



Employment Services Annual Report 2015-2016

“I sometimes cannot believe my luck; I cannot believe that I was so lucky to have met such an amazing Employment Specialist. She helped me believe again, she helped me achieve things that I thought I was unable to do. She made me realise that if I take my medicine and stay well, I will be able to climb my career ladder! I sometimes walk to work and feel like it’s a dream. Thank you for changing my life.”

Service user accessing mental health services

“Most importantly my Employment Specialist believed in me and she gave me back my confidence! I got the job and it changed my life.”

Service user accessing addiction services

Centre for
Mental Health 
IPS Centre of Excellence 2013 - 2016

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1. Executive Summary

- Between April 2015 – March 2016 **512** people accessed Trust-wide Employment Services (against a target of **494**); and **236** paid outcomes were achieved (against a target of **229 outcomes**), for **197** people, resulting in a **38.4%** placement rate. This compares to a **34%** placement rate in the previous year. **100** education/training outcomes were achieved as part of the journey back to work; and **68** Recovery and Wellbeing Courses were completed (which complement the return to work journey).
- **100%** of service users surveyed, in a confidential telephone survey, reported that they were either 'very' or 'quite satisfied' with the support they received from their Employment Specialist to achieve their employment goal. (This compares to a **93%** satisfaction rate in the previous year). **93%** were either 'very' or 'quite satisfied' with the help and encouragement they received from their care team in relation to returning to employment.(See Appendix a for more information).
- An updated, co-produced 5 Year CNWL Employment Strategy was launched during the year to support the on-going expansion and increased access to evidenced based employment services.
- CNWL continued to play a role as a national IPS Centre of Excellence sponsored by the Centre for Mental Health. This included hosting international visits, open days, conference presentations and offering shadowing opportunities for external organisations wishing to learn from Employment Specialists based across CNWL.
- CNWL hosted two visits from Dame Carol Black as part of an independent review for the Department of Work and Pensions (DWP); focusing on Drug and Alcohol and its impact on Employment. The review, once published, will reference CNWL IPS Addictions services as an example of good practice.
- The Department of Work and Pensions Disability Directorate have made a commitment to work with our User Employment Programme by offering a range of work experience placements to CNWL service users across their HQ departments.
- During the year the User Employment Programme received an increasing number of referrals to the programme from CNWL employees who have mental health difficulties and are struggling at work. As a result the UEP are exploring opportunities to expand the programme in order to offer a job retention service.
- Funding was secured from Job Centre Plus to extend IPS services in Harrow which has been achieved via a partnership with the Harrow Council Xcite programme. They have co-located a member of their employment team, within the Harrow CMHT.
- A joint bid with Twining Employment Services was successful which will support the implementation of IPS within Harrow IAPT as part of the Trailblazer Funding initiative.
- During the year a Recruitment Assessment Centre was co-facilitated with service users to ensure that we recruit ES with the right skills and competencies.
- New competencies have been developed for Band 5 and 6 Employment Staff.
- To ensure consistency across the service, Case Management Standards have been developed which will enable the service to audit and evidence the work of ES across the organisation.
- A new Twitter account @cnwles was launched to both promote the service; and to support employer engagement and job search.

2. Why is access to paid employment important?

For many individuals who access health services gaining employment is a key to their social inclusion.

“providing social interaction, income, self-esteem and independence.”

(Waddell and Burton 2006, Waghorn 2013)^{1,2}

However, a return to paid employment after a period of mental illness and/or addiction can often be challenging to achieve.

“Left unaddressed, the future expectations of both service users and providers of what a person is capable of can decline and harden.”

(Harvey et al, 2013)³

There is now growing recognition within the current Government, the Department of Work and Pensions (DWP) and Department of Health (DOH), that more needs to be done to help people with health conditions/disabilities to access paid employment. Access to employment is now considered an important health outcome; and implementation of the evidence based Individual Placement and Support (IPS) Employment model has been identified as key to achieving this. IPS originated in the US and has since been tested and refined across a range of countries, and has been shown to be the most effective method of supporting people with mental health problems to achieve paid employment. There is also increasing interest in applying the model to other client groups as part of the new national work and health service which is being developed.

The overall evidence for the effectiveness of IPS is strong, with 12 systematic reviews and 17 randomized control trials (RCTs) now showing that IPS outperforms the best available forms of vocational rehabilitation for this client group.

(Marshall et al 2014)⁴

In response to service user feedback, research and commissioning policy CNWL continues to deliver and expand access to evidence based employment services, as well as build partnerships with external employment providers. In addition, the service continues to play a role as a national Centre of Excellence in supporting the national development of the IPS model by hosting open days, workshops, shadowing opportunities and training.

As the quote below outlines implementation of the evidenced based Individual Placement and Support (IPS) Model continues to support a recovery approach within clinical teams.

My Employment Specialist was optimistic, she believed in me when I could not and offered unstoppable positive encouragement. She expertly found glimmers of strength and emphasised them, hearing weaknesses and working around them. She built my motivation and confidence, making appointments frequently to keep me motivated. She listened to my sadness about my children, always asked how I was feeling, she cared about my future more than I could at that point – and believed, unfailingly that I had a good future ahead.

Service user

Refer to Appendix b: for Background information on how the IPS Model Works/Policy Framework.

3. Policy Developments

Two key national policy developments relating to health and employment were launched during the year.

