



Making lives better – Booklet 1

Work, health and disability in the future

Booklet 1 – Working and getting help from the welfare system

November 2017



Easy Read



Department
of Health



Department
for Work &
Pensions

Important

This is one of 2 booklets about work, health and disability in the future. This is booklet 1. There is one other booklet that we would like you to read.

- Making lives better – booklet 2. Helping employers make good workplaces and providing better health support.

Green writing

In this easy-read booklet we sometimes explain what words mean.

The first time we mention any of these words, it is in **bold green** writing. If any of the words are used later in the booklet, we show them in **normal green** writing.

These words and what they mean are also in a word list at the front of the booklet, starting on page 4.

Contents

Word list	4
What the Minister says	9
What this booklet is about	12
About the consultation	13
What we want to do	14
What we want to change	16
The welfare system. Helping people get back to work and making assessments better	16
Helping employers get workers. Helping workers to stay healthy and in work	18
Helping people work through good healthcare for everyone	20
Helping people get back to work and making assessments better	22
What people told us about the green paper	22
Work coaches	23
What we are doing	23
What people told us about support to find a job	23
What we are doing about support to find a job	24
Making assessments better	26
What people told us about assessments	26
What we are doing about assessments	27
The support group	27
What people said about the support group	27
What we are doing about the support group	27

Word list

Apprenticeship

Apprenticeships are paid jobs with training from the first day you start work.

Autism

Autism is a lifelong disability that affects how a person communicates with and relates to other people. It affects how they experience the world around them.

Careers Strategy

A **careers strategy** is the way schools and colleges will support people and help them choose the job they are most suited to.

Civil Service

The **Civil Service** is made up of people who work for the government. They help the government decide what to do and put its plans in place. They also provide services like paying benefits and issuing driving licences and giving out passports.

Consultation

This is when the government asks people what they think about its plans or about the best way of doing things.

Education, Health and Care Plan

This is a plan that shows all the support that a child or young person should get with their education, health services, social care services and finding a job.

Employer / Employers

These are people you work for if you have a job.

Employment and Support Allowance

This is a benefit for disabled people and people who are unfit for work. **Employment and Support Allowance** is being replaced by **Universal Credit**.

Fit Note

A fit note is issued by a doctor. It provides evidence for employers or benefit claims of the advice they have given about a person's fitness for work.

Government Departments

These are parts of the government. Each part deals and looks after different areas. The Department for Work and Pensions looks after benefits and pensions and the Department of Health looks after health.

Green Paper

A green paper is a report the government writes with their ideas for improving things. The report asks people for their ideas and to send their ideas for the government to read.

Health System or Healthcare System

The **health system**, sometimes called the **healthcare system**, is things like doctors, nurses and hospitals.

Jobcentre Plus

Jobcentre Plus is a government organisation that helps people move from benefits into work.

Occupational Health Services

These are teams that keep people well at work. They help to keep people healthy and safe. Some of these people also deal with risks in the workplace that may make people ill.

Peer Support

This is when people use their own experiences to help other people. **Peer support** can help people feel better about themselves and help them feel like they belong.

Personal Budget

A **personal budget** is money that disabled people and people with health conditions can spend on the support they want which will help them find a job.

Personal Support Package

This is the help that the government provides for disabled people and people with health conditions to help them to work.

Society

Society means all the people and all parts of life in this country. Everyone is part of **society**. Being part of **society** can mean being accepted and having your views listened to. It can mean being able to live where you want, vote for a government, or join a group. When people are accepted by others this makes a good **society**.

Statutory Sick Pay

This is a payment that is paid to a person who earns more than £113 a week and is off work sick for 4 days or more. The **employer** pays **statutory sick pay**. It lasts for up to 28 weeks.

Support Group

This is a group of people who have a health condition that means they find it harder to work or they cannot work at all at the moment. But they can get help to find work if they want it.

Supported Internship

This is a work experience programme for young people who are disabled or have a health condition.

