

Work Search Reviews

Doubt regarding claimant's work search activity (availability)

1. If there's a clear doubt as to whether the claimant has carried out the required level of work search activity each week or been available for work, as agreed in their claimant commitment, the claimant must be formally told about the doubt and details must be immediately referred to a Decision Maker (DM).
2. The work coach must also make the claimant aware of the availability of hardship and record in Labour Market System (LMS) conversations that the discussion has taken place.
3. If it's determined that a referral to a DM is appropriate:
 - a labour market declaration is taken, either on the appropriate form ES24 or on Signature Capture Service (SCS)
 - dialogue JA470 is input in Jobseekers Allowance Payment System (JSAPS), unless this is automatically done via SCS
 - the claimant's benefit payment is suspended on JSAPS
 - a referral is made using LMS and Decision and Automated Referral Toolkit (DART)