



Report of the Chief Officer Customer Access

Report to Citizens & Communities Scrutiny Board

Date 10th April 2017

Subject: Community Hubs – Work in Jobshops with Workplace Leeds

Are specific electoral Wards affected?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If relevant, name(s) of Ward(s): Armley, Bramley & Stanningley, Pudsey, Gipton & Harehills, Headingley, Hyde Park & Woodhouse, Otley and Yeadon, Horsforth, Chapel Allerton, Alwoodley/Moortown, Middleton Park, Killingbeck & Seacroft, Kippax & Methley, City & Hunslet, Morley South, Rothwell,		
Are there implications for equality and diversity and cohesion and integration?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number:		

Summary of Main Issues

At a previous scrutiny board on Community Hubs a question was asked about the mental wellbeing of customers using the Council Job Shops to find employment. This report is to provide a brief to the Board on the work ongoing in Job Shops with Work place Leeds. Employment and Skills procured a contract which was awarded to Work place Leeds (Leeds Mind) to work with residents suffering mild mental health issues which was a barrier to them finding employment. The contract began April 2016 for 2 years.

Recommendations

The Board are recommended to

1. Note the contents of the report including the progress made to help residents with mental health issues prepare for work;
2. Consider the findings from year 1 and how this impacts on the year 2 delivery;
3. Consider how as a Council we can continue to support residents with mental health problems into work.

Background documents¹

None used

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

Purpose of this report

- 1 Update on year 1 of the programme
- 2 Consult with the Board on the scope for future work to support residents with mental health issues into work
- 3 To consider whether there is a wider role than focussing on residents looking for work and what this may look like

Background Information

- 4 Employment and Skills commissioned MIND to deliver their nationally renowned Workplace Leeds model in support of residents with low level mental health to move into employment.
- 5 There are 2 key elements to the contract: firstly, service delivery within Community Hubs and secondly; a staff development programme to build the capacity of Hub teams to more effectively support this customer group. The target is to assist 70 residents in year 1 and a further 70 residents in year 2. Staff development includes the delivery of mental health awareness training and shadowing of the Workplace Leeds team in sessions with customers. By 31 October 2016 Workplace Leeds were already working with 70 residents to help them into work.
- 6 The 2 workers employed by MIND to work with Job Shops are co-located in 3 Community Hubs; Armley, Dewsbury Road and Reginald Centre but take referrals for this service from across the City.

What the year 1 contract has shown

- 7 A large number of residents referred are socially isolated with multiple barriers to work, including mental health. This has resulted in intensive work in the early stages addressing issues aside from employment. Many residents seen are in “crisis”, needing emotional support, and this is the first mental health support they have been offered. These residents have required high levels of work and support. MIND has signposted to other organisations too, such as Leeds Mind Peer Support, Dual Diagnosis, Community Mental Health Teams and GPs but this is not always a quick process.
- 8 It has been found beneficial to the resident if support is provided through signposting to other agencies to help remove the barriers faced in their journey towards finding employment. Many people have not had the knowledge, support or confidence to approach the relevant support that they need to be able to address these barriers
- 9 Residents once they have started work, require in-work support to monitor the impact of starting work on wellbeing and to ensure they are supported whilst settling into their working roles
- 10 Mental health has become more of a discussion point with the Council’s team in the Community Hubs. The teams are not only recognising mental health needs of those

using the service, but are also talking about their own wellbeing and support needs. Some of the team have said they would benefit from the opportunity to discuss difficult situations and the stress of front line work

- 11 There have been occasions where residents have come into the Community Hub reporting suicidal intentions. MIND have been asked to assist the Council's team to deal with these residents and have spoken in depth to these individuals ensuring their safety and employing suicidal prevention measures
- 12 MIND have advised Councils staff how to approach mental health conversations with residents who are not job-seeking but accessing other Council services
- 13 Mental Health Awareness Training for the Community Hub staff has been well received and there has been excellent feedback from the 4 sessions
- 14 When no more referrals were taken from October as the 2 workers had the maximum of 70 residents to work with, there has continued to be numerous residents who would have benefitted from additional support due to mental health difficulties
- 15 The shadowing of the Council's team with MIND has caused worries over dealing with some of the issues that the MIND team are able to undertake. This has led to the Council team questioning whether they would be able to undertake this in-depth support once the contract ends with the Councils.
- 16 The outcomes so far are shown at Appendix 1. At Appendix 2 a case study is shown.