Universal Credit

Universal Credit is a benefit for people who do not have a job or who do have a job but do not have enough money. Some of these people may be disabled or have a health condition.

Welfare System

This is a government system that gives benefits and support to people when they are out of work or working with low pay.

Wellbeing

Wellbeing is whether a person feels comfortable, healthy or happy.

Work Capability Assessment

This is when people talk to a health expert about their health and how it affects them and their ability to work. This is the way the Department for Work and Pensions works out which benefit a person can get.

Work Coach

A **work coach** is a person who works for the government in a **Jobcentre Plus** office. They help people who don't have jobs to find them. If they are unable to work, the **work coach** will see if there is some way to support them.

Workplace

This is the place where someone goes to do their job. It can be an office or a factory or anywhere that someone works.

What the Minister says

We need to help everyone so they can do the best they can. If we can do this then the country will also do the best it can.

We can bring the best out of people by using their skills and any other things they are good at doing.

The right type of work has a good effect on people's health. When a person is not working these things can happen.

- The person's health and **wellbeing** can get worse.
- **Employers** miss out on the person's skills.
- Health services have more costs.

This government wants a country that works for everyone. This means having a country that helps everyone who lives in it. To do this we must help everyone who can to get a job, and stay in work.

The number of people who have a job is around 75 out of every 100 people. But only about 50 out of every 100 disabled people have a job.

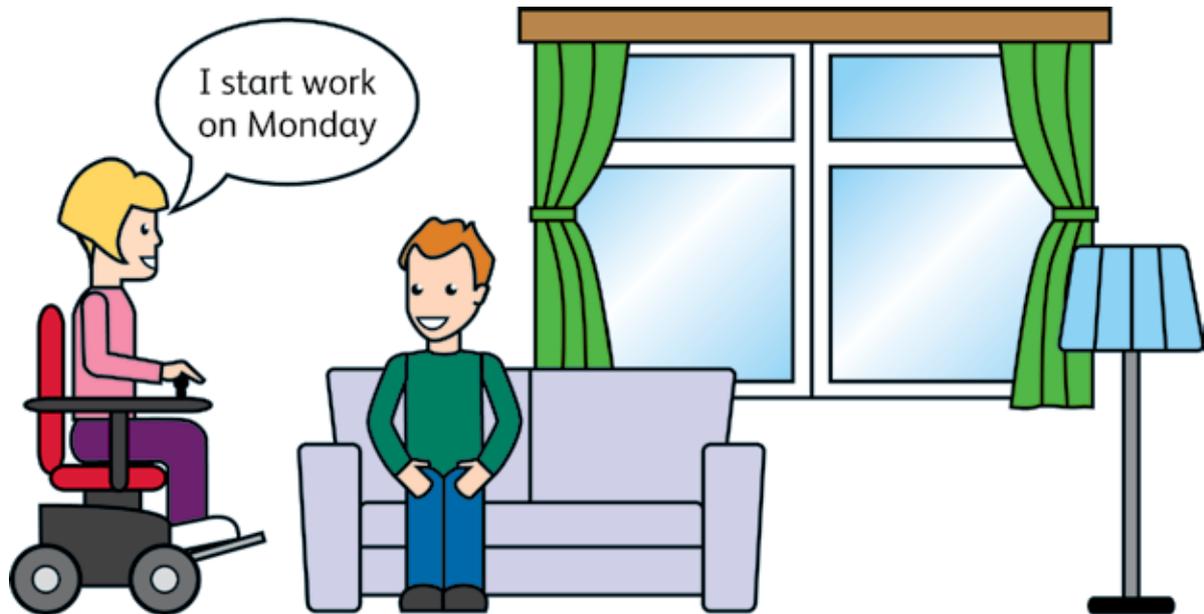
This means that many people who could work and want to work, are not working because they don't get the right support. This means that they miss out on the many good things that having a job brings. Things like more money, but also friends and being part of a community.

Over the next 10 years, this government wants to help to make the lives of one million more disabled people better. We want to make sure that people have the right help to get a job and then to stay in work.

