

## Annual Report Mental Health and Wellbeing Services

### Richmond Fellowship 2018-19

#### 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.

Kirklees Employment Service is funded by Kirklees Council and the NHS, and is commissioned by Greater Huddersfield Clinical Commissioning Group, and NHS North Kirklees Clinical Commissioning Group.

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 their own life, and to develop new meanings and purposes. We concentrate on the person and their 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 having a sense of purpose
- A sense of achievement
- Learning new skills
- Gaining confidence

#### **Testimonial from client**

*"I have been working in partnership with Richmond fellowship for approximately eight months. During this time I have received support from my Employment advisor with the aim of seeking gaining and maintaining Employment. My Employment Advisor has often provided encouragement at times when it was needed as well as helping to develop my confidence to re-enter employment following two periods of Mental Health difficulties. I have found the service to be flexible, understanding and versatile. My appointments have often been rescheduled around my own independent needs. My EA has restructured and remodel my CV, taught me invaluable skills for preparing cover letters and skills statements as well as provided preparation, support and confidence to attend competency based interviews. I have now gained employment and I am very grateful for the support I've received from Richmond Fellowship. My EA had an appointment with me one hour prior to me successfully gaining employment as a Support worker and Im now working with adults experiencing Mental Health difficulties and Learning Disabilities. During the aforementioned appointment Hannah provided reassurance, encouragement and support that helped warm me up for the interview process with my current employer. I hope Richmond Fellowship can continue to support those of us experiencing mental health difficulties / disabilities in the future as personally I found the service to be invaluable. I would recommend the service to friends and others including my clients who I am currently working with"*



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## Kirklees Employment Service

The 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

Extensive marketing has taken place with other services and organisations and groups. These have included Reed, Probation service and the Liaison and Diversion Team. In addition we have been involved with the Working Together Better Partnership which includes Hoot, Community links, Women Centre, Carers Count, S2R, and Touchstone. There has been an increase in staff training, which has included ILP, E-learning and class room based tutoring, also some staff completed L4 IAG. We have been working much more closely with health services this year; we now have Employment Advisors attending weekly at Ravensleigh Resource Unit, and Peer workshops delivered at Ward 19 in Dewsbury, and the Dales, Halifax (which also has Kirklees patients). This is in order to provide as much support as we can to users of secondary services. Further work has taken place to keep the waiting list as low as possible with the result being that at the end of Q4 report there were no customers waiting to access the service.

## 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. One staff member will be integrated into the EIP teams in Kirklees. We also aim 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. We will continue to reach out to more diverse client groups and communities, build and develop stronger partnerships with the other Kirklees mental health services, and endeavour to attend joint events and share resources.

## **Customer Survey**

*"Since starting with Richmond Fellowship I have grown in confidence and self esteem. I am going out more, making new friends, improving more skills and aiming for new goals. I've found it very helpful"*



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## Peer Support

Through the hard work of Karl Jackson-Lander, and the employment team the number of volunteers has increased throughout the year. Our volunteers have been involved in the process of designing, co-producing and facilitating the wide range of workshops and activities that we have provided. 2018- 2019 has seen a marked increase in the number of volunteers actively facilitating workshops, and we ended the year having achieved 565 volunteer hours. With the help of volunteers we have been able to deliver new workshops which include: Stress Management, Assertiveness and Communication, CV Writing group workshop. The existing Arts and Craft and Newsletter groups have also continued to grow in numbers. Examples of work include the Arts and Craft group working on a glass art work project, and the Newsletter group continuing to provide high quality articles around mental health and wellbeing for the newsletter which is published widely within Kirklees.

Peer Support also partnered with the Recovery College in Mirfield which saw the Confidence to Work and Assertiveness and Communication workshops run there. The workshops were advertised in the Recovery College prospectus which resulted in excellent attendance. In addition, the Kirklees hearing voices group is also co-facilitated by Richmond Fellowship.

Looking ahead, there are plans to develop a partnership opportunity with Connect Housing to run an Internet style Café there on a regular basis, and also delivery of workshops at the Women Centre. These will be facilitated by our female volunteers.

Overall 2018-2019 saw 1407 peer hours, 168 peer supported Workshop/activities with 605 separate attendees and 185 peer referrals.

## Customer comments from our Workshops

### WORDS IN MIND

*"I find this group a very friendly, relaxed, informal and enjoyable group. And look forward to it each week"*

### BASIC IT

*"This course has made me realise that I can do much more on computers than I thought I could. I want to buy one now!"*

### CONFIDENCE TO WORK

*"Very comprehensive course. Thank you. Covered all aspects regarding applying for and approaching future employment and volunteering roles"*

### ASSERTIVENESS AND COMMUNICATION

*"Good experience. I learned a lot. ' gave me confidence to be more assertive and how to read people when speaking to them"*

### STRESS MANAGEMENT

*"All aspects of workshops were insightful and useful. ' very good! I learned a lot from presenter and the class"*

### ART AND CRAFT

*"The group feels like a very calm and safe space and everybody is so friendly and welcoming"*



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## NEWSLETTER

The 'Your Voice in Kirklees' Newsletter continues to meet weekly and publishes an edition four times a year. It is widely distributed within R/F, to other service providers, libraries and doctors surgeries. Some of the articles included have been: Ant Mcpartlin and his mental health issues, social prescribing, Children with mental health difficulties, apps to improve mental health and drug related admissions to hospital. Along side the articles there are regular puzzles, poems and pictures.

