

Diagnosis of claimant capability and circumstances

Summary

How to determine the issues that affect the work a claimant is expected to look for and accept if offered

Content

Diagnosing claimant work capability and capacity work-related requirements

During work search interviews, the work coach (WC) must identify issues that affect the work a claimant is expected to look for (and accept if offered) and use these to determine their requirements.

Health conditions

If a claimant has a physical or mental impairment which substantially affects their ability to carry out paid work, they are required to be available for paid work for as many hours as their health condition allows.

For claimants in the Work Preparation Group (as they have Limited Capability for Work) consider if the Enhanced Support Offer is appropriate, and if so discuss the various initiatives the claimant can volunteer for.

The WC should adjust the claimant's work-related requirements taking into account the:

- claimant's health condition
- regular treatment regime related to the claimant's health condition
- hours their health condition allows them to work
- type of employment their health condition allows them to do
- environmental conditions their health allows them to work in, for example lighting, background noise, dust

- impact of their health condition on their ability to travel

For example, if a claimant with a health condition states that they have limited capacity to stand and need to sit frequently, the WC would explore with them what they are able to do:

- can they sit without a problem?
- can they walk without a problem?
- what other skills do they have?
- how do they spend their day?

An example statement for the Commitment Pack would be: 'I am able to undertake work which does not involve maintaining one position for a prolonged period'.

If the WC adjusts the claimant's work-related requirements because of their health condition, the claimant does not have to have reasonable prospects of getting paid work. However, the adjustments must be reasonable and connected with their health.

If a WC also adjusts the claimant's work-related requirements for reasons not connected to their health condition, they must be satisfied that the claimant has reasonable prospects of getting paid work in light of these adjustments.

Other relevant circumstances

In other circumstances, the WC must understand the impact of complex needs and apply a defined adjustment as above or use their discretion to tailor requirements to what the claimant is able to do at that particular time. See Complex needs.

In circumstances where a claimant may require additional care or support, the WC can consider signposting them to relevant organisations that can offer suitable support or advice. See District Provision Tool.