

Draft

APPENDIX B

Leicester City

**WELFARE TO WORK FOR DISABLED
PEOPLE**

**JOINT INVESTMENT PLAN
2001 - 2004**

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The Partners to the Joint Investment Plan are: -

Leicestershire City Council
Leicestershire Health Authority
Leicestershire & Rutland Healthcare Trust
University Hospitals Leicester
Employment Service
Benefits Agency
Leicester Training and Enterprise Council
Leicestershire and Leicester City Careers Service
Information Advice and Guidance Service
Market Harborough Chamber of Commerce
Leicestershire Learning Partnership
CVS Community Partnerships
Co-Options
Mosaic

Other people have been involved in contributing to this Joint Investment Plan and the numbers are too many to list. We would, however, like to thank everyone for their contributions.

Leicester City

WELFARE TO WORK FOR DISABLED PEOPLE
JOINT INVESTMENT PLAN
2001 - 2004

1 INTRODUCTION

The Leicester City, Welfare to Work for Disabled People Joint Investment Plan (JIP) is a three-year plan for reshaping services to support disabled people in employment.

The Department of Health (DOH) placed a requirement on Local Authorities to take the lead in the production of a plan together with a range of partners by April 2001. JIPs are jointly owned documents and there is an expectation by the DOH that local authorities and the National Health Service (NHS) will work closely with partner agencies to prepare and implement their plans. (The partner agencies for this plan are listed on page 1).

It is recognised by the DOH that the Welfare To Work JIP involves forming new alliances and relationships and that time should be given for these to become stronger¹.

2 PURPOSE

The purpose of the Joint Investment Plan is to promote the provision of local, integrated services to enable disabled people who want to work to have the support to do so. This includes:

- Ongoing support to remain in employment
- Support to re-enter employment, e.g. training
- Support to have a job for the first time
- Support for those who are not yet ready to work, but wish to move closer to employment e.g. voluntary work.

The strategic objectives of the Welfare to Work Joint Investment Plan will inform Leicester City's Community Plan and the Health Improvement Programme (HImp).

3 BACKGROUND

Over recent years the local provision of services to support disabled people into work has developed on an ad hoc basis, uninformed by a researched strategy. This has resulted in lack of information and clarity about services that are available, what their respective roles and responsibilities are, duplication of services and gaps, as well as a lack of collaboration between agencies. There is a lack of information

readily available to measure how well we are supporting disabled people to work.

These issues are reflected nationally. The Government has therefore requested all Local Authorities to lead on the production of a local Welfare to Work Joint Investment Plan. This is a practical way of bringing together the range of agencies currently providing services for disabled people, so that they can focus in a co-ordinated way on what is needed to support people in employment. There is a strong emphasis on partnership working, which includes the involvement of service users, carers, voluntary organisations and employers.

4 POLICY CONTEXT

4.1 The Welfare to Work Joint Investment Plan links into the Government's wider health and social care modernising agenda, as set out in the White Papers "The New NHS - Modern and Dependable" and "Modernising Social Services". The partner agencies involved in Leicester City's Welfare to Work plan are committed to working to these principles.

Key themes are to:

- Improve partnership working and break down the barriers between services (expanded on with the Health Act 1999 and the NHS Plan)
- Increase independence for service users
- Promote social inclusion
- Provide safe services (expanded on in Better Services for Vulnerable People)
- Tackle inequalities
- Improve health and well-being through prevention and effective treatment and support
- Ensure effective consultation, user and carer involvement
- Support people to obtain, maintain or move closer to employment
- Raise the quality of services whilst maximising value for money (Best Value)
- Ensure transparency and consistency of services
- Focus services around local population needs
- Modernise supporting strategies for human resources, information, performance management and regulation of both services and staff.

4.2 Welfare to Work is a major Government policy. It is the general title for a series of practical and policy initiatives designed to help people into work and away from the need to rely on benefits. The aim is to reduce social exclusion by removing structural and institutional barriers that prevent various groups of people from participating in employment. Elements of Welfare to Work include:

- Increasing individual and family incomes through tax and benefit reforms. Tax credits have been introduced for disabled people who are working.
- Increasing basic and specific vocational skills and encouraging employability attributes through targeted New Deal Programmes. There is a specific New Deal programme for disabled people.
- Piloting different approaches to the way that services are delivered. ONE is a partnership pilot between the Benefits Agency, the Employment Service (Job Seekers Allowance) and Local Authorities (Council Tax and Housing Benefit). In pilot areas, all people making a fresh claim to working age benefits will have their work and benefit enquiries dealt within one place, by one personal advisor.

The Welfare to Work Joint Investment Plan is a further initiative that sits alongside these.

- 4.3** Government policy is also committed to establishing comprehensive and enforceable civil rights for disabled people. These cover discrimination in society or at work. Provisions within the Disability Discrimination Act 1995 give disabled people rights with regard to employment and access to goods and services. The Human Rights Act will also impact these areas.

5 UNDERLYING PRINCIPLES

The successful development of Welfare To Work services will be measured on the individual outcomes for service users, as well as against broader service objectives, such as number of disabled people in work. The Joint Investment Plan group has agreed that at whatever stage on the way to, or in employment, services must be delivered to offer people opportunities for the following:

Choice and autonomy – People’s opportunities and choices will be maximised. People will be supported to develop confidence and skill in making choices.

Respect and dignity – Services will work in ways that enable people to develop self-respect and feel valued members of the community.

Privacy – People’s right to privacy and confidentiality will be respected.

Competence and Personal Development – People will be supported to acquire the skills, knowledge, responsibilities and confidence they need to obtain employment.

Awareness of heritage – People will be enabled to have information and understanding about their personal and wider, history and culture.

Independence – People’s independence, (including financial), will be maximised whenever possible.

Individuality – Peoples needs and wishes will be respected and responded to on an individual basis.

Safety – People will be offered safe services that minimise potential risk through assessment and risk management.

Community participation – People will have the opportunity to widen their social networks and be encouraged to be active citizens within their local and wider communities. People who wish to will be enabled to use their local mainstream services and resources, with the appropriate support where necessary.

Physical and psychological well being – People will be supported emotionally and enabled to develop personal resources to deal with life changes, stresses and crisis in order to maximise their mental and physical health.

Support to carers – Where carers are involved, their own needs and rights will be respected and their views taken into account.

