

# Work Search Reviews

## Level of activity undertaken

1. Looking for work and meeting the high level work search requirements is demanding and can be a full time job in itself.
2. It isn't unreasonable to expect claimants (with no agreed restrictions) to spend a large amount of their time looking for work.
3. To help claimants recognise and understand how much they can reasonably be expected to do each week, they should be advised to think about whether they could have actually done more than they actually did.

## Example

- Ben is a single man of 20, who lives with his parents.
  - he recently completed a two year apprenticeship in Information and Communication Technology (ICT) but was unable to secure a permanent job
  - he has no restrictions on his availability or any health issues that would affect the type of work he can do.
  - in addition to ICT, he has included general administrative work on his claimant commitment.
4. One of Ben's actions for getting work outlined on his claimant commitment is to search online for jobs and apply for all those he is able to do.
  5. To meet this, Ben accessed:
    - reed.co.uk 3 times each week;
    - jobsite 4 times each week; and
    - Indeed.co.uk twice each week.

He found a total of 9 suitable vacancies and he applied for 5 of them

6. There are a number of things that Ben needs to think about here, for example:
  - is conducting 9 online searches each week as much as he could have done, should he have done more?
  - was he limiting himself by not extending this search to include Find a job and other jobsites?
  - why did he only apply for 5 of the 9 suitable vacancies he found?

The discussion needs to include an element of questioning.

7. However, it shouldn't be seen as 'an interrogation' but rather taking a less direct, more persuasive approach, making suggestions and allowing the claimant to think for themselves.

8. For example, instead of asking: "Why did you only do 9 searches each week?" it might be better for him to be asked: "Is there a reason why you didn't search each site every day?", "Was it because they weren't updated that quickly?" If not, he could be asked if he thinks he could increase the number of his searches and to what level he thinks would be reasonable.

9. Also, rather than asking: "Why didn't you access Find a job or other jobsites?", it might be better for him to be asked if there are any reasons why he doesn't find Find a job or other jobsites useful. It might be that there were IT issues that prevented him from accessing it, or he may have struggled to navigate it.

10. The more Ben can think for himself, realise his own capabilities and take ownership, the more he is likely to push himself and increase his level of work search activity.