**Department for Work and Pensions (DWP)**

**Central Freedom of Information Team**

**freedom-of-information-request@dwp.gsi.gov.uk**

**Our reference: FOI2018/01189**

**Date: 6 September 2018**

Dear Ms E Miller,

Thank you for your Freedom of Information request received on 9 August. You asked:

In 2013 you answered [Jay T London's question](http://www.whatdotheyknow.com/request/legal_jsa_travel_distance_from_h?unfold=1#incoming-421282 on how far people can be expected to travel to sign on for JSA. This document was made available as part of the response www.whatdotheyknow.com/request/172807/response/421282/attach/html/4/WDTK%203830%20London%20Annex%201.pdf.html) on JSA and reasonable travel requirements - Is there similar guidance for Universal Credit claimants asked to attend meetings with their work coaches (other than the initial verifying identity / claimant commitment meeting)? Can work coaches conduct meetings over the phone as an alternative to asking clients to walk more than 3 miles, spend longer than an hour door to door travelling in, or spending more than 4 hours in total away from their home attending JCP UC appointments?

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| **DWP response**We currently do not hold any Universal Credit guidance that covers this request.As a minimum claimants, who are expected to be available and looking for work, **are expected to have weekly Work Search Reviews (WSRs) for the first 13 week**s of their claim and then fortnightly WSRs thereafter and these are face to face interviews unless an exception applies.To support claimants who live in remote areas to engage with us and satisfy their conditionality requirements, alternative attendance arrangements can be introduced for claimants whose attendance at their nearest JCP office using public transport would:* take longer than 1 hour door to door in either direction
* result in an absence from home of over 4 hours.

For claimants that meet the criteria, the Work Coach should discuss using digital or telephone channels with the claimant for the purpose of providing their work search evidence and showing that they are fulfilling the terms of their Claimant Commitment.To support claimants to attend additional appointments, travelling expenses can be refunded via the Flexible Support Fund. **There is no provision for helping claimants with travel costs to attend their expected Fortnightly Work Search Review**, however, if a claimant is asked to attend the Jobcentre outside of the fortnightly review then travel costs can be refunded on that occasion.If you have any queries about this letter please contact me quoting the reference number above.Yours sincerely,DWP Central FoI Team |