6 LINKS WITH OTHER INITIATIVES

This Joint Investment Plan (JIP) is being prepared at a time when there are a number of significant initiatives also being developed. The Joint Investment Plan for Learning Disability Services is currently being prepared, the implementation of which will be strongly influenced by the awaited National Strategy for Learning Disability that is to be published in the spring 2001. Latest Government guidance has given employment a much higher profile within the ongoing work, to develop the National Service Framework for Mental Health. The New Deal for Disabled People that is to be launched in the summer 2001, will create a new mechanism to engage disabled people in the employment process. It will allocate job brokers for all new claimants for certain benefits and make attendance at Job Centres mandatory. This, alongside the merging of the Employment Service with the Benefits Agency into the Working Age Agency, sets the Welfare To Work JIP within the context of radical change.

In addition to the above, a number of other policy initiatives and plans are relevant:

- Housing Investment Plans
- NHS Plan
- Health Improvement Plan
- Review of Supported Employment Schemes
- Development of the Leicester and Leicestershire Information, Advice and Guidance (IAG) Partnership
- Development of the Connexions Service

- Development of the Learning Skills Councils
 - Health Action Zone
 - Regeneration Zone
 - New Deal for Communities
 - Neighbourhood Renewal Strategies
 - Implementation of the Supporting People Initiative
 - Local Community Plans/Strategies
 - Leicester City Cultural Strategy
 - National Learning Disabilities Strategy
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- The National carers strategy has highlighted employment (or access to) as a key issue for carers. Many carers will be working when the need to care arises and there is a need to encourage carers to remain in work and help those who are in work to balance their family commitments with their working lives. Many carers also face financial hardship as a result of having to give up work to care; for such carers, it is often very difficult to return to work when caring comes to an end. They may have lost confidence and/or feel out of touch with the world of work and its changes. They will, however, have learned new skills through being a carer which could be of benefit to potential employers. The Welfare to Work JIP needs to take into account the needs of carers alongside the needs of the range of disabled people in Leicester to deliver more opportunities for work.

The Carers and disabled Children Act 2001 also heralds changes to the way in which carers access services as, under the act, carers will be entitled to an assessment of their own, in their own right, for services of their own. In this vein, some thought will need to be given to what services are currently available and how/what services can be enhanced to provide 'carer' oriented services.

- The Supporting People programme offers disabled and vulnerable people the opportunity to improve their quality of life by providing positive services, which enable them to have greater independence and control in making choices within their lives. The programme is being implemented now and will improve services by:
 - focusing provision on local need
 - improving the range and quality of services
 - integrating `support` with wider local strategies
 - monitoring and inspecting quality and effectiveness
 - introducing effective decision making and administration

DETR and the DOH have been working jointly on guidance for local authorities on expanding the range of housing, care and support options available. It is now recognised that there is a need to increase diversity, with care and support being provided in a variety of settings, ranging from shared accommodation, through self-contained housing in cluster and network schemes, to ordinary housing.

- Locally, the best value requirements will impact on the development of Welfare To Work. In 2000-2001 the following best value reviews have taken place within the City Council:-
 - Services for Older People
 - Advice Services
 - Customer Care
 - Procurement
 - Arts and Entertainments
 - Sports
 - Communication and Promotion

In 2001 – 2002, the following services will undergo Best Value Reviews:

- Equalities
- Financial Management
- Homelessness
- Human Resources and Personnel
- Libraries
- Regeneration and Neighbourhood Renewal
- Services to Children and Families
- Strategy and Policy
- Transport and Highways

The Welfare to Work Joint Investment Plan has been written against this policy background. The Department of Health recognises in its guidance for the Welfare To Work JIP how complex the issues are; to that end, this JIP is the first step in an evolutionary process.

7 NEEDS ANALYSIS

This part of the JIP process has been the most complex and hence difficult to achieve, largely due to the absence of relevant data being collected in the past and agencies having a variety of individual systems that collect different types of data in different ways. It is recognised by all partners to the Welfare To Work Joint Investment Plan that both the needs analysis and the mapping of resources will need to become more sophisticated next year.

The information generated by the needs analysis and resource mapping will only give a broad picture on numbers; it cannot give detail such as the specific needs identified by disabled people. One of the major difficulties has been the lack of awareness by generic services; such as Home Care and physiotherapy of the importance they play in helping someone return to work. When a worker (GP, social worker, health therapist etc) first encounters a service user/patient it is not always clear that a return to work or retention of employment is a possible or desirable outcome. This has identified a major training need but has also meant that actually calculating need, mapping services accurately and establishing total investment has been very difficult in this first year. Actions within the plan address these gaps.

Population Statistics.

- **National Statistics**

The headline findings from the 1999 Labour Force Survey (LFS) (Office of National Statistics (ONS)) suggest that;

- There are 6.4 million disabled people of working age in the U.K. (nearly 1 in 5 of the working age population).
- Approximately 50% of disabled people are in work, compared with 85% in the rest of the population.
- 16% of disabled people would wish to work if a suitable opportunity arose.

- **The Department of Social Security Information Centre Benefits Data.**

The DSS produces regular updates of actual numbers of working age claimants of disability related benefits (Disability Living Allowance, Severe Disablement Allowance and Incapacity Benefits are the principal ones).

In Leicester City, the total number of claimants of Disability Benefits who are of working age is 16,200.

- **Estimated Need**

The total number of claimants of Disability Benefits is lower than the LFS estimate because the LFS provides a general definition of people with disabilities. Depending on the level of their needs in respect of either care or mobility, disabled people may be helped by SSDs and by Social Security extra cost benefits. The number of disabled people receiving these benefits will therefore be significantly less than the number of disabled people estimated using the LFS.

The use of any one statistic, from a single source is therefore, unlikely to give an accurate estimate of the number of local disabled people who would wish to work.

Through liaison with the Benefits Agency and Employment Service, the Nuffield Institute for Health proposed the following formula:

Benefits agency fig. for number of disabled claimants	Estimate of disabled people in employment (50%)	Estimate of disabled people who wish to work (16%)
16,200	8,100	1,296

8. Resource Mapping

The mapping exercise has identified the majority of services that are provided within Leicestershire, Leicester City and Rutland. All of these services fit with the context of: -

- Ongoing support to remain in employment.
- Support to re-enter employment.
- Support to have a job for the first time.
- Support for those who wish to move closer to employment.

Appendix B gives a detailed breakdown of the mapping, below are outlined the major service providers.

LEICESTER CITY COUNCIL.

- **Social Services Department**

There are four City day centres for people with learning disabilities, all of whom provide opportunities for work experience in a variety of settings, such as gardening, decorating and re-cycling projects. People can be enabled to be on an employment continuum that commences with an educational placement and may end with paid employment. Community support workers enable people to access community based activities and this will include exploring education and work opportunities.

