

## **On-going contact**

Where a claimant reports a health condition for up to 7 days and then supplies a Statement of Fitness for Work (Fit note) or a Return to Work Plan the frequency and means of contact, can be adjusted to take account of their condition. The claimant is not required to attend a weekly/fortnightly face-to-face interview.

The channel of contact or meeting must be the most appropriate, in order to support the claimant when needed or to check progress on activities. It can be Face to Face, via the claimant's online account or by telephone.