



Department  
for Work &  
Pensions

# Work and Health Programme

Diagnostic Tool Workshop

**CONFIDENTIAL**

**Department for Work and Pensions**

18<sup>th</sup> April 2016

# Welcome and Introductions

## **Disclosure Notice:**

**By attending the Work and Health Programme Diagnostic Tool Workshop on Monday 18th April 2016 in the Jaguar Suite in Birmingham, you are confirming that you will not disclose information regarding the discussions and content of the meeting.**

**Please note that Regulation 21 of the Public Contracts Regulations 2015 permits the Department to disclose information provided to it on a confidential basis if it is required to do so by law or regulation.**

# Aims of the Day:

## Key Messages:

- Aim of today is to walkthrough our early thinking on the development of a Diagnostic Tool for Work and Health Programme (WHP)
- Initial planning stage on the Diagnostic Tool and no decisions have been made at this stage.
- The Diagnostic Tool will be a CRITICAL design feature of Work and Health Programme (WHP) for Voluntary claimant group.
- The Department wants to engage and consult early with stakeholders to determine the right approach to the Diagnostic Tool.
- The Diagnostic Tool for WHP will align with the wider work the Department is currently developing on segmentation.

# Aims of the Day:

## Key Messages:

- Our approach to the design of the Diagnostic Tool is to develop a national tool but may amend in the Devolved areas to take into account any local variances to delivery of WHP.
- A big part of today will be to gather your views and we have structured the workshop with this aim.
- A real mix of stakeholders have attended today from JCP Work Coaches, current Contracted Employment Providers, representation from Devolved Areas (Local Authorities) and experts from the Department – you are the experts with operational experience and we want to tap into this.
- Working to tight timescales with a prototype for the Diagnostic Tool to start initial testing towards the end of the year, so will need to move at pace.

# Who is the eligible group for the W&HP?

## Claimants with a health condition or disability:

- should be referred at the most appropriate time before 2 years,
- on a targeted **voluntary** basis, when:
  - the individual can be helped by the offer;
  - JCP has already helped the individual with their core job search activity;
  - the claimant needs more support than can be provided within the standard JCP offer; and
  - the claimant has signed up to the goal of finding and/or increasing their employment within a realistic time period.

**NOTE:** If a claimant met all the above criteria they would be eligible even if they had previously been on the WP – to identify this marginal group we require a Diagnostic Tool

## Long term unemployed claimants:

- should be referred when they reach 24 months in the intensive work search regime in Universal Credit,
- on a **mandatory** basis.

**NOTE:** Limited exemptions will apply.

# Who will the programme not help?

1. The programme will **not** support the following groups, as we do not believe it is appropriate and therefore will not add value to these claimants:
  - People with a health condition or disability who:
    - are furthest from entering employment. We would instead seek to support claimants through JCP or through other support such as the Specialist Employability Service (SES)
    - are closest to the labour market, who should be being supported within the JCP.
  - LTU claimants who are outside of the full conditionality group.
2. The programme excludes those who have previously been on the current WP (unless they have a health condition or disability) however, we recognise that this group could benefit from the programme. Therefore, if we are able to secure additional funding, we would extend support to include this group.

# How will we help Work Coaches make the right referral decision for claimants with a Health Condition or Disability?

Step	Action
<b>1. Work coach support</b>	<p>A work coach will spend time getting to know their claimant, their support needs and providing support with core work search skills within the JCP or using local provision to provide this.</p> <p>To support this, work coaches will use information collected about the claimant including at the Health and Work Conversation, as well as available attitudinal evaluation tools and making use of data that has been collected on the UC system.</p>
<b>2. Use of a Diagnostic Tool to confirm eligibility and suitability</b>	<p>The work coach will use a <b>diagnostic Tool</b> to confirm that the individual they think would benefit from the programme is both eligible and suitable.</p> <p>We plan to test the decision tree in advance of October 2017, learning the lessons from SES, to ensure it is sufficiently robust to identify the right individuals in the right numbers.</p>
<b>3. Quality Assurance</b>	<p>There will be a need to ensure the tool is being used effectively and we are looking to see how this can be achieved without holding up referrals.</p>

# When should we send people onto the programme?

A claimant with a **health condition or disability** should go onto the programme:

- at the **most appropriate time** as assessed by their work coach.
- the work coach will make an **appropriate judgement** and **ensure core jobsearch activity** has taken place including Basic Skills
- Most referrals will take place between 3-12 months BUT work coaches should not delay a referral to the programme when it is the most suitable support – the ‘gatekeeper role’ can help with this.

