

Light Touch regime

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Introduction

Prior to 1 April 2017, claimants allocated to the Light Touch regime were required to participate in two 30 minute telephone interviews at week 1 or week 8 of being allocated to the regime.

From 1 April 2017 there is no requirement for claimants allocated to the Light Touch regime to participate in the two 30 minute interviews at weeks 1 and 8.

If a claimant enters the Light Touch regime before 01 April 17 but their 8 week appointment is after this date, they must continue to participate in the 8 week call.

Claimants will still be required to accept a Claimant Commitment and report change of circumstance but there will be no additional mandatory requirements.

Characteristics

Claimants with individual or household earnings above the Administrative Earnings Threshold (AET) but not above the individual or household Conditionality Earnings Threshold (CET). A claimant's gross earnings will be used when assessing whether earnings are equal to or above AET or CET.

This includes:

- a single claimant with earnings below their individual CET but equal to or above the AET for a single person
- a claimant with earnings below the individual AET but in a household with earnings above the household AET
- a claimant with no earnings and in a household with earnings above the household AET
- claimants can enter the Light Touch regime at new claim stage or following a change in circumstance
- a claimant who is the lead carer and whose youngest child/children is aged 3, earning below the CET but equal to, or above the AET

Claimants will always be in the regime with the lowest conditionality. See [Labour market regimes](#).

Framework

Prior to 1 April 2017, claimants allocated to the Light Touch regime were required to participate in two 30 minute telephone interviews at weeks 1 and 8 of being allocated to the regime.

From 1 April 2017 there is no requirement for claimants allocated to the Light Touch regime to participate in the two 30 minute interviews at week 1 or the follow-up at week 8.

If a claimant enters the Light Touch regime before 01 April 17 but their follow-up telephone interview is after this date, they must continue to participate at the 8 week stage.

Follow-up telephone interview

The aim of the telephone interview at 8 weeks is to:

- reinforce the expectation for the claimant to increase their earnings
- discuss the ideas and plans the claimant has formed in the past 8 weeks to increase their earnings
- review and agree a new Commitment and explain the on-going expectations and the need to report any change of circumstances

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