

## SUPPORTING CLAIMANTS IN THE LIGHT TOUCH REGIME

### INTENSIVE ACTIVITY PROGRAMME – ACTIONS AT THE INITIAL WORK SEARCH INTERVIEW

# Supporting claimants in the light-touch regime

## Summary

How to support encourage claimants in the light-touch regime to increase their earnings and to reach their Conditionality Earnings Threshold

## Content

The light-touch regime motivates and encourages claimants to increase their earnings as quickly as possible. This helps claimants to reach their [Conditionality Earnings Threshold](#) (CET) giving them the best chance of becoming financially independent from Universal Credit.

Claimants in the light-touch regime are required to participate in two Work Search Interviews (by telephone, only re-arranged as face-to-face when phone contact is unsuccessful) at day one and week 8 in the regime. There are no further mandatory requirements. Claimants are not required to attend further Work Search Reviews, and all other work-related activity is agreed as part of a voluntary action plan.

Claimants are placed in the light-touch regime if they are in the [All Work-Related Requirement \(AWRR\) group](#) and have earnings between the Administrative Earnings Threshold (AET) and the CET. This includes claimants with:

- individual earnings above their AET
- no earnings and in a household with earnings above the AET
- earnings below the individual AET but in a household with earnings above the household AET

## WSP book interview task received

Upon receipt of the [Work Service Platform](#) (WSP) 'regime change - book initial light touch interview' task, the Work Coach (WC) books a 20 minute on-going [work focused interview](#) (WFI)

to take place within 5 days, taking into account the claimants working pattern and availability held on WSP. The WC does not notify the claimant about the appointment.

Within WSP the WC:

1. Creates the following WSP general note, Claimant in Light Touch regime - conduct telephone WSI - <dd/mm/yy> <Appt time>
2. Selects 'Save'
3. Marks the WSP task as complete

## Conduct initial interview

To conduct the initial light-touch interview, within the Work Services Platform (WSP) the WC:

1. Selects 'contact details'
2. Contacts the claimant (a minimum of 3 attempts within a 20 minute period before the call is deemed unsuccessful, see call unsuccessful below)
3. Introduces themselves to the claimant and performs security validation (if the claimant fails security validation, see call unsuccessful below)
4. Conducts the interview with the claimant which should:
  - explain that, having considered their circumstances, Universal Credit expects the claimant to do what they can to increase their earnings (or find work)
  - support the claimant in settling into employment and consolidating this position (when moving from intensive regime)
  - task the claimant to think about their most realistic opportunities to increase their earnings as quickly as possible

- focus the claimant on approaching/speaking to current/prospective employers about opportunities to secure more, or better paid work
  - tailor the conversation to reflect how the claimant entered the regime (for example coaching to stabilise and secure themselves in employment and build on their success in entering work; restoring their earnings following a reduction; or finding work where a partner is the earner)
5. Updates the 'other work related' activities field within WSP, see [Setting other work related activities on WSP](#)
  6. Considers if the claimant has voluntarily reduced their earnings see Voluntary reduction of earnings below
  7. Creates a light-touch Claimant Commitment see Create Claimant Commitment, including whether the CC has been accepted by telephone
  8. Informs the claimant that they will not be required to attend any WSRs and only attend WSIs when told to do so
  9. Books an on-going WSI see Booking appointment
  10. Updates WSP general notes with all activities undertaken (If the initial Light Touch interview was completed the WC will note '1st Light Touch telephone interview held - 8wk follow up booked <date>/<time> new CC accepted and posted to claimant (<WC name/date/time>))'
  11. Within WSP Selects 'Save and close'

## Conduct 8 week interview

To conduct the 8 week light-touch interview, within the Work Services Platform (WSP) the WC:

1. Selects 'contact details'
2. Contacts the claimant (a minimum of 3 attempts within a 20 minute period before the call is deemed unsuccessful, see call unsuccessful below)
3. Introduces themselves to the claimant and performs security validation (if the claimant fails security validation, see call unsuccessful below)
4. Conducts the interview with the claimant which should:
  - reinforce the expectation for them to increase their earnings
  - discuss the ideas and plans the claimant has formed in the past 8 weeks to increase their earnings
  - develop a full, employer-focused plan to give the claimant the best chance of increasing their earnings as quickly as possible
  - tailor this conversation to reflect the circumstances keeping the claimant in the light-touch regime (for example whether they are looking to increase earnings or, finding work when a partner is the sole earner)
5. Creates a new claimant commitment (CC) see Create Claimant Commitment (the CC should include written confirmation this CC was accepted by telephone)
6. issues the CC to the claimant see Issuing a Claimant Commitment by post

## Call unsuccessful

If the call to the claimant has been unsuccessful or they have failed security validation the WC re-arranges the on-going Work Search Interview as a face to face interview. See [Re-arranging Work Related Interviews](#).

Within WSP the WC:

1. Updates general notes of all actions taken
2. Selects 'Save and close'

## Sanctions

Failure to successfully conduct a telephone interview with the claimant is not a sanctionable failure.

If the claimant fails to participate in the telephone interview the WC reminds them of their obligations. Where the claimant still fails to take part see [Sanctions\\_Hub](#) and [Potential failure to meet work related requirements](#)

If the claimant doesn't attend a face to face interview, normal failure to attend action is taken.

## Voluntary reduction of earnings

If the WC considers that the claimant has voluntarily reduced their earnings, the WC:

1. Explains to the claimant that the reasons for reducing their earnings will need to be considered by a Decision Maker to see if they are acceptable
  2. Explains that if the reasons are considered unacceptable their claim could be sanctioned
  3. They have a right to a reconsideration if the decision does not go in their favour
  4. Issues a [UC84](#) to the claimant see [Sanctions\\_Hub](#).
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# Intensive Activity Programme – Actions at the initial Work Search Interview

## Summary

How to determine if a claimant is suitable for the intensive Activity Programme, book the group meeting, follow up appointment and complete the initial Work Search Interview

## Content

Intensive Activity Programme (IAP) builds on the requirements of Day One Conditionality, positively challenging and fully testing young people (aged between 18 and 24) in the [All Work Related Requirements](#) Intensive regime who are not currently in [education](#), employment or [training](#) to commit to take positive steps to secure employment.

The programme enables the claimant to develop their job seeking capability, reducing dependency on work coach (WC) support whilst increasing their ability to access digital services.

## Determining if the claimant is suitable for the Intensive Activity Programme

Currently, IAP is suitable for 18-24 year olds not currently in education, employment or training with the overall aim to move these claimants into sustainable work more quickly by completing a defined set of activities alongside on-going WC support.

The IAP won't be suitable for all 18-24 year olds not currently in education, training, or employment and work coaches need to consider the individual suitability of the [claimant](#) prior to starting them on the IAP.

The WC must determine:

1. If the claimant has any barriers to work which should be addressed with other forms of support rather than IAP (barriers may include health conditions carers or language requirements).
2. If the claimant is already fully engaged with the labour market, work ready and is not in need of intensive support.
3. If the claimant would benefit from a structured employability curriculum which positively

challenges and fully tests their commitment to take positive steps to secure employment.

When the WC has determined suitability they should set the IAP Status marker on the Work Services Platform (WSP) as follows:

- if suitable to 'Started'
- if not suitable to 'Not applicable'

## Setting the Intensive Activity Programme status on the Work Services Platform

To set the IAP status, and the status date on WSP the WC:

1. Selects the look-up icon in the IAP status field on the claimant's General screen to display look-up record.
2. Selects the required status from the look-up record.
  - IAP Started
  - IAP Set in Error
  - IAP Completed
  - IAP Exempt
  - IAP Not Applicable
3. Selects 'OK'. The 'IAP status date' field now displays on the claimant's General screen.
4. Enters today's date in the IAP status date field (DD/MM/YYYY). The field will not accept a future date.

If the claimant is not suitable for IAP the WC should consider additional support for young people and continue with the initial interview. See [Initial Work Search Interview](#).

If the claimant is suitable for IAP the WC should discuss the IAP work focused activities with the claimant. See IAP Work Focused Activities below.

## Intensive Activity Programme work focused activities

The WC informs the claimant that:

1. They will undertake a range of activities which will support them to more effectively look for and secure sustainable work more quickly.
2. The activities are all work-focused, enabling the claimant to develop their capability to look for and secure work, reducing their dependency on Universal Credit.
3. Completion of the activities to an agreed standard will require them to dedicate a significant amount of their time, demonstrating to the claimant that looking for and preparing for work is a full time job.
4. The activities will develop their digital skills and promote the use of online services when looking and preparing for work.
5. The activities will encourage the claimant to really think about how they look and prepare for work, encouraging them to expand their work search both in terms of the type of work and geographical area in which this should take place.
6. They will receive on-going support from their WC to progress with these activities, not only to motivate and mentor the claimant but also to check the activities have been completed to a sufficient level and the claimant has done all that was reasonable to complete them.
7. The activities are mandatory and it is the responsibility of the claimant to complete them within the time specified and to a sufficient level with support from the WC as required.
8. The activities will include:
  - producing a CV and covering letter
  - completing application forms

- interview skills
  - Internet work searches
  - references
9. This support will be delivered via two mandatory 90 minute group workshops which will be followed by regular discussions with a WC.

It is important the claimant understands that if they fail to attend an appointment or fail to carry out any other work-related requirements without good reason that their Universal Credit payments will be cut. These cuts are known as sanctions.

## Excusing the claimant's interventions

The claimant's interventions should be excused for the period they are participating in IAP.

To excuse the claimant's interventions the WC:

1. Selects 'Intervention regime' from the left hand pane to display the Intervention regime in the main pane. Details of the claimant's intervention regime are displayed.
2. Views the 'Next intervention' date.
3. Selects within the 'Excused interventions' field. The grid is highlighted and a new 'Add new rescheduled intervention' appears on the ribbon.
4. Selects 'Add new excused intervention' and a new window opens.
5. Enters the excused reason, 'IAP work restrictions'.
6. Enters the 'From date' (the next intervention date).
7. Enters the 'To date' (the next intervention date).

8. Selects 'Save and close' from the ribbon to return to the intervention regime on the claimant record.

## Booking the group workshop

The WC adds the claimant to the next group workshop. See [Intensive Activity Programme – Adding or cancelling a claimant from a group workshop](#).

The WC tells the claimant:

- that they need to bring a pen and paper to the workshop as they will be required to complete work search activities and take notes
- the workshop time, duration, date, location and informs them of the consequences of failing to attend or participate in their appointment without good reason

## Booking the follow-up Work search interview

The WC tells the claimant: "I am now going to book an appointment for you with myself as soon as possible following your group workshop to support and review the work focused activities that will be set at the workshop and book the 2nd workshop."

The WC also tells the claimant if the interview will be over the telephone or face to face.

The WC books a 20 minute on-going Work Search Interview for the day after the workshop if possible. See [Booking appointments](#).

The WC tells the claimant of their interview time, duration, date, location and informs them of the consequences of failing to attend or participate in their appointment without good reason – that their Universal Credit payments will be cut. These cuts are known as sanctions.

The WC should continue with the initial interview. See [Initial Work Search Interview](#).