Employment Plus is a Supported Employment service for people with learning disabilities. It employs two job coaches. They work with people to develop vocational profiles, identify training, find jobs and work alongside people to support them to learn the job. This support will then taper off and withdraw.

Due to ongoing support not being available and lack of a range of flexible job opportunities, support into employment has only been available for very independent people with low support needs. Employment Plus always has a waiting list for referrals. For these reasons, the SSD tendered out to extend such services and now have a contract with Co-options Co-operative. In addition to supported employment services being extended, Co-options will work with people with high support needs and also examine the feasibility of establishing small businesses such as social firms, to offer a wider range of job opportunities. Co-options will also work with physically and sensory disabled people (who do not have a learning disability).

The Department provides a day service for people with mental health problems. Outreach and day service staff work flexibly with people to regain skills and confidence and then refer onto other agencies, such as Remit for more specialist training and support for employment. In January 2001, West End Day Services were involved in the launch of a new scheme in Leicester – a time bank geared towards people experiencing mental distress. Called Trading Times, the scheme currently has around 30 members. It allows people who cannot engage in conventional work for reasons of mental ill-

health to use and develop their skills in a way which is more flexible and which is under their control. Time banks consist of networks of members who trade skills and services with each other, using time credits as a form of exchange. The services offered depend on the range of members and can include anything from decorating to dog-walking, teaching to transport. Time banks can provide a way for people to start taking back control of their lives and build supportive communities. By valuing and using every members' skills and experiences, time banks can also help to boost self-esteem and confidence. And by linking up with other schemes that do not have a mental health focus, they can challenge the barriers caused by stigmatisation. Trading Times is run by a core group of members, who meet regularly to make decisions, organise publicity and events, and carry out the administration of the scheme, with support from facilitators employed by social services. The major gap for people with mental ill-health is for support staff that are able to do intensive job searches and provide ongoing support to people to start a new job, or retain previous employment.

Douglas Bader Centre provides day services to approximately 70 people with physical and sensory disabilities. An Outreach Worker started work in 2000 to enable people to access community based opportunities, including exploring work options.

In addition generic services such as home care support many people where support for employment may not currently be seen as the focus of their work, but which are a vital part of people's support systems that will enable them to gain and retain employment. Similarly the Department has a number of contracts with voluntary/independent sector providers, for example for day services and support work where some of the outcomes for individuals could be employment opportunities.

- **Environment & Development Department**

The Community Economic Development Team and Employment Initiatives Team target their work particularly at communities who are disadvantaged in the labour market. Various voluntary sector projects are supported through grant aid: for example two social enterprises involving disabled people and people with learning difficulties in printing and the manufacture of children's furniture. Support to social economy projects is also provided via development officer support: for example a group of disabled women have been supported in setting up a crafts and arts business and a group of disabled IT trainees supported in setting up a worker co-op.

The Regeneration group works with community partnerships to deliver government funded regeneration projects. These historically have been area based rather than thematic but would be required to be included in their approach to welfare to work.

Across the Department there are a range of services that would be useful to disabled groups; from advice and grants for disabled access

to buildings (Urban Design group) to advice on disability benefits (Welfare & Employment rights).

- **Chief Executives Department**

The Chief Executive Department has a lead on a range of relevant policy initiatives and the Community Plan.

- **Education Department**

The Education Department currently through the Community Education provision offers range of training opportunities for people with Disabilities through its network of Community Colleges, Free Standing Community and Youth Centres and Community Primary Schools.

From April 2001, the new Life Long Learning and Community Development Division of the Education Department will be established. Through the increased network of centres that will include the former Arts and Leisure Neighbourhood Centres, it will be able to offer even more locally based provision for adult learners. All the courses are available to people with disabilities and many of the courses lead to a qualification that may increase employment opportunities.

In line with the Department of Educational and Employment requirements the local Education Department produces annually a Disability Statement for Adult Learners that clarifies:

- The Local Education Authority's overall policy.
- Contact points and sources of general advice and advice about admission arrangements for students with disabilities.
- The Complaints procedure
- Examination arrangements
- Transport policy
- Fee Remission
- Details of individual Centres including information about accessibility, educational facilities and support and contact points for students with disabilities.

Remit is a Community Education project that focuses on students who are experiencing long-term mental health difficulties. It is core-funded and managed by Community Education, although secures extensive funding by working in partnership with other agencies e.g. Health Authority, Housing, Social Services. It has a City centre base [24, Millstone Lane] though it offers provision at a number of establishments, including Community Colleges, Neighbourhood Centres, Hostels etc. Students are recruited via a referral system, e.g. via a GP, although students may also apply on their own behalf.

- **Human Resources Department**

The City Council Human resources Department have produced a booklet about disabled employees' services and rights (available from April 2001). This includes information about; disability leave, impairment related sick leave, the Disability Discrimination Act (1995), the Disabled Employees group and Support network, car parking, Personnel Teams and Equality Advisors, accessible information, the Occupational Health Service, Trade Union support and the Employment Service. A leaflet is also available on disability and employment that gives information on the measures that have been implemented to support disabled people to seek and maintain work. These include a jobs bulletin, open days, guaranteed interview where an applicant meets the "minimum essential requirements to do the job" and disabled employees equipment budget.

The Department also facilitate the City Council Disabled Employees' Group (DEG), which is a forum of disabled employees. They meet every six weeks to discuss disability matters and advise the City Council on how it can improve it's "Disability Equality" initiatives.

The Disabled Employee's Support Network is another forum. This has been set up by disabled employees to provide support to other disabled City Council employees. They provide; listening, informal/initial counselling, development support, information and signposting to appropriate services.

- **Transport Department**

The City has a range of transport available for people with disabilities. This is summarised in "A Brief Guide to Transport for Disabled People and their Carers", produced by Leicester City Council (August 2000). A transport conference was held in 2000 and the local provision of transport being reviewed in light of this.

FURTHER EDUCATION

All the Further Education Colleges have programmes for young people and adults with learning difficulties both full time and part time. Most also work with Day Centres to encourage progression towards voluntary, therapeutic and in some cases real work.

Basic Skills support is available in a wide variety of modes.

Individuals with disabilities of all kinds can be supported on mainstream education and training programmes. The support package is assessed and funded on an individual basis.

In the City Leicester College have the Rathbone Education and Employment Project, which supports people with learning difficulties in employment and the WHEEL programme with the Health Service to support people back into

employment. The college works with 40 learners who are being supported to move into employment for the first time and 80 who are moving closer to work.