## Outcomes

For many people, joining Richmond Fellowship is the first step back on the road to employment related activity. Our skilled and friendly Employment Advisors 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 to a wide network of partner organisations, which enables 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.

## Customer outcomes

### Self Improvement Courses

Some of the self improvement course clients have attended;

IT Course, Confidence to Work, Assertiveness and communication, Stress management Mindfulness Course , Arts Group, Reading group, Women's Centre and Counselling, S2R, and Hoot.

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

### Example of this

A customer we supported felt very nervous about going to services they didn't know due to their health at the time. They decided that they would like to attend the peer support services offered by RF as they had met the staff and felt comfortable with the service. Their employment advisor offered to go to the first session with them so they had a friendly face for initially walking into the group. This customer has attended all our self-improvement courses (assertiveness and communication and stress management and ways to wellbeing) and is also a regular attendee and the arts and crafts group. The customer feels more confident and, with the support of their adviser, begun to gradually look at what is available in the local area. They have completed a referral to another organisation who offer further wellbeing support.

### *RF Volunteer Testimonial*

*"I have always considered that volunteering is the very best way to support others in my local community. Especially as I have suffered with mental health. That said, for my part, volunteering is a fulfilling and rewarding experience. As a volunteer for Richmond Fellowship I have met many wonderful people, from all walks of life with a different story to tell, mainly there life story. Volunteering for Richmond fellowship has provided me with the opportunity to continue facilitating learning through the workshops they offer. Karl has being extremely supportive as a volunteer coordinator and he makes every volunteer feel comfortable. I have learnt a lot from this experience, which has been supported through conversations with clients, volunteers and Karl. The motivation of all clients, volunteers and Karl is inspiring and has made workshops enjoyable. Furthermore, volunteering for Richmond Fellowship has been the most meaningful aspect of my life over the past year. To be able to contribute towards the smooth running of workshops has been a positive experience, an honour, an educational experience and thoroughly enjoyable. When I return to work I intend to find a teaching opportunity that provides a similar sense of meaning and purpose."*

## **Customer outcomes for 2018-2019**

### **198 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;

DIP ICT, Social venture, 1st Responder DIVE master, Back 2 Work Warehousing and Storage, Food Hygiene, ESOL, LAB, Reading Friends, Health and Social Care Level 2 Course, Maths and English, and Health and Nutrition.

### **Example of this**

One customer came to the service at the start of 2018 with agoraphobia and other mental health struggles. Over our time together the customer spoke about wishing to pursue a psychology degree at University. We supported and spent time researching local universities and had appropriate student support in place. We supported the customer to complete their psychology personal statement.

The customer received an unconditional offer. In supported sessions we supported the customer to research accommodation, complete student finance, set up meetings with the wellbeing team and begin the process of applying for a disabled student allowance.

The employment advisor arranged to meet the customer and travelled with them by train to the city, helped them navigate to the campus, find the student services building and then sat in their first lecture until they felt comfortable enough to be on their own. Ongoing retention support offered to maintain study.

Some of the creative activities from customers attending the Arts and Craft workshops;



*LEFT: Example of Glass design work by RF customer in the Art & Craft Group*



*Left: Art and Craft customers display Painting*

## 52 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;

The library, Oxfam Festival Shop, Food bank, Administration, Retail assistant at British Heart Foundation, Yorkshire Dog Rescue, Gardening, Admin, data entry, Stone Walling, Canal river trust, Classroom assistant.

### Example of this:

One customer felt very wary about going back into full time work following an experience in previous employment which had knocked their confidence. We discussed the option of volunteering to build up routines again and to also build up confidence in talking to the public and colleagues. The customer achieved a volunteering placement at a local library for 2 days a week – this very quickly became three days a week and the individual was managing the baby weighing service, the children’s club plus other activities. The customer began to feel much more comfortable in the work place and was soon applying for paid positions, feeling confident that they could cope with the routine and training. After 7 months of volunteering the customer gained full time employment within HR and is still with the company now and has withdrawn from retention support as they now feel fully comfortable.



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## **55 Paid Work Opportunities**

This year, we supported people into paid work in the following roles; plus many more.

Support Worker, Customers service, Self employment, Construction, Business Support, Production, Warehousing, TV extra, Retail, Logistics, and many more.

Supporting someone into employment can include helping them to create a CV and covering letter, identifying their skills, learning how to use Universal Jobmatch, alternative job searching, completing application form, setting up a email account, apply for job vacancy, doing a mock practice interview, time management, and much more.

