

If you call or write to us, please use this reference: [REDACTED]

jobcentreplus

Department for
Work and Pensions

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

www.gov.uk

Telephone: 0345 6043719

Textphone: 0845 6088551

14th May 2018

Employment and Support Allowance (ESA)

Your health and work conversation appointment details

Dear [REDACTED]

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: [REDACTED]

On this date: [REDACTED]

At this time: 10:10 (arrive 10 minutes early)

Location: [REDACTED]
[REDACTED]

Postcode: [REDACTED]

Your ESA payments may be reduced if you don't go to your interview on 30th May 2018 and you don't have a good reason.

If you have an questions about this letter or you need it in Braille, large print or audio please call us on 0345 6088545

Please turn over for important information

ESA_HWC1_Inv_Letter 07/17

What will happen at your appointment

When you arrive at Forest Hill, 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 as part of 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 0345 6043719 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 you can't attend, please call your work coach straightaway on 0345 6043719. 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.