**LTU** Claimants should go onto the programme:

- when they have been **unemployed for 24 months**; and
- who are in the **intensive work search regime**.
- Claimants would be **mandated** at this point.

# Key principles for Diagnostic Tool?

The WHP Diagnostic Tool will need to –

- Align with Universal Credit and legacy benefit (JSA & ESA) claimant Journeys
- Enable JCP Work Coaches to assess claimants suitability for WHP with a consistent and structured approach
- Not be too onerous or complex and risk non-compliance
- Avoid duplication and use existing data on claimants where possible
- Be responsive to policy changes or local delivery i.e. contract variations
- Consider cost and licensing fees if purchasing a software package
- Ensure that the right people are referred to the programme.

# Early Thinking on the Diagnostic Tool

- The Diagnostic tool will be published on the Government website for claimants to access although JCP Work Coach interview would still be required to confirm eligibility
- Devolved Areas having access to the Diagnostic Tool and identifying suitable claimants for WHP although the final decision and referral will be conducted by JCP Work Coach
- As part of the referral process to WHP, to share the rationale/reasons for the referral with WHP Providers – outputs of the Diagnostic tool
- Pilot the use of the Diagnostic tool prior to go-live of WHP
- On-going evaluation of the success of the Diagnostic tool to ensure we are referring claimants which meets the policy intent of the programme.

# High Level Timeline for WHP Diagnostic Tool

- Gain internal sign off for key design principles of the Diagnostic Tool at Programme Board - **May 2016**
- Develop a prototype for the Diagnostic Tool including guidance and implementation products including some initial testing **by end 2016**
- Pilot the use of the Diagnostic tool in a number of JCP Districts prior to go-live of WHP **Early 2017**
- Consider findings from the pilot and make any amendments in readiness for go-live **Summer 2017**

# Key Themes from Local Authority Questionnaires

## You told us:

- We should make use of the information we already hold and avoid duplication where possible.
- It is important to ensure the customer provides input on what support they believe they need to allow them to enter the labour market.
- Use of the Diagnostic tool by work coaches should be mandatory
- There are a number of tools currently being used by LA's which have proven to be useful.

## We will:

- Review all sample products you have provided and consider any key principles which can be incorporated into any bespoke products we develop.
- Investigate the cost efficiencies and practicalities of implementing products already in use.
- We will use your feedback to help us to develop a comprehensive tool that will allow for the effective assessment of customer needs

# Research Findings – Contracted Employment Providers

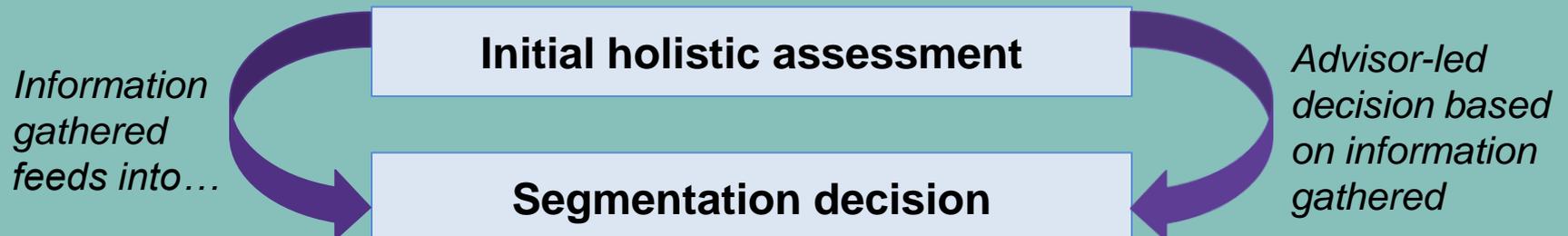
- We discussed existing tools & processes with six suppliers
- We took a cross-section of suppliers from Work Programme, Work Choice, and Specialist Employment Support

## KEY FINDINGS:

Claimants can essentially be categorised into 4 groups:

Willing and able	Willing but not able
Not willing and not able	Not willing but able

Segmentation comprises two stages:



# Research Findings – Contracted Employment Providers

## **OTHER USEFUL INFORMATION**

- Importance of using positive language and moving at the client's pace
- Information can be provided directly by the claimant (e.g. online) or gathered by the advisor (e.g. face to face discussion)
- Most provider tools and processes developed in-house

## **What does this mean for the WHP tool?**

**1. Initial information gathering should be holistic, taking into account wider personal circumstances and motivation**

**2. The tool should suggest whether the claimant should be referred to WHP. The work coach should have the final decision.**