Establishment of a New Work and Health Unit: A new team which combines staff from both the Department of Health and Department of Work and Pensions was established in August 2015. The team is tasked with leading the Government's strategy aimed at halving the disability employment gap. In order to achieve this a £115m Innovation Funding was secured in last Autumn's spending review to develop and test new innovative and integrated health, care and employment ways of working to improve the health and employment outcomes of people with long term health conditions or those with a disability.

The NHS 5 Year Forward View⁵: Employment is now a key part of the NHS Forward Plan, with a commitment to increasing funding to expand access to the evidenced based employment model within mental health secondary/primary care services in 2018. This will build on the work of the national IPS Centres of Excellence programme sponsored by the Centre for MH (of which CNWL Employment Services is a founding member). <https://www.england.nhs.uk/ourwork/futurenhs/nhs-five-year-forward-view-web-version/5yfv-exec-sum/>

4. Over-view of CNWL Employment Services

In response to the research evidence,^{1,2,3,4} service user feedback and in line with the recommendations of policy developments,⁵ the aim of CNWL's Employment Services is to deliver four streams of work. These are:

- (i) **Trust as Employer: The User Employment Programme (UEP).** The aim of the service is to enable the Trust to become an exemplary employer for people recovering from mental health/addictions. This involves offering practical support to individuals who are applying for existing posts within the Trust; as well as time limited work placements accompanied by active job search to assist individuals to become competitive for specific career opportunities. In addition the service also offers support to existing members of staff who may be struggling at work due to their mental health.
- (ii) **Trust as Bridge Builder/Influencer: Implementation of the Individual Placement and Support approach (IPS)** which is internationally considered the most effective evidenced based model for assisting mental health/addictions service users to return to paid employment. This involves integrating Employment Specialists into clinical teams; who are supported in championing the employment agenda by Occupational Therapists who provide a clinical perspective on helping people to manage their health at work. In addition an Employment Lead has been introduced to increase access to employment opportunities across the rehabilitation service line.
- (iii) Delivery of **employment courses** within the Trust's Recovery and Wellbeing College.
- (iv) Development of **tools and resources to support clinical teams** in enabling service users to access paid employment via external agencies.

This Annual Report reflects activity and developments for the period 1st of April 2015 to 31st of March 2016. The report will cover adult mental health and addiction services. It will consider measured progress against the implementation of the 'Mental Health

Employment Framework⁶, and the 'Addictions Employment Framework'⁷ and the 'Employment Services Strategy'.⁸

5. Service Developments

During 2015/16 CNWL continued to develop and embed the Individual Placement and Support Employment Model in a range of services across the Trust. This includes Community Mental Health Teams in Westminster, Kensington and Chelsea, Brent, Hillingdon, Harrow; and Brent Addictions.

A number of key developments took place during the year.

5.1 Launch of a 3 Year Co-produced Employment Strategy



A co-produced 3 Year Employment Strategy was launched, which encourages each CNWL borough/service line to develop their own local Employment Action Plan in partnership with local agencies, commissioners and service users. The strategy will be co-ordinated by Employment Services in partnership with the Head Occupational Therapist

(OT) Employment Lead in each borough. Key themes include partnerships with Job Centre Plus, and potential new funding opportunities to expand IPS, including potential implementation of IPS in primary care.

Please refer to Appendix c

5.2 New Funding Opportunities

New funding opportunities were secured during the year.

Trailblazer Funding: CNWL was successful in submitting a Joint Bid with Twining Enterprise to access Trailblazer funding to pilot IPS in partnership in the Harrow IAPT Service.



Part of the Department
for Work and Pensions

Job Centre Plus Flexible Support Fund: A successful bid was submitted to Job Centre Plus Harrow, which has enabled the service to increase access to IPS. This has been achieved via a partnership with the Harrow Local Authority Xcite Employment Programme; who have co-located a member of their employment team in the Harrow CMHT.

5.3 A new Recruitment and Assessment Centre was co-facilitated with service users during the year to enable the service to ensure we recruit employment staff with the right skills, qualities and aptitudes.

5.4 New Case Management standards, service policies and assessment tools were developed to evidence the work of employment staff, complete audits and ensure consistency of service provision across the Trust.

5.5



The service launched a new **Twitter** account, to both promote the service and support job search and employer engagement. Please follow us @cnwles.

5.6 Increasing national profile as a Centre of Excellence



CNWL continued to play a role as a national Centre of Excellence in promoting and contributing to IPS best practice. This has included hosting open days, conference presentations and Employment Specialist's (ES) hosting shadowing days for ES from external organisations from across the UK and overseas.

6. User Employment Programme (UEP)

6.1 Service Developments

The programme continues to offer a range of work placement opportunities across the organisation, as well as support access to paid posts. During the year there has been an increase in referrals from service users who are interested in becoming Peer Support Workers who have little or no experience of working within a clinical setting. In response to this, unpaid Support Worker placements have been organised across the Trust to enable service users to gain valuable skills and experience to make them more competitive for Peer Support Worker Posts.

6.2 Achievements

There were a number of key achievements during the year. These included the service continuing to achieve a high placement rate (56%). This is the result of the good working relationships with CNWL recruiting managers and sub-contractors (OCS and Ranstad) across the Trust to access hidden jobs. In addition a partnership was established with the Department of Work and Pensions (DWP) HQ who have made a commitment to offering work placements across their departments. The service has also worked in partnership with the Trust's Temporary Resourcing and Staffing team to support service users to access paid employment opportunities which in some cases resulted in permanent paid employment.

