

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

A home visit should be considered:

- when a claimant has been identified as being vulnerable or having complex needs due to health issues or unable to access normal channels of communication as an individual or through a friend, family member or Third party stakeholder partner
- to safeguard claimants against sanctions where it is deemed they have a health condition which restricts them from leaving their home, this will help determine whether the claimant has 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.

