

Light Touch regime: Guidance

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Introduction

One of the key elements of Universal Credit enables DWP to support people who are in work to increase their earnings and progress their careers.

DWP continues to build an evidence base to understand how best to support people to reach their potential, to progress in work and be more productive.

Features

The Light Touch regime is for claimants with individual or household earnings above the Administrative Earnings Threshold (AET) but not above the individual or household Conditionality Earnings Threshold (CET). See Administrative and Conditionality Earnings Threshold.

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
- a claimant who is the lead carer and whose youngest child or children is aged 3, earning below the CET but equal to or above the AET

A claimant can enter the Light Touch regime at the new claim stage or following a change of circumstances.

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

Support in the Light Touch regime

The support provided will depend on what would best address the individual request and the claimant's specific needs. Any activities agreed with the claimant are voluntary and failure to complete the activities will not lead to a sanction. Within the Light Touch regime, there may be some claimants who pro-actively seek help from DWP to increase their earnings. In these cases, voluntary support to address specific needs can be provided.

When the type of support required has been established a suitable appointment should be booked using the appropriate appointment type see: Universal Credit appointment list: Guidance