



KIRKLEES EMPLOYMENT SERVICE



Inspired art work created by a member of the Arts and Crafts Group

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Kirklees Employment Service is a specialist employment service designed to offer employment support for people with mental health challenges and also individuals with autistic spectrum conditions and early onset dementia. Kirklees Employment Service aims to match individuals to the type of role and workplace in which they can succeed. Kirklees Employment Service is jointly funded by Kirklees Council and NHS 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. Our person centred approach concentrates on the person and their personal needs, choices and aspirations, rather than on diagnostic categories or labels.

Some of the benefits people experience from gaining or maintaining employment, volunteering training 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 and fulfilment
- Learning new skills or gaining qualification
- Gaining confidence, self esteem and resilience
- Supporting physical and mental wellbeing

The service supports people to gain and maintain paid employment, voluntary work, access further education and training. We offer information, advice and guidance in one to one sessions with Employment Advisors, and we deliver a range of peer learning workshops and group 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 challenges and gain work or training. Our fully flexible range of work-related support enables individuals to join the workforce for the first time, or re-join after a period of absence, retrain in the career of their choice or retain their current position with retention support.

355 CUSTOMERS  
ACCESSED EMPLOYMENT  
& PEER SUPPORT

- 209 Total New Referrals
- 146 Customers Progressed & Discharged
- 49 Gained Employment
- 1 Job Change
- 53 Accessed Volunteering
- 84 Retention Supports
- 286 Education and Training
- 2802 Accredited Education Hours
- 253 Signposts
- 1839 Support Interventions
- 3600 Support Contacts
- 51 Customers Contacted After Discharged
- 8 customers accessing Brain In Hand

Art work by a member of the Art Group



*'I have been using the Richmond Fellowship since last year following a referral to help me with my anxiety and work. I have suffered for many years and have needed help along the way with getting myself the right direction. The first day was extremely nerve-racking and I was unsure whether I had made the right decision, however my very first meeting with my employment advisor was a very pleasant one and they made me feel so much at ease and relaxed. They totally understood what I was relaying to them and my experiences following the hour long meeting. They have always kept in touch during the lockdown which I am grateful for as the anxiety increased tremendously and I felt like I was alone and back to square one but they made me feel like I matter and called at precisely the right time when I needed some help and guidance the most. I would definitely recommend the Richmond Fellowship for anyone going through difficulty with mental health'*

*(Customer feedback)*

With the unprecedented events of the COVID 19 outbreak, the closure of the offices, and staff full-time homeworking in March 2020, there was much planning work and adaptations to be implemented to ensure the continued smooth running of 1-2-1 Employment support and Peer Support. Kirklees Employment service responded and adapted promptly to support people with the new challenges ahead including supporting staff with new flexible ways of working, whilst supporting wellbeing. One of our first priorities was the safety and wellbeing of our staff and volunteers and the customers we support. For volunteers we set up regular weekly or twice weekly phone support, where they could share their anxieties and concern. Where possible we provided practical support.

1-2-1 employment support was offered by telephone and video call support. Despite the challenges of COVID 19 circumstances, many customers we support adapted well to these challenges and continued to engage and work towards reaching their goals and aspirations, and went on to accessing employment, volunteering, education and training opportunities, or retaining their current employment. However, for many other customers they required additional guidance, this was given to support wellbeing, managing stress, anxieties and working on their personal resilience.

With support from volunteers we were able to continue to help people with delivering Peer support workshops, setting up online Zoom workshops and groups to provide continued support for people across Kirklees. Most support was focused around the COVID 19 pandemic.

