

# Work Search Reviews

## The importance of Work Search Reviews

1. Research shows that fortnightly face to face Work Search Reviews (WSRs) help people move from benefit into work more quickly than would otherwise have been the case.

## Frequency of Work Search Reviews

2. As a minimum, unless the claimant has been excused attendance or has been granted Postal Status, claimants must attend a fortnightly face to face WSR.

3. Some claimants may benefit from more frequent WSRs.

4. In certain circumstances, they may be required to attend Weekly Work Search Reviews or, for those who have completed the Work Programme (WP), Daily Work Search Reviews.

**Note:** In these instances claimants will continue to be paid fortnightly, even if attending more frequently.

5. Alternatively, work coaches may have additional contact with claimants between WSRs to:

- follow up on agreed activity
- provide extra support
- keep track on progress; or
- monitor specific actions

6. This additional contact does not have to be face to face. Claimants could be contacted over the telephone or email.

7. When arranging for a claimant to attend more regularly, the following must be explained:

- the benefits of more regular reviews. For example, the aim is to provide them with extra help and support
- when they are required to attend, the frequency of these extra reviews and the number of weeks these are expected to last
- what will happen to the claimant, if without good reason, they fail to attend any of these reviews. For example, they will lose their benefit for 4 weeks or 13 weeks if they've already received a lower level sanction within a 52 week period
- that travel expenses will be reimbursed for any days they attend which are not their fortnightly benefit week ending day

8. At each review, the claimant will sign a labour market declaration, if they haven't already done so on that day.

9. This must be for the period from either the Date of Claim (DoC) or the day after they last made such a declaration until the date of this declaration.

10. The only exception to this is any period where the claimant has been treated as available and Actively Seeking Employment (ASE).

11. Labour Market System (LMS) is updated as to whether the claimant has continued to meet the labour market conditions after each WSR conducted on the claimant's Benefit Week Ending (BWE) date.

**Note:** For example, every Wednesday, if their National Insurance Number (NINo) ends in 34C.

12. Jobseekers Allowance Payment System (JSAPS) dialogue JA470 will continue to be updated after each WSR conducted at the end of the claimant's payment cycle (P and R).

**Note:** For example, every other Monday if their NINo ends in 07A