

Scenario 3 – Claimant unwilling to set up an account

Claimant C is a particularly challenging claimant for both the Assistant Advisers and Personal Advisers and following numerous case conferences about this claimant the conclusion drawn was that this claimant isn't perhaps trying as hard as they could to look for work.

The claimant was issued with a UJ leaflet at their jobsearch review, following go-live.

On their next attendance the Assistant Adviser established that the claimant hadn't created an account and asked the claimant why. Their response was that they'd forgotten. The Assistant Adviser reiterated the benefits of this service and the importance of using it as one of the tools to look for work.

The claimant attends their next Jobsearch Review but again says they haven't registered. At this point the Assistant Adviser tells the claimant that they will be referring them to their PA for a further discussion about UJ.

As the Assistant Adviser feels that the claimant is deliberately refusing the service they manage to book a PA appointment for the following week and explain to the claimant that failure to attend this could result in a benefit sanction being applied.

The claimant attends their PA interview but on further discussions about UJ they still refuse to willingly create an account. At this point the PA explains that they are going to issue them with a Jobseeker's Direction to create a profile and CV in UJ. The PA asks the claimant if they have their own PC, which they have so they issue the direction telling them they can create the profile on their own PC but if they choose not to because of the cookies they must contact the office to arrange to do this from one of the offices IADs. The adviser arranges a follow-up interview to check that the claimant has followed the direction.

On going home the claimant decides that they do not wish to accept cookies on their own machine so contacts the office to use an IAD. Luckily there is a free slot to use the IAD a week later which happens to coincide with their signing day so the office books the IAD for the hour prior to their Jobsearch Review.

On their next attendance day the claimant creates a profile and CV on the IAD and then attends their jobsearch review which is being undertaken by the PA so that they can follow up on the Jobseeker Direction. The claimant tells the adviser that they have created a profile and CV and brings in a copy of their CV as evidence. The adviser is also able to check UJ and can see that the claimant has registered but they haven't given us access to their account.

The adviser explains the benefits of giving us access to their account, but again the customer flatly refuses to do this. The claimant also confirms that they are not willing to undertake any kind of jobsearch activity on UJ from

home. Because the adviser has doubts about this claimant, they decide to book 3 sessions a week on the IAD to enable the claimant to check their account and apply for any suitable matches, this is recorded on their JSAG.

The adviser confirms that their travel expenses will be paid for any days they attend outside of their normal signing day and they also remind the claimant that they will be expected to provide evidence of what jobs they have applied for on UJ so if they are still not willing to give us access to their account they will have to print the evidence out from the IAD and bring it with them to their jobsearch reviews.

The claimant fails to attend 2 of the weekly IAD sessions outlined on their JSAG and at their next Jobsearch Review; they are unable to satisfy the Assistant Adviser that they have taken all the steps that are reasonably expected of them. The Assistant Adviser therefore chooses to raise an ASE doubt.

The Decision Maker agreed that the claimant failed to satisfy ASE and as it was their first offence a 4 week sanction was applied.

At their next attendance, although the claimant could demonstrate what they had been doing to look for work, the Assistant Adviser still had a few doubts that the claimant still wasn't doing as much as they could to look for work. They therefore formally notified the claimant to apply for a particular job within UJ. They did this by issuing the claimant with a copy of the job and hand writing the full URL on the vacancy so that the claimant could find it straight away and apply.