Making lives better – Work, health and disability in the future

We want to start doing this now.

Around one out of every 6 people who are old enough to work has a disability or a health condition. We must use the skills these people have.



The way people work is changing. There are lots of different ways that people can work, like working from home and this can make working easier for some people. There are also new equipment and new technologies which can make things better for people.

This means more people are able to work. Also, it is easier for disabled people and people with health conditions who want to work.

There are lots of reasons that disabled people and people with health conditions can find it hard to work.

We can change this. There are new ideas we can use and we will need to change the way things like how our **welfare system** and **health system** work.

Working and getting help from the welfare system

The government cannot change things on its own. We want everyone to help us do this.

Many people have already been helping to make life better for disabled people and people with health conditions.

Employers can also help. They can give disabled people and people with health conditions a job. They can help disabled people stay in work and make their place of work healthy and open to all people.



We must change the way people act and speak so that everyone is treated fairly and in the same way. We will need to make changes to the **welfare system**, to the **health system** and in **society**.

We are working hard to make these changes. We will do a lot more over the next 10 years.

We need everyone to make the changes. Then we can build a **society** where everyone has the chance to do the best they can.

What this booklet is about

In October 2016 we wrote 4 booklets about making lives better. In those booklets we talked about building a **society** where disabled people and people with health conditions are included.

This booklet is the first of 2 booklets about Making lives better – Work, health and disability in the future.

The 2 booklets are about helping disabled people and people with health conditions to stay healthy, and get high quality healthcare. They are also about getting employers to offer more jobs to disabled people and how employers can support disabled people and people with health conditions in work.

This government wants to see one million more disabled people in a job.

We need to do this now.

We want everyone to have the chance to be independent and to do the best they can in their life.

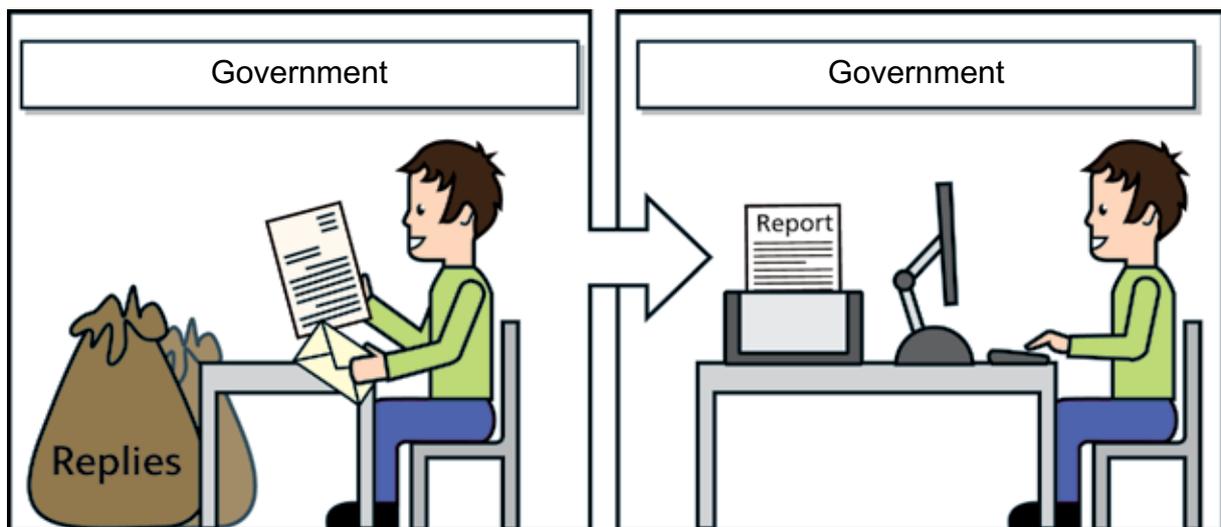
We want **employers** to see disabled people and people with health conditions can make good workers.

If we can get more people into work the country will also do better.

