

Commitment Pack

1. To get Jobseeker's Allowance, claimants must be available for work and do all that can be reasonably expected every week to give themselves best prospects of getting work.
2. What constitutes 'all that is reasonable' will vary depending upon individual circumstances, but for most claimants looking for work should be a full-time job in itself. Active, effective and persistent jobsearch gives people the best chance of getting a job quickly.
3. This includes undertaking regular (usually daily) activities to identify and apply for jobs and one-off type activities to improve their chances of getting work, for example, developing/improving a CV, improving other job search skills, tools and techniques, undertaking activity to improve motivation and confidence or gain experience and improving numeracy, literacy or other skills.
4. The role of the adviser is to:
 - discuss, agree and set out in the Claimant Commitment, Work Related Activities that, if undertaken, constitute all that can be reasonably expected every week to give the claimant best prospects of getting a job quickly;
 - provide claimants with the help they need to help maximise their chances of getting work quickly, provide information, advice and guidance on how best to identify and apply for jobs and provide help to overcome things that may make finding and getting work harder, for example, ineffective job search or identifying or overcoming a skills need or gap; and
 - identify and refer any doubts to a Decision Maker, where they cannot be resolved locally.
5. Beyond the new claims stage, entitlement to Jobseeker's Allowance is determined, and additional support is provided, through Work Search Reviews conducted on a fortnightly basis and Work Related Interviews tailored to individual need.
6. To help achieve this a Commitment Pack has been introduced, which will:
 - help claimants demonstrate what they have been doing to look for work and improve their chances of finding work and therefore, confirm their ongoing entitlement to Jobseeker's Allowance;
 - help claimants plan, organise and structure their work search and work preparation activity;
 - provide a means by which claimants can record and follow-up activities, for example job applications;
 - provide claimants with a record of what they have achieved and a reminder of which activities in their Claimant Commitment they still need to do; and
 - provide valuable information to help the adviser determine what help, if any, the claimant may need to improve their chances of getting work quickly.
7. The purpose of the Commitment Pack should be explained to the claimant and they should be encouraged to use it. The relevant sections should be completed before it is issued to the claimant.

Content of the Commitment Pack

8. Below are brief examples of the information contained in the Commitment Pack and how the sections should be completed.

My Details:

- this should be completed with the claimant's name and National Insurance number.

My Commitment:

- a reiteration that the Claimant Commitment sets out the Work Related Requirements the claimant has agreed to do.

Reviewing my Work Search and Preparation activities:

- this should record the place, date and time of the claimant's first Work Search Review;
- the name and contact details of the claimant's personal adviser; and
- the day the claimant is required to attend subsequent Work Search Reviews.

Preparation for my work search review:

- a reiteration of the claimant's responsibilities do everything they reasonably can to look for work and the requirement to provide evidence of the activities they have done;
- a section to confirm that the claimant has provided access to their Universal Jobmatch account and spaces to record their Universal Jobmatch email address and reference number. It is not mandatory for claimants to complete this information but it should be explained that providing access will make it easier for them to provide us with evidence of some of their work search activities; and
- examples of the type of work search and work preparation evidence this can include.

My work search record:

- an explanation of the work search record as a way of helping the claimant record their work search and work preparation activity. ;
- a statement that blank work search records can be emailed to claimants on request;
- a few examples of the specific level of detail the claimant should record to help them provide us with assurance that they have met their work related requirements;
- an explanation of the sanctions that could be applied to a claimant's Jobseeker's Allowance; and
- blank work search record templates for completion.

Appointments:

- a reminder of the consequences of not attending on the correct day or time; and
- space to record the day, date and time of the claimant's next work search interview.

Note: using the pack is **not** mandatory. However, claimants must demonstrate that each week they have done all that is reasonable to give themselves the best prospects of finding work quickly. Those who do not wish to use the pack must demonstrate this through other means.

ES40 and the Commitment Pack

9. When completing and issuing the Claimant Commitment Pack, include details of the claimants 'signing' arrangements. Where the Commitment Pack is being used, 'signing' details need not be duplicated in the ES40. However, the ES40 must still to be issued, as it contains important information which the claimant will need.