

[Claimant 02]

Subject: OPEN DWP pilot is nearing completion - please support national rollout

Dear [Chelmsford Job Centre Manager],

I'm writing as a Universal Credit claimant who joined the **OPEN DWP pilot**, which is now **nearing completion**. I wanted to say thank you, and to urge you to support the next step.

Before this pilot, my life felt like it was shrinking. Weeks blurred into appointments and worry. I was trying, but I struggled to explain what I'd done, what I'd attempted, and what was blocking me, and that knocks your confidence over time.

OPEN DWP changed that by giving me **structure, support, and proof of progress**.

- The **weekly workshop** and **telephone/video support** gave me a steady rhythm and stopped me spiralling.
- My community and personal-development activity was treated as **legitimate effort**, not "nothing". That rebuilt my self-esteem.
- The **time recording tool** turned daily activity into clear, consistent **UC-ready reports**. That reduced anxiety and improved the quality of my conversations with the Jobcentre.
- The **CV tool** helped me input a job spec and produce a starter **CV and cover letter**, which made applying feel possible again.

I also want to acknowledge the fear many claimants have about anything that looks like earnings. When the **PHC Shareout** was explained (a small transparent pot, linked proportionately to recorded effort), my first reaction was: "Will this affect my UC?" The pilot dealt with that fear openly and objectively, and in reality, the programme **filters out people who are gaming the system**, because it requires honest recording, visible effort, and accountability.

Because this pilot has been genuinely effective, my recommendation is simple:

Please support extending OPEN DWP and rolling it out nationally, so this same chance is available to everyone, all 8.5 million, on Universal Credit.

If you had 200 letters like this from the pilot cohorts, they would all say the same thing:

This works. Please scale it.

Yours sincerely,

[Claimant 02]

Universal Credit claimant and OPEN DWP pilot participant