The Adult Education College LIFT project is designed to support people with mental illness in work or returning to work. 30 people are using the scheme at the moment. The Moving On scheme moves people with learning disabilities and physical disabilities towards employment.

EMPLOYMENT SERVICE

The Employment Service offers a wide range of information on jobs, training and self-employment through its national network of Jobcentres. Additional support for people with a health condition or disability is provided by the Disability Services Team. A range of advice, guidance and practical help is available to enable people to remain in employment, re-enter employment, access a job for the first time or move closer to employment.

Disability Employment Advisers (DEAs), are based in local Jobcentres throughout the county. Provide specialist support to jobseekers with a disability, and those seeking to retain employment. Support is tailored to individual needs and can include:

Employment Assessment is used to agree suitable work goals and find out how a disability affects a type of work or training. This helps to identify abilities, strengths and potential to work. Access to an Occupational Psychologist for enhanced assessment is available if appropriate.

Work Preparation - Designed to meet individual needs and help prepare people for work. Aims to help identify and hopefully overcome barriers to employment. Part of an employment assessment to enable the best advice and guidance to be given. Can help to build up confidence and stamina, assess abilities, explore new skills or update old ones, try out readiness for employment, mix and work with others.

Job Introduction Scheme - Allows people to try out a job, part time or full time, for the first few weeks while the employer gets help towards wages.

Supported Employment - For people with severe disabilities who are unable to work in open employment. Opportunities in all kinds of jobs, in supported placements with employers and workshops. In Leicestershire providers are the local authorities (city and county), Remploy and Opportunities for the Disabled.

Access to Work - Flexible package of practical and financial support. Tackles obstacles in the workplace, and can help pay for: a communicator for hearing impaired, a reader for work if visually impaired, special equipment to suit particular work needs, alterations to premises, support workers, help with the cost of getting to and from work.

The Disability Service Team is establishing links with University Hospitals NHS Trust to support people to remain in and to return to employment. Plans are underway to include an outreach DEA service in a hospital, raise awareness of occupational health with GPs in the county, and develop stronger links with UHL Occupational Therapists .

BENEFITS AGENCY

The Benefits Agency has one main office situated in Leicester City Centre and a smaller office in Loughborough. These are open daily to customers and are accessible by telephone. In addition to this they have caller facilities based at Hinckley, Coalville, Oakham and Melton Mowbray for queries and advice only.

There are a number of different benefits that people with illness or disability may be able to claim. These include: Incapacity Benefit, Income Support, Job Seekers Allowance and Severe Disablement Allowance (will no longer be payable for new claims after April 2001). As part of Income Support there are a number of different premiums payable depending on your circumstances.

Industrial Injuries Benefit is payable to people who are sick or disabled because of an accident they have had at work or because of an illness/disease they have contracted at work. The Benefits Agency in Sutton-in-Mansfield deals with these cases.

If you are under age 65, in addition to the above benefits you may also claim Disabled Living Allowance for either help with your personal care or mobility or both. If you are over age 65 you claim Attendance Allowance instead. Both of these benefits are paid in addition to any other benefit you may be getting and will also increase the amount of Income Support you are entitled to. This means that if you claim one of these benefits you should also ask us about claiming Income Support.

We also have a Text phone for callers who have a hearing impairment and can arrange for any of our leaflets to be in braille. Leaflets are available in a wide range of languages.

LEICESTER AND LEICESTERSHIRE INFORMATION, ADVICE AND GUIDANCE (IAG) PARTNERSHIP

- Ensures provision of a co-ordinated local network of information, advice and guidance services to adults about learning and work.
- Ensures that all members of the community have access to information and advice services, with particular attention given to the needs of disadvantaged clients. People with disabilities are one of the priority client groups IAG Partnerships are required to target.

Currently in the first year of development, there will eventually be a network of co-ordinated delivery and access points across the city and county. Generally, IAG services for adults, when fully operational, will take over from the new Connexions Service when a client reaches 20 years old. However, for clients with disabilities this transition may be made at age 25. The service is funded directly by DfEE at the moment, but this will be transferred to Learning and Skills Councils in April 2001.

LEICESTER & LEICESTERSHIRE CAREERS AND GUIDANCE SERVICE

Leicester and Leicestershire Careers and Guidance Services are funded by the DfEE and contracted to deliver an information, advice and guidance service to all young people.

The service develops partnership agreements with schools and a range of agencies to ensure that all young people can access support from their service.

Careers Advisors attend transition reviews of those young people with learning disabilities and other disabilities and work with them to explore and plan 'post 16' provision.

The service employs Special Needs Careers advisors who work with students in Special Schools and those students in mainstream schools with the most complex needs. The service extends to supporting people being educated 'out of area'.

There are close links with the Leicestershire Training and Enterprise Council, Local Further Education Colleges, Local Training Providers, the employment Service Disability Service and the wider network.

LEICESTERSHIRE TEC

Leicestershire TEC funds a number of schemes, which enable disabled people to access training. In addition they fund a number of other projects

- Two workers employed by Mosaic (Guild for the Disabled)
- RNIB Project to develop a resource pack
- Disability Workshops for training providers and TEC staff.
- EQUAL project. A training programme for employers.

LEICESTERSHIRE HEALTH AUTHORITY

There are a number of employment focussed health care initiatives funded by Leicestershire Health.

- Mental Health Services – Leicestershire & Rutland Healthcare Trust, in it's Mental Health Directorate, provides a number of opportunities through Keyham Services. This includes a club-

house, Nursery and upholstery workshop. In addition individual work is done with patients in order for them to move closer to and re-enter employment.

- University Hospitals NHS Trust – The Disablement Service Centre provides equipment and is establishing links with the Employment Service to support people with disabilities to remain in employment. Within the renal directorate of Leicester General hospital there are a range of initiatives that start early within a patients treatment. This includes a life goals assessment that is used to ascertain from the patient and their family how important it is for the patient to retain employment.

VOLUNTARY & INDEPENDENT SECTOR

There are a wide range of voluntary and independent sector projects which provide a variety of services from information and advice through to training, job profiling and in-work support. Examples range across all client groups and include services such as Leicestershire Centre for Integrated Living, Remit, Mosaic and the Volunteer Bureau. See Appendix A for further resources.

9. CONSULTATION

Consultation has taken place, in partnership with the agency representatives on the Welfare to Work Planning Team, in order to establish the views of service users and staff. (This built on work initiated earlier in the year by Voluntary Action Leicester that gave all voluntary sector agencies the opportunity to give their views on barriers to work and the strengths and gaps in current services. These views have been incorporated to the summary of views and will be included in full in the full consultation report).