"The last three years has seen the development of a close working partnership between OCS and the CNWL User Employment Programme (UEP). The UEP has allowed OCS to offer paid opportunities to people accessing CNWL service users. This journey has been made possible due to the high level of support we receive from the UEP Employment Specialist. We highly commend her contribution in ensuring that all stakeholders are engaged in supporting the programme."

OCS Deputy Contracts Manager

6.3 Next Steps

There have been a number of referrals to the programme from CNWL employees who have mental health difficulties and are struggling at work. As a result the UEP are exploring opportunities to expand the programme in order to offer a job retention service.

This will involve the service working in partnership with employees, their manager, clinical team, occupational health and human resources in order to reduce sickness absence from work.

In the coming year we will be reviewing all policies and protocols for the service, to ensure they are in line with organisational changes and HR/Occupational Health policies and procedures.

“When I joined the User Employment Programme, I had not worked for about 5 years. I had lost confidence in myself; I didn't know if I could still do the work that I used to do and I had only attended 2 job interviews in my whole working life.

When I first went to meet my Employment Specialist, I was literally shaking in my boots. But she made me feel comfortable very quickly. Together we worked out my strengths and she gained an understanding of the issues I had with going back to work.

It actually took some time for my Employment Specialist to find me a placement, for various reasons. But she kept me informed all the way, telling me all the different avenues she was pursuing. To tell the truth, I was alright with it because it gave me the time to get used to the idea that I will be entering the workforce again. The first time she arranged a meeting for a possible placement, the thought of it gave me an anxiety attack and she suggested I bring a friend for support, which really helped.

My Employment Specialist made sure that she understood what I wanted from the placement and communicated it to the manager involved. She also helped me identify potential problems I might have during the placement and helped me create a plan to deal with them if it ever happens. Some of these she also shared with the manager so that they could help me too if needed. I was always consulted before she went ahead with anything and given the whole picture of any situation, pros and cons, so that I could make an informed decision.

Because of Employment Specialist's work to prepare me and my colleagues beforehand, by the time I started my placement everything went smoothly. I did not feel any pressure to perform and the tasks I was given to start with were not stressful. I actually enjoyed my placement, gaining confidence every single day I was there. The day I was offered a position where I had my placement was one of the happiest in my life.

I don't think I would have been able to get a job as quickly as I did through this program. I was given a lot of support and advice throughout and most important of all to me, my Employment Specialist was my voice, the voice that I had lost due to the difficult period in life I had before. For that, I am very grateful and my journey to recovery has now taken a big step forward.”

Service user supported by the User Employment Programme

“We found the user employment programme very useful. The program provided the team with a much needed person who had the relevant skills required for the role.

As a result, we have moved the person from the voluntary placement into the paid bank system.

This is the first time my team has used this programme and we will not hesitate to use it in the future; as long as candidates have the relevant skills for the role.

I feel it is an excellent opportunity to get service users back into the work place.”

CNWL Manager

6.4 Service Delivery Outcomes:

The following tables detail outcomes for individuals accessing the UEP during 2015-16; and since the inception of the programme in 2004.

Table 1

User Employment Programme	2015-16	September 2004 - March 2016 (Cumulative Figures)
No. of people who accessed the User Employment Programme	41 (22 new referrals)	369

Of those referred to the UEP during 2015-16, **49%** had at least one hospital admission before accessing the service.

The programme offered **10** non-clinical placements in a range of settings such as Human Resources, Finance Administration/Reception and **3** placements in a clinical setting.

Table 2

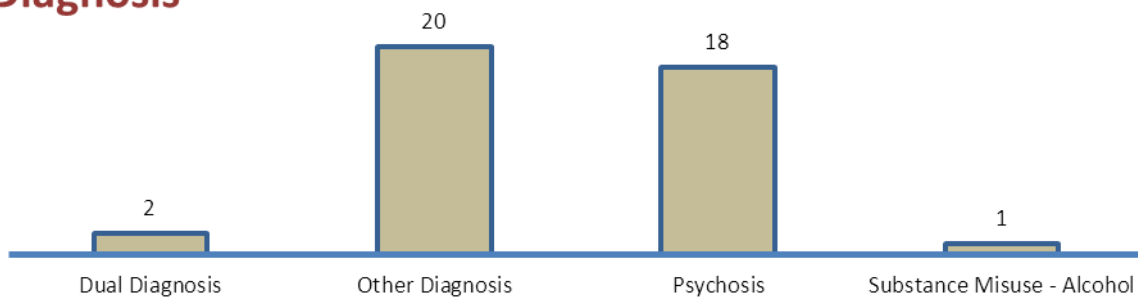
User Employment Programme	2015-16	September 2004 – March 2016 (Cumulative Figures)
No of work placements facilitated	13 (All were new placements; 0 were carried over from the previous year)	247
No of paid employment outcomes	26 (for 23 people)	195
Sustained job outcomes	Of which <ul style="list-style-type: none"> - 15 had been in work up to 13 weeks. - 1 had been in work between 13 weeks and 6 months. - 10 had been in work over 6 months. 	
No of people supported to access mainstream education and training	0	52
No of people supported to access Recovery and Wellbeing College	16	16 (data collected from this financial year)

Of those 23 individuals who secured paid employment, **16** people were still in paid employment at the end of this financial year.

