

Richmond Fellowship - Kirklees Employment Service

Annual Report 2017 – 2018

Introduction

Kirklees Employment Service is a specialist employment service designed to offer employment support to people with mental health issues and also individuals with autistic spectrum conditions and early onset dementia. Kirklees Employment Service aims to match individuals to the type of work and workplace in which they can succeed.

The people who use our services are central to everything we do. We believe that each person is unique, and should have the opportunity to take control over his or her life, and to develop new meanings and purposes. We concentrate on the person and his or her personal needs, choices and aspirations, rather than on diagnostic categories or labels.

Some of the benefits people experience from getting back into work or education;

- Making new friends, developing a sense of identity
- Keeping busy and establishing a routine
- Getting involved in the local community and feeling useful
- A sense of achievement
- Learning new skills
- Gaining confidence

Testimonial from client

“The support I’ve received from Richmond Fellowship has been good. They appreciated that I had a part-time paid job, and didn’t pressure me to attend courses when I was unable to”

“The practice interview sessions have been very helpful and I got a lot from the feedback I was given. From learning to recognise bad posture to touching my face a lot, which I didn’t realise I was doing”

“I’ve gained confidence in interview skills by practicing how I word my answers, and my interview technique has improved. I make sure that I get all the relevant information out in the interview, and I’m now aware of what information not to bring out in a interview”

“Overall, the service I’ve received has been good and the support given has helped me to achieve my goal of getting full-time paid employment”



Kirklees Employment Service

Supports people to return to paid employment, voluntary work, work placements or further education. We offer information, advice and guidance in one to one sessions with Employment Advisors, and we deliver a range of group based learning opportunities.

Our aim is to encourage each individual's sense of independence, purpose and fulfilment, and develop the skills necessary to manage their mental health problems and return to work or training. Our fully flexible range of work-related support enables individuals to join the workforce for the first time, re-join after a period of absence, retrain in the career of their choice or retain their current position with retention support.

General developments

In the past year we have done extensive marketing to Women's organisations and BME groups. Also we have done staff training on working with employers to support our new team after the re-structure. We have been working much more closely with health this year; we now have Employment Advisors attending weekly at Folly Hall, Ravensleigh Resource Unit, Ward 19 in Dewsbury, and the Dales. This is in order to provide as much support as we can to users of secondary services. Partly as a result of this we have experienced an increase in retention work.

Vision for next year

Next year our plan is to continue to engage with secondary services and maximise our opportunities to work with people using those services. Also, now that we have our new team in place and trained, to market the service to employers as a retention service to enable more people to get the help they need to prevent them losing their job due to mental health problems or stress.

Customer Survey

"Thank you for supporting me in finding new employment. Working with my Employment Advisor helped me build my confidence and made me aware of what I can achieve"



Peer Support

Although the Peer Support element of Richmond Fellowship did see a reduction in the number of volunteers in the first part of the year, when the longstanding Peer Support Coordinator Hannah Moradi went on maternity leave, this was short lived. Through the hard work of Karl Jackson-Lander, Hannah's replacement, and the employment team the number of volunteers has increased from 3 to 14 by March 2018.

The volunteers have been involved in the process of designing, co-production and Facilitating the wide range of workshops and activities that we have provided. Early 2018 has seen a marked increase in the number of volunteers facilitating workshops. With the help of the new volunteers we have been able to start planning new courses, including an Internet Café, a song writing group, an Intermediate IT workshop and a book reading group. The existing Art and Craft and Newsletter groups have also continued to grow in numbers. The Art and Craft group has been working on a 5 ways to Wellbeing display, which will be on show in reception. The Newsletter group has continued to provide high quality articles around mental health and wellbeing for the newsletter, which is published widely within Kirklees.

Peer Support has also finalised a partnership deal with the Recovery College in Mirfield that will see the Confidence to Work and Assertiveness and Communication workshops run there. The workshops will be advertised in the Recovery College prospectus. The Dewsbury branch of the Kirklees hearing voices group, which is co-facilitated by Karl, has increased in numbers, with the possibility of a separate branch opening in Huddersfield. Looking ahead to late 2018, there are plans to develop a partnership deal with Connect Housing to run an Internet Café there on a regular basis, if funding can be agreed. Overall 2017-2018 saw 169 peer supported activities provided with 442 attendees and 123 new referrals were received.

Outcomes

For many people, joining Richmond Fellowship is the first step back on the road to employment related activity. Our skilled and friendly Employment Advisers support clients to identify what they want to achieve and then provide advice and guidance on how to reach their goals.

Employment Advisers are well linked in to wide networks of partner organisations, which enable them to obtain useful information about local vacancies, voluntary work or learning opportunities.

