

Information for Interviewer

Algernon did not attend his Work Search Review so he received a To-do which said:

You need to contact us to explain why you missed this appointment and to book another one. Attending your appointments is something you committed to do in return for receiving Universal Credit. If you do not attend your appointments, without what we believe is a good reason, your payment could be affected.

You receive a phone call from him to explain what happened.