

Information for the claimant and Interviewer

Griselda did not attend her Work Search Review, which was booked for 11.00 yesterday. She 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.

She contacts you to explain what happened.

Information for the claimant only

Possible sanctionable failure

Failure to attend a work search review

Background

You were due to attend your work search review, but you had a job interview. The job interview with Widdgetts Ltd at Batterfield Business Park was offered at the last minute as you had been on the reserve list.

You were notified at 9.30 on the morning of the job interview by a phone call.

You were due at the job interview at 12.30.

After you took the phone call, you had to do some prep work for the interview, researching the company before getting ready. It was all a rush.

It took 1 hour to travel to Widgett's Ltd.

Do not volunteer all information straight away – wait for the 'Work Coach' to ask.

You must not try to make it difficult for the person questioning you. If you are asked an open question respond appropriately.

Remember – if you are asked a closed question give a brief answer.

The purpose of the exercise is to demonstrate that the information you get depends on the questions you ask.

If you are asked a question that is irrelevant to the doubt in question or not covered on this sheet, answer it in a positive way.