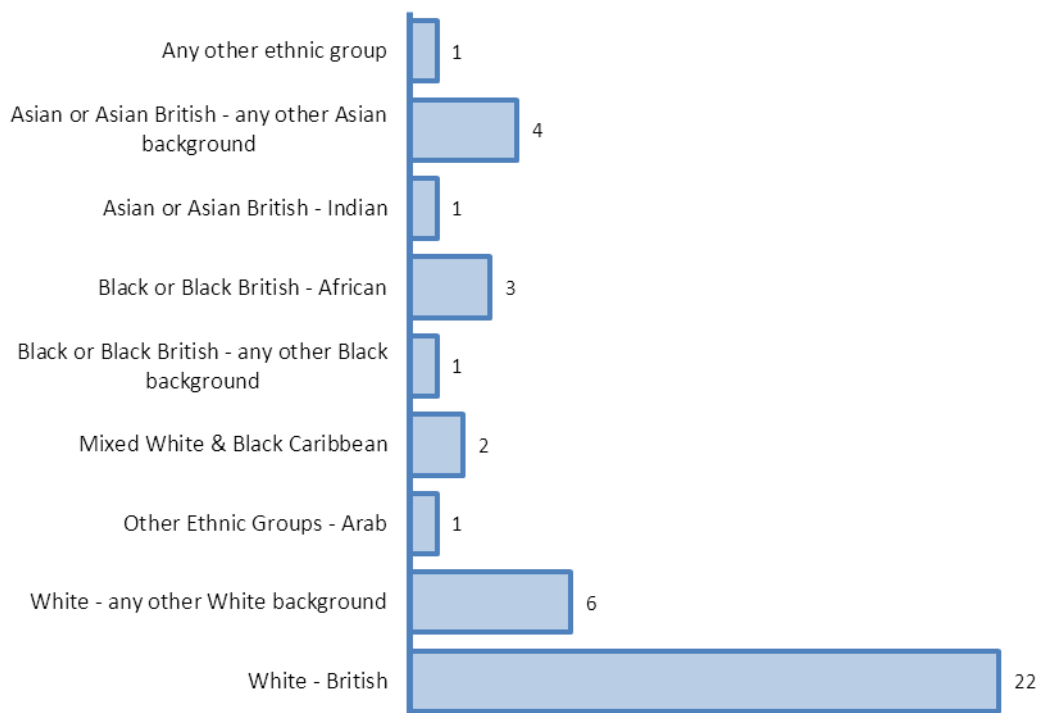
Of the **23** individuals moving into paid employment, **9** had a history of psychosis and **10** had at least one hospital admission. **19** were from White British Backgrounds, **4** were from Black and ethnic minorities. Of the 26 outcomes achieved, **13** were part-time and **13** were full-time employment.

The following two graphs provide a summary of the **diagnosis and ethnicity** of those individuals accessing the User Employment Programme.

Diagnosis



Ethnicity



7. Implementation of the IPS Model within Trust-wide Mental Health and Addiction Services

The following tables outline the outcomes achieved for IPS Services across the Trust.

See appendix d for a summary of outcomes for the User Employment Programme.

Table 3

Trust-wide Employment Services	
No. of people who accessed IPS services across the Trust	512 actively accessed the service
NB: ' Active ' is defined as someone who has completed a vocational assessment and started to actively participate in their vocational action plan.	(Target for 2015-2016 no of people actively accessing the service = 494)

Of those accessing support from an ES based in CMHT/EIS/Community Rehabilitation teams and Addictions service, **61%** had a diagnosis of some form of psychosis. Of the people moving into paid employment from mental health & addictions services **54%** had a diagnosis of some form of psychosis.

Many service users accessing trust-wide employment services had experienced significant periods of unemployment, the average being **4** years and **6** months. Length of unemployment ranged from **2** weeks to **35** years.

Table 4

Trust Wide Employment Services 2014-2015	
No of paid employment outcomes	236 (Target 229)
	The above outcomes were achieved for 197 individuals, as some people were supported into more than 1 job.*
	This is a placement rate of 38.4%

*A small % of service users gained more than 1 job during the time with IPS services. It should be noted that each job is counted within IPS practice, and multiple jobs are seen as acceptable and part of the process as people explore their vocational identity and choose the right job match, which in turn increases the likelihood of job retention. (Drake, Bond et al 2009)⁹.

Rapid job search is a key element of the IPS approach and the following table outlines the % of people who were supported to job seek within 4 weeks.

Table 5

Trust Wide Employment Services	
% of service users supported to job seek within 4 weeks	353 (69%)

Table 6

Length of employment	No of employment outcomes
In employment < 13 weeks	93
In employment 13 to 26 weeks	50
In employment > 26 weeks	93
Total number of employment outcomes	236

In employment < 13 weeks

The total number of employment outcomes achieved during 2015/2016 is **236**. **93** of these job outcomes are within the **13** week period, with **59** of the jobs coming to an end in this period. The reasons for jobs coming to an end vary greatly from the role only being temporary, or the individual being supported to access a more favourable opportunity, or closed due to health reasons.

In employment 13 to 26 weeks

50 job outcomes exceeded the **13** week period and have sustained up to **26** weeks. Only **9** jobs that exceeded the first **13** week period came to an end in that period.

