

# Home visits

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## Introduction

Home visits are a service provided to claimants, however, they are only offered in exceptional circumstances.

## When a home visit is appropriate

Examples of when a home visits can be used:

- the claimant has no phone and no access to information technology and they are housebound for the immediate future
- to safeguard claimants against sanctions if it is deemed that they have a health condition that restricts them from leaving their home (this will help determine whether the claimant fully understood their commitments and good reason can be gathered if appropriate)

A sanction referral is not considered until at least 2 attempts have been made to complete a home visit and all other attempts to contact the claimant have failed. This is only the case for customers who have complex needs and helps identify reasons for them failing to attend.

## Date of claim

If the claimant requires help with making their claim by a home visit, the date of claim will be the date of first contact, even if the claimant is not actually able to complete the claim on that same day. If a claimant needs help applying online see [Assisted digital](#) guidance.