## RESPONSE TO COVID 19 - & SERVICE DEVELOPMENT

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- Moved from providing customer face to face employment support fortnightly, to providing 1-2-1 weekly telephone support or video support, offering 1 hour/week.
- Offered customers who have experienced additional struggles, extra support via telephone, and video calls support through peer support. This 1-2-1 support is designed to offer practical support to help customers to manage their own stress and anxieties, whilst building resilience from the impact of COVID 19 and other day to day challenges.
- Offered support to develop customers digital skills, so more accessible to online support.
- Support Richmond Fellowship Volunteers, giving weekly telephone support from the peer staff member
- Developed new resources to support customers and their families around COVID 19 included Stress, and resilience, family resource information and information to support customers in the current situation. Also, as we transition from COVID 19, returning back to work and into the community.
- Established digital platforms. Our local web page now offers a one stop shop to supportive resources, using web links, YouTube etc. We continue to encourage customers where possible to access information via our local website.
- Deliver online group Workshops and Group Activities via Zoom – we have established security and safe working guidelines to support staff and customers to ensure everyone’s safety.
- Established new ways how staff receive support and keep connected with their colleagues, team WhatsApp group, encouraged to call or video each other weekly, share their weekly positives and challenges with each other on their last working day by email, to encourage peer support, weekly online Zoom staff catch up meetings, using this opportunity to support each others wellbeing, and discuss new ideas for working during this period of social isolation. Monthly team meeting.
- Worked along side S2R with their Wellbeing packs.
- Developing support packages with Touchstone to support all WTB partners, peers and Volunteers.
- Facilitated the WTB Your Voice in Kirklees Newsletter, COVID 19 special edition.
- Completed COVID 19 Surveys for customer and staff, to support the development of the service we offer to customers, also support staff and customer returning back to face to face support.
- Completed staff risk assessment.
- Completed additional training and workshops via Zoom to support staff with their own stress and resilience. Resources shared with all WTB partners.
- Integrating online groups and face to face workshops and Group Activities – we have established security and safe working guidelines to support staff and customers to ensure everyone’s safety.
- Customers can now access their own information on Richmond Fellowship Client Portal.
- Relocation of our Huddersfield office to The Media Centre took place in April 2021.
- Worked alongside Recovery College, to deliver face to face group workshops, Self Esteem and Resilience.
- Developed support packages with our partners, Womenscentre, Touchstone and Carers Count.
- Work alongside DWP reviewing our current support offer to their staff and customer, to support future referrals, developed new referral process for JCP customers
- Offering and supporting a Huddersfield Media University student placement.
- Developed local and partner promotional videos.
- Increased referrals from ethnic minority groups, attended BAME partner event
- Developed and increased referrals for (EIP) Early Intervention into Psychosis customers.

## PEER SUPPORT. WORKSHOPS, GROUPS & VOLUNTEERS

150 + CUSTOMERS  
ACCESSED  
PEER SUPPORT

- 97 New Referrals
- 1649 Peer Hours
- 53 People Access Peer Support
- 803 Volunteer Hours
- 499 YouTube & Website Views
- 183 Workshops & Groups Delivered
- 138 1-2-1 Volunteer Support Sessions

### Workshops – Included

- Assertiveness and Communication
- Self Esteem & Resilience
- 5 Ways to Wellbeing
- Stress Management
- Volunteer Taster
- Confidence 2 Work
- Mood & Food
- Coping With COVID

### Activities Groups – Included

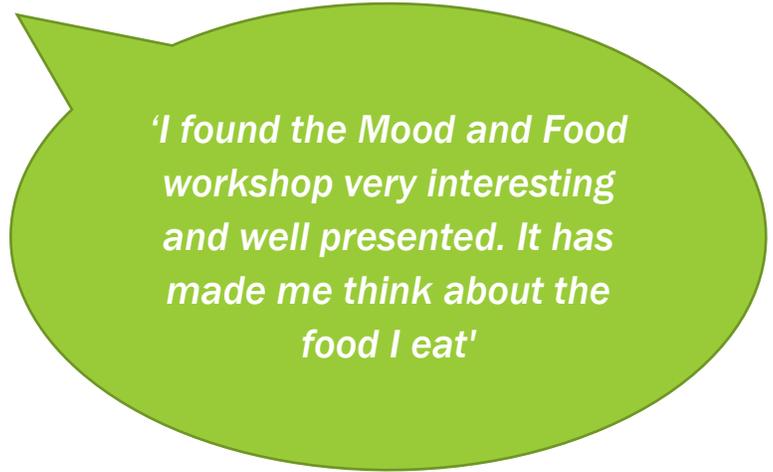
- Volunteer Group
- Words in Mind Group
- Newsletter Group
- Arts & Crafts Group

### Online Resources – Included

- Togetherall
- YouTube Support Video Clips
- Service Promotion Video Clip
- Three Stages of Pandemic Response
- Resource, Support for Families
- Resource, Support Returning Back to Work, and into the Community
- Brain in Hand
- Stress Management workshop, online or hard copy



Photography work by a member of the Newsletter Group



*'I found the Mood and Food workshop very interesting and well presented. It has made me think about the food I eat'*

With the continuing of homeworking and limitations due to the pandemic we have continued to update and promote the workshops and groups that continue to be held exclusively online to provide a continuity of service to both volunteers and the people we support.

