

Booking a health and work conversation

16. The service delivery support (SDS), or other suitable person must access the report from the OPRT and:

Step	Action
1	<p>Check for correct office mnemonic:</p> <ul style="list-style-type: none"> • If correct go to step 2 • If not, message the owning office requesting the case be assigned to your office • When received take the action below.
2	<p>Check if the claimant has ESA in payment:-</p> <ul style="list-style-type: none"> • If yes, go to step 3 • If not, put a note in LMS conversations stating HWC not needed as ESA not in payment. Take no further action or set any pilot markers as this will prevent the claimant being included in subsequent reports
3	<p>Check if claimant is <u>exempt</u> from the HWC:-</p> <ul style="list-style-type: none"> • If not, go to step 4 <p>If exempt, put a note in LMS conversation</p> <p>Note: If it is unclear if a claimant is exempt consult a team leader for advice.</p>
4	<p>Check LMS markers and conversation history and the Staff Protection List for reasonable adjustments then make appropriate arrangement if necessary</p>
5	<p>Telephone the claimant to:</p> <ul style="list-style-type: none"> • check all personal details are correct • agree a convenient date/time to attend the jobcentre – ask them to come in 10 minutes before their appointment • confirm any special requirements a claimant may have so that they can attend the HWC, e.g. do they need to bring someone with them, do they need child care or travel costs • explain the purpose of the HWC and that their attendance and participation is mandatory. When explaining sanctions be sensitive to potentially <u>vulnerable claimants</u> particularly those with mental health conditions / learning difficulties – be clear about responsibilities and consequences but tailor your approach to the individual • explain that it is not part of the work capability assessment (WCA) (If you do have a WCA, the details of your health and work conversation will not be shared with the healthcare professional that carries out your assessment)

	<ul style="list-style-type: none"> • tell them that their work coach will call them 2 days before the HWC to introduce themselves • ensure where possible we have the claimants correct mobile number, or a alternative number they can be contacted on at a pre arranged time
6	Book a 40 minute HWC in the LMS diary for a work coach as a mandatory HWC using interview type Health and Work Conversation (HWC)
7	Book a 10 minute LMS Interview type HWC Pre- call in. This call must take place 2 days before the HWC and wherever possible must be with the same work coach that is doing the HWC
8	Send <u>ESAHWC1</u> invitation letter to claimant notifying date and time of the HWC
9	On the day before HWC, send SMS text reminder. If a claimant does not have a mobile phone, telephone them to remind them of the date and time

Booking a health and work conversation without contacting the claimant

17. If you are unable to contact the claimant by telephone record your attempts/reason in LMS conversations, book a HWC and pre HWC call without contacting the claimant and send the invitation letter ESA HWC1 giving date and time of appointment.

18. For more information see booking an interview

Health and work conversation preview

19. As part of the Jobcentre Plus commitment to safeguard vulnerable claimants, as well as reducing FTA rates, there are a few activities that must take place **2 days** before a claimant's HWC, to ensure the claimant is more likely to attend. The work coach must:

Step	Action
1	<p>Check if the claimant's ESA is in payment:</p> <ul style="list-style-type: none"> • If yes, go to step 2 • If not, put a note LMS conversation, cancel the appointment and notify the claimant by phone, email or text.
2	<p>Check if claimant is <u>exempt</u> from the HWC:</p> <ul style="list-style-type: none"> • If not, go to step 3 • If exempt, note LMS conversation, cancel the appointment and notify the claimant by phone, email or text.
3	<p>Telephone the claimant:</p> <ul style="list-style-type: none"> • make introductions,

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| | <ul style="list-style-type: none">• confirm date, time and location of conversation, ask them to come in 10 minutes before their appointment time• confirm any special requirements a claimant may have so that they can attend the HWC, e.g. do they need to bring someone with them, do they need child care or travel costs• explain the purpose of the HWC and that their attendance and participation is required. When explaining sanctions be sensitive to potentially <u>vulnerable claimants</u>• if any new circumstances come to light that means the claimant does not need to attend the HWC, cancel the appointment and note LMS conversation. Notify the service centre of any relevant change in circumstances via Handover Telephony Tool• more information see instructions on <u>telephone contact</u> |
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