At Richmond Fellowship, we treat people as individuals, listening to their concerns, helping them to identify their strengths and re-learn problem solving skills. The opportunities we seek out are determined completely by the needs and wants of the people we work with.



Service User outcomes.

Self Improvement Activities/Workshops

Some of the self improvement activities/workshops clients have attended;

IT Course, Anger Management, Autism Service Support, LAB – 2 week Confidence to Work, Assertiveness and communication, Mindfulness Course, Arts Group, Dance class, Women’s Centre Counselling, Sewing.

These informal opportunities enable people to make new friends and gain confidence, have fun and develop or re-discover skills.

Example of this:

A client we are working with who had received a late diagnosis of Autism and they found it extremely difficult to access social networks, support and also an official diagnosis. We signposted the client to Autism Services, they attended – the feedback we received was extremely positive and the groups helped build their social networks and also provided a wealth of information, including focused support for those with Autism wanting to set up their own business. The client uses this hand-in-hand with our service.

Customer Survey

“I have received good support with my mental health; Meeting on a regular basis has been good for me. The support got me thinking about what I can do. I tried a work placement and I’m now doing some paid work”



Service User outcomes for this financial year consist of:

101 Accredited Courses

Many people want to return to education, either to develop their confidence or to enable a return to work. An example of how we support this might be going through a college prospectus with someone, or exploring opportunities for childcare.

Examples of the courses successfully completed this year are;

Customer Service Course, ESOL Course, Photographic Make up and Beauty Level 3, Health and Social Care Level 2, PAT testing course, Massaging Course, Maths and English, Health and Nutrition.

Example of this:

We support a client who did not speak or read English also experienced significant mental health difficulties. In order to support this client we arranged for an interpreter to attend 3 meetings with the client. It became clear that the client wanted to improve their English skills and we found a selection of ESOL courses available in the area. The client was very anxious about going to the courses due to the language barrier. To help with this we planned public transport routes together, and then accompanied the client on public transport to attend the ESOL course at the Al Hikmah Centre. We also supported by creating a travel pack with a simple bus route, bus numbers and taxi numbers/prices to support with attending the course in the future. The client used this pack in order to attend the course, and also invited a friend along, the client was thankful to us as they felt we really listened to what they wanted. We also signposted the client to the Taleem Centre which have a session for people experiencing mental health problems, along with Urdu speakers. Through using our service the client also joined social group which began to help build up social networks.

Customer Feedback

I got excellent help and guidance from the adviser, who kept our meetings very professional, but also helped on a very personal level. Helping focus on the positive opportunities for employment and job satisfaction".

Out and about

Some of the creative activities of staff and service users;



LEFT: Example of craftwork. Cat Wreath for Halloween created by RF clients in the Art & Craft

BELOW: Sharon Goodall One of the Art and Craft Volunteers with her Tiger Painting





49 Volunteering Opportunities

Volunteering is a great way to help others whilst helping yourself.

Volunteering helps people recover their confidence as part of their recovery journey and can give many benefits;

- Trying out a different job role
- finding out about paid work opportunities
- making friends
- feeling like you are making a positive contribution
- fun
- Improved health
- trying something new
- learning something new
- boosting CV with recent experience
- better employability

This year we have supported people into a range of different voluntary roles, which included;

library volunteer, Oxfam Festival Shop, Food bank, Administration Kirkwood, Charity shop customer service, Literary Festival, Hand masseuse at Lindley Grange, General Hand – Sue Ryder, Production Operative Haworth Steam Breweries, Caterer assistant at Connect Housing, Magistrates Court volunteer, Grounds man at local church, Retail assistant at British Heart Foundation.

Example of this:

We supported a client who initially struggled to come to meetings due to experiencing mental health. During our initial sessions the client showed so much enthusiasm when we were talking about crafts and DIY and their personality changed completely when described and showed the employment advisor pictures of their projects. Knowing this about the customer, and knowing they would like to explore volunteering, together we researched into opportunities in the area and found a DIY volunteer position, the client signed up straight away. Within a few weeks the client was volunteering once a week and found that being able to do something they really enjoyed was helpful to building their confidence back up. The client also found that the staff and management were extremely supportive, and on days she they were not volunteering, they were able to go in for a cup of tea and have a chat.

Comments from some of our workshops;

Confidence to Work

Job seeking skills, applications and interviews were covered with lots of self-empowering, confidence building and positivity. I was able to take part in presenting information and continue to encourage some of the group members that still use the employment service.

Ways to Wellbeing

This 5 day course helped me to look at how I can improve my wellbeing and share the information with a group. Since the course I have aimed to include all the 5 ways to wellbeing week by week. The course included meeting people from other organisations and a further course in Dewsbury due to its success.

Art Group

Art Group is a great weekly activity where members can develop their skills or just let the creativity happen. There are loads of resources to choose from, and support and encouragement.