Two separate questionnaires were sent out to all stakeholders including the statutory agencies, independent sector organisations and representative groups. The methodology used was to request each organisation to facilitate a discussion within its environment of both service users and staff using separate questionnaires. An offer to provide independent facilitators was made, although no organisation took this offer up at this point, several expressed an interest to be more involved in Welfare to Work in the future. Individual questionnaires were also provided in order for people to reply individually if they so wished.

The response to the consultation was felt to be positive. 110 staff took part in the process and 395 service users of these 290 were from learning disability day services throughout the City and County this amounts to nearly 25% of the total population of learning disability day services. Appendix C gives an extensive breakdown of the responses. Below is outlined a summary the key issues raised through the process. There is a remarkable similarity in key issues between the staff groups consulted and those service users who have contributed to the process.

Summary of needs identified in service user and staff consultation.

Information

- Comprehensive information is needed for service users and staff
- Information needs to be in accessible formats, appropriate for different communication needs
- People need to know what is available
- Clarification is needed about roles of different staff/agencies
- Clarification is needed about who would be appropriate to refer to which agency
- Agencies need to change how they collect and monitor information, so they know if they are achieving positive outcomes, enabling people to work

Raising awareness and changing the culture.

- About Welfare to Work and what the JIP is trying to achieve
- To create positive attitudes towards disabled people in work
- Service users, staff (across all agencies), employers, G.P.s e.t.c. all need opportunities to become more aware of and involved in, Welfare to Work issues.
- Promote disabled people in jobs as role models, there should e.g. be more disabled people working in day centres
- Training

Priorities

- Concentrate on people who are keen to work, not those who do not
- School-leavers and young people should be a priority

Barriers

- Top three barriers identified for each service user group:
Learning Disabilities: Benefits, Confidence, Transport
Mental Health: Benefits, Confidence, Employer's attitude
Physical & Sensory Disabilities: Own health, Flexibility of support services, Transport
- People need to be re-assured that they will not be on less money/lose benefits
- Transport is needed that will meet individual needs
- Skills training is needed to develop confidence and prepare for work

Partnership working

- Need clarity about who does what, roles and responsibilities
- Need to avoid duplication and fill service gaps
- Multi-disciplinary approach needed
- Work needs to be considered in all assessments
- Assessments need to be individual and person-centred

- Information needs to flow better between agencies
- Limitations and confusions about City/County address need resolving
- Day centres need support to be more task centred and focused in assisting people to move into employment
- One access point is needed for information about employment and sign-posting people on the right place for them to go to

Resources

- Not enough generally, particular need for more job coaches
- Not enough staff time currently available at all levels
- Not enough support available to support people with high support needs into employment
- Support needs to taper off, but people need to be able to have a contact point if they have a query/problem
- Specialist services needed with knowledge of different needs of disabled people
- Services must be able to meet needs of diversity of communities of it's population
- Local services needed
- Need to attract funding into Welfare to Work services
- Time needs to be found to work with carers

Job opportunities

- Needs to be a greater range and variety
- Need to be more flexible
- Social Firms, Co-operatives etc
- Both service user and employer need to have realistic expectations

Consultation

- A strategy is needed to involve users, carers and staff in the development of Welfare to Work plans and services
- People wish to be consulted in a variety of ways: meetings, groups, questionnaires, in writing, conferences, etc

10. SUMMARY OF IDENTIFIED NEEDS.

A range of information, has informed the Welfare To Work Joint Investment Plan. This data has been used by the partner agencies, to identify gaps, prioritise plans and to link into other plans such as the HImP, Learning Disability Joint Investment Plan and the Joint Mental Health Strategy. Below are outlined the key gaps in services agreed by the partners to the Welfare To Work Joint Investment Plan. (Appendix B outlines fully the agreed actions): -

- Information is at the centre of nearly every identified gap. There is an urgent need to develop an effective information strategy to

provide reliable, accessible information about where services are located, what they aim to achieve and how to access them. This strategy must be relevant to service users as well as staff groups, including generic staff that have been identified as having a particular problem in accessing information. This is foundation work that needs to be in place before other areas are worked on. We need to add value to the work of the IAG Partnership by linking in with their strategies connected with co-ordinating, delivering and marketing IAG services, and increasing access for adult clients in general and people with disabilities in particular.

- Agencies need to develop information systems that enable them to measure the effectiveness of Welfare to Work strategies. This needs to make use of existing databases, such as Social Services Carefirst (to be running by Summer 2001) and the soon to be developed Supporting People database (partnership between Housing, Probation and Social Services).
- Service users and staff have throughout the consultation process argued the need for a single gateway into services.
- An effective method of engaging with employers needs to be found.
- A more sophisticated mapping exercise that includes detail about investment patterns must be achieved in the next year.
- A comprehensive consultation strategy needs to be implemented.
- A common assessment framework needs to be agreed by all the key stakeholders to enable a much more targeted and consistent service. This needs to link into the ongoing work to develop Social Services common assessment framework (CAF) into a person centred, multi-disciplinary assessment tool. This approach is strengthened by the new Mental Health White Paper, which has indicated that consideration about employment must be included in any new Care Plan.
- In Leicester City, there are currently several small projects, offering support via job coaching, into employment. This is particularly evident in learning disability services. Each has to have it's own infrastructure. Ways of working in partnership to reduce duplication and avoid gaps need to be explored.

11. INVESTMENT PATTERNS

The current levels of investment in Welfare To Work services are difficult to ascertain due to the complex and diverse funding mechanisms of the stakeholders. Appendix A gives a break down of the current levels of service capacity, including, where possible, the current level of investment, as ascertained at this point. This first Welfare to Work Joint Investment Plan has sought to provide base line information, which will reflect the current levels of investment in specialist services.

The Joint Investment Plan for 2001/2 will endeavour to become more sophisticated, to encompass those services that currently do not recognise employment as an outcome, such as local authority home care.

It should be noted that all figures contained within the JIP must be treated with caution. Although the figures quoted are confirmed as accurate, this is the first year that investment has been brought together in this way. Care should be taken when comparing figures, as there is not as yet a common accounting system, hence it is impossible to compare similar services.

12. PRIORITY GROWTH AREAS.

The Welfare To Work Joint Investment Plan group, as result of the mapping exercise, needs analysis and the consultation, has identified the following as priorities for growth 2001/2.

Information Service (Jointly Funded)

A Countywide, accessible information resource is needed (see action plan). This must be regularly up-dated. This will mean identifying an agency to develop an information strategy and implement within 2001/2002.

Employment Support Workers for People with Mental Ill-Health.

