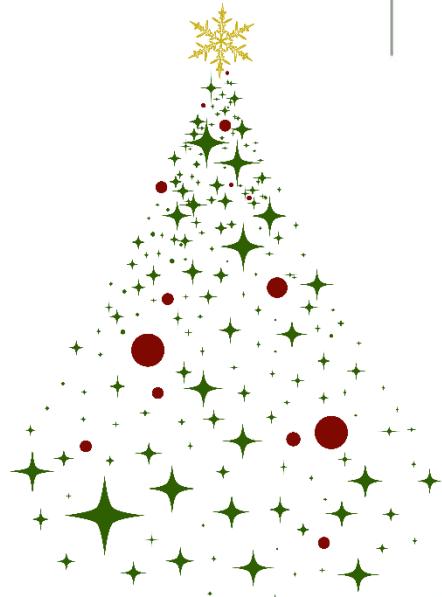


**WORKING
WELL**

GMCA

GREATER
MANCHESTER
COMBINED
AUTHORITY



WORKING WELL

Quarterly Brochure

December 2018

Welcome to the December edition of the Working Well quarterly brochure.

Since the last edition, we have appointed a provider for the Working Well (Early Help) Programme which will commence delivery in March 2019.

The spotlight in this edition focuses on a review of the Working Well Talking Therapies Service, which operated as part of the Working Well Ecosystem until October 2018, including a case study on how this service has helped one of the Working Well participants to overcome her barriers to finding employment.

Working Well Performance updates (in total to Nov 2018)



= 3808

Up from 3246 in July 2019

Attachments/Starts = 19,354



Referrals = 28,655



News: Working Well Early Help - Contract Award

The procurement process for the Working Well (Early Help) programme has now concluded and Healthworks have been appointed as the successful provider.



This programme will support up to 11,000 Greater Manchester residents who are in work with health conditions or disabilities, who are at risk of falling out of work, or who are newly unemployed due to health issues or disability. The programme is the next step in the wider transformation programme to create an integrated health, skills and employment system across Greater Manchester (see below).

There will now be a period of implementation where the appointed provider will work closely with Programme Office and Local Authority Leads, ahead of the programme commencing delivery in March 2019.

See page 4 further on in the brochure for a more detailed overview of the support that Working Well (Early Help) will offer to participants on the programme.

News: Disability Confident Events

On 2nd November 2018, Working Well hosted a breakfast **Disability Confident Event** in Manchester.

The event aimed to promote equality within employment and to ask employers to engage with Working Well Programme clients and service offer by signing up the Working Well pledge. It promoted the benefits of recruiting people with disabilities; helping inspire, inform and provide employers with the confidence needed to transform recruitment attitudes and behaviour whilst also showcasing Working Well's offer to a wide range of local SME, national and multinational employers in attendance .

These events will run across GM over the next 5 years. The next event will be in Tameside in early 2019.

To find out more about the Working Well Employer Pledge please visit:

<https://inworkgm.co.uk/employer-pledge>



Working Well Early Help

The Greater Manchester Combined Authority and the Greater Manchester Health and Social Care Partnership have been working together to develop and commission the new **Working Well (Early Help) programme**.

Healthworks have now been appointed to deliver the Early Help service, which is a partnership led by Maximus People Services (MPS) and supported by Pathways CIC and also draws on the capabilities of two MPS corporate partners, Health Management Limited and Remploy Limited.

The objective of the Working Well (Early Help) programme is to design and test an early intervention system available to Greater Manchester residents in work with health conditions or disabilities, who are at risk of falling out of work, or are newly unemployed due to health issues or disability.



11,000

The programme will support up to **11,000 individuals** between **March 2019 and March 2022**, supporting participants for up to 26 weeks, including biopsychosocial assessments at the start and end of the programme to support the programme evaluation findings



The primary referral sources will be from people employed in **SMEs across GM**, with referrals also from a number of **participating GP practices** within neighbourhood hubs, **employers** and via **individuals directly**. **Jobcentre Plus** will be a sign posting partner for those who are newly unemployed.



The offer will be delivered via a mix of **telephony, digital and face-to-face support** through a main centre hub and a number of outreach/co-location sites in across GM.

Key elements of the Healthworks delivery model include:

Community based partnership managers

A community-based stakeholder engagement team

Vocational Rehabilitation Caseworkers (VRCs)

Every participant will have a dedicated VRC to support their end-to-end journey towards and into sustained employment.

Clinically qualified practitioners

There will be a number of dedicated in-house Health Practitioners (Mental Health and Musculoskeletal)

Digital offer of support

Advisor in Your Pocket – will be available as an App to facilitate ‘live’ VCR-support for participants, including personalised job vacancy notification; and mock video interviews

ChatBox Virtual Coach

An AI-based Information Advice and Guidance (IAG) approach for employees at risk of unemployment.

