

# Partner makes contact prior to the WFI to rearrange

73. Partners who know they will be unable to attend their Work Focused Interview (WFI(P)) and make contact in advance of the arranged interview time and you consider it reasonable, re-arrange the appointment.

74. The reason for the request may suggest that a deferral or waiver is required. See [Chapter 07 - Deferral or Waiver Process](#) for more information.

75. Whenever possible the partner should speak to the Work Coach who their WFI(P) is booked with. Where this is not possible then a [WFI\(P\)12](#) should be completed with the reason given by the partner and passed to the appropriate Work Coach for consideration.

76. If the partner is not present after the decision has been made then they must be contacted by telephone.

77. Further requests from the partner to re-arrange the WFI(P) should not be allowed unless the Work Coach feels that there are exceptional circumstances.

78. For details on how to re-arrange the appointment see the [LMS User Guide Chapter H Part 2](#).

79. If a decision is made not to rearrange a WFI(P) appointment at the partner's request, a note detailing the reasons why must be made in conversations in LMS and the partner must be informed immediately.

80. If the partner fails to attend (FTA) the WFI(P), normal FTA action should be taken and the partner will have the opportunity to show good cause for not attending. For more information see [Chapter 08 - Failure to Attend & Failure to Participate](#).

81. There are no set guidelines as to what constitutes acceptable reasons for permitting a rearrangement; Work Coaches should use their own discretion.

# Partner/Claimant makes contact to report a change of circumstances

82. If the partner or claimant makes contact to report a change of circumstances prior to the WFI(P) appointment, the action to take depends on whether or not the partner is still required to attend a WFI(P).

83. If the partner/claimants change of circumstance or inability to attend an interview suggests a deferral/waiver is appropriate, refer to the Work Coach for a decision. For Team Manager action on deferrals and waivers see [Chapter 07 - Deferral or Waiver Process](#).

84. If the change in circumstances means that the partner is no longer subject to the WFI(P) process exit the partner from the WFI(P) process.

85. If the change in circumstances means that the claimant is no longer claiming for a partner, any sanctions that have been applied to the benefit as a result of their partner FTA or FTP a WFI(P) should be lifted. See [Chapter 09 – Removing/Lifting a sanction \(link is external\)](#).

## Partner/Claimant reports a child under 1 now in household

86. If a partner or claimant makes contact to report a child aged under 1 is now living in the household following receipt of a WFI(P) invitation letter the WFI(P) should be deferred until the youngest child reaches 1, see [Chapter 07 - Deferral or Waiver Process, Child under 1 in the household](#).

## Action when Partner arrives late for WFI(P)

87. It is very important that the WFI(P) was booked at a mutually convenient time for both the partner and the Work Coach. Partners are required to attend a WFI(P) on the date and time notified. Therefore, if a partner arrives late and misses their appointment then strictly speaking they have FTA.

88. Any other immediate action taken will depend upon how late the partner is; the Work Coach's other diary commitments; or the availability of other Work Coaches to see them immediately.

89. Work Coaches should use their common sense and discretion to decide whether or not the interview can go ahead. If a Work Coach is able to conduct the WFI(P) immediately then the WFI(P) should be delivered. There is then no need to record this as FTA.

90. If other diary commitments mean that the partner cannot be seen immediately (or within a convenient time scale that day) record it on LMS as FTA and then rebook it for a mutually convenient time.

91. For further information on FTA action, see [Chapter 08 - Failure to Attend & Failure to Participate](#).

## Action by Work Coaches when Partner Fails To Attend

92. See [Chapter 08 - Failure to Attend & Failure to Participate](#).