We continue to fully support all the current volunteers that work with us and provide training where necessary with online working. We now have two dedicated IT volunteers who provide invaluable support with Zoom workshops and also with resource material and the Newsletter. We maintain an advert for this and other volunteering roles on both the Volunteering Kirklees website and on Huddersfield university job site, also offering University student placements.

Through co-production with volunteers and people we support we have produced a home based Stress Management workbook which can be worked on by the people we support without the need for a facilitator. It is aimed at those people that either do not have the means to attend the online workshops or find the prospect extremely stressful. It can be completed as a paper copy that we post out or as a word document for those that can access the internet.

Also with the support of volunteers, two new workshops were created and added to our offerings. Both Mood and Food and Coping with COVID saw successful runs the last several months.

This year has seen an increase again in new volunteers with 4 currently going through the induction process, and has 12 active volunteers.



Art work by a member of the Arts and Crafts Group

## PEER SUPPORT TO VOLUNTEERING – A SUCCESS STORIES

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### Volunteer 1

*‘After struggling with issues in my confidence and self-worth volunteering at Richmond Fellowship has allowed me to gain new skills, and feel a sense of achievement and trust within people. I was sitting at home during this difficult period of time contemplating to myself about what I would say to a future employer during an interview if I were asked the question "How did you spend your time productively during the COVID pandemic?" to which my response would have been nothing until I actively pursued volunteering’*

*‘Volunteering has helped me improve my personal development and growth as I feel like I am contributing to help out the community and a good cause, and this has also supported me to get over my struggles with social anxiety through meeting and working with new people, keeping meaningful and professional conversations. All these skills learnt I will take forward and apply into my daily life’*

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### Volunteer 2

*‘I was initially nervous about supporting and facilitating online workshops but very quickly found them to be enjoyable, relaxed and Richmond Fellowship Peer support coordinator is extremely supportive and interested in the thoughts and ideas of those people attending. I feel volunteering for Richmond Fellowship has given me a positive focus during this difficult time’*

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### Volunteer 3

*‘Thank you for letting me join in. Honestly, just from the meeting yesterday and the one today, I feel better than I have done in over 18 months! Not to diminish anything I've done during my recovery, but being part of Richmond makes me feel like I have some purpose! I really can't wait to start helping out and giving some input into something so very important’*

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### Volunteer 4

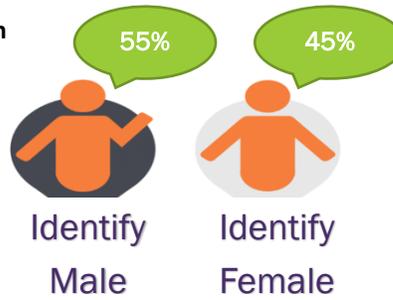
*‘Having attended Richmond Fellowship workshops and groups over the last year, I have always found the delivery staff and their approach and manner as very welcoming, friendly, and genuinely caring. They have encouraged and supported me throughout this time and this has given me the confidence and self belief to take the next step in my recovery and become a Richmond Fellowship volunteer’*

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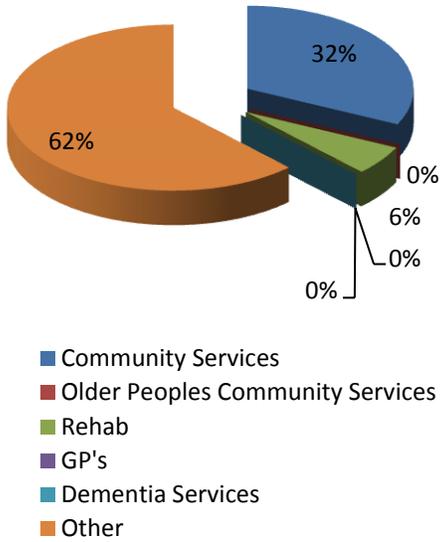
## SERVICE STATISTICS CUSTOMERS USING THE SERVICE 20-21

