

Travel policy

Last modified:

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1. To support claimants who live in remote areas to engage with us and satisfy their conditionality requirements, alternative attendance arrangements can be introduced. For claimants that meet the criteria, the work coach should discuss remote or digital management with the claimant for the purpose of providing their work search evidence and showing that they are fulfilling the terms of their Claimant Commitment (CC).

2. A claimant's work search evidence should be obtained using digital or telephone channels. This should be agreed at the initial CC interview or at the point at which any change of circumstances leading to remote management was actioned.

3. As a minimum, claimants in the Intensive Work Search (IWS) regime are expected to attend fortnightly Work Search Reviews (WSR). To support claimants to attend additional appointments, travelling expenses can be refunded.

Note: Universal Credit (UC) FSF travel fares policy is that eligibility for UC claimants (Live and Full Service) mirrors legacy FSF instructions.

Note: Work coaches have discretion to reimburse travel costs for jobseekers, taking into account their particular circumstances, who are asked to attend the jobcentre outside of their minimum requirement of attendance.

Note: Pending a review of the current FSF policy to incorporate UC processes, you must follow the existing legacy processes for undertaking the reimbursement of travel costs for UC claimants.