

# **Failure to attend a Jobsearch Review, Advisory Interview and Rapid Reclaim New Jobseeker Interview**

## **Guidance Queries and Help**

1. If you are unable to find an answer to a particular question regarding policy within this guide you must contact the Jobcentre Plus Live Support Advice Line. Do not give the Advice Line number to claimants or outside bodies under any circumstances, it is for the use of Jobcentre Plus staff only. Details of how to contact them can be found by clicking on the following hyperlink, [Advice Line Home Page](#).
2. Please do not use the 'E-mail page owner' and 'Page information' links at the bottom of each page of guidance to raise policy queries. These should only be used to report broken hyperlinks.

## **Introduction**

3. This guidance details the actions to be taken when a claimant Fails to Attend a Jobsearch Review, Diagnostic Interview, advisory interview or a Rapid Reclaim New Jobseeker Interview.
4. The actions to take when a claimant Fails to Attend other New Jobseeker Interviews, when a full claim has been made, can be found here.

## **Fail to Attend Rapid Reclaim New Jobseeker Interview Policy**

5. Jobseeker's Allowance claims are accepted as having been completed once all the claim information is held and an agreed Jobseeker's Agreement is in place.
6. As the majority of the information required in a Rapid Reclaim will already be held and a Jobseekers Agreement deemed to be in place (although a new one still needs to be agreed at the New Jobseeker Interview), a decision on the award of benefit is made immediately following the completion of First Contact and prior to the New Jobseeker Interview, although no payment is released until the claimant attends the interview.
7. If the claimant subsequently Fails to Attend their New Jobseeker Interview, the claim is deemed as having been completed and they have only 5 days to contact the office and provide reasons for not attending.

## **Action on the due day of the attendance**

8. At the end of each day, records for those claimants who have not attended a Jobsearch Review, advisory interview or Rapid Reclaim should be used to determine if there is a valid reason for them not attending before any Failed to Attend action is taken. For example, they have been granted an exemption as part of a joint claim, or excused attendance.
9. Once it has been determined that the claimant has Failed to Attend, the steps outlined in the LMS User Guide should be followed to record 'Failed to Attend Interview' against the outstanding interview.

## **Jobsearch Reviews**

Where a claimant has Failed to Attend a Jobsearch review the usual action must be taken to determine if they had a valid reason for not attending. For example, they have been granted an exemption as part of a joint claim, or excused attendance. However as there is no functionality within LMS to record Failed to Attend for Jobsearch Reviews steps must be taken to ensure that the Fail to Attend is recorded in LMS Conversations, tracked and the claim closed if the claimant does not make contact within 5 working days.

## **Person with caring responsibilities**

10. If a person with caring responsibilities for a child(ren) has Failed to Attend on the day of their scheduled Jobsearch Review, or adviser interview, at least one attempt must be made to contact them by telephone.

11. If the claimant is not available, an answer phone message should be left, explaining who is making the call and why, with details left by which the call can be returned.

12. If a response is not received by the end of the day, a letter is sent asking them why they did not attend their Jobsearch Review or adviser interview and advising them to make urgent contact within five working days.

## **Joint Claims action**

13. In joint claim cases, both claimants must be considered, unless one is eligible for an exemption. It should be explained that their payment will not be issued until both have made a declaration.

14. If the claimant is part of a joint claim, they should be reminded that the other member of the joint claim can continue to claim Jobseeker's Allowance as an individual claimant, with the income and capital of both taken into account.

## **Claimant does not make contact within five working days of Failing to Attend**

15. If the claimant does not make contact within five working days of failing to attend, their claim is terminated at the end of the fifth working day up to the day after they last provided a signed declaration.

16. If the claimant Failed to Attend the Rapid Reclaim New Jobseeker Interview, this should be treated as a one day claim when terminating the claim.

17. Action should be taken as in the Labour Market and Conditions Guide and LMS User Guide.

18. The JSAPS claim is terminated. See Claim Termination Action.

19. If the claimant subsequently makes contact, a new claim is appropriate and they should be advised to make a new claim, either on-line, or via the contact centre.

## **Claimant contacts the office within 5 working days**

20. If the claimant makes contact within 5 working days, even if the contact is to close the claim, Fail to Attend action must be taken.

21. Claimants who are deemed as having Failed to Attend must show good reason for not attending as required.

22. If it is identified that a claimant persistently Fails to Attend, or attending at the wrong time, consideration should be given to taking More Frequent Attendance action.

23. If the claimant wants to continue with their claim to Jobseeker's Allowance and Failed to Attend an advisory interview, including the Rapid Reclaim New Jobseeker Interview, that interview must still be conducted. If the claimant Failed to Attend a Jobsearch review, the need for an advisory interview will depend on whether the Jobseeker's Agreement needs to be reviewed.

24. If an interview is to be booked/re-booked, it should be arranged for the earliest possible time and date.

**NOTE: To allow the DMA referral to be recorded on LMS correctly, the interview must only be booked after any DMA action has been recorded.**

25. If an interview is deemed unnecessary, the claimant is advised that they must attend the office as soon as possible and reminded of the potential impact on their benefit if they Fail To Attend again.

26. Unless it was the Rapid Reclaim New Jobseeker Interview that was not attended, when the claimant next attends the jobcentre, they are asked to provide evidence (either verbally or physically) that they remained available and actively seeking work from the day after their last declaration, to the date they subsequently Failed to Attend.

27. Once the reason(s) for non-attendance have been accepted and this evidence is satisfactory, the claimant signs either their ES24JP or signs via the Signature Capture Service immediately if they are in the office, or the next time they attend the office and both JSAPS and LMS are updated appropriately.

### **Claimant contacts by telephone**

28. If the claimant makes contact by telephone, a statement is taken from them, to establish the reason(s) for Failing to Attend and this is referred to a suitably trained adviser to consider whether the case can be Treated as Straightforward.

29. If the reason(s) for failing to attend can be Treated as Straightforward, the decision is recorded on LMS and no further action is required.

30. If the reason(s) for failing to attend cannot be Treated as Straightforward, the claimant is advised that their reason(s) will be considered by a Decision Maker and that they will be informed of the outcome of the decision as soon as possible.

31. The case is referred to a local AO Decision Maker via DART. **Please note:** No LMS action is required in these cases as the AO Decision Maker will input the decision.

32. The claimant is advised that their reason(s) have been recorded and they will be asked to sign them when they next attend the jobcentre.

33. LMS Conversations is updated with details of the contact.

### **Customer makes contact in person**

34. If the claimant attends the office and has already provided their reason(s) for Failing to Attend by telephone, they should be asked to sign the details of the reason(s) given.

35. If their reason(s) have not previously been provided, the claimant completes the appropriate stencil on DART and this is referred to a suitably

trained adviser, to consider whether the claim can be Treated as Straightforward.

36. If the reason(s) for Failing to Attend can be Treated as Straightforward, the decision is recorded on LMS and no further action is required.

37. If the reason(s) for Failing to Attend cannot be Treated as Straightforward, the claimant is advised that their reason(s) will be considered by a Decision Maker and that they will be informed of the outcome of the decision as soon as possible. The case is referred to a local AO Decision Maker via DART.

**Please note:** No LMS action is required in these cases as the AO Decision Maker will input the decision.

38. LMS Conversations is updated with details of the contact.

### **Making a DMA Referral**

39. Details of the considerations and actions that need to be taken by the AO Decision Maker can be found in the AO Decision Making guidance.

### **Claimant fails to provide a signed declaration**

40. Existing rules apply to those claimants who fail to provide a signed declaration. The Labour Market Conditions Guide has more information.