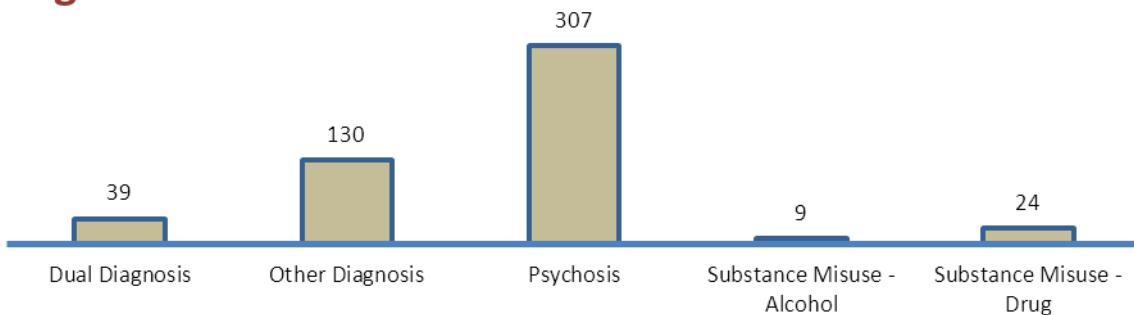
In employment > 26 weeks

For the **93** job outcomes that have exceeded the **26** week period, **8** jobs came to an end during the period.

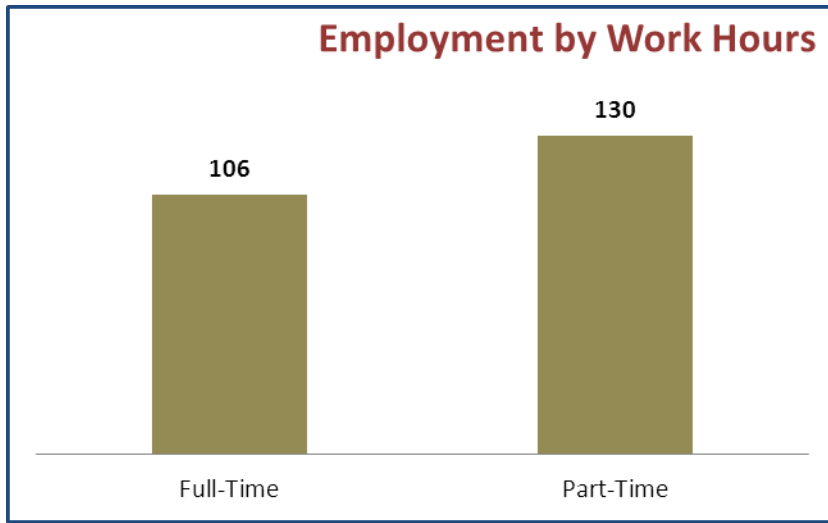
It is worth noting that of the **197** individuals supported into paid employment **68%** are either still working or were closed in work at the end of the financial year. Of which **38%** have been working between **13 and 26 weeks**, and **44%** had worked over **26 weeks**.

The following graphs provide a breakdown of the diagnosis of people accessing the service, and the number moving into part and full-time work.

