

Information for the claimant and Interviewer

Terry did not attend his Work Search Review, which was booked for 16.00 yesterday.

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.

Terry has now contacted you as directed.

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 received a phone call from your mother at 2 o'clock. She told you she received a call from the local hospital because your sister had been in a car accident and was being treated there.

You live with your sister and her children.

Your mother was concerned about your nephew and niece, who needed picking up from school at 3.15.

Your mother went straight to the hospital to be with your sister. That's why she couldn't pick them up herself.

You offered to collect the children from school at 3:15 and take them to the hospital.

No one else could have picked up the children. Your sister's husband works away in the army. You have no other siblings.

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.