

[Claimant 03]

**Subject: Please don't stop this - OPEN DWP works (pilot nearly finished)**

Dear [Chelmsford Job Centre Manager],

I hope you don't mind me writing directly. I'm one of the people on Universal Credit who joined the **OPEN DWP pilot**, and we're **nearly at the end of it now**.

I just want to say thank you, and also, please, **push for this to continue and go national**.

I'll be honest: before the pilot I was stuck. Not "can't be bothered" stuck, more like I couldn't get traction. Every week felt like the same worries on repeat. And when you're in that place, you start to feel embarrassed all the time. You don't even want to talk about what you've been doing because it sounds small, even though you're trying.

This pilot gave me something that sounds basic but is actually massive: **a routine and a way to prove I'm moving**.

- The **weekly workshop** gave me a proper weekly reset. I stopped drifting.
- Having **phone/video support** meant I didn't have to break down before asking for help.
- Writing things down daily (the **time recording**) made me realise I do more than I think, and it also showed me when I wasn't doing much, which weirdly helped because it made me more honest with myself.
- Then the weekly output comes out as a clear report (the **UC-ready report**) and it's not me scrambling to remember everything in a stressful appointment.

And the CV part, I used to hate that. I'd look at a job spec and think, "I'm not that person." The tool helped me put in a job spec and get a starter **CV and cover letter** so I wasn't starting from nothing. It made applications feel doable.

I also need to mention the money thing, because everyone thinks it: when you hear "Shareout" your brain goes, "Uh-oh, will this mess up my benefit?" That was my first reaction too. But the way it was handled was straight and open. It's transparent, it's linked to effort you've actually recorded, and it's not trying to trick anyone.

And honestly? If someone is just trying to game the system, this programme is not for them. You can't hide in it. You have to actually do things and record them.

So here's what I'm asking: this pilot has helped me in a way I didn't expect – confidence building, and actual forward steps instead of just "trying to be positive." Please support taking it further.

**I think OPEN DWP should be rolled out nationwide so everyone on UC gets the same chance.**

Thanks again for letting me be part of it.

Yours sincerely,

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