355 + Customers Supported

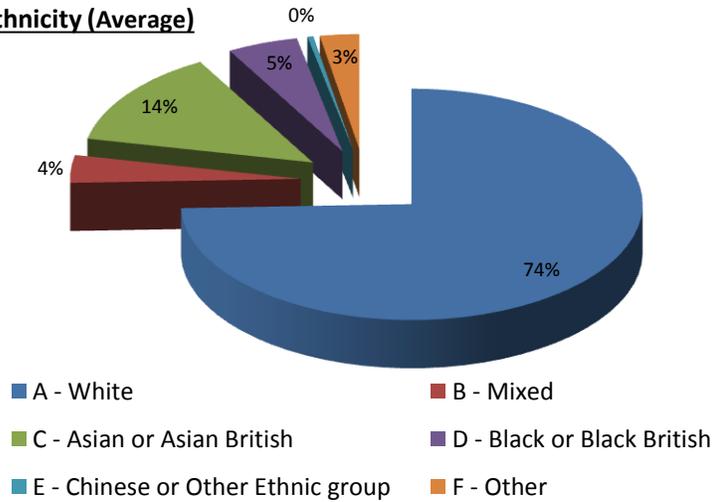
Gender Breakdown



Referral Sources (Average)



Ethnicity (Average)



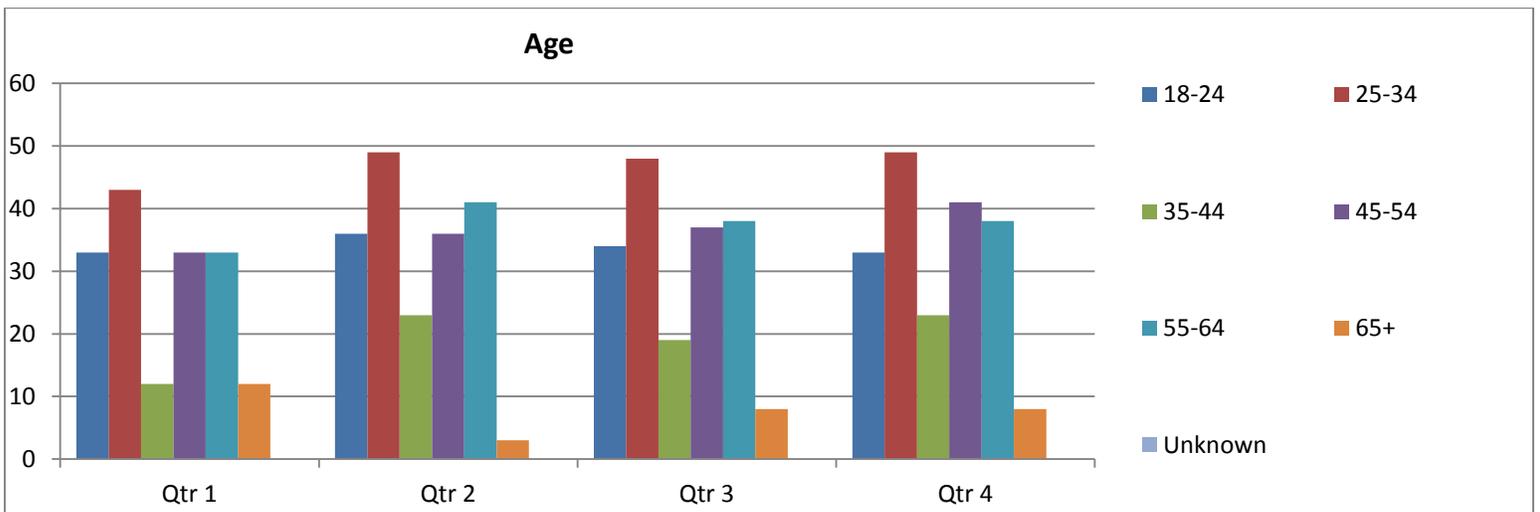
### Customers identified as having a Disability

Customers with Learning Disability 2%

Customers with Hidden Disability 3%

Customers with Physical Disability 2%

Age



## STATISTICS, CUSTOMER ACHIEVEMENTS 2020-2021

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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 people to identify what they want to achieve and then provide advice and guidance on how to reach their goals.