40 Paid Work Opportunities

This year, we supported people into paid work in the following roles;

Chair manufacturing, cleaner, Prosecution Team administrator, Assistant Lab Assistant, Production Operative, Laundry Assistant, Purchases Clerk, Retail Assistant, Manager Supermarket, Self Employed construction, and many more.

Supporting someone into employment can include helping them to create a CV, learning how to use Universal Jobmatch, setting up a Hotmail account, doing a mock practice interview, and more.

Example of this:

We supported a client who was looking to return to employment after several years of being unemployed, over this time away from the work place the client had developed a passion for building models. We spent sessions working on the clients CV and we also supported to create a cover letter. The client worked incredibly hard, and using the most of their 1-2-1 support session with their employment advisor they was successful in gaining full time employment in a furniture manufacturing company, and not only did this mean the client achieved their personal goal of gaining employment, the employer recognised the transferable skills the client had, the employer sated that because of these skills in producing models they would probably be able to progress through the company at an accelerated rate.

Employer engagement

The team has continued to contact employers to discuss employment, placement and voluntary opportunities, also promoting our service available to any of their employees who maybe experiencing mental health problems and require support to retaining employment.

In addition to helping people find work, we also help people to move from one job to a more satisfying role or to get more hours. By enabling people to be happier in their work, this enables people to have better mental health, because a great deal of stress is caused by people being in jobs they dislike.



40 people supported to Retain their job.

We support people to retain their employment, whether in their current role, for example through returning to work after sickness absence, or with a new employer.

Retention support includes:

- Return to work plans
- Disclosing a mental health problem
- What to do about bullying and harassment
- How to achieve a work-life balance
- Managing a mental health problem at work
- Help with looking for a new job
- One-to-one consultation
- Sign posting for legal advice if appropriate
- Liaison with employers, Union representatives and Occupational Health departments

Example of this:

We regularly support clients by providing 1-2-1, phone and email support weekly/monthly

One of our clients works in a specialised industry and they recently moved premises which meant them being asked to work in an unsuitable environment which was not helpful due to their medical condition. In a support session with their employment advisor, the advisor suggested they approach their manager to enquire if there were any reasonable adjustments so they be able to do their job. The advice and guidance given by their advisor and how they should approach their employer, the client stated this was really helpful and suggested working in a different room away from machinery, this approach has worked and he is able to continue doing the same job.

The client also had to complete an appeal form for their benefits which they found really stressful; we supported the client to attend Citizens Advice Bureau in order to obtain the correct advice in order to support this appeal.

The client continues to work under Supported Permitted Work, they have built a positive supportive relationship with their manager who is understanding of their medical condition and is willing to make any reasonable adjustments possible to enable the client to keep working.