About the consultation

We wrote four booklets in October 2016 about the work, health and disability **green paper**. We asked people to tell us what they thought about our plans. This is called a **consultation**.

We had replies from lots of different people. Altogether we got about 6,000 replies. This report says what people told us.



People said they agree that things should change. They agreed that life should be made better for disabled people and people with health conditions.

Most people agreed with these things.

- We should change the way we assess people for benefits.
- We want **employers** to give more disabled people the chance to work.
- It should be easier for people in work to use **occupational health services** when they are unwell and need help to stay in work.
- We should share the things we find out and the ideas that work best.

Making lives better – Work, health and disability in the future

People said that they want support to find work that is made just for them and that meets their needs.

People told us that disabled people can find it difficult to use public transport. Disabled people can also find it difficult to access buildings. People told us that dealing with money can be difficult.



These things can also make it hard for disabled people and people with health conditions to get a job.

What we want to do

The Department of Health and the Department for Work and Pensions are working together to make things better for disabled people and people with health conditions.

But they will also need to work with other organisations and **government departments** to think about how we can make things better for disabled people and people with health conditions.

In 2017 there were 3.5 million disabled people in work. By 2027 we want that number to be 4.5 million.

We are looking at lots of different things. This booklet and booklet number 2 will look at 3 things.

- The **welfare system**.
- The **workplace**.
- The **healthcare system**.

We want to make the **welfare system**, the **workplace** and the **healthcare system** better. We want to make sure they work better together.

We want to help people get a job. But we also want to help disabled people and people with health conditions to stay in work. We know that when a person has not worked for a long time, they are less likely to go back to work.

We want to work with **employers** to make sure they help their disabled workers do the best they can.

We want to help everyone in the way that works for them, whatever their health condition or disability. We want to help people who have more than one condition, people who have uncommon or complex conditions, people who have conditions that change over time, and people with learning disabilities or **autism**.

We know that mental health conditions and muscle and bone conditions are the most common issues that affect people being able to work. We need to make sure that the support we offer works for these people.

We want to change the way people think and act towards disabled people and people with health conditions. It is important. It will make the lives of disabled people and people with health conditions better.

We will need to make sure employees can get help to do their job by helping them to get things like special computers, chairs or computer screens.

What we want to change

We have started work on many things that were written about in the **green paper** in October 2016. But we want to do more.

We have a lot of ideas. We will be working with different groups and organisations to get the best results. Once we know they work we will start using the best ideas.

We will run a competition to find and pay for good ideas. This will be called the Challenge Fund.

Each year we will tell you how we are doing, what we have done and how many disabled people are working.

The welfare system. Helping people get back to work and making assessments better

One way the government helps people with disabilities and people with health conditions is paying benefits through the **welfare system**.

Employment and Support Allowance is one of these benefits. We know that the support people get does not help disabled people in the way that we want it to.

We want to make these changes so that **Universal Credit** works even better for disabled people or people with health conditions.

We want **work coaches** to have more training. This will help them work better with the person they are helping.



We are making sure that help with work is given to the people who need it.

