

If you call or write to us, please use this reference:
AB123456C



Department for
Work and Pensions

Building/Office location
Office type
Street
Town
County
S1 4EB

www.gov.uk

Telephone: 0000 000 0000
Textphone: 0000 000 0000

21 July 2017

Employment and Support Allowance (ESA) Your health and work conversation appointment details

Dear

Variable1: If Appointee: [We understand you're acting for <ClientTitleFirstnameSurname>. The information in this letter is about <Him/Her>. In this letter, we use the word 'you' as if we were writing to them directly.]

Please find below details of your health and work conversation appointment.

The health and work conversation is a type of work focused interview. This isn't your Work Capability Assessment.

The conversation isn't about you looking or applying for work now, it's about helping you get into work when you're able to in the future. It can help you get to know your work coach and plan simple steps to help build your confidence and motivation.

Your ESA payments may be reduced if you don't go to this work focused interview and you don't have a good reason.

Your conversation is with:

On this date:

At this time: (arrive 10 minutes early)

Location: Jobcentre,

Your ESA payments may be reduced if you don't go to your interview on **[insert date] and** you don't have a good reason.

If you have any questions about this

Postcode:

letter or you need it in Braille, large print or audio please call us on 0345 6088545

What will happen at your appointment

When you arrive at [JCP name], you will be asked to fill in a short questionnaire about the things that matter to you. The answers you give will help you have a better conversation with your work coach and help them find the best support for you.

You and your work coach will use simple tools to talk about an action that you may want to do, and plan how you can do it. You'll be able to talk openly to your work coach who can put together a plan of support to help you get into work when you're able to.

You don't have to talk about your disability, illness or health condition during or prior to your health and work conversation if you don't want to. However, this information may help your work coach give you the best support they can.

Getting help and support

You're welcome to bring someone with you if you want to. The person you bring should know and understand you and your needs (for example, a relative, support worker or friend. They must be 16 or over).

Please call your work coach on [insert number] if:

- you need help with costs, like registered childcare, replacement registered adult care or travel
- you need help to get to your appointment
- you need help to arrange an interpreter or need support in another way to communicate
- you're a lone parent with a child under the age of one

If you can't make your health and work conversation

If can't attend, please call your work coach straightaway on [insert number]. Your work coach will be able to arrange another date and time for you. You must have this work focused interview or your ESA payments may be reduced.

More information

The health and work conversation isn't a Work Capability Assessment. The details of this health and work conversation will not be shared with the healthcare professional that carries out your assessment.

Our opening hours are Monday to Friday, 9am to 5pm.

Yours sincerely,
Office manager

Equality and Diversity

We are committed to treating people fairly, regardless of their disability, ethnicity, gender, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs. Please contact us if you have any concerns.

Call charges

Calls to 0345 numbers cost no more than a standard geographic call, and count towards any free or inclusive minutes in your landline or mobile phone contract.