Employment Advisors are well linked to a wide network of partner organisations, which enables them to obtain useful information about local vacancies, voluntary work or education and training 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.

### 49 Paid Work

This year we supported 49 people into paid work in the following roles; plus many more.

Support Worker, Customers service, Self employment, Construction, Business Support, Acting, Production, Warehousing, TV extra, Retail, Logistics, Teaching assistant, Hygiene Facilities, Marketing, and many more.

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

### 53 Volunteering

Volunteering is a great way to help others whilst helping yourself. We supported 53 people to gain volunteering opportunities. Volunteering helps people recover their confidence as part of their recovery journey and can give many other benefits;

- Finding out about paid work opportunities
- Making friends
- Feeling like you are making a positive contribution, sense of fulfillment
- Improved physical and mental wellbeing
- Trying something new and learning new skills
- Boosting CV with recent experience, better employability opportunities
- Build confidence, self esteem and resilience

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

RF facilitator, St Anne's, British Heart Foundation, Fundraising, Golf Club, Kirkwood, RSPCA, Barnardo's , Teaching support, Befriending, Dry Stone Walling, Library Assistant, Cats Rescue, Teaching Assistant and Advice Volunteer.

### 286 Education and Training

Many people want to return to education or training, this maybe formal or informal, to learn new skills, or to develop their confidence or support them to gain or return to employment. We have supported people to access.

Examples of the courses successfully completed this year are;

Warehousing and Storage, Food Hygiene, ESOL, LAB, Reading Friends, Health and Social Care Level 2 Maths and English, Health and Nutrition, First aid, Fork lift truck, Sports Works, IT, Sport Coaching, DIP, Coding, RF workshops, National Enterprise self employment, CV writing Also online training in a variety of subjects.

84 support to retain their job

We supported 84 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:

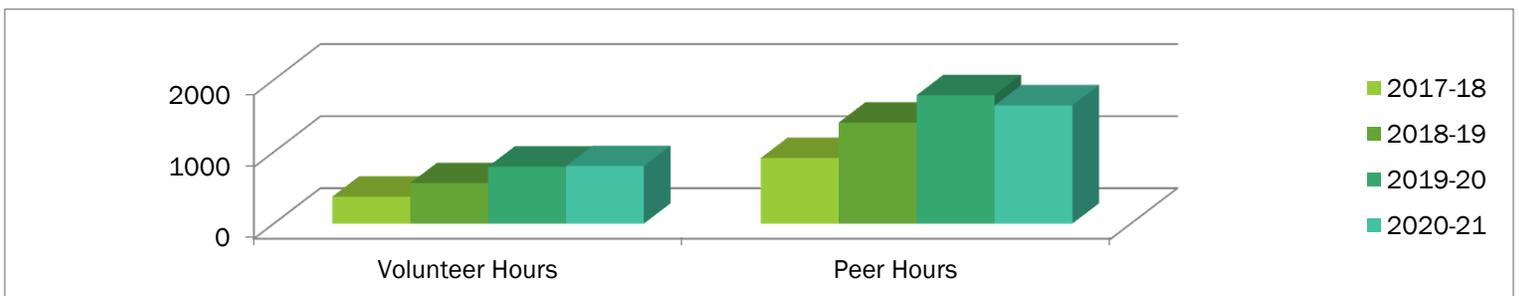
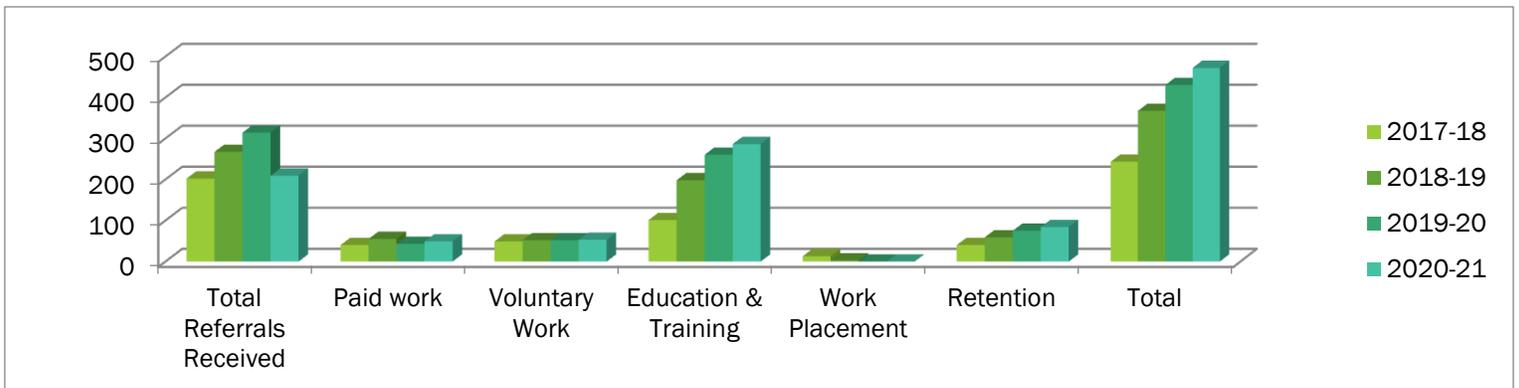
- Return to work plans
- Disclosing a mental health problem
- What to do about bullying and harassment
- How to achieve a work-life balance
- Managing a mental health problem at work
- Help with looking for a new job
- One-to-one consultation
- Sign posting for legal advice if appropriate
- Liaison with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

