

# Switching off requirements - Drug & Alcohol Dependency

## Summary

Temporarily switching off Work Search Requirements for claimants participating in structured recovery-oriented treatment for drug and alcohol dependency

## Content

It is the Department's policy to support [claimants](#) with drug and/or alcohol dependency to engage with structured treatment and recovery services as part of an active route way into work.

Whilst people are in structured treatment it is the role of drug and alcohol treatment providers to provide a range of medical or psychological interventions, dependent on the needs of the individual. As part of the care planning process that takes place in treatment, people will be encouraged to address the range of needs that are related to their substance misuse and agree goals, including those related to education and employment.

To provide claimants the opportunity they need to focus on their recovery during structured treatment for drug and/or alcohol dependency their Work Search Requirements can be switched off for up to 6 months.

## What is structured treatment

This is treatment in the community, with attendance at regular sessions, undertaken as part of a care plan; prescribing, structured day programmes and structured psychosocial interventions (counselling, therapy etc) provided by Public Health England (PHE) or the relevant body in Scotland and Wales.

## Drug and Alcohol dependency identified at Work Search Review or non face to face

The agent updates the claimant's WSP record by selecting:

1. 'Personal' from information menu on left hand side of screen on WSP.
2. 'Health barrier' radio button on personal screen.
3. 'Health barrier' associated view.
4. 'Add new health barrier' on top left side of ribbon.
5. Magnifying glass on right hand side of name field.
6. The relevant health barrier from look up record.

The agent books the claimant an On-going Work Focused Interview for a work coach (WC) – See Booking Appointments.

If the claimant is attending structured treatment and they already have a completed Tailored Conditionality Referral Form [TCR2\(UC\)S](#) they inform the claimant to bring it to the interview.

If the claimant doesn't, the agent issues form [TCR2\(UC\)S](#) to the claimant and asks them to get their structured treatment provider to complete parts 1-2 of the form and bring the form to the interview with the WC.

Note Part 4 must be completed by the claimant in front of the WC

The agent creates a WSP task to inform the WC conducting the interview why it is required.

## Work Related Interview to discuss Drug or Alcohol dependency

If it has not previously been done, the WC updates the claimant record by selecting:

1. 'Personal' from information menu on left hand side of screen on WSP.
2. 'Health barrier' radio button on personal screen.
3. 'Health barrier' associated view.
4. 'Add new health barrier' on top left side of ribbon.
5. Magnifying glass on right hand side of name field.
6. The relevant health barrier from look up record

If the claimant has a drug and alcohol dependency, both must be recorded separately by repeating the steps above.

It is important at this stage that WC explains to the claimant the benefits of having their Work Search Requirements switched off and their conditionality tailored.

## Switching Off Work Search Requirements

Claimants who are in structured recovery-orientated treatment with a PHE (or the relevant body in Scotland and Wales) recognised treatment provider for drug and/or alcohol dependency can have their Work Search Requirements switched off for up to 6 months, from the start date of treatment. (PHE registered structured treatment providers can be found on the PHE treatment provider list)

## What is Tailored Conditionality for claimants with Drug or Alcohol dependency

During the period of Tailored Conditionality, Work Search Requirements are switched off, claimant's with drug and/or alcohol dependency will still need to continue attending Work Search Reviews and any Work Related Interviews. The WC works with the structured treated provider to tailor these Work Related Requirements so the claimant can attend them. The WC is not Limiting the [Claimant Commitment](#).

A claimant may only have one period of tailored conditionality in any rolling 12 month period, this is calculated from the last day of any previous drug or alcohol related switching off.

### Conditions for Switching Off Work Search Requirements and Tailored Conditionality to be applied

- Work Search Requirements have not been switched off due to drug and/or alcohol and a tailored conditionality period applied in the last 12 months
- confirmation, by the return of a completed TCR2(UC)S form, that they are receiving structured treatment and that the structured treatment provider is recognised by PHE (or the relevant body in Scotland and Wales)

The WC must ensure the claimant completes part 4 of the TCR2(UC)S to allow Universal Credit to share information with the structured treatment provider.