In Leicester City, in addition to job coaching available via the Employment Service, specialist job coaches are available to support people with learning disabilities and physically and sensory disabled people into work. Although there are agencies working to train and re-skill people with mental ill-health for work, there are no support workers able to offer support within the workplace. It is recognised that the type of support needed from staff will vary across client groups. Specifications are currently being drawn up for this service and funding sought.

13. Updating work for Welfare To Work JIP 2001/2

One of the biggest achievements of Welfare to Work Joint investment Plan, has been bringing together for the first time the diverse range of partners involved locally, to discuss how to address the complex range of issues

together. This has also led to a recognition that further work will need to be undertaken to enable the JIP to become an effective tool, as outlined below:

Consultation

The consultation needs extending and needs to take account of carer's views. This was not covered within the scope of the consultation this year. It should also include generic workers who offer services that are not obviously connected to employment. To that end a consultation strategy needs to be developed which will take a systematic and varied approach over the next three years. Any new approach to consultation needs to compliment and not duplicate the other consultation strategies that currently exist within a number of the partners.

Mapping

A more sophisticated method of mapping needs to be designed that will enable a complete local picture to be created. This will be produced as part of the information project (9).

Investment Patterns

As identified in 10, this needs to be more detailed and informed by a wider range of services, in order to gain a true picture of patterns of expenditure for years 2002-2004. The financial information will be gathered as part of the detailed information mapping to take place 2001-2002.

Appendix A

Resource Mapping

This mapping exercise is a first attempt to try to establish some of the major agencies involved in assisting people to move nearer to, or retain employment. Many agencies have a role and the scope of a detailed resource mapping exercise was not achievable within the time-scale and resources available for this Joint Investment Plan. The first year action to develop an up-to-date information resource that will be available in a variety of formats will achieve much greater clarity about what is available from which funding streams, in future years.

Although we attempted to collate information in a consistent format, because different agencies have a variety of different methods of information management this was not always possible. Therefore, the information on finance and staff numbers should be taken as a broad indicator only.

If you are not included in this mapping exercise and you feel that you provide relevant services that we can include in next years plan, then please leave relevant contact details for:

Welfare to Work Planning Officer,
Planning and Service Development Section
Leicester City Council Social Services Department,
Town Hall,
Leicester,

Tel: (0116) 2254750

Key

<u>Heading</u>	
To remain	Agency provides support to enable people to remain in employment
To re-enter	Agency provides support to people to re-enter employment, e.g. training
First time	Agency provides support to people to enable them to obtain work for the first time
Moving closer	Agency provides support for people who are not yet ready to work, but wish to move closer to employment e.g. voluntary work
City	Shaded box under City heading indicates service is available for people living in Leicester City
County	Shaded box under County heading indicates service is available for people living in Leicestershire County

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Organisation	Service	To remain	To re-enter	First Time	Moving Closer	Staff	User	County	Health	City
Buffet Car	Catering Scheme				Yes	3xpt	8	£39,000		
Lutterworth Vol Centre	Placing volunteers		Yes	Yes						
Sofa	Furniture recycling				Yes	3	27	£55,060		£52,000
Mkt Harb VB	Placing volunteers		Yes		Yes	4xpt	160			
TOPS	volunteers		Yes							
Melton/Dist Furnitiure Pr		Yes	Yes	Yes	Yes	2	30			
CARE	Supported Employment	Yes	Yes	Yes	Yes	1	25	£16,000		
REMIT	Community Education	Yes	Yes	Yes		5?	60		£18,000	
Worklink	P&T		Yes			6	128	£79,410	£18,100	
Community Care			Yes			2	57	£34,710		
Disjointed	Printing		Yes			4	59	£23,850		£67,000
Babygear			Yes			5	64	£13,377		£72,487
Shaw Trust	Develpoment Officer	Yes	Yes	Yes	Yes	1+admn	40	£43,000		
YMCA Hinckley				Yes		5	56	£38,153		
Care LTD			Yes			3	46	£43,680		
Employment Oport								£2,000		£2,000
Homeworkers Campaign								£50,000		£59,000
ReactNWL CVS			Yes			4	36	£71,140	£18,000	
Headway			Yes	Yes			50		£21,608	£10,000
CDA			Yes			8	126	£77,640		
Leicestershire SSD	Westfield DC		Yes		Yes	1	5			
Leicestershire SSD	The Grange	Yes	Yes		Yes	1	5			
Leicestershire SSD	Waterlees House	Yes				1	1			
Leicestershire SSD	Millfield DC		Yes	Yes	Yes	1	23	£15,200		
Leicestershire SSD	Roman Way DC	Yes		Yes	Yes	3	33			
Leicestershire SSD	Mountsorrel			Yes	Yes	4.5	28	£56,600		
Leicestershire SSD	Wigston DC	Yes	Yes	Yes	Yes	2	34			
Leicestershire SSD	CCRC			Yes	Yes	5	35			
Leicestershire SSD	Leic Road	Yes		Yes	Yes	1	31	£16,000		
Leicestershire SSD	Transition Team			Yes	Yes	4.5	98	£120,000		
Wigston College	FE	Yes	Yes	Yes	Yes	10	200			

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Organisation	Service	To remain	To re-enter	First Time	Moving Closer	Staff	User	County	Health	City
Loughborough College	FE				Yes	2	16			
Leicester College	FE	Yes	Yes	Yes	Yes	5?	136	£25,000	£21,000	
inc. Wheel Project				Yes	Yes	1	8		£20,000	
inc Lift Project					Yes				£38,000	
Stephenson College	FE		Yes			3				
Leicestershire Chief Exc	Modern Apprenticeship	Yes		Yes			1			
Brooksby Melton Coll	FE	Yes	Yes	Yes	Yes		110			
Leicestershire Chief Exc	National Traineeship	Yes		Yes			1			
Leicestershire Chief Exc	Adult Training			Yes			18			
Leicestershire Chief Exc	Supported Employment	Yes	Yes	Yes		3	140	£160,000		
Leicestershire Chief Exc	Special Enterant			Yes		1	3	£42,000		
Leicestershire Chief Exc	Job Club		Yes	Yes	Yes	1.5	60	£45,000		
Leicestershire TEC	Gov Training total		Yes	Yes	Yes		753			
	City						255			
	County						474			
	Rutland						1			
	Out of area						23			
Co-options	Supported Employment	Yes	Yes	Yes	Yes					£125,000
Leicester Volunteer	Volunteering				Yes					
Project, inc.	Opportunities									
Values LD Project	Volunteering Opportunities				Yes					£25,000
LEAT	Access to work		Yes	Yes	Yes	2	40?			
Leicester City	LETS scheme					1				
Leicester City SSD	West End Day Service				Yes	11				£184,500
Leicester City SSD	Trading Time LETS				Yes				JF £21,700	
L&R NHS Health Trust	Keyham Rehab. Inc	Yes	Yes	Yes			40		£171,140	
	Wrk plcemnt facilitator	Yes	Yes	Yes					£38,000	
L&R NHS Health Trust	Kennedy House		Yes	Yes	Yes	1.4			£35,000	
L&R NHS Health Trust	Photography Project		Yes	Yes	Yes	0.5			£6,000	
Apex			Yes		Yes		700?			£200,000
Leicester City SSD	Employment Plus	Yes	Yes	Yes	Yes		35			
Leicester City SSD	Fosse Day Centre				Yes		37			