Brain in Hand

8 people have seen the benefit of using Brain in hand, this is a digital support system via mobile phone App, which helps people with making decisions, managing anxiety, and dealing with unexpected situations. The Brain in Hand system is a proven tool for people with mental health difficulties. It puts people in control, providing a practical digital solution to day to day challenges.

4 Year Outcome Statistics

Year	Total Referrals Received	Paid work	Voluntary Work	Education & Training	Work Placement	Retention	Total	Volunteer Hours	Peer Hours
2017-18	202	40	49	101	13	40	243	376	916
2018-19	267	55	52	198	3	59	367	565	1407
2019-20	314	43	52	260	0	75	430	796	1786
2020-21	209	49	53	286	0	84	472	803	1645



## STAFF ACHIEVEMENTS, HIGHLIGHTS & PARTNERSHIP

### STAFF ACHIEVEMENTS

- 1 Staff Time To Change Champion
- All staff refresher E-Learning & online training
- 3 Staff On Ongoing L5 or L7 Life Coaching
- 1 staff Management L5
- 1 Staff on going IAG L4 Apprenticeship
- 1 Staff Volunteering at the local Food Bank, support with impact of COVID 19
- Project to support BAME Client Group
- Project to Support X Service Customers & Families

### HIGHLIGHTS & PARTNERSHIP

#### Partnership Working

Kirklees Employment Service continues to fully participate in the Working Together Better partnership meetings with our WTB partners and Mental Health Commissioners. We have supported several joint Funding bids to further support and develop the WTB partnership.

Kirklees Employment Service facilitates The WTB Your Voice in Kirklees Newsletter, Volunteering Taster, and also shares online resources including all Workshops and Activities. We are committed to promoting and working alongside all WTB services and Brain in Hand.

### Richmond Fellowship and Touchstone Partnership Work

#### Overview:

Customer referred from Priestley unit, Ward 18, Dewsbury Hospital; ongoing Employment issues. Following 2 years support it went to tribunal. Finally the matters have been resolved due to the partnership work of Touchstone and Richmond Fellowship.

#### Comments:

##### Richmond Fellowship Employment Advisor:

*'We had done everything possible to resolve the employment problems that were contributing to the stresses of the customer. Finally the matter went to an Employment Tribunal. It was my responsibility to ensure my customer had the right support at this final stage. Touchstone was really supportive and went above and beyond, working with Richmond Fellowship and the customer until the matter was resolved. My customer can now focus on more positive steps to move forward'*

##### Customer:

*'Brilliant, thank you for helping me get through a tough time. My health had deteriorated so much and finally I got a settlement thanks to the support from Richmond Fellowship and Touchstone. This help has made a huge difference to my situation. I would not have been able to deal with this on my own'*