## **Example of this**

We have worked with a customer who had not worked for a number of years and lacked the self-belief that they would gain employment again due to this gap, and also their age. Initially we began looking for self-employment opportunities however a part-time Recovery Worker Position became available within Mental Health (RF). The customer was successful in all stages of the application process and after interviewing was actually offered a full-time position rather than part-time. The customer accepted and has been in full time work since.

The team has continued to contact employers to discuss employment, placement and voluntary opportunities, also promoting our service for their staff.

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.

## **59 people supported to Retain their job.**

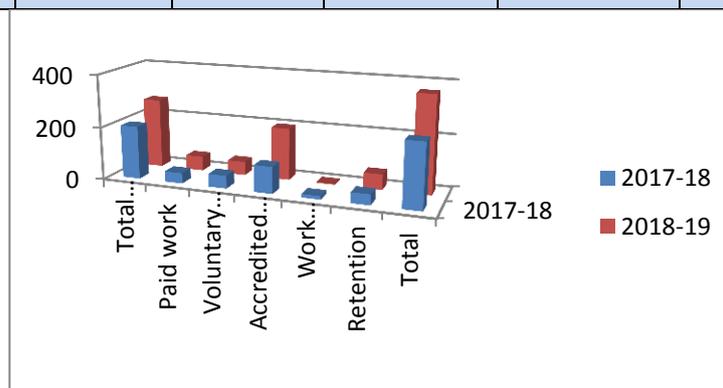
We support people to retain their employment, whether in their current role, for example through returning to work after sickness absence, or with a new employer.

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

### Annual Statistics

Year	Total Referrals Received	Paid work	Voluntary Work	Education Courses	Work Placement	Retention	Total
2017-18	202	40	49	101	13	40	243
2018-19	267	55	52	198	3	59	367



### Finance 2018-2019

	Q1	Q2	Q3	Q4	Total
				WDAY	
Main Contract income	65,210	65,210	62,169	68,252	260,840
Other Income Resources	0	1,400	0	(1,578)	(178)
<b>Total Income</b>	<b>65,210</b>	<b>66,610</b>	<b>62,169</b>	<b>66,674</b>	<b>260,662</b>
Employment Costs	44,134	41,220	42,295	42,550	170,199
Other Employment Costs	1,874	4,061	2,755	3,942	12,631
Direct Property Costs (Rent & Insurance)	2,250	2,250	2,583	2,235	9,318
Other Property Costs	417	94	155	50	716
Service Management	1,512	1,051	1,681	1,500	5,744
Training Costs	3,644	636	690	665	5,634
Other Staff & Internal Events	85	144	232	-	461
Administration Costs	1,488	1,397	(145)	109	2,849
PR, Marketing & Ext. Events	23	88	0	0	111
Equipment & Vehicle Costs	60	126	950	445	1,581
Prof. / Fin & Governance	104	893	11	210	1,219
IT Costs	1,467	1,382	1,842	3,763	8,454
Asset Costs	895	880	910	-	2,685
Personal & Care Costs (SU Costs)	61	53	30	3	147
Overheads	9,479	9,734	10,538	11,873	41,624
<b>Total Expenditure</b>	<b>67,493</b>	<b>64,010</b>	<b>64,527</b>	<b>67,345</b>	<b>263,375</b>
<b>Operating Surplus / (Deficit)</b>	<b>(2,283)</b>	<b>2,600</b>	<b>(2,358)</b>	<b>(671)</b>	<b>(2,713)</b>



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### Vision and targets for next year

We have reviewed our referral and application process and constantly review employment advisors client case loads, which has resulted in the waiting list being reduced. Currently our waiting list at the end Q4 was 0 customers waiting to be allocated an employment advisor, ongoing work will take place to maintain this through 2019-20.

Our vision is to offer additional peer workshops and activities, and increase volunteer involvement; including involvement from Employers in the Kirklees area, this will be lead by our dedicated peer/volunteer coordinator.

Our vision is to increase referrals (Target 300) over the next year and support more clients from diverse communities.

### Examples of this:

X service people and families, LGBT, Women Centre, Police Liaison and Diversion, DWP, Asian community, also working along side young people, Probation, Dementia and Autism services, integrating a member of the Richmond Fellowship team into the EIP service.

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 continually look to develop closer working relationships with our Mental Health partners.

### Example of these

The current 'Your Voice in Kirklees' Newsletter, which is assisted by peers and volunteers and facilitated by Richmond Fellowship Employment service. Our vision is to further develop this by involvement from all Partners, whilst maintaining peer lead approach. The objective is to reach out to more client groups and communities.

In addition to this we plan to support our partner's future volunteers, Richmond Fellowship will develop and deliver volunteer taster sessions which will be available to all current partners. Our future vision is to give all volunteers the opportunities to be involved in and to support all Partners services. We also hope to be involved with joint partnership events to promote all the Kirklees Mental Health Partnership services.

Further work is taking place to gain 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, and support Social Return on Investment.