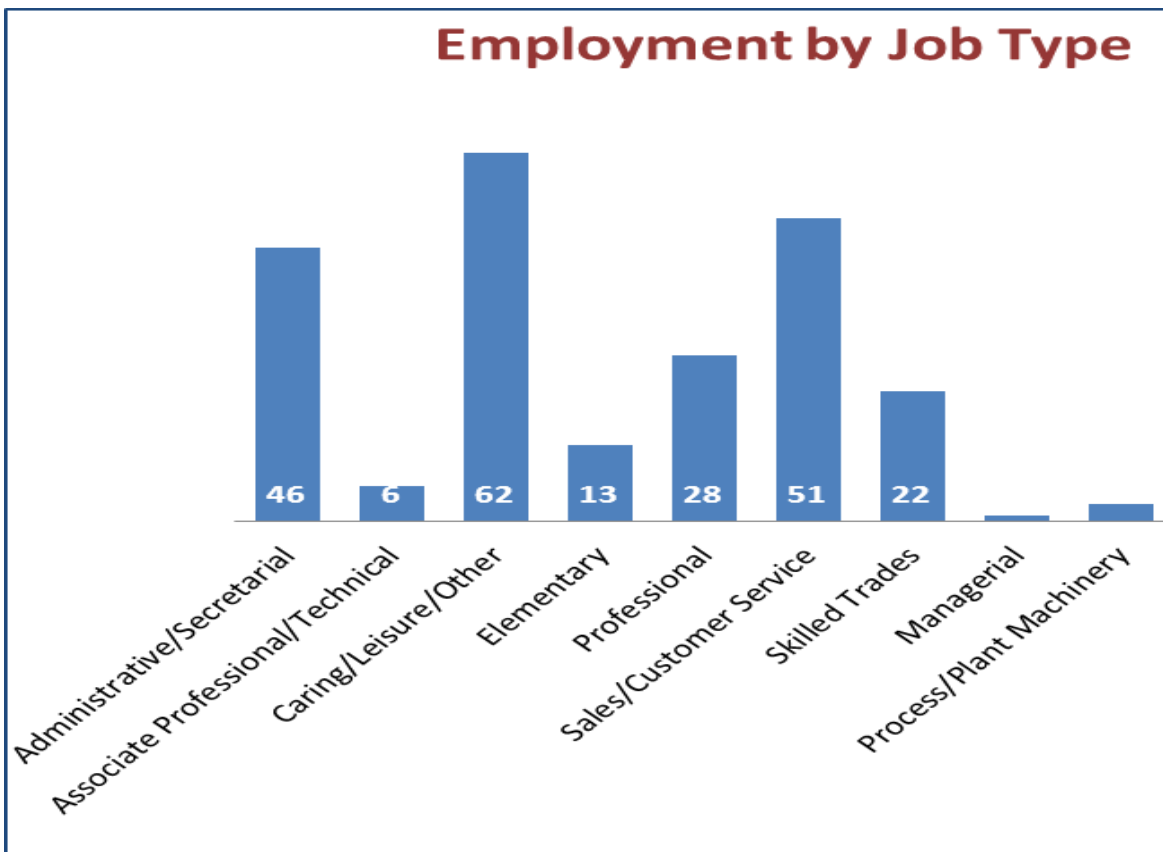
Diagnosis



Numbers moving into full-time and part-time work

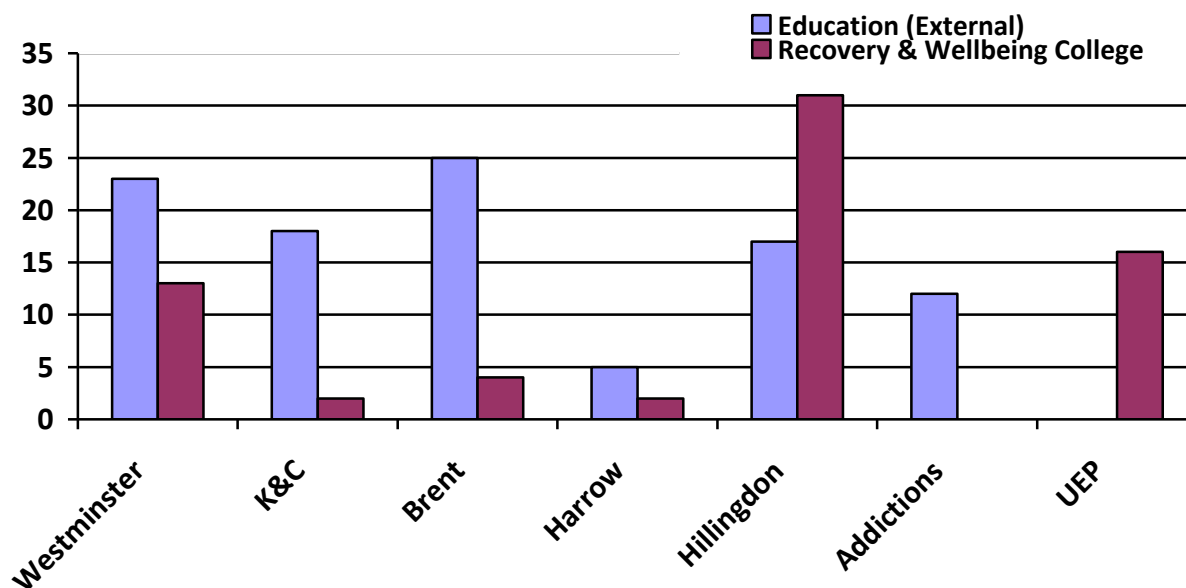


Of those moving into employment the following graph identifies the types of work people accessed.



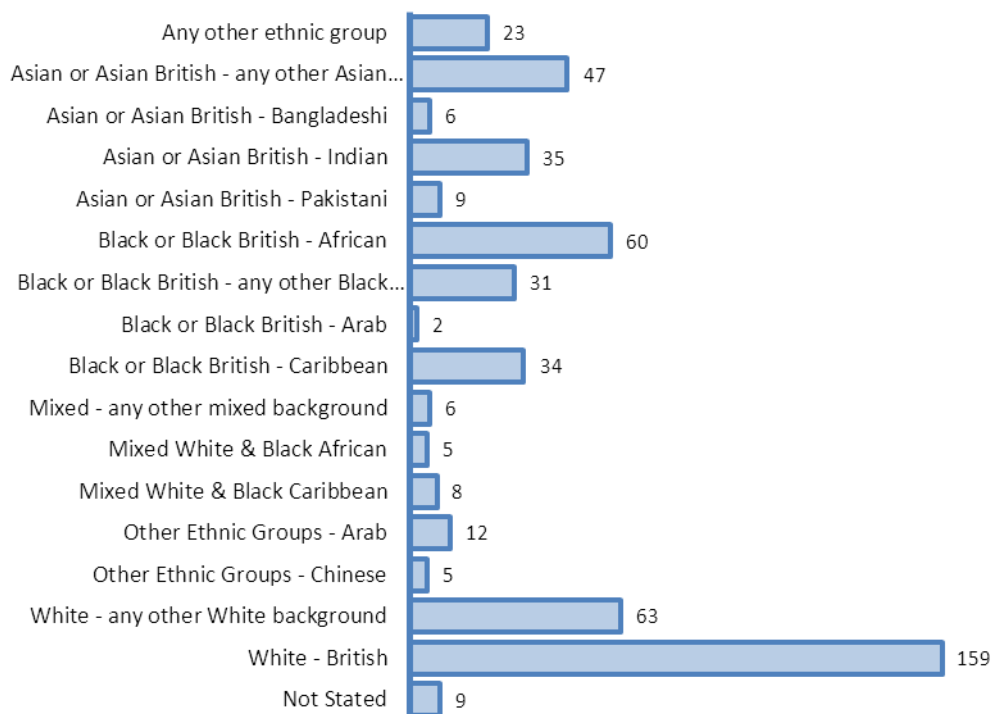
Training and Education Outcomes

Of those referred to Trust wide Employment Services, **100** individuals were supported to access external education/mainstream opportunities. The table below provides a summary of educational outcomes by borough. In addition **68** service users were supported to access Recovery and Wellbeing Courses which complimented their return to work.



