

Intensive work search regime

Aim

For claimants who are able to work our aim is to encourage them to undertake as much work (and earn) as they reasonably can do as quickly as possible.

Characteristics

Those who are not working or working but earning very low amounts are expected to take intensive action to secure work or more work.

This includes:

- a single claimant not working
- a single claimant with earnings below the individual admin earnings threshold (AET)
- a claimant with earnings below the individual admin earnings threshold and in a household with earnings below the couple admin earnings threshold
- a non-working claimant in a household with earnings below the couple AET
- a claimant who is the lead carer with age of youngest child/ren aged 3 years and over, either not working or earning below the AET
- found fit for work following a Work Capability Assessment (WCA) decision, for example, are not treated as having Limited Capability for Work, but awaiting a reconsideration or appealing the decision outcome
- not fit for work or sick and have a fit note pre-WCA
- self-employed and the minimum income floor does not apply

Framework

The claimant is supported in this regime by the following interventions:

Claimant's commitments meeting

On-going contact requirements

Claimant's Commitments meeting

The aim of the Commitments meeting is to ensure the claimant fully understands the responsibilities and requirements they have to meet and are expected to achieve.

The claimant attends a face to face meeting covering four core elements, forming a set of requirements to be recorded in a claimant commitment.

These are:

- diagnosis of claimant capability and circumstance
- identifying the work a claimant is expected to look for and be available for
- establishing which work search, preparation and availability requirements should apply
- establishing on-going contact requirements

Diagnosis of claimant capability and circumstance

This is to determine the claimant's capability and personal circumstances, including exploring work history, qualifications, health and caring responsibilities.

It provides the opportunity to tailor work-related requirements to support the claimant to become an effective jobseeker. Where the claimant has basic skills gaps for example, English language or numeracy skills below level 2, they can be mandated to do training to improve their skills. See National Provision.

For information and assistance in communicating with claimants whose first or preferred language is not English refer to the: Interpreter and Translation Services or Welsh language line.

Work-related requirements

Within this regime, all work-related requirements can be legally applied. Within these limits, the actual requirements imposed and the support available to claimants must be flexible and focused on the claimant.

Discretion can be applied in setting what a claimant must do, in light of each individual claimant's capability and circumstances. It provides safeguards to tailor or switch-off requirements in circumstances when they would not be reasonable. This may be temporary or long-term. See switching off work availability and work-related activities. The table below sets out the four main types of work-related requirements that can be imposed on claimants within this regime:

<p>Work focused interview requirements are for any or a combination of:</p> <ul style="list-style-type: none">assessing prospects for remaining in or finding paid workcoaching claimants to remain in or find workidentifying training or educational opportunitiesdetermining whether a claimant is in gainful self-employment	<p>Work availability requirements are to ensure the claimant:</p> <ul style="list-style-type: none">is available for workis able and willing to immediately take up paid work, more work or better paid work
<p>Work search requirements include:</p> <ul style="list-style-type: none">carrying out work searchesmaking job applicationscreating and maintaining online job profilesregistering with employment agenciesobtaining references	<p>Work preparation requirements include:</p> <ul style="list-style-type: none">attending a skills assessmentimproving personal presentationparticipating in an employment programmedeveloping a business planresearching childcare provision and costs

This list is not exhaustive.

Availability for work

The claimant will agree on the type, location, hours and pattern of work they will be expected to look and be available for. In certain circumstances claimants can place limitations on their work availability. If a claimant's availability to work is limited, the number of hours they are required to search for work will be limited accordingly. See Availability for work.

Expected hours

Expected hours cannot be set until the claimant's availability has been established. The expected hours of work-related activities that the claimant is required to do each week is used to calculate their Conditionality Earnings Threshold.

The Service defaults to the maximum expected hours of work-related activities per week for the relevant Labour Market regime. The maximum expected hours for claimants in the intensive work search regime is 35 hours per week. However, this can be adjusted to take into account any health condition or caring responsibilities the claimant may have. See expected hours.

On-going contact requirements

Claimants in the intensive work search regime, including those who have reported a health condition **that does not affect their ability to work**, are normally required to attend mandatory, face to face work search reviews. These are weekly for the first 13 weeks, unless an easement to their requirements applies. See Switching off requirements (Easements).

In each case what the claimant has accepted in their claimant commitment is reviewed to determine whether it is appropriate to apply easements to tailor the claimant Commitment to meet the claimant's current circumstances. The commitment must be reviewed when the work-related requirements are restarted. See Switching off work availability and work search requirements.

The weekly work search reviews increase claimant contact frequency allowing any barriers to work, more work or more pay to be identified quickly. The weekly reviews allow for frequent checking that claimants are meeting their commitments.

After the first 13 weeks, 50% of claimants will be seen weekly and 50% fortnightly. Whilst this should normally be face to face, the method of contact can be tailored if it meets a claimant's individual circumstances.

Claimants are required to provide evidence of the work search and work preparation activities they agreed and accepted in their claimant commitment.

In addition to checking compliance, reviews must ensure that the claimant has a robust plan in place to meet their requirements over the coming period. Any

concerns about this are addressed by scheduling a longer intervention to ensure the claimant has the support they need to comply with their requirements.

If the claimant fails to meet their requirements without good reason, a sanction will apply.

For claimants in the Intensive work search regime with a health condition **that does affect their ability to work**, they have relevant medical evidence (or self-certified) **and** are awaiting their work capability assessment, their requirements should be tailored to take this into account. Their interventions will be tailored, using the most appropriate channel and frequency, to meet the individual claimant's need, including group sessions if appropriate. See health conditions and disabilities. National provision and services, including the Youth Obligation Support Programme can be accessed for additional support. Local opportunities are on the District Provision Tool.

Claimant reports not fit for work and has supporting medical evidence

Once a claimant reports a health condition or disability, they are required to attend an appointment to discuss the change of circumstances and to tailor their claimant commitment appropriately. This includes those with short-term or longer term sickness awaiting a Work Capability Assessment. See health conditions and disabilities.