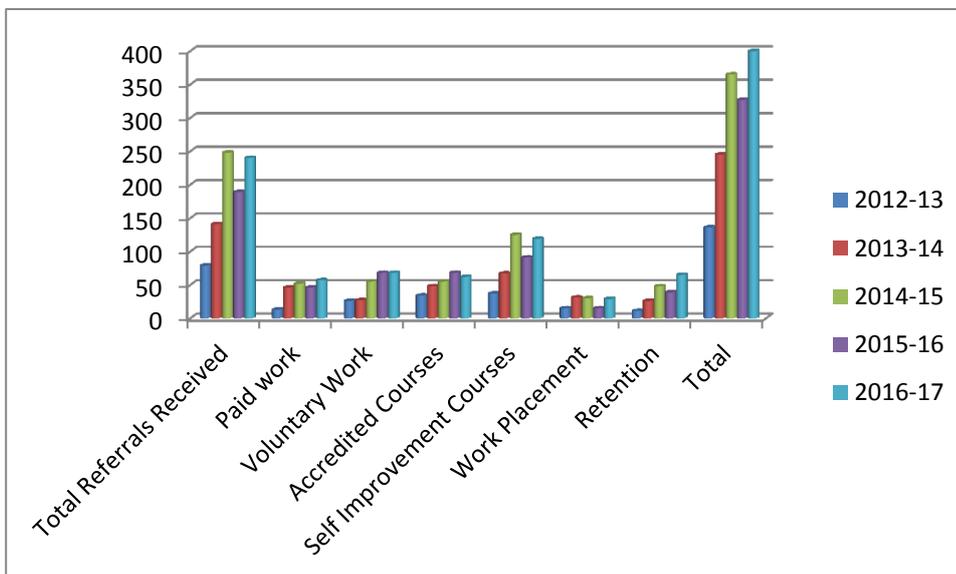


Annual Statistics

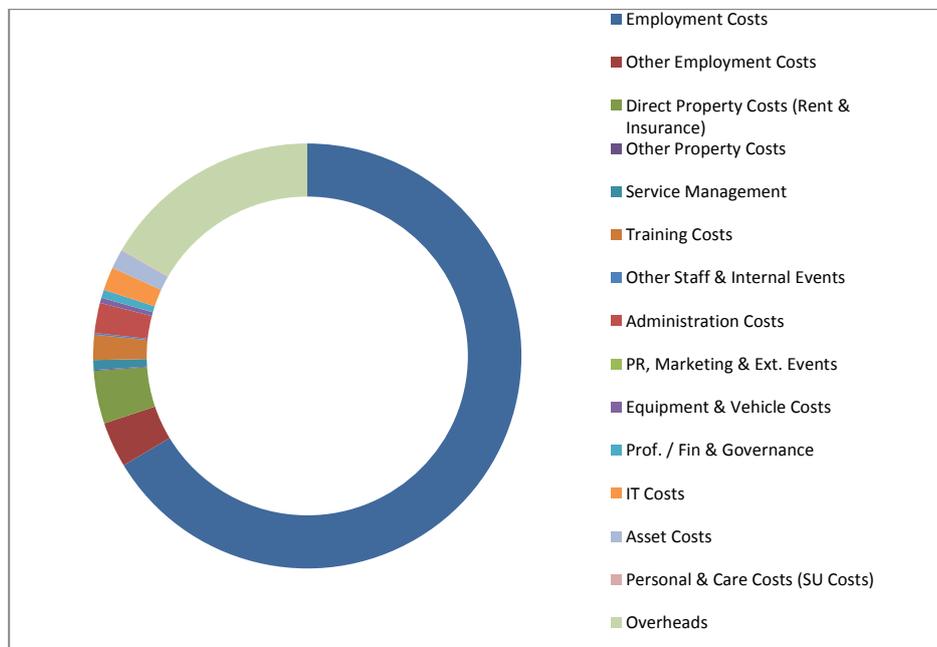
Year	Total Referrals Received	Paid work	Voluntary Work	Accredited Courses	Work Placement	Retention	Total
2017-18	202	40	49	101	13	40	243

Comparison to previous years;

Year	Total Referrals Received	Paid work	Voluntary Work	Accredited Courses	Self Improvement Courses	Work Placement	Retention	Total
2012-13	79	13	26	34	37	15	11	136
2013-14	141	46	27	48	67	31	26	245
2014-15	248	52	55	55	125	30	48	365
2015-16	189	46	68	68	91	15	39	327
2016-17	240	57	68	62	119	29	65	400



Finance 2017-2018



Expenditure details

Main Contract Income	260,840
Other Income Resources	2,800
Total Income	263,640
Employment Costs	167,430
Other Employment Costs	8,749
Direct Property Costs (Rent & Insurance)	10,120
Other Property Costs	185
Service Management	1,887
Training Costs	4,805
Other Staff & Internal Events	317
Administration Costs	5,790
PR, Marketing & Ext. Events	2
Equipment & Vehicle Costs	996
Prof. / Fin & Governance	1,567
IT Costs	4,464
Asset Costs	3,653
Personal & Care Costs (SU Costs)	184
Overheads	42,036
Total Expenditure	252,186
Operating Surplus / (Deficit)	11,454



Vision and targets for next year

Last year we revised our staffing structure to enable us to hit more stretching targets; this has resulted in new staff being recruited. These changes are now embedded, and also to further support staff are making the good use of the training which was provided around staff working with employers and the engagement process.

We are currently reviewing our referral process and how we manage our employment advisors client case loads, and also our waiting list, which will result in reducing the waiting list, also further communication improvements with clients referred as we receive their referral applications, We plan all clients on the waiting list will have opportunities to access Richmond Fellowships workshop and activities before being allocated a advisor, additional peer workshops are being developed and trailed, lead by our dedicated volunteer team. Our vision is to increase referrals and support more clients from diverse backgrounds and communities.

We will continually look to further develop closer working partnerships links with local mental health services to generate referrals.

We also need to continually reach out to generate more referrals from the Asian Community and from women in general. also working along side young people services and DWP and partners, this will involve the team in marketing and outreach activities, working in partnership with community organisations.

In addition, we plan to further market our retention service to employers as we want to generate more referrals of people in need of retention support.

We continue trialling a new type of web based service, this will be available to people that use our service later in the year, and will enable them to make a self referral to the service online, and also to update their action plan from home. The aim of this is to enhance, not replace, the existing service, and use of the new facility will be voluntary for those that want it.

Last year we held a consultation event with people who use our service to find out what ideas they have for how we can continue to develop and improve in the future. This information as been valuable in support future development Also further work taking place to gaining feedback from referrers, partners and clients, so we can continually review all areas of our service, identify the areas of success and importantly areas that require further development, installing a continues improvement approach.