Key Issues from year 1 which will need to be considered as we move into year 2

- 17 Establish weekly Working Well group sessions to:
 - expand the offer to customers
 - support the effective management of caseloads
 - extend the development opportunities for Hub staff to build capacity
 - provide opportunities for the first time to more confident Hub staff to cascade learning/skills to colleagues
- 18 Improve caseload management by:
 - introducing more intensive caseload monitoring and active progression sessions with customers earlier to build confidence and focus
 - providing support through a case conference type format with Hub colleagues to improve continuity for customers as the contract wind down period starts
 - ensuring the staff development is effectively and appropriately aligned to the profile of customers
- 19 Within the second quarter of year 2 having completed more staff development time, identify Hub staff who may have an interest in taking a lead on:
 - taking forward the learning from this pilot
 - rolling out to other Hubs not included in the pilot
 - establishing a working group to plan for the above

Recommendations

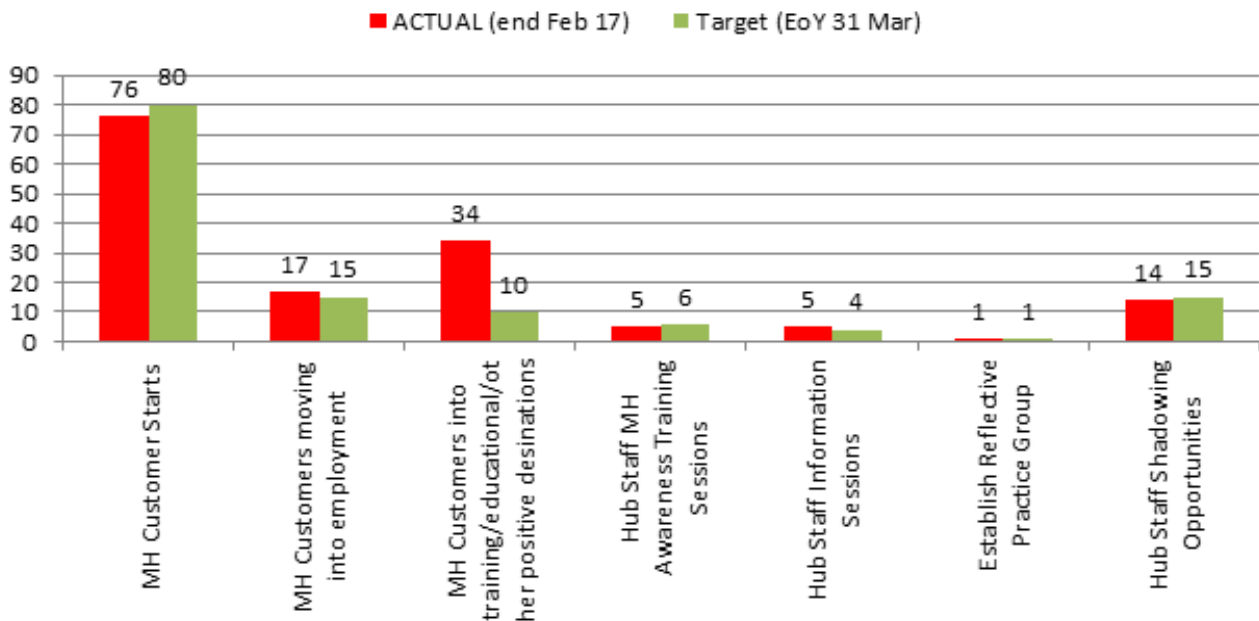
The Board are recommended to

1. Note the contents of the report including the progress made to help residents with mental health issues prepare for work
2. Consider the findings from year 1 and how this impacts on the year 2 delivery
3. Consider how as a Council we can continue to support residents with mental health problems into work

Appendix 1

Cumulative Delivery Targets Profile	ACTUAL (to 01 Mar 17)	TARGET (to 31 Mar)
Customer Starts	76	80
Customers moving into employment	17	15
Customers into training/educational/other positive destinations	34	10
Hub Staff MH Awareness Training Sessions	5	6
Hub Staff Information Sessions	5	4
Establish Reflective Practice Group	1	1
Hub Staff Shadowing Opportunities	14	15

Year 1 Workplace Leeds Employability Pilot



Appendix 2

J first came into the Reginald Centre about a general housing issue and saw one of the Customer Service Officers for support. She told the CSO she was in debt and that she couldn't cope anymore, she said "she was not in a good place." The CSO advised the customer about Step Change and Money Buddies and the pilot.

The MIND worker took her into a private room where she disclosed that her 17 year old son was violently abusing her and didn't know where else to turn. She then disclosed that she had recently attempted suicide, going into a field, taking tablets and drinking a bottle of vodka. She was reported as missing by a family member, a police helicopter was deployed and she was taken to hospital.

J has benefited from the MIND Specialist's help and support over the last 5 months and she has turned her life around. She has attended a number of courses including stress management, confidence and assertiveness, maintaining wellbeing, and confidence for work. J wasn't on benefits so attended a welfare rights clinic at the Reginald Centre which established a regular income.

The customer then received money management support via Money Buddies which has helped her to budget more effectively. MIND has continued to provide advocacy support for J – most importantly working with social care to find adequate support directly for her son who now has his own tenancy, and no longer has direct access to her property.

J now says that "my confidence has rocketed and I can't thank you enough. I think you actually saved my life"