The following graph provides a summary of the ethnicity of those people accessing Employment Services.

Ethnicity



8. IPS Model within Local Services

For a detailed breakdown of Performance by borough please refer to Appendix e

For a summary of where ES posts are based please refer to the Organisational Chart Appendix i.

8.1 Community Mental Health Teams

During the year the service continued to implement IPS within **Brent CMHTs** and the **Early Intervention Team**.

“The ES is a highly valued and experienced member of our team. During the time I have worked with the ES she has worked successfully with a number of my clients. I have only ever received praise and gratitude for the exceptional work that she has carried out. The ES is a highly motivated individual whose enthusiasm and motivation inspires the individuals she works with.”

“In my view one of the keys to her success is her ability to be creative in her work and find ways to achieve the best outcome for those she works with. In my experience of working with the ES her method of working is seamless from start to finish. She will go directly to employers and actively seek opportunities for her client.”

“The ES is realistic in her approach and is quickly able to identify achievable goals. She is empathic, understanding, empowering, non-judgemental and a true advocate for her clients.”

Care Co-ordinator Brent CMHT

The **Westminster employment** team, continue to embed the IPS approach and a commitment was made during the year to increase the number of Employment Specialists; across the CMHTS, to support service re-design.

“I would just like to comment that the Employment Services embedded in the community teams are a real asset. I have seen the impact of the service with various different patients in their recovery journey. The service is accessible and very positive about the real possibility of a return to the workplace, in a meaningful way, and I have seen the rewards in self-esteem and self-confidence for the patients that I work with. They have a can do attitude and the advantage of being embedded in the team means that they have developed a very good understanding of the challenges of the individuals that we work with.”

Consultant Psychiatrist, South Westminster Community Mental Health Team

“I feel very proud of having our Employment Specialists embedded within our teams. They go far and beyond for our service users, this is something that words alone cannot describe. I have seen service users who felt they could never work secure paid employment with their support. This is an invaluable service and something CNWL should be very proud of.”

Social Worker, North Westminster Community Mental Health Team

In **Hillingdon** the employment team continued to embed the IPS approach across mental health teams.

"I feel that the provision of the employment service has been invaluable both in the advice that the Employment Specialist has been able to give me and the fact that she has been able to take on several of my clients which has enhanced the work that I have been doing with them. So all in all a brilliant asset to the service."

Psychologist, Hillingdon North CMHT

"The Employment Specialist is an extremely valuable member of the team. She has managed to fill a gap which has been present for a few years now. She is a delight to work with, has excellent background knowledge about supportive services in the community, and is always approachable to discuss new referrals / on-going cases. It has also been very helpful that she has a clinical background, as she has (although not strictly part of her role) allowed for her to provide a level of clinical support, enabling early recognition of any deterioration in mental states."

Consultant Psychiatrist, Hillingdon North CMHT

During the year a new IPS service was established in the **Harrow CMHTs**, and was expanded to include a second post funded by **Job Centre Plus**.

"Finally there is a service that helps people to move forward with their lives and focuses on the future but still provides support. It's good to have a service that wants to integrate people with mental ill-health into society."

Care Co-ordinator, Harrow CMHT

In **K&C**, as a result of new funding from West London CCG, IPS was implemented in the borough in both clinical teams. This included 2 new ES posts, 1.0 wte Band 6 wte Employment Team Leader, and 1.0 wte Band 5 Employment Specialist.

"Prior to the ES working in the team, we rarely considered employment as an option for our patients. Since she has been around the prospect of employment has become real and staff are regularly discussing work as a possible option with our patients. These patients who have moved into employment have improved in their overall functioning and satisfaction with life, and some have been able to be discharge".

Consultant Psychiatrist, K&C South CMHT

8.2 Addictions and Offender Care Service Line

The service continued to deliver IPS in the **Addiction and Offender Care Service Line** within the Brent team. The service hosted two visits from Dame Carol Black as part of her Independent Review for the Department of Work Pensions on Addictions, Obesity and Employment. The review, once finalised, will include the Brent IPS Addictions service as an example of best practice.

"Having an ES in the Addictions team continues to make a difference by both supporting the employment needs of our clients, which in turn enhances recovery and abstinence."

Key Worker, Addiction Recovery and Clinical Centre, Brent

8.3 Rehabilitation Service Line

A Band 6 1.0 wte Employment Lead is now established in the Rehabilitation Service Line. The post holder works across the service line delivering surgeries and/or recovery and wellbeing courses at all Rehabilitation In-patient sites. The post also takes a lead on the co-delivery of the central employment courses delivered within the Recovery and Wellbeing College courses.

“The Employment Specialist has been a regular visitor to 2 Colham Green Road. She has worked closely with myself and the Activity Coordinator to support service users back into work. We have had some great successes over the past few months which are very inspiring for new service users and those that are in the early stages of contemplating work.”

