

Work Search Reviews

Overview

1. The Work Search Review forms part of the customer journey we offer to Jobseeker's Allowance (JSA) claimants and is a key part of the service we provide to help claimants find work. As a minimum, these reviews must be held face to face every fortnight.
2. We recognise that some claimants may need more regular coaching and support than others and to help address this, offices will be able to agree which claimants will benefit from attending Work Search Reviews (WSRs) more frequently.