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Organisation	Service	To remain	To re-enter	First Time	Moving Closer	Staff	User	County	Health	City
Leicester City SSD	Hastings Rd Day Centre				Yes		8			
Leicester City SSD	Layton Hse Day Centre				Yes		4			
Leicester City SSD	South Lodge D.Centre				Yes					
Leicester City SSD	Day Service Dev. Wrkr				Yes	2			JF£50,000	
Leicester City SSD	Supported Living Dev				Yes	1			JF£25,000	
Employment Service	DST Leicester x4	Yes	Yes	Yes	Yes	4				
	DST Coalville	Yes	Yes	Yes	Yes	1				
	DST Hinckley	Yes	Yes	Yes	Yes	1				
	DST Loughborough	Yes	Yes	Yes	Yes	1				
	DST Mkt Harborough	Yes	Yes	Yes	Yes	1				
	DST Melton	Yes	Yes	Yes	Yes	1				
	DST Wigston	Yes	Yes	Yes	Yes	1				
ES Totals						10	1635	£600,000	Leicester & Leic'shire	
Careers Service	City & B89County& Rutland			Yes	Yes	5				
Career Point Leicester			yes	yes	yes	6				
Career Point Hinckley			Yes	Yes	Yes					
Career Point Coalville			Yes	Yes	Yes					
Carrer Point Oakham			Yes	Yes	Yes					
Career Point Melton			Yes	Yes	Yes					
Career Point Mkt Harb			Yes	Yes	Yes					
Benefits Agency			Yes	Yes	Yes		17000			
Remploy	Interwork City	Yes	Yes	Yes		5	31			
Remploy	Interwork County	Yes	Yes	Yes		5	40			
Leicestershire Ed	Community ED		Yes	Yes	Yes		783			
Leicester City Ed	Lifelong Learning & Community Dev. (see Appendix X for list)		Yes	Yes	Yes					
Leicestershire Centre for Integrated Living Mosaic		Yes	Yes	Yes	Yes					
		Yes	Yes	Yes	Yes					

Appendix B

Leicester City Welfare To Work Joint Investment Plan 2001-2004 Action Plan

Priority for Change	Outcome & Measures	Milestones	Action Tasks	Money (new & current), or resources in kind	Project lead and partners
<p><u>Establish a Countywide Information Resource</u> that:</p> <ul style="list-style-type: none"> Identifies roles and responsibilities of agencies. Is accessible. Is continuously up-dated. Publicises itself. 	<p>Availability of one, Countywide information resource, as described. Information strategy for giving out information.</p>	<p><u>Jan-Mar 01</u> Agencies agree in principle <u>Apr01-Mar 02</u> Funding available & resource developed. <u>Mar 02</u> - Dissemination of info.</p>	<ul style="list-style-type: none"> Gain commitment from each stakeholder. Form task & finish group to steer. Identify most appropriate agency. Identify 3 yrs funding source from Apr 2001. Link project to IAG, City Invest to Save bid and LCIL information project & online centre 	<ul style="list-style-type: none"> £4,400 research grant from Denbigh for Co-options to research how to best present information. Role currently within Co-options specification for Leicester City. Amount of additional funding required is still to be clarified 	<p>Partners of WtW group. Lead with task & finish group.</p>
<p><u>Ensure agency systems can monitor outcomes</u> with comparable data being collected.</p>	<ul style="list-style-type: none"> Appropriate monitoring systems in place. Ability to measure outcomes of WtW initiatives. 	<p><u>Apr01-Sept 01</u> Agree strategy for collecting data & implications for each agencies systems <u>Sept 01-Mar02</u> Implement</p>	<ul style="list-style-type: none"> Form task & finish group to steer. Use existing systems e.g. RAP. Complaints Agree strategy. Implement strategy. 		<p>Partners of WtW group. Lead to be identified.</p>
<p><u>Gain more detailed information about needs for specialist support services.</u></p>	<p>Clarity about current un-quantified waiting lists, therefore better ability to plan for and meet needs.</p>	<p><u>Mar 01</u> Complete analysis of need for physically and sensory disabled people and people with learning disabilities known to services.</p>	<ul style="list-style-type: none"> Send out requests for information about known service users with unmet need for WtW services. Collate information. Use to inform up-dated needs analysis. Extend to mental-health services. 		<p>WtW planning officer & Co-options.</p>

