

# **Claimant Commitment**

## **Homeless claimants**

1. If a claimant has nowhere to live, or is living in temporary accommodation, it may be difficult for them to be contacted by employers, employment agencies or those who may be able to help them find work. They may also have to spend much of their time in the week in looking for accommodation rather than in job search. These factors should be taken into account when deciding what actions are reasonable for the claimant to take in any week.

2. Being homeless may limit the actions a claimant can take but they could still search for work by, for example:

- reading newspaper advertisements;
- making personal calls on employers and employment agencies;
- using Jobcentre IADs; or
- if available, using the internet in local libraries.

The above list is not exhaustive.

3. In setting the JSA Claimant Commitment, Coaches must consider how the claimant's homelessness situation, their need to find accommodation and any other issues will affect the steps that are reasonable for a homeless claimant to take in any week.

4. As homelessness should be a temporary situation, the Claimant Commitment should be reviewed regularly to ensure that the steps set are still relevant and applicable.

5. Please also see the Homelessness Guide for more information.