

# Topic 01 - Health and Work Conversation

## Helping ESA claimants effectively

March 2017

# Introductions

Let everyone know:

- Your name
- Where you work
- What your role is
- How long you've been a Work Coach



# Aim

The Health and Work Conversation (HWC) has been developed to help you work effectively with claimants with a disability or a health condition

This training will enable you to conduct effective

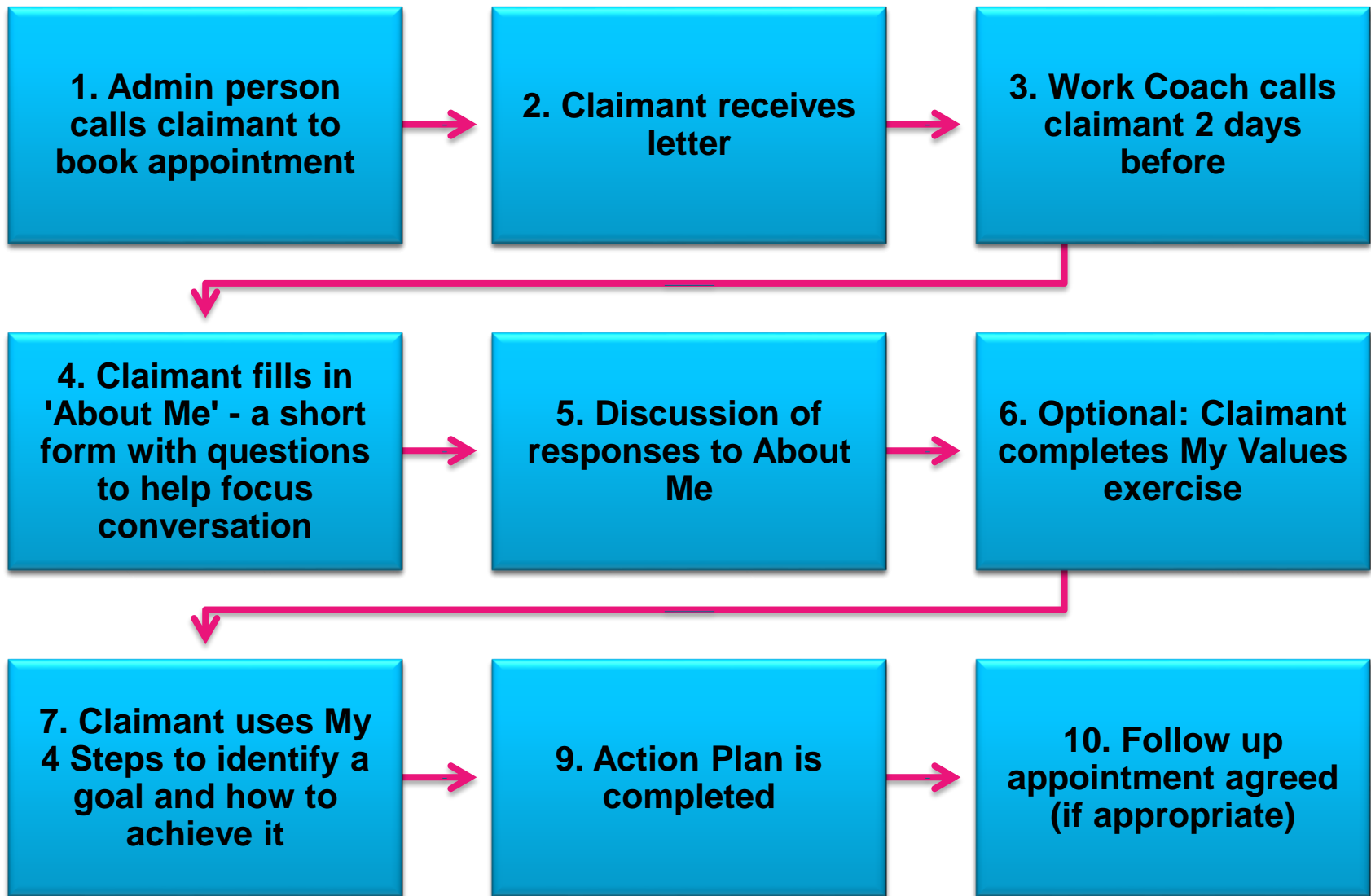
Health and Work Conversations with your claimants

# Objectives

By the end of the training you will be able to:

- Explain why we are introducing the Health and Work Conversation
- Use information from claimants to make the conversation claimant-led and empowering
- Use evidence-based tools to engage with claimants who may be resistant – as well as to reach your own goals
- Explain the basics of the evidence behind these tools
- Identify and develop other skills that support the HWC

# Full claimant journey



# Overview of Work Coach learning journey

## 0. SDS E-learning

- To identify customers who are eligible for HWC
- Optional for work coaches

## 1. E-learning (60 min)

- Policy context and overview of the HWC
- Growth mindsets
- My Values

## 2. Face-to-face training (full day)

- Learning the skills to deliver the 40-minute HWC

## 3. Lync session (60 min)

- About 6 weeks after starting to deliver HWC
- Opportunity to ask questions about difficult parts and share best practice

# Introduction to the Health and Work Conversation

Why it is being introduced and how it can help you to work with claimants who have a disability or a health condition

# Why are we introducing the Health and Work Conversation?

What challenges do you face in your relationship with claimants who have a disability or health condition?



