I will:** (what I am going to do, including how, when and where)

I am going to apply for all the jobs I am capable of doing each day after finishing my job search. After improving my CV, I will adapt it to each vacancy I apply for to make sure it is relevant to each job.

**What I did and what was the result:** (please provide the name of the company or organisation a job you apply for is with, and bring in any evidence to show what you have been doing to look for work)

I applied for retail jobs at a supermarket, a sandwich shop and a clothing store.

I applied for an admin job in the Finance Department of the local council.

I telephoned them and a large bakery on 1/3/16 to send me application forms.

I completed online application forms for the other 3 jobs.

I completed and posted the application forms for the bakery on 5/3/16 and for the local council on 7/3/16 and attached my updated CVs.

I completed online application forms for the other 3 jobs. I've received email acknowledgement receipts from the supermarket, sandwich shop and clothing store.

Completed



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JP



# My actions for getting work

Planning the specific things you need to do, can help you find work. Describe what you will do, how, when and where you will do it. Include how you will show what you have done. Provide the name of the company or organisation a job you apply for is with.

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# Looking for work

## Find a job

Use the Find a job service to upload CVs and apply for jobs and keep track of your jobsearch activity. To access Find a job visit **[www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)**

You can look for work, find benefit information and make a claim without having to phone or visit the Jobcentre. Visit **[www.gov.uk](http://www.gov.uk)** to find out more.

## Attending the Jobcentre

**Please bring this booklet with you every time you come to see us.**

**Remember** – to get Jobseeker's Allowance you **must** come to the Jobcentre each time we tell you to. When you attend you will need to show what you have done to find work.

You should keep a record of what you have done to look for work, and bring it with you each time you come to the Jobcentre.

We will ask you to sign declarations that you:

- are available for employment
- are actively seeking employment
- have told us about any changes in your circumstances, and
- have reported anything which may affect your claim

The back of this booklet tells you when and where to attend to sign your declarations.

## About your benefit

### How is Jobseeker's Allowance paid?

Jobseeker's Allowance is usually paid fortnightly in arrears by direct payment into a bank, building society or Post Office account.

Your first payment may take a little longer whilst your claim is being assessed.

**Important – you must tell us immediately if you change your account.**

## Tax

Jobseeker's Allowance is taken into account for tax purposes but we do not deduct tax from your payments. Any tax refund due to you will be paid when you stop claiming Jobseeker's Allowance or at the end of the tax year, whichever comes first.

## National Insurance contributions

Unless you are told otherwise, National Insurance contributions will be credited to you while you continue to satisfy the Jobseeker's Allowance entitlement conditions.

## Changes you **must** tell us about

You must tell us **immediately** if your circumstances change, for example if you or your partner:

- become self employed
- start living with someone, get married, form or dissolve a civil partnership, or separate
- get a place on a training programme or start full or part-time education
- get a personal pension or a pension from a previous employer
- change your address
- are going away from home, even if it is for a day
- are involved in a trade dispute
- change your account for your benefit payments
- are ill or have to take care of someone or cannot take a job for any other reason
- have a child that leaves school
- have someone come to live in your house or someone who was living in your house leaves
- change the amount of savings you have
- have a change to the amount of income you receive

If you get Housing Benefit or Council Tax Reduction, keep in touch with your local council. Tell them about any changes to your circumstances, including if you get a sanction. They'll tell you if you need to do anything else.

**Help** – if you are not sure whether a change may affect your benefit, contact us using the phone number below. If you need to ask anything about your Jobseeker's Allowance, or tell us that your circumstances have changed, please call us on:

Telephone: **0800 169 0310**

Welsh language telephone: **0800 328 1744**

Textphone: **0800 169 0314**

**Calls to 0800 numbers are free from landlines and mobiles.**



# Stopping your claim

You **must** tell us to stop your claim. You might stop your claim because you're starting work of 16 hours or more a week (or 24 hours or more a week if you're claiming with a partner as part of a joint claim). You can contact us in one of the following ways:

- Call us on **0800 169 0310**
- Welsh language call **0800 328 1744**
- Textphone **0800 169 0314**

**Calls to 0800 numbers are free from landlines and mobiles.**

If you can't call us, you can:

- contact your work coach using the contact details in this booklet, **or**
- tell us in writing

The address is on any letters we've sent you. You can also find the address of the office who deals with your claim by visiting **www.gov.uk/contact-jobcentre-plus**. Next, use the 'local office search' link in the section called 'Contact your nearest Jobcentre Plus'

If you write to us to tell us about starting work and you're receiving Housing Benefit please also tell us if you expect your job to last for longer than 5 weeks.

We will then send you any outstanding Jobseeker's Allowance and tax refund that you may be entitled to and your P45.

If you've been claiming Jobseeker's Allowance with a partner as part of a joint claim, and you start work of 24 hours a week or more, your partner may still be able to claim. Use the contact details above to ask us for advice.

## **Starting work of less than 16 hours a week (or less than 24 hours a week if a joint claim)**

You must tell us if you're starting work. You must also tell us if the job is less than 16 hours a week (or less than 24 hours a week if you're claiming with a partner as part of a joint claim). Use the contact details above.

# My appointments

Please bring this booklet with you every time you come to see us.

**I will attend appointments with my work coach when I am asked to.**

**If I am unable to attend any of my appointments, I will contact my work coach immediately using the details provided below.**

**I understand that if I cannot attend these appointments that:**

- I may lose my Jobseeker’s Allowance and National Insurance credits, or
- any payment due to me may be delayed

Day	Date	Time	Type of appointment

## My work coach

Name

Telephone number

Email address

## My appointments continued

[illegible]

# Work search reviews

I will go to regular work search reviews at:

Cycle

My next work search review will be on

/

/

at

am/pm

After this I will go to work search reviews every week / 2 weeks on

If I am unable to attend, I will contact my work coach immediately using the details provided on the previous page.

- I understand that if I cannot attend these appointments that:
- I may lose my Jobseeker’s Allowance and National Insurance credits, or
  - any payment due to me may be delayed

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## Work search reviews for Work Programme participants

- I understand that if I cannot attend these appointments that:
- I may lose my Jobseeker’s Allowance and National Insurance credits, or
  - any payment due to me may be delayed

I will go to regular work search reviews at:

Cycle

My next work search review will be on

/

/

at

am/pm

After this I will go to work search reviews every week / 2 weeks on

If I cannot attend, I will phone immediately on

or send an email to