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Aim

For claimants who are able to work our aim is to encourage them to undertake as much work (and earn as much) as they reasonably can do as quickly as possible.

Characteristics

Those who are not working or working but earning very low amounts are expected to take intensive action to secure work or more work.

This includes:

- a single claimant not working
- a single claimant with earnings below the individual administrative earnings threshold (AET)
- a claimant with earnings below the individual admin earnings threshold and in a household with earnings below the couple admin earnings threshold
- a non-working claimant in a household with earnings below the couple admin earnings threshold
- a claimant who is the lead carer with a child or children aged 3 years and over, either not working or earning below the AET
- found fit for work following a Work Capability Assessment (WCA) decision, for example, are not treated as having Limited Capability for Work, but awaiting a reconsideration or appealing the decision outcome
- not fit for work or sick and have a fit note pre-WCA

- self-employed and the minimum income floor does not apply

Framework

The claimant is supported in this regime by the following interventions:

[Claimant's commitments meeting](#)

[On-going contact requirements](#)

Claimant's Commitments meeting

The aim of the Commitments meeting is to ensure the claimant fully understands the responsibilities and requirements they have to meet and are expected to achieve.

The claimant attends a face to face meeting covering four core elements, forming a set of requirements to be recorded in a claimant commitment.

These are:

- diagnosis of claimant capability and circumstance
- identifying the work a claimant is expected to look for and be available for
- establishing which work search, preparation and availability requirements should apply
- establishing on-going contact requirements

Diagnosis of claimant capability and circumstance

This is to determine the claimant's capability and personal circumstances, including exploring work history, qualifications, health and caring responsibilities.

It provides the opportunity to tailor work-related requirements to support the claimant to become an effective jobseeker. Where the claimant has basic skills gaps for example, English language or numeracy skills below level 2, they can be mandated to do training to improve their skills. See National Provision.

For information and assistance in communicating with claimants whose first or preferred language is not English refer to the: Interpreter and Translation Services or Welsh language line.

Work-related requirements

Within this regime, all work-related requirements can be legally applied. Within these limits, the actual requirements imposed and the support available to claimants must be flexible and focused on the claimant.

Discretion can be applied in setting what a claimant must do, in light of each individual claimant's capability and circumstances. It provides safeguards to tailor or switch-off requirements in circumstances when they would not be reasonable.

This may be temporary or long-term. See switching off work availability and work-related activities.

The table below sets out the four main types of work-related requirements that can be imposed on claimants within this regime:

<p>Work focused interview requirements are for any or a combination of:</p> <ul style="list-style-type: none"> • assessing the prospects for remaining in or finding paid work • coaching claimants to remain in or find work • identifying training or educational opportunities • determining whether a claimant is in gainful self-employment 	<p>Work availability requirements are to ensure the claimant:</p> <ul style="list-style-type: none"> • is available for work • is able and willing to immediately take up paid work, more work or better paid work
<p>Work search requirements include:</p> <ul style="list-style-type: none"> • carrying out work searches • making job applications • creating and maintaining online job profiles • registering with employment agencies • obtaining references 	<p>Work preparation requirements include:</p> <ul style="list-style-type: none"> • attending a skills assessment • improving personal presentation • participating in an employment programme • developing a business plan • researching childcare provision and costs

This list is not exhaustive.

Availability for work

The claimant will agree on the type, location, hours and pattern of work they will be expected to look and be available for. In certain circumstances claimants can place limitations on their work availability. If a claimant's availability to work is limited, the number of hours they are required to search for work will be limited accordingly. See Availability for work.

Expected hours

Expected hours cannot be set until the claimant's availability has been established. The expected hours of work-related activities that the claimant is required to do each week is used to calculate their Conditionality Earnings Threshold.

The Service defaults to the **maximum** expected hours of work-related activities per week for the relevant Labour Market regime. The maximum expected hours for claimants in the intensive work search regime is 35 hours per week. However, this can be adjusted to take into account any health condition or caring responsibilities the claimant may have. See expected hours.

On-going contact requirements

Claimants are required to attend weekly work search reviews (WWSR) for the first 13 weeks, for all new claims.

WWSRs increase claimant contact frequency allowing any barriers to work, more work or more pay to be identified quickly. WWSRs allow for frequent checking that claimants are meeting their commitments steps for claimants to progress are set at weekly intervals.

After the first 13 weeks, 50% of claimants will be seen weekly and 50% fortnightly. Whilst this should normally be face to face, the method of contact can be tailored if it meets a claimant's individual circumstances.

Claimants are required to provide evidence of the work search and work preparation activities they agreed and accepted in their claimant commitment.

In addition to checking compliance, reviews must ensure that the claimant has a robust plan in place to meet their requirements over the coming period. Any concerns about this are addressed by scheduling a longer intervention to ensure the claimant has the support they need to comply with their requirements.

If the claimant fails to meet their requirements without good reason, a sanction will apply.

Claimant not fit for work or sick and has a fit note

Once a claimant reports a health condition or disability, they are required to attend an appointment to discuss the change of circumstances and to tailor their claimant commitment appropriately. This includes those with short-term or longer term sickness awaiting a Work Capability Assessment. See health conditions and disabilities.

Work and Health Programme

The Work and Health Programme (WHP) is DWP's new contracted employment provision that will help eligible claimants to find sustained work. WHP is available for claimants who have a disability or have early access priority. Referral to WHP is voluntary.

WHP tackles barriers to work by linking up with health and social care providers and other local services aimed at getting people into work. WHP offers more intensive, tailored support than can be provided by the standard Jobcentre Plus offer, or through other available services and provision.

See the Spotlight on Work and Health Programme for eligibility, suitability and what the programme offers.

Skills and vocational training for lead carers with a youngest child aged 2-4

Lead carers of children aged 2 to 4 years old can be further from the job market and have lower skills than parents with older children. Therefore, greater acceptance and encouragement is required for them to participate in training that is longer than the normal period of up to 8 weeks.

Work-search requirements and availability may be switched off or adjusted for up to one year if there is evidence to believe the training / course will enable the claimant to be in work by the time their youngest child reaches 5.

Contact with the claimant is maintained via all available channels to ensure the course/training is being completed.

The tailored work-search requirements and availability are recorded on the claimant Commitment. They do not impact their Conditionality Earnings Threshold or their expected hours. This type of tailoring is restricting / removing / switching off requirements.

Travel to work ratio for lead carers with youngest child below compulsory school age

Travel to Work for lead carers of children aged 3 – 4 should be proportionate to their expected hours of 16 hours per week. This is not a reduction in the Conditionality Earnings Threshold. Lead Carers of 2 year olds are not subject to availability or work search.

The following travel to work ratios should be considered to limit the travel to work time:

- Up to 10 hours weekly work search requirements - capped at 30 minutes
- 10 to 16 hours weekly work search requirements - capped at 60 minutes

Both these caps can be varied further to take into account individual circumstances where there is a reasonable prospect of the lead carer gaining employment by reducing the travel to work time.