##### Touchstone Manager:

*'It has been a pleasure working with Richmond Fellowship in getting a satisfactory outcome for the customer. Our different remits worked in a complimentary manner to support the customer to achieve the best possible outcome given the circumstances'*

## VISION FOR 2021-22

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We will continue to develop and review our referral and application process to support people accessing our service as easy as possible; we will continue making contact with customers within 3 days of receiving their application. Welcome packs with additional information, support resources are provided to further help people before support commences, with instant access to Peer support. We will consistently review employment advisors customer caseloads to support maintaining waiting list for 1-2-1 support to a minimum, ongoing work will take place to engage employers in offering support to them and their employees to further support additional challenges people may face with the impact of COVID 19.

Our vision is to offer additional flexible support for 1-2-1 employment support via telephone, video and face to face support, and Peer support activities, offering a flexible approach using digital platforms as well as traditional face 2 face groups. Workshop workbooks will be developed into hard copy and digital resources. We will support customers with building their skills and confidence to access ICT to support accessibility, giving customer further control over their personal support. Customers will continue to have access to our support information data portal system (Connect) so they are able to review and update information and personal support plans.

Our vision is to increase active volunteer involvement and participation, in particular involvement from employers and partners in the Kirklees area. This will be lead by our peer support/volunteer coordinator and coproduced by peers and volunteers.

Our vision for 21-22 is to increase referral levels, and continue the positive work and project work in supporting and engaging Ex- service people and their families along with people from diverse communities and backgrounds.

Our vision is to continually look to develop closer working relationships with our Mental Health partners. In particular Working Together Better, build on the success over the last year, supporting to securing additional funding and resources so that the partnership is able to progress to its full potential.

Richmond Fellowship Kirklees Employment service is currently into the 5th and final year of the current contract. We will work along side Kirklees Council and NHS Kirklees Clinical Commissioning Group to support them to review community mental health employment support provisions across Kirklees, with the aim that Richmond Fellowship are able to continue on the success and achievements made over the last 4 years, so we are able to continue supporting many more people in the future.

Further work continues to gain feedback from referrers, partners and the people we support, also exploring and sharing good practice with other employment service across Richmond Fellowship nationwide. To continually review all areas of our service, identify the areas of success and importantly areas that require further development, installing a continuous improvement approach, to give customers the best experience whilst supporting Social Return on Investment.

## FINANCE 2020-2021

Kirklees Employment Service	Q1	Q2	Q3	Q4	Total
Main Contract income	65,210	65,210	65,210	65,210	260,842
Other Income Resources	0				0
<b>Total Income</b>	<b>65,210</b>	<b>65,210</b>	<b>65,210</b>	<b>65,210</b>	<b>260,840</b>
Employment Costs	40,697	40,837	40,766	45,375	167,675
Other Employment Costs	2,344	2,438	2,256	2,870	9,908
Direct Property Costs (Rent & Insurance)	1,500	1,500	1,500	1,500	6,000
Other Property Costs	595	330	342	1,158	2,425
Service Management	1,000	1,000	1,000	1,000	4,000
Training Costs	514	989	527	1,242	3,272
Other Staff & Internal Events	0		750		750
Administration Costs	0	83	14	25	122
PR, Marketing & Ext. Events	0				0
Equipment & Vehicle Costs	0				0
Prof. / Fin & Governance	183	30	0	35	248
IT Costs	3,562	2,948	3,709	3,870	14,089
Asset Costs	187	145	72	72	476
Personal & Care Costs (SU Costs)	0	32	27	0	59
Overheads	13,717	14,504	14,947	16,674	59,842
<b>Total Expenditure</b>	<b>64,299</b>	<b>64,836</b>	<b>65,910</b>	<b>73,820</b>	<b>268,865</b>
<b>Operating Surplus / (Deficit)</b>	<b>911</b>	<b>374</b>	<b>(700)</b>	<b>(8,610)</b>	<b>(8,025)</b>

Average Customer Cost per week £27.48

<https://www.richmondfellowship.org.uk/services/kirklees-employment-service/>

<https://www.richmondfellowship.org.uk/>

<https://www.kirklees.gov.uk/beta/default.aspx>

<https://www.nhs.uk/>