Occupational Therapist, Colham Green

See appendix e: for a breakdown of performance for each borough/service line for Employment Services in mental health and the rehabilitation service line.

See appendix f: for a breakdown of performance for Employment Services with the Addictions and Offender Care service Line.

See appendix g: Analysis of Job Outcomes by Industry

See appendix i: Key Performance Indicators for Employment Services 2016

9. Service User Satisfaction Survey



A confidential telephone survey was carried out by service users at the end of the reporting period. **100%** of service users surveyed were either ‘very’ or ‘quite satisfied’ with the support they had received from their ES to achieve their employment goal. In terms of improving the service, people identified that they want more time with their ES; and more communication if their ES leaves or changes. Service users identified the things they most valued as; “having access to a service that makes them feel more motivated, confident and positive about their future”, and “having someone who can open doors with employers.”

In addition **93%** were either ‘very’ or ‘quite’ satisfied with the help and encouragement they received from their care team to return to employment. Outlined below are some quotes from the survey.

“I am now a more positive and open person.”

“The ES taught me how to be more confident and how to talk to people.”

“Helped me to become more proactive and increased my self esteem.”

“Helped me have more money for food and even a holiday.”

“My health improved, and I have a reason to live, keeps you occupied and helps with negative thoughts.”

“A reliable service, easily accessible, integrated with care and they listen to you.”

“Nothing could be improved as far as I am concerned. I would like a high standard service like this to be available nationwide. I know someone who lives in another area who doesn’t get the same service and this needs to be rectified so that this high level of service is available nationwide.”

“It has increased my happiness levels, going from not working to working has been an important step.”

“I am going out more now. I used to be very shut off before.”

“I feel very supported by my ES and more mentally healthier.”

“I am now more engaged in the community and recovery.”

“Made me more motivated, and I wake up in a better mood in the morning.”

See appendix a: Service User Survey results.

10. Recovery and Wellbeing College

Employment services staff continued to deliver the 5 Day Recovery and Wellbeing College Course entitled ‘Employment ‘Recovery in Action’, as well as local spoke courses. During the year 96 people attended Employment courses within the Recovery and Wellbeing College. Outlined below are some quotes from people who attended Courses.



“I now no longer fear going back to work.”

“Very informative and clear information on benefits.”

Service users who have accessed employment courses in the Recovery and Wellbeing College

11. Work with local employers

Employer engagement continues to be a high priority for the service, given we know that up to 80% of jobs are never advertised. In order to support this Trust wide, quarterly employer engagement days are now in place to enable ES from across the trust to share employer contacts, knowledge and skills.

“A CNWL Employment Specialist has been supporting a member of our staff, I would like to say that her professionalism, empathy towards her client, experience and also working together with the University was of an exceptionally high standard.”

“Not only did the Employment Specialist provide her client with support, she also worked alongside the University, which I feel helped us to reach a positive outcome at the end, that everyone was happy with. The service that is offered to the clients, is one that should continue, especially working with employers and building those relationships, so that the trust and confidence is gained by the employee hopefully assists with a smooth transition back into the workplace.”

Hillingdon Employer

CONCLUSION

Expansion of access to high fidelity evidence based employment services was a key step forward during the year; with the development of new IPS services within secondary mental health services in Kensington and Chelsea and Harrow. In addition a successful joint funding bid with Twinning Enterprises was developed to implement the IPS model within Harrow IAPT. This is part of as part of the high profile Trailblazer funding, which aims to build the evidence base for IPS for people with common mental health problems.

Responding to the community services redesign has been key. In light of the drive to support individuals to return to primary care services, careful consideration will need to be given to referrals. Priority will be given to those who are likely to remain in the service for at least 6 months ensuring optimum time is provided for employment specialist support to enable a return to employment.

Ensuring that Employment Specialists (ES) are embedded in primary care services is strongly recommended. This will ensure that ES are able to support those whose employment needs are identified at the point of discharge; and also support those who have secured jobs whilst in secondary care services, and require on-going support.

During the year mental health and employment became increasingly high on the Government's agenda; and this will result in new funding and partnership opportunities. This includes the NHS 5 Year Forward Plan which commits to increasing access to IPS services, building on the work of the national IPS Centres of Excellence sponsored by the Centre for Mental Health (of which CNWL is a founding member). It will be important in the coming year to explore how CNWL can both maximise new funding opportunities and also work in partnership with new emerging employment services.

Appendices

Appendix a	Service User Survey 2015-16	 Service User survey 15-16 Trust wide Que
Appendix b	Background information on how the IPS Model Works/Policy Framework	 Appendix b Background Informati
Appendix c	Employment Strategy 2015 - 2018	 CNWL Employment Services Strategy 20:
Appendix d	User Employment Programme Outcomes	 UEP outcomes.doc
Appendix e	A breakdown of performance for each borough/service line for Employment Services in mental health and the rehabilitation service line.	 A breakdown of Performance for Ment
Appendix f	A breakdown of performance for Employment Services within the Addictions and Offender Care Service Line	 A breakdown of performance for Empl
Appendix g	Analysis of Job Outcomes by Industry	 Appendix g Analysis of Job Outcomes by I
Appendix h	Key Performance Indicators for Employment Specialists	 Appendix h Key Performance Indicato
Appendix i	Organisational Chart for Employment Services	 Annual report_Employment S

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