

Claimant Details

Title and Name:

Address:

Postcode:

Provider Details

Provider Name:

Office Address:

Postcode

Telephone:

Date:

Supervised Jobsearch Pilot

You have a meeting with your provider

Mandatory Activity Notification – MAN2

Dear

You were recently referred to the Supervised Jobsearch Pilot by the DWP. You must take part. Taking part will help you develop work-related skills and help improve your chances of getting and keeping a job.

Failure to attend or to take part in the Supervised Jobsearch Pilot can affect your benefit, for further information about this please read page 2 or speak to your work coach.

What you must do

We have arranged for you to take part in a meeting. Details of when you must attend are shown below. You should allow enough time when planning your journey to get to the meeting on time.

Name of your Provider:	
Address that you must go to:	
Day and date of your appointment	
Time of your appointment	
Phone Number:	

You must attend on the date and time shown above. If you are late or do not attend, without a good reason, your benefit will be affected.

What is Supervised Jobsearch?

Supervised Jobsearch is a new pilot scheme, funded by the European Social Fund, in your area. Supervised Jobsearch will help you search and apply for jobs. It will give you help and support to look for work for up to 35 hours a week for 13 weeks.

Support on the scheme includes:

- searching for jobs
- writing covering letters and CVs
- improving your job applications
- interview techniques

You may also be required to apply for a job, attend a job interview or accept a job offer.

If you've been out of work for a while, the scheme is also designed to help you with other general skills, such as timekeeping, and, with getting back into the routine of a working day.

The group and individual tasks you'll do as part of the scheme will be designed to suit your individual needs.

How long must you take part in the Supervised Jobsearch Pilot for?

To receive Jobseeker's Allowance, you must take part in Supervised Jobsearch Pilot, including the meeting listed above unless:

- you are told that you no longer need to take part, **or**
- your Jobseeker's Allowance claim ends, whichever is earlier.

It is essential that you attend on the date and at the time given in this letter, otherwise your benefit will be affected as explained below.

What you must do to take part in the Supervised Jobsearch Pilot

You must:

- attend at the address provided, on the date and at the time given in this letter, and take part in the arranged meeting
- treat your provider their subcontractors, and other people on the scheme politely, fairly and considerately
- attend your Supervised Jobsearch activities as agreed with your provider
- complete any activities that your provider and their subcontractors tells you to do
- attend meetings or take phone calls at the times agreed
- meet the same standards of behaviour expected of anyone working for the organisation that provides your Supervised Jobsearch activities, and contact your Supervised Jobsearch provider if you can not attend an activity for any reason.

What happens if I fail to take part in the Supervised Jobsearch Pilot?

Supervised Jobsearch is a Government scheme within the Jobseeker's Allowance (Supervised Jobsearch Pilot Scheme) Regulations 2014.

If, without a good reason, you fail to:

- attend the provider interview
- participate in Supervised Jobsearch activities
- attend a Work Coach interview
- attend, or gave up a place, or, through your own misconduct lost a place, on Supervised Jobsearch
- follow a Jobseeker's Direction

Your Jobseeker's Allowance and National Insurance Contributions will be stopped (or will be paid at a reduced rate, depending on your circumstances) for:

- **4 weeks**, if it's the first time you didn't fully take part
- **13 weeks**, if we have previously decided on one or more occasions that your Jobseeker's Allowance should be sanctioned because you failed to comply with your Supervised Jobsearch requirements, or you committed any of the failures listed above, within 52 weeks (but not within 2 weeks) of your last failure.

If your Jobseeker's Allowance is stopped or reduced, you may be entitled to hardship payments. Please speak to your Work Coach for more detail.

If you have any questions or concerns about the Supervised Jobsearch scheme, or you want advice or help, please contact us using the details at the top of this letter.

Your Jobseeker's Allowance responsibilities

While taking part in the Supervised Jobsearch Pilot scheme, you must still meet all the requirements for claiming Jobseeker's Allowance. These are set out in your Jobseeker's Agreement or Claimant Commitment.

If you fail to meet any of these responsibilities, your benefit could be affected. Your Work Coach will have given you information about your additional responsibilities and about the consequences of failing to comply with them.

If you are not happy

You should expect to be treated fairly. We have explained the minimum standards of service you can expect from us.

If you're not happy with our service, you can make a complaint. Making a complaint will not affect your benefit.

If you wish to complain about our service, please get in touch and tell us first. We explained our complaints procedures at your first meeting.

If you have gone through this process and are not satisfied with the way we have dealt with your complaint, you can ask the Independent Case Examiner to investigate.

The Independent Case Examiner will normally only accept a complaint for investigation if you have:

- already received a final response from us, or

- waited 8 weeks for a response.

For more information, go to www.ind-case-exam.org.uk

If you want more information or have any questions

If you need any more information or have any questions, please contact:

Yours sincerely