# Policy context - 1

- There are three times as many claimants on ESA compared to JSA, the numbers are growing
- Currently DWP does not engage with ESA claimants until after their Work Capability Assessment, which can be some months into the claim.
- People who have developed a health condition or disability are likely to be facing a stressful and challenging period in their lives.

# Policy context - 2

- An early intervention will help claimants identify small steps they can take towards their goals.
- This will build motivation and resilience and increase the likelihood of work-related activity, and ultimately finding work.

# How was the HWC created?



- Designed to complement and build on existing training for example Solution-focused training
- Supports changes in Work Coach Delivery Model 2 and Universal Credit - a mixed caseload approach

# Main principles of the HWC

It's **a conversation**,  
not an interview or an  
assessment

It's **claimant-led**:  
Claimants find their  
own answers based  
on their own goals and  
interests, and what  
they think will  
genuinely help them

It's **holistic**:  
It looks at the  
claimant as a  
whole, including  
wishes and  
aspirations that are  
not necessarily  
work-related

It's **calm**:  
The approaches  
taken in the HWC  
work best when  
the claimant feels  
calm and safe.

# Overview of a HWC session with a claimant



# HWC booklet

## Claimant version of the HWC booklet

## Work Coach version of the HWC booklet

**Employment and Support Allowance**

**Health and work conversation**

Please ask your work coach if you need this booklet in braille, large print or audio.

**What is the health and work conversation?**

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. You and your work coach will use simple tools to talk about an action that you 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 for you.

**Please fill in the About me section**

Before you see your work coach, please have a go at answering the questions in the **About me** section on page 2. The answers you give will help you have a better conversation with your work coach and help them find the best support for you. There are no right or wrong answers – just think about what matters to you. If you feel uncomfortable answering any of the questions, you can stop and come back to them later.

**Please only fill in page 2**, because your work coach will talk you through the rest of the booklet.

**Do you need to take part in the health and work conversation?**

**Yes.** The health and work conversation is part of your claim to ESA. Your ESA payments could be reduced if you don't take part in your conversation.

**Is this your Work Capability Assessment?**

**No.** 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.

Department for Work & Pensions

HWC1 1/17

**Health and work conversation**

**Booklet**

**WORK COACH VERSION**

Work coach guidance:

These grey boxes contain information for you about how to guide a claimant through the health and work conversation.

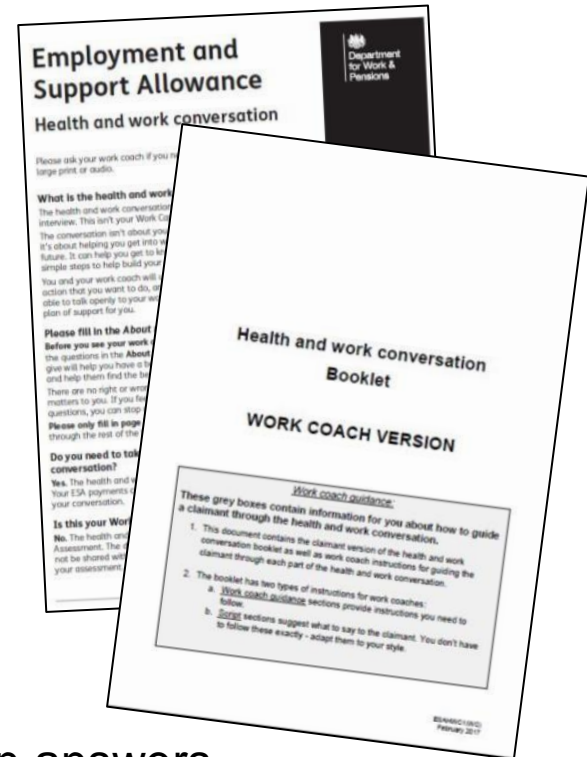
1. This document contains the claimant version of the health and work conversation booklet as well as work coach instructions for guiding the claimant through each part of the health and work conversation.
2. The booklet has two types of instructions for work coaches:
  - a. Work coach guidance sections provide instructions you need to follow.
  - b. Script sections suggest what to say to the claimant. You don't have to follow these exactly - adapt them to your style.

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# HWC Booklet

The work coach booklet covers all the parts of the HWC

1. General introduction
2. About Me
3. My Values – *not in the claimant booklet*
4. My 4 Steps
5. Action Plan– *not in the claimant booklet*



Where possible, the claimant should write down their own answers

However: the booklet is a **support** for the Health and Work **Conversation** not the main goal – you should discuss and explore each point first before asking the claimant to note it down

Any Questions

