

## **Intensive work search regime**

[Aim](#)

[Characteristics](#)

[Framework](#)

[Claimant's Commitments meeting](#)

[Diagnosis of claimant capability and circumstance](#)

[Work-related requirements](#)

[Availability for work](#)

[Expected hours](#)

[On-going contact requirements](#)

[Claimant reports not fit for work and has supporting medical evidence](#)

[Work and Health Programme](#)

[Enhanced Support Offer](#)

[Skills and Vocational training for lead carers with a youngest child aged 2-4](#)

[Travel to work ratio for lead carers with youngest child below compulsory school age](#)

[Flexible Support Fund](#)

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

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 in the intensive work search regime, including those who have reported a health condition **that does not affect their ability to work**, are normally required to attend mandatory, face to face work search reviews. These are weekly for the first 13 weeks, unless an easement to their requirements applies. See Switching off requirements (Easements).

In each case what the claimant has accepted in their claimant commitment is reviewed to determine whether it is appropriate to apply easements to tailor the claimant Commitment to meet the claimant's current circumstances. The commitment must be reviewed when the work-related requirements are restarted. See Switching off work availability and work search requirements.

The weekly work search reviews increase claimant contact frequency allowing any barriers to work, more work or more pay to be identified quickly. The weekly reviews allow for frequent checking that claimants are meeting their commitments.

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.

For claimants in the Intensive work search regime with a health condition **that does affect their ability to work**, they have relevant medical evidence (or self-certified) **and** are awaiting their work capability assessment, their requirements should be tailored to take this into account. Their interventions will be tailored, using the most appropriate channel and frequency, to meet the individual

claimant's need, including group sessions if appropriate. See health conditions and disabilities. National provision and services, including the Youth Obligation Support Programme can be accessed for additional support. Local opportunities are on the District Provision Tool.

### **Claimant reports not fit for work and has supporting medical evidence**

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

### **Enhanced Support Offer**

The Enhanced Support Offer (ESO) provides access to a range of additional support to help claimants who declare a health condition that does affect their ability to work to prepare for and move into work. Participation in the ESO is voluntary. See Enhanced Support Offer for eligibility, suitability and what is offered.

### **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.

### **Flexible Support Fund**

The Flexible Support Fund (FSF) is a locally managed budget to supplement existing services and tailor support to the needs of individuals in the local area. FSF awards are discretionary and aimed at improving a claimant's job prospects, subject to eligibility.

Claimants are eligible for FSF from and including the first assessment period if they have:

- proved ID verification, including Habitual Residency Test where relevant
- attended their First Commitments Meeting
- accepted their claimant commitment.

Claimants can be considered for a FSF payment if allocated to any of the following Labour Market regimes:

- Intensive work search
- Work preparation

- Work-focused interview
- No work related requirements

The most commonly used awards are:

- training and education
- barriers to work
- travel expenses