### If the conditions of Tailored Conditionality are met

The WC informs the claimant that they will need to remain in treatment otherwise their Work Search Requirements will be switched back on. The WC also needs to inform the claimant that their Work Search Requirements will automatically be switched back on 6 months from the start date of treatment.

The WC completes any required Work Service Platform (WSP)/follow up action. This includes:

- agreeing the monthly review dates with the structured treatment provider
- calculating the end date of the switch off and tailored conditionality ( this is always 6 months

from the date the treatment started, regardless of the date Universal Credit have been informed)

- sending the completed Tailored Conditionality Form to the Mail Opening Unit (MOU) for scanning into [Document Repository system](#) (DRS) marked 'No CAMLite action'
- updating WSP general notes with any additional information not already captured

## WSP action to create a switched off Claimant Commitment

1. Select 'Availability' from the 'Information' menu.
2. Select 'No' in the 'Available for work' drop down.
3. Input a date in the 'Review Date' field six months from the date the treatment started.
4. Input 'on structured treatment for drugs and/or alcohol' in the 'Reason For Unavailability' field.
5. Create a WSP Claimant Commitment with requirements switched off. For further information, see Accepting the Claimant Commitment.
6. Set a WSP task entitled 'Review engagement with treatment provider' in the subject header, to contact the the structured treatment provider a maximum of a month after the WSI interview.
7. If the claimant is participating in provision, consider notifying the provider that the requirements have been switched off. See Change of circumstances for claimant on Work Programme, Mandatory Work Activity or Work Choice.
8. Present the new claimant commitment for the claimant to accept and explain what is expected of them following their change of circumstances.

## Monthly review with structured treatment provider

The WC phones the structured treatment provider to confirm that the claimant is still in treatment and that the provider has seen the claimant for treatment within the last month.

If the structured treatment provider confirms that the claimant is still in treatment then the WC sets a WSP task for the next monthly review. The agent inputs 'Review engagement with treatment provider' in subject header and includes the total time since the start of treatment in the main body of the task.

If the next review is more than 6 months from the treatment start date then arrange the next review for the last day of the 6 month treatment period.

If the 6 month period from the treatment start date has ended then Work Search Requirements are switched on and tailored conditionality is terminated and an On-going Work Focused Interview must be arranged with the claimant.

If the structured treatment provider confirms the claimant is no longer in treatment or the claimant has not been in contact with the structured treatment provider over the past month, tailored conditionality is terminated and Work Search Requirements are switched on. An On-going Work Focused Interview must be arranged with the claimant.

The WC updates WSP general notes with details of the discussion with the structured treatment provider.

## Claimant isn't receiving structured treatment or their provider is not on the PHE provider list

The WC discusses which local provider options are available. All local provider options are listed on the District Provision Tool (DPT).

## Referral to a structured treatment provider

When the claimant has agreed to a referral, the WC selects 'Signposts' under the information menu on [Work Services Platform](#) (WSP) then selects 'To load Signpost records click here' to display signposts.

The WC selects 'Add new signpost' icon from the tool bar and selects the magnifying glass next to the 'provider specialist support' field to search the list for the required provider.

The WC selects the required specialist support and inputs into the free text box the reason for signposting the claimant to the provider and then selects 'Save & Close'.

The WC confirms with the claimant that they want to have tailored conditionality applied and Work Search Requirements switched off, if they meet the conditions, and issues them a Tailored Conditionality Form.

The WC books a On-going Work Focused Interview with the claimant for the return of the fully completed Tailored Conditionality Form, advising them that:

- tailored conditionality cannot be applied until the Tailored Conditionality Form has been fully completed by PHE (or the relevant body in Scotland and Wales) structured treatment provider
- current Work Search Requirements will continue until tailored conditionality has been approved

At the On-going Work Focused Interview for the return of the Tailored Conditionality Form the WC considers what actions need completing as detailed from the section: **Work Related Interview to discuss Drug or Alcohol dependency** onwards.