

# Spotlight on: Using the Work Focused Interview appointment type

## Introduction

A new Work Focused Interview (WFI) appointment type has been introduced.

The WFI appointment type is to be used in the following circumstances:

- claimants in WFI/Work Preparation regime.
- claimants in the Intensive Work Search (IWS) regime who do not have a work search expectation, for example claimants on the health journey and other circumstances where this requirement is switched off

The appointment durations are 10 minutes, or 20 minutes where more time is needed and can be conducted either face to face or via telephone.

For more information, see [Work focused interview regime](#), [Work preparation regime](#) and [Intensive work search regime](#).

## Interview types

The WFI appointment type must be used for claimants in the WFI and Work Preparation regimes. A Work Search Review (WSR) appointment type is not appropriate as we cannot mandate claimants in these regimes to look/search for work.

However, the WFI interview type should be used when the claimant has a switch off (easement) of their work search requirement, that requires them to do some work preparation or to maintain contact, such as:

- Homelessness
- Claimant with a health condition in the Intensive Work Search Regime pre Work Capability Assessment
- Bereavement
- Drug and Alcohol dependency
- Domestic violence and abuse

For more information, see [Switching-off requirements \(easements\) for Labour Market regime interventions](#).

## High level overview of which appointment type to use

Below is a high level overview of which appointment type to use for different labour market regimes:

- Work Focused Interview regime - **only** use WFI interview types
- Work Preparation regime – **only** use WFI interview types

- Intensive Work Search regime (where work search requirements have been removed from the accepted claimant commitment) – **only** use WFI interview types
- Intensive Work Search regime:
  - ⊖ where work search requirements have been removed from the accepted claimant commitment – use WFI interview types
  - ⊖ where the purpose of meeting is not work search activity (for example reviewing CV, or referring to suitable provision) – use WFI interview types

## **Claimant appointment**

Claimants are required to attend appointments and report all change of circumstance.

Claimants will be provided with more information on the reason for an appointment and the consequences of not attending.

In all cases the claimant appointment to-do will display:

- what the appointment is for
- what to do if they are unable to attend

If the appointment is mandatory it will also display:

- that this is a mandatory appointment and non-attendance without good reason could result in a sanction

A record of whether an appointment has been attended, not attended or cancelled will be displayed in the profile history and claimant journal.

## **What does this mean to me – work coaches**

When an appointment is recorded as not attended, a message will display in the claimant journal telling the claimant to contact us as soon as possible and advise what other actions they may need to take.