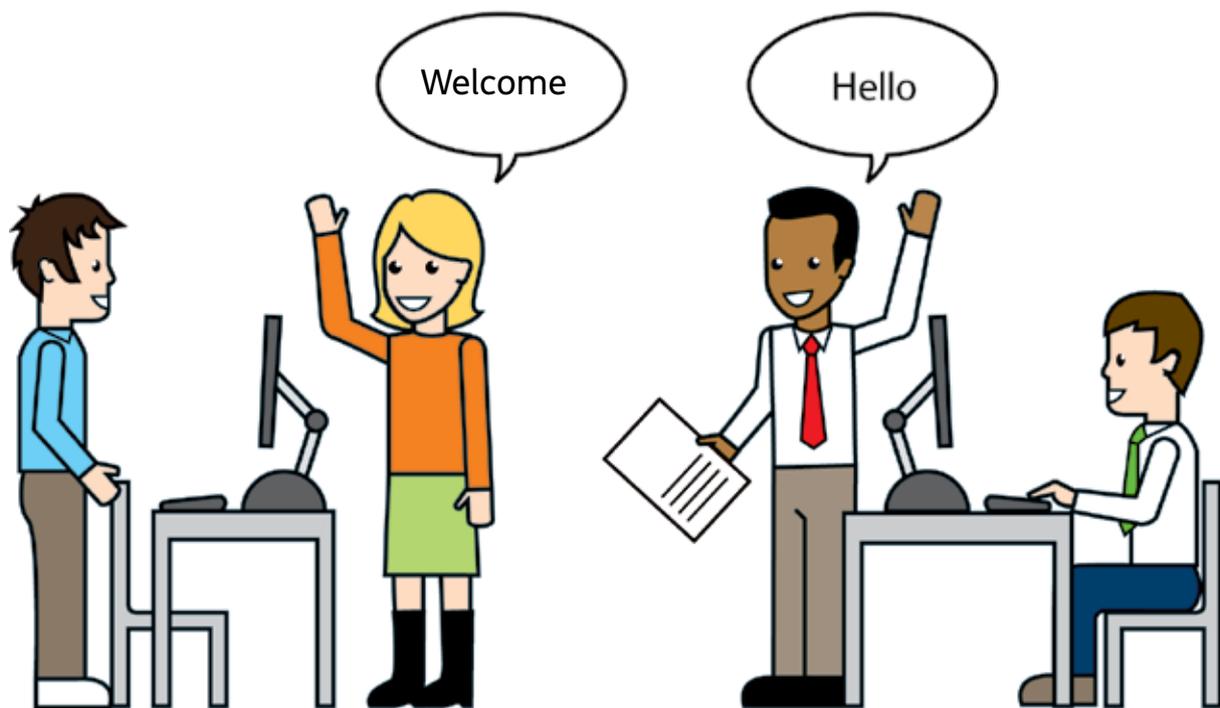
We are making the **Work Capability Assessment** process easier for people claiming benefits.

We are also testing new things to see what other changes would help people with health conditions and disabled people.

We will help people in the **Support Group** to build up their skills and support them to move into work if they can.

Helping employers get workers. Helping workers to stay healthy and in work

Employers are important in helping people to get a job and to stay in work.



Some **employers** help people who work for them in lots of ways. But we want all **employers** to do more to help people who work for them.

We want to work with **employers** to help them to see the benefit that a mix of people in the workforce can bring. We also want to show the good things that happen when **employers** help people to stay well and to be the best they can be.

Since October 2016 there have been 2 important reports about how to make the **workplace** better for people.

One report was written by Lord Dennis Stevenson and Paul Farmer. It was about looking after people's mental health, and how employers can help the people who work for them to stay in work and do well in work.

The other report was written by Matthew Taylor about making work good for employees.

We have listened to these and in booklet 2 we talk about how we are doing some of the things they have suggested.

We think that these things should happen.

- We need to give all **employers** better help and support.
- We want the **Civil Service** to be one of the leading **employers**.
- We want bigger employers to be open and let people know how they are doing.
- We want to change **Statutory Sick Pay**.
- We want **employers** to get enough support to make sure they employ disabled people and we want **employers** to help disabled people and people with health conditions to get jobs and stay in work.

Helping people work through good healthcare for everyone

Having good healthcare at work is important. It helps people to stay healthy and also helps them to get better when they are ill.



People told us we need to do these things.

- We need to do what we can to keep people healthy.
- We need **employers** to support people with health problems. This means joining work and health together.
- We would like to see more people get help from mental health services and understand what support people can get for things like a bad back or problems with their knees.
- We need to make the **fit note** better.
- We need to make **occupational health services** better.

Working and getting help from the welfare system

We have started to make it easier for people to get help with **mental health conditions** by having more specially trained people who they can talk to about their problems.

We are working with lots of groups and organisations, local people, **employers** and disabled people to make the best changes we can.