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<p><u>Establish a single access point for signposting & access to services</u></p>	<ul style="list-style-type: none"> • Clearer care pathways. • Service users having to deal with fewer different agencies for similar services. • More people accessing services. 	<p><u>Apr01-Mar02</u> Plan to implement from Yr 2 when information resource is completed. BA, ES to join together</p>	<ul style="list-style-type: none"> • Form task & finish group to steer. • Recommendations with identification of potential funding by Sept 01 	<p>Possible extension of current agencies role.</p>	<p>Partners of WtW group. Lead to be identified</p>
<p><u>Multi-disciplinary assessment framework</u> People's needs for work are not sufficiently taken into account in assessments</p>	<ul style="list-style-type: none"> • Co-ordinated comprehensive assessments that reflect people's aspirations and needs regarding employment. • People undergoing rehabilitation (Health) will have their goals for work assessed 	<ul style="list-style-type: none"> • <u>Oct 01</u> Agree joint WtW assessment framework and link into → • <u>Apr 02</u> Joint Social Services & Health assessment framework to be in place • <u>Oct 01</u> Health to undertake baseline assessment of patient's views & experiences to inform future targets for improvement 	<ul style="list-style-type: none"> • Arrange workshop (with users) to share best practice and develop assessment framework for work goals • Produce multi-disciplinary WtW assessment guidelines. • Link to work on Person-centred Planning. • Link to production of S.S. & Health Common Assessment Framework. • Occupational therapist patient survey about assessment of need and outcomes 	<ul style="list-style-type: none"> • Workshop £500 (HImP) SaFF • Survey £250 (HImP) SaFF 	<ul style="list-style-type: none"> • UHL Occupational therapists with Clinical Directorate leads, LHA, SSDs, LRHT, PCTs and the Employment Service. • UHL with LHA
<p><u>Explore models for provision of Welfare to Work services</u> e.g. integrated staff teams</p>	<p>Ease of access to assessment and clear care pathways into and through WtW services</p>	<ul style="list-style-type: none"> • <u>Apr 2002</u> Work completed to identify integrated model based on best practice 	<ul style="list-style-type: none"> • Explore potential of use of Health Act Flexibilities • Bid for New Deal for Disabled People to pilot Rapid Referral Response Team 		<p>Establish task and finish group</p>
<p><u>To raise awareness of employment services and outcomes with generic staff</u></p>	<ul style="list-style-type: none"> • Increased number of referrals to wider range of schemes. • Employment issues reflected more in assessments and care plans. • Health workers involved in rehabilitation 	<p><u>Apr01-Sept01</u> Prepare staff training plan. <u>Sept01-Sept02</u> Implement plan <u>Dec 01 -</u> Evaluate training</p>	<ul style="list-style-type: none"> • Establish task & finish group to prepare plan for training & awareness raising • Improve links between ES and Occupational Therapists. • ES to have greater presence in hospitals. • All agencies to cover 		<p>Partners of WtW group. Lead to be identified</p>

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	are aware of different resources and can sign post patients appropriately	Dec 01 Information leaflet for staff	WtW issues in assessment guidance. • Training for Health staff on rehabilitation for work and agencies roles		
<u>Audit partner agencies employment practices</u>	Increase number of disabled people working in partner's agencies. Ensure agencies are leading the way in good practice as employers.	Apr01-Mar02 Complete audit	Representatives establish links with Human Resource Depts. To establish baseline figures & share good practice e.g.s <u>Audit</u> • Disability Discrimination Act implementation • No. disabled people working • Policies Share information ideas		Each WtW representative to lead for their agency.
<u>Develop links with employers to:</u> • Ensure they know where to get support from & what is available • Raise awareness of viability of retaining staff (particularly for mental health issues) • Consult on their views	<ul style="list-style-type: none"> Increased numbers of disabled people in mainstream employment. Communication systems in place with employers 	• April 2001-2001 Pilot	<ul style="list-style-type: none"> Mental health project. Pilot with Chamber of Commerce (Market Harborough) to form working group to raise these issues. Make links with Health Priorities Forum in each District 		Pilot task and finish group to lead
NHS as employer • Chronic back pain is a large cause of long term unemployment and occupational health based programmes have been shown to be effective in enabling people to remain in employment.	To prevent chronic back pain and enable people with back pain to remain in employment.	Back pain rapid response May 2002 initial evaluation report Pilot (3year) a referral for exercise programme in Leicester City by June 2001 with annual reviews.	To pilot an Occupational Health led work place, rapid response assessment and rehabilitation for employees with back pain. Establish a referral for exercise programme for employees with back pain.	(change in direction of funding, see table on existing services) SaFF	UHL NHS Occupational Health Services with Trusts. Leicester City Council Leisure Services with UHL NHS Occupational Health Service. UHL NHS Occupational

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<p>• Best practice occupational health and HR rehabilitation policy results in staff with a disability entering employment with appropriate adjustments, staff continuing in their post or transfer to alternative work and help prevent progression to permanent incapacity which may lead to loss of employment.</p> <p>Mental Health In the Workplace Project. Mental ill health is the largest cause of referral to NHS Occupational Health services</p>	<p>For people with a chronic disease/illness or disability to</p> <ul style="list-style-type: none"> • Be employed in the health service with appropriate adjustments. • To continue in their post or • Transfer to suitable alternative work • To prevent loss of employment due to ill health. <p>To reduce the stigma of mental illness and reduce workplace stress</p>	<p>NHS Occupational Health Annual performance reports Jul 2001</p> <p>a) the adoption of a Trent Mental Health Charter</p> <p>b) agreement of core mental health in the workplace standards for Trent</p> <p>c) implementation of an evidence based mental health in the workplace policy</p> <p>d) creation and implementation of a mental health in the workplace awareness campaign</p> <p>e) roll out of an organisational development mental health in the</p>	<p>Establish Occupational Health base line data.</p> <p>Welfare to work conference for GP Practices to include Occupational Health.</p> <p>Appointment of a Project Manager</p>	<p>£55,000 (NHS Region)</p>	<p>Health</p> <p>Employment Agency with UHL NHS Occupational Health</p> <p>Trent Regional Office/ All Trent HAs/Mental Health Providers inc SSDs</p>
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		workplace plan and training plan f) project evaluation.			
<u>Establish links to transport review</u>	Ensure sufficient, flexible transport to meet individual needs		<ul style="list-style-type: none"> Explore Corporate policies re:transport 		
<u>Explore use of Direct Payments</u>	Maximise people's control over their support	<u>April 2001-Sept. 2001</u> SSD Direct Payments review	<ul style="list-style-type: none"> Link to City Council review of Direct Payments If pilot is agreed link to mental health pilot of DP for 12 people 		WtW Planning Officer to link into SSD Direct payments review
<u>Make links with 'Supporting People'</u> Housing options and potential for funding to support people to access training and education	<ul style="list-style-type: none"> Flexible range of accommodation and support available 	<u>April 2000-2003</u> Transitional Housing Benefit arrangements <u>April 2003-</u> Supporting People arrangements in place	<ul style="list-style-type: none"> Link WtW strategy to Supporting People Strategy 		WtW Planning Officer to liaise with Supporting people Planning Officer
<u>Develop consultation strategy</u> to cover areas not done in-depth this year: <ul style="list-style-type: none"> carers Leicester's diverse ethnic communities service user views on health & social care support services 	Ensure involvement of all stakeholders in developing WtW services	<ul style="list-style-type: none"> <u>Sept. 2001</u> strategy developed 	<ul style="list-style-type: none"> Feed back on recent consultation to those involved Consult on flexibility of health & social care support services to enable work Develop strategy with variety of means, conferences, small group work, written, I.T. Link to new City Learning Disability Advocacy 	<ul style="list-style-type: none"> Increased advocacy support for City Adults with learning disabilities 2002-2002 (£50,000 Partnership Grant) including a specific worker for Asian communities 	Task and finish group
Need to identify and create work experience opportunities for young people with profound difficulties at school			<ul style="list-style-type: none"> