

Work Search Reviews

Universal Credit aims for claimants to get as much work as they reasonably can do as quickly as possible. Work coaches (WC) will take account of individual circumstances and set requirements that, if complied with, give the claimant the best possible prospects of finding paid work quickly. All such requirements will be recorded on the Claimant Commitment.

The primary purpose of Work Search Reviews is to check that the claimant has complied with their work-related requirements. They also provide an opportunity to identify anything that makes it harder for the claimant to get paid work and determine appropriate support.

Conducting the Work Search Review

A discussion with the claimant must take place to find out what they have done to look for paid work since their last Work Search Review. Elements of the Work Search Review include:

- review of work search activity and work preparation actions set out on the Claimant Commitment
- review of the claimant's Universal Jobmatch activity
- consideration of other work search and work preparation evidence presented by the claimant

Review of Work Search activities

When making an assessment on whether the claimant has met their work search activities in their Claimant Commitment, the WC must consider whether the claimant has spent sufficient time doing these activities and has done all they can reasonably be expected to do to find work. This is based on:

- their conversation with the claimant
- evidence available including the quality of the activities undertaken and the time spent doing them
- outcomes resulting from the activities

All available Work Search evidence should be considered, including:

- the claimant's Universal Jobmatch account
- any Claimant Commitment Pack 'My work plan' stencils, diary or record the claimant has kept of their activities
- print-outs of jobs they have applied for
- letters from employers
- updated CVs

Identifying sanctionable failures

When a WC is not satisfied that the claimant has carried out the required work search or work preparation activities, they should consider whether a sanctionable failure has occurred.