Helping people get back to work and making assessments better

The **welfare system** is very important. It supports people when they need help. It also helps people to start work and to stay in work.

We want to make the **welfare system** work for people.

We want to give people support and also let them choose what they want or need.

What people told us about the **green paper**

People told us that they want everyone to know what help and support they can get.

People want to stop benefits being seen as a bad thing.

People want everyone to be happy to use the **welfare system** if they need it and to get the best out of it.

Work coaches

People told us these things about **work coaches**.

- People want more **work coaches**.
- People want **work coaches** to better understand disability and illness.
- People want **work coaches** to spend more time talking to them, so they can give them better and personalised help.
- People want **work coaches** to have training about mental health and to know more about other health conditions.

What we are doing

Work coaches go on a 3-weeks training course. They learn about different health conditions and disabilities.

We are also looking at how to make the support we offer to **work coaches** better. This will mean they can help people claiming benefits as much as possible.

What people told us about support to find a job

People told us that they want support which is made just for them and that meets their needs.

People want support that still helps them if they do things like change benefits, start work or change the number of hours they work.

People also want to be able to say whether they want support or not.

Some people said that disabled people and people with health conditions should be able to get support to help them become self-employed if they want to.

What we are doing about support to find a job

Jobcentre Plus has a new **Personal Support Package** for disabled people and people with health conditions. This means **work coaches** can give people support to look for work that is right for them.

We want to make local support better. We want local groups and organisations to help us support people into work. To help them do this we have set up a new Work and Health Programme.

It is important that people with any health condition can get help.

We want to find the best ways to support people who have the greatest needs.



We are working to support people with learning disabilities or **autism**. We know that most people with these conditions do not have a job but would like to have a job. We want to make their lives better by helping them find a job.

We want to make the move from school, college or university to getting a job easier for young people. We know this move can be hard for people who have health conditions or disabilities.



Many people with learning disabilities or health conditions find it hard to get a job or keep a job. They may have been told that they cannot do very much and they do not have much confidence. They also may not get the right support to find and stay in a job.

To help make this better, the government is working to make sure that more disabled people can take part in **apprenticeships**.

Making lives better – Work, health and disability in the future

The government is making a new **careers strategy** that will support disabled young people to think about their interests and talents and help them to plan a pathway to work more easily.

We want to make sure that every young person who has an **Education, Health and Care Plan** has the chance to take part in a **supported internship**. This helps people build up their skills and get work experience.

We are testing **peer support** for disabled people, people with health conditions and other people who do not have a job. We want to see if this makes people more confident and feel better about themselves.

Making assessments better

We are making the **assessment** process easier. We are also testing new things to find out what changes we need to make next.

What people told us about assessments

People said that they wanted changes to be made to the **Work Capability Assessment**.



What we are doing about assessments

From September 2017 we stopped reassessing people with the most serious conditions on **Employment and Support Allowance** and **Universal Credit**.

Over the next few years we want to make more changes. We will do some tests to find out what works before we make more changes.

We want to make the lives of people who need benefits easier and better.

The support group

We want everyone in the **support group** to get the best help they can.

What people said about the **support group**

Most people said that we should help people in the **support group** find and keep a job, and give them health support.

What we are doing about the **support group**

We are looking at what support people in the **support group** need.

We are looking at the idea of **personal budgets** to help them pay for support.

Over the next few years we will test a lot of things and we will work with groups and organisations to make the best support we can.

If you need more of these easy-read reports, please contact us. Our address is shown below. Easy-read reports are free.

If you want to look at the full report written in English, you can see it on our website at www.gov.uk

Copies of the full report can be made available in other formats on request. Our contact details are shown below.

Work, Health and Disability,
Second Floor,
Caxton House,
6-12 Tothill Street,
London,
SW1H 9NA

Email: workandhealth@dwp.gsi.gov.uk

Please contact us if you have any other problems getting the report.

© Crown Copyright 2017

ISBN: 978-1-78425-993-8

Published by the Department for Work and Pensions and the Department of Health.

November 2017