Piloting the newly developed GM Fit Note

The Early Help programme will lead the field in piloting and developing a GM Fit Note which will enable Healthworks to produce a Fit Note which is ordinarily completed by GPs.

Through the procurement of the contract, GMCA have also placed a 20% value against the **added social value** the contract will generate, resulting in 28 social value outcomes that will provide tangible added value and help deliver towards the Greater Manchester Strategy priorities.

Shine a Light: Working Well Talking Therapies Service

The **Working Well Talking Therapies Service (TTS)** was commissioned to support Working Well Programme participants who were assessed to be experiencing mental health problems, recognising that mental health issues are a barrier to employment for a high proportion of benefit claimants.

The service was delivered by **Greater Manchester Mental Health NHS FT Trust** and operated as part of the wider **Working Well ecosystem** as an Improving Access to Psychological Therapies (IAPT) service, aiming to support clients with mental health problems as a barrier to employment. The level of integration with Working Well and Talking Therapies has been positive throughout the operation of the service, providing the opportunity for key workers to work collaboratively and complementarily with TTS, and enabling them to have oversight of clients when they were receiving support. The service ended delivery in October 2018.



Key stats from the service

 **2814** were referred to TTS

 **1791** people supported by the service

65%

of those with a planned ending reported completely resolving the problem for which they sought help.

The typical WW TTS service user had a larger number of presenting needs than the national average

62% had 4 or more vs. 44% in routine IAPT, for a longer time (66% over 6 years vs. 44%) and were deemed less motivated to change (21% highly motivated vs. 37%).

What participants have said about the service:

“It has been the best help I've ever had and the most useful service I've been under”

“The therapists are kind, relatable and encourage autonomy”

“I had complete confidence in my therapist and I can't thank her enough for all the support she has given me”

“I feel like I understand more about why/how. I feel like I am pointing in the right direction.”

“I have every confidence in the service both the talking therapy and the group.”

“Has really helped me a lot, I wouldn't be where I am today without the help I received”

“I feel that all the tools I have been given have given my life back”

Working Well Case Study - Tameside

This client was referred to Working Well in July 2017 from Stalybridge Jobcentre. The participant was dealing with mental health issues including anxiety, depression, low self-esteem and low confidence.



The participant was encouraged to access the local Live Well programme, run by Be Well Tameside, which provides advice and encouragement for participants to take part in fitness activities at a more affordable cost.

The participant joined the gym and began to attend on a regular basis, using fitness to help with her mental health issues. This helped to boost her confidence, and she subsequently expressed to her key worker that she felt ready to start work. With support from the Employment Partnership Consultant and key worker, she was helped to find a role in a local factory.

Unfortunately, the client only remained in this role for a short time following a challenging experience with her colleagues. Following this, it was agreed that due to her complex issues the client would be referred to the Ingeus Mental Health team for advice and support for her anxiety and depression.

The participant attended several workshops and began working with a Talking Therapies practitioner, on a course of Cognitive Behavioural Therapy. On completion of the support provided by the mental health team, the in-house mental health workshops and the CBT counselling with Talking Therapies, the participant and key worker agreed that the client had made significant progress and was now armed with sufficient coping strategies to tackle any challenges that arose during the job searching process.

Next the Key worker supported the client to identify the job roles she felt would help her progress and grow. The key worker asked the client to choose three jobs and mentally place herself within those roles to understand and imagine what the role would feel like. The client was able to consider what role would boost her self-esteem and which environment would suit her, the client felt that retail would be the best option due to the variety in the role and the customer interaction.

The participant, helped by her key worker, started to actively job search following an up to date and tailored CV being completed. Together they completed a supported CV walk, where the participant was able to discuss available job opportunities. As a result the participant successfully secured an interview with Warren James.

The client was supported to prepare for this with a mock interview. Employer and employee expectations for the role were discussed, along with the potential positive and negative implications that work could have for the client so that she was fully aware and prepared for any triggers. The client was also offered financial support to purchase suitable interview clothing.

The participant was successful in her interview and started work soon after. The key worker has continued to provide weekly in work support through both face to face appointments and phone calls. The client is flourishing in her new role and has seen a boost to her self-esteem, her worker is very proud of how far the client has come.

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Key Resources:

Our web address:

<https://www.greatermanchester-ca.gov.uk/workingwell>

For videos about Working Well:

<https://www.youtube.com/watch?v=4PC2qbZHq9M&list=PLBVRO0hVC70v1uoSEqraCjukX5jXqwVtl&index=4>