

Work Search Reviews

Undertaking the Work Search Review (WSR)

Preparing for the Review

1. Before the start of a Work Search Review (WSR), the latest copy of the claimant commitment, and existing information on Labour Market System (LMS) should be checked to identify if the claimant:

- has a physical or mental health issue that means they require a Reasonable Adjustment (RA) and ensure that it's put in place
- needs to demonstrate that they have completed any specific activities agreed during their last contact. This could include specific actions agreed, such as following up on any jobs you have referred the claimant to apply for or reviewing if the claimant has completed any outstanding Day One Conditionality activities;
- needs reminding about any future Follow up Work Search Interviews (WSIs) with you; or
- has any other markers set on LMS, such as the 'Parent' or 'Child Barriers to Work' markers and that appropriate action has been taken.

Starting the review

2. At the start of the review, you must always start the review on LMS and:

- introduce yourself and explain the purpose of the review
- verify the claimant's identity
- check that the claimant has attended at the correct time and day
- identify if any travel expenses need to be refunded
- check if the claimant is on any mandatory provision
- If they are on mandatory provision (except Sector Based Work Academies (SBWA) and skills conditionality), check LMS for any decision making and appeals (DMA) referrals made by providers
- check the claimant's method of payment
- identify and arrange any follow up WSIs due
- consider if claimant is eligible for an apprenticeship and if so, tell them about the benefits and encourage them to take up an apprenticeship.