

Health and Work Conversation

Topic 05 – Action Plan and End to End Process

February 2017

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Time

1 hour 15 Minutes

Objectives

At the end of this event learners will be able to:

- understand the difference between the plans that claimants come up in My 4 Steps and the actions included in the Action Plan
- draw on the information that they have gained throughout the entire HWC to come up with effective actions for the Action Plan
- write down the actions in a specific format (what, when, where); and
- describe the end-to-end HWC process.

Learning Points

This event will cover the following learning points:

- Action Plan based on My 4 Steps.
- End to End Health and Work Conversation.

Support Material

- HO 01.02 HWC claimant booklet (handed out in module 1)
- HO 01.03 HWC Work Coach booklet (handed out in module 1)
- HWC video
- Topic 05 Power Point Pack

Validation

Successful completion of this event will be measured by:

- Question and Answer

Method of Delivery

This event is facilitator led. It uses:

- Question and Answer Sessions
- Exercises



There is currently a video clip being produced to support the Health and Work Conversation Learning.

Details of it will be made available to you as soon as it is completed. It is expected that it will be 6-8 minutes long.

Action Plan



Show Slide 01 – Topic 05 - Action Plan.

We're now moving to the final part of the HWC: The Action Plan.



Show Slide 02 – My 4 Steps.

As you can see from the flow chart, the Action Plan is the last element of the Health and Work Conversation.

At this point, you have completed My 4 Steps using the HWC Booklet. You now turn to discussing with the claimant what other actions they could take to help achieve their goals.

You'll record any actions on the LMS Action Plan and issue the ESA49 letter with the agreed voluntary actions.



Show Slide 3 – What goes into the Action Plan.



So what goes into the Action Plan?



Much like the Action Plans you're used to using with claimants, we're looking for the claimant to come up with any actions that they can take to move closer to goals that relate to work or health.

You can use the action plan to refer the claimant to any provision that you think would be helpful for them.

You should make sure to add 2-3 feasible actions but ensure that the claimant understands that these are voluntary.

Finally and importantly, in contrast to the My 4 Steps where we support claimants to overcome internal obstacles, the actions in the Action Plan are focused on overcoming external obstacles.



Show Slide 04 – Focus on external obstacles.

By actions that help overcome external obstacles we mean actions that address for example training needs, housing, debt, health management or child care.

Unlike the My 4 Steps, these actions are not about overcoming internal obstacles such as beliefs, emotions or habits.

So for example, for someone who wants to do a training course, their internal obstacle might be that they don't get around signing up for the training course. They should come up with an action to overcome this internal obstacle using My 4 Steps.

At the same time, their external obstacle might be that they can't afford the transport required to get to the training. This is something that you could discuss in the Action Plan part of the conversation. For example, their action could be to fill in a request for transport costs which you would record on the LMS Action Plan.



Show Slide 05 – Identifying external obstacles and coming up with actions.

This part of the HWC is where you draw on your existing knowledge and experience to provide support to the claimant and to direct them to useful resources.

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You can think back to the About Me – did the claimant mention anything where they could need help or a referral?

You can think back to the My 4 Steps – did any external obstacles come up that you could discuss now?

You should also consider if there are any other actions that you think the claimant would benefit from.

It is fine to make suggestions at this part of the HWC! Unlike in the My 4 Steps where it's important that the claimant comes up with their own Wants, Obstacles and Plans, in the My Actions section of the HWC you can help the claimant come up with actions that you think would be helpful for them

For example, if the claimant mentioned they had issues with pain management in their About Me, give them some guidance on what actions they could take for that.



Show Slide 06 – How to write down the actions.

Research has shown that the more detailed an action plan is, the more likely a person is to carry out the action.

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Some of you may already be familiar with this approach from the JSA 'My Work Plan' which asks claimants to write down in detail what they are going to do, including how, when and where.

So we ask you to discuss with the claimant **WHAT** they're going to do (the **ACTION**), **WHERE** they're going to do it, and **WHEN** they're going to do it.

You should make sure that the claimant takes ownership over the **WHEN** and **WHERE** – rather than you suggesting or choosing something that you think might work for them.

It's important to get the claimant to actively decide and suggest when and where they will take the action as this makes them far more likely to complete it.



Show Slide 07 – Example 1.

Here is an example of what the right level of detail looks like: “On Thursday after breakfast (**WHEN**), I will go to my friend Pete’s place (**WHERE**) and spend 2 hours looking at IT courses on www.vision2learn.com and write down who I can call for more information (**ACTION**).”

This example shows that the work coach has found out that the claimant doesn’t have a computer but that their friend Pete does, and that Pete’s computer is free on Thursday morning when he isn’t using it.

By getting the claimant to think about the action at this level of detail means that when they finish eating breakfast on Thursday morning, they are much more likely to remember that they were supposed to do something and to take action.



Show Slide 08 – Example 2.

Here is another example of what a good action looks like: “On Friday morning (**WHEN**) I will call at least two course providers and discuss doing partial study from home (**ACTION**). I will do this at home (**WHERE**).”



Show Slide 09 – Example 3.

Finally, here’s a third example of a good level of detail: “I will call the phone number for Mind that my Work Coach gave me (**ACTION**) at 10 am on Tuesday (**WHEN**). The number is: 020 12345678. I will do this at my Mum’s place (**WHERE**).”

Again, here the work coach may have discovered that the claimant is likely to need social support to feel like they can make the phone call to Mind. The work coach has asked the claimant if having a friend or a relative present would help them make the call.

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Show Slide 10 – Any Questions?



Show Slide 11 – Summary.

We're now moving into the last part of today's training which is to look at the HWC as a whole.



When the video clip is available you will need to decide where you want to show it. It may be now, or after you have looked at the end to end process.



Show Slide 12 – Full claimant journey.

Briefly talk through each square reminding the participants of the order of the different parts of the claimant journey



Show Slide 13 – Practice end to end HWC.



You should now be familiar with the different parts of the HWC.

We'll now practice delivering the whole of the HWC in pairs using the HWC Booklets. You should pick as your partner someone that you haven't worked with today.

The total time for this session is 50 minutes so you have about 25 minutes for each HWC, before changing roles.

The important thing is that although one of you will be taking on the role of the claimant, you should still pick a goal that is genuine. As we've discussed before, the conversation only works if you pick a goal or a 'want' that you genuinely want to achieve.

This could be about exercising more, eating healthily, calling a friend, spending more time with family or any other Want that is real, challenging yet realistic for you.

Before you start, you should make sure you've got the right version of the booklet – in other words, if you're beginning by practicing the work coach role, you should have the work coach version of the booklet. If you're beginning by being the claimant, you should have the claimant version of the booklet.

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Make sure you cover all the parts of the conversation. For this practice round, you don't have to actually fill in the My Values exercise but still make sure you use the work coach booklet to explain the exercise to the claimant as well as ask the claimant if they feel comfortable sharing anything about their My Values exercise.



Show Slide 14 – Discussion.



Ask the participants to describe how they are feeling after the practice round (max. 5 minutes total).



You should begin this discussion around 4.35 pm in order to end the training on time at 4.45 pm.



Show Slide 15 - Final discussion: what have you learned from this training?

This is a reflection on the training day.



HO 05.01 work coach HWC Reference Guide.

End the training by thanking everyone for their participation and wish them good luck in delivering the HWC. Remind the participants that additional resources will be available on the intranet

Summary

In this topic you have learnt about:

- How to produce an Action Plan using the answers given on My 4 Steps.
- How to deliver the HWC end to end.

End of topic