

Contacting the customer by telephone to book the HWC

Example of short introduction to the HWC

“Hello Good Morning / afternoon, my name is/I’m and I’m calling from.....
JC+..... Can I confirm I’m speaking to...../can I speak to...?”

“Our records show you’ve recently claimed Employment Support Allowance, I’m calling to arrange a time and date which you are available to attend the Jobcentre; the Health Work Conversation is a new type of interview, it gives you the chance to discuss what’s important to you, and also gives the work coach a chance to share knowledge of the available support to you.

SDS staff to Note: Explain the purpose of the HWC and that their attendance and participation is mandatory. When explaining sanctions be sensitive to potentially vulnerable claimants particularly those with mental health conditions / learning difficulties – be clear about responsibilities and consequences but tailor your approach to the individual