

## Background

**Name: Miss Joanne Brown**

Claimed Universal Credit on 04/03/2015

Other information:

- Joanne is 25, single and has chronic asthma.
- She is looking for Customer Service, general office admin work, or work in a hotel (such as a receptionist).
- She has no car, so uses public transport. (The bus service is limited in the early mornings, evenings and Sundays but is regular during the day).
- She has no internet access at home. She needs to visit town to visit the library or Jobcentre. This is a two hour return journey.
- Joanne has agreed to attend a local Job-Club on Tuesdays and Thursdays. This activity is not mandatory. It takes 15 minutes for her to walk to the Job-Club.

Expected to undertake work search for 35 hours per week.



# Claimant Commitment

Joanne Brown

## 1. My commitment

I'll do everything I can to get paid work, and will receive Universal Credit payments to support me in this. The things I'll do are set out in this Claimant Commitment.

## 2. Finding and taking work

I'll look for and take any work I'm able to do, that:

- pays [minimum wage rate] an hour or more
- is within 90 minutes' travel from my home

I'm available for work for 35 hours each week. I can work on any day at any time.

Signature *Joanne Brown*.....Date 04/03/2015

## My work search and preparation plan

I'll spend 35 hours each week looking and preparing for work. This will include all the activities and actions in this plan.

<b>Section 1: Regular work search activities:</b>	<b>How often</b>
• Checking the Nottingham Post daily and apply for any suitable jobs	6 times a week
• Checking the "Fish for Jobs" website and applying for suitable jobs	2 times a week
• Cold call employers located within 90 minutes travelling distance of my home by visiting, telephoning and sending speculative written applications/CVs	4 times a week
• Following the creation of the Universal Jobmatch account, checking Universal Jobmatch account and applying for all suitable matched jobs	2 times a week

<b>Section 2: Specific actions I will take:</b>	<b>By</b>	<b>Review</b>
• Attend the 2 day interview skills/CV workshop at Training 4U, Bath Lane, Anton – 09/10 March 15	10/03/2015	18/03/2015
• Register with Retail Choice Employment Agency	11/03/2015	18/03/2015
• Attend the Library or Jobcentre to create a Universal Jobmatch account	11/03/2015	18/03/2015
• Produce 3 variations to the CV covering Customer Service, Office work, Hotel/hospitality	18/03/2015	18/03/2015

### **About me**

I have chronic asthma, for which I have three different types of inhaler, which prevents me from working in dusty environments as this exacerbates my condition.

I am available for full time work and able undertake jobsearch for 35 hours per week.

I will attend regular work search reviews at Nottingham.

My next work search review will be on Wednesday 18/03/2015 at 11.00am.

After this date I will attend work search reviews every two weeks on Wednesday at 11.00am.

## Work Search Review - Period 05/03/2015 to 18/03/2015.

Since her initial interview Joanne has:

- Registered with an Employment Agency on the 05/03/2015.
- Set up a Universal Jobmatch account 09/03/2015.
- Telephoned 12 potential employers between 05/03/2015 and 11/03/15.
- Applied for two jobs on 11/03/15
- Attended a two-day Interview Skills and CV course 09/03/2015 to 10/03/2015.
- Cold called on four employers on 11/03/2015 and left her CV with them.
- Checked Fish for Jobs and Universal Jobmatch 05/03/2015, 07/03/2015, 10/03/2015, 12/03/15.
- Checked Nottingham Post Daily
- Attended Job Club three times

Joanne does not have her own PC and is finding it expensive using the one in the library. Although she has created a Universal Jobmatch account she has not uploaded a CV because she is unsure how to do it.

However Joanne has produced three variations of her CV to cover Customer Service, Office Work and Hotel or Hospitality employment. She has given hard copies of these to four employers.

### **12/03/2015 to 18/03/2013**

The claimant did little worksearch between these dates.

### **Statement from Claimant**

On 13/03/2015 I got a phone call from the police, to say my mum had been caught shop-lifting at her local supermarket.

I spent most of the day talking to the police then calming mum down. I had my mum stay over with me over the weekend so it was hard to do any work search.

I spent most of Monday ringing around the doctors, the social services, and the Attendance Allowance people because I wondered if this is start of dementia.

I thought I would catch up a bit on Tuesday but I was too tired.

WHAT I DID	HOW I DID IT	OUTCOME	WHAT I'LL DO NEXT
<p>Attended Job Club</p> <p>05/03/2014, 12/03/2014 16/03/2015</p> <p>2 hours each time</p>	<p>Went to local job-club</p>		
<p>Activity: Interview Skills/CV workshop</p> <p>09/03/2015 to 10/03/2015</p> <p>Time taken: 2 days</p>	<p>Attended workshop for 2 days. With Training 4U</p>	<p>I can now update my own CV and attend interviews.</p>	<p>Send my CV to employers and attend any interviews</p>
<p>Activity: Checking local paper for jobs</p> <p>Time taken: 30 minutes a day</p>	<p>I check the Nottingham Post every day for suitable jobs</p>	<p>I have not found any jobs yet in the paper yet.</p>	<p>Apply for suitable jobs</p>
<p>Activity: Check Fish for Jobs</p> <p>Check Universal Jobmatch</p> <p>Time taken: 1 hour twice a week (but I have a two hour round trip to get to the Jobcentre).</p>	<p>I checked the fish for jobs website and Universal Jobmatch on:</p> <p>05/03/2015, 07/03/2015, 10/03/2015, (while at CV course) 12/03/2015.</p>	<p>I've applied for two jobs. (It took two hours to fill in each application form)</p>	<p>Waiting to hear.</p> <p>Apply for any suitable jobs</p>
<p>Activity: Cold calling employers</p> <p>Time taken: 6 hours between 06/03/2015 and 08/03/2015</p> <p>Time taken 1 hour 30 mins</p>	<p>I looked through the yellow pages and rang 12 different employers. This took me 4 hours on 06/03/2015 then about 2 hours following up on the next two days.</p> <p>I visited four employers on 12/03/2014 with my CV.</p>	<p>Four employers took my contact details. Two told me to ring back in a couple of weeks.</p>	<p>Keep trying</p>