

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



Department for
Work and Pensions

[Title, Initial, Surname]
[Address Line 1]
[Address line 2]
[Address line 3]
[Address line 4]
[Postcode]

[Building/Office location]
[Office type]
[Street]
[Town]
[County]
[Postcode]

www.gov.uk

Employment and Support Allowance (ESA) Support Group

Help you can get if you want it - without your ESA
payments being changed

[Insert Date]

Dear

Some time ago we wrote to tell you that you're in the ESA support group. This hasn't changed, you're still in the support group. This is because we understand you have a health condition or disability that means you have limits on things you can do.

But, did you know there's help you can get if you want it?

When you're in the support group you don't have to look for work or see a jobcentre work coach. But, you can do this if you want to.

Why I'm writing to you

My name's [insert name] and I'm a work coach at [insert location] jobcentre. I want to let you know that there's lots of help available if you want it. Work coaches have helped other people in the support group and they found it useful. So I thought you might too.

How I can help you

We know most people's lives are made better if they can work. But we also understand that some people don't know which type of work they might be able to do because they have a health condition or disability. I can tell you about things you can do to help you find out. Things like:

- free training to help you get new skills needed for a particular type of work

Call me on this number if
you want to find out
about help you can get
from a work coach

0000 000 0000

- something we call 'permitted work'. This is paid work you can do for a period of time and still get your ESA payments. It's a way of trying out work you haven't done before to see if you can do it. You can stop doing permitted work at any time and your ESA payments won't be changed at all.

These things could help you think about types of work you might be able to do at some time in the future. You might find this helpful if your health condition or disability changes over time, as they sometimes do.

Your ESA won't be stopped or reduced

It's completely up to you whether you decide to talk to me or not. You can speak to me to find out more but then do nothing else. Or you can decide to do any of the things I tell you about.

If you want my help or want to know more

Please phone me on [Insert contact number]. We'll make an appointment to either talk on the phone or meet in the jobcentre. You can choose what's best for you.

You can bring someone with you if you decide to meet me

If you want to, you can bring someone like a friend, relative, carer or support worker. Our appointment will last as long as you need. They usually take up to an hour.

Costs we can help with if you meet me at the Jobcentre

You can get help with some costs like bus or train fares to meet me at the jobcentre. Ask me about costs when you phone me and I'll tell you more.

I'd really like to help you and hope you phone me to find out more.

Yours sincerely,

Work Coach

Equality and Diversity

We are committed to treating people fairly, regardless of their disability, ethnicity, gender, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs. Please contact us if you have any concerns.
