

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: Fol 3336

DATE: 24 August 2017

Dear John Slater,

Thank you for your Freedom of Information request received on 9 August 2017. You asked for:

*In respect of the following request for information related to the health and work conversation:*

*[https://www.whatdotheyknow.com/request/health\\_and\\_work\\_conversations\\_hw](https://www.whatdotheyknow.com/request/health_and_work_conversations_hw)*

*The attachment "HO 01.02 HWC work coach booklet v3.0.pdf" it states:*

*Q: Is there an example telephone script that SDS colleagues can use when they are making the initial call to the claimant to introduce/book the HWC?*

*A: Yes there is an example call script in the Service Delivery Support (SDS) e-learning package. There is also guidance on the booking process which can be found on the ESA for Jobcentres section of national guidance.*

*RFI1 – Please disclose the telephone script used by "SDS colleagues can use when they are making the initial call to the claimant to introduce/book the HWC".*

*RFI2 – Please disclose the "guidance on the booking process which can be found on the ESA for Jobcentres section of national guidance"*

**DWP Response:**

**RFI1 – Please disclose the telephone script used by "SDS colleagues can use when they are making the initial call to the claimant to introduce/book the HWC".**

Please find attached an example telephone script that was produced for the training of Service Delivery Support (admin) Staff on the HWC.

**RFI2 – Please disclose the "guidance on the booking process which can be found on the ESA for Jobcentres section of national guidance"**

Please find attached “Booking a Health and Work Conversation”. This is an extract from the HWC guidance.

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Strategy Fol Team

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**Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.gov.uk) or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner’s Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF [www.ico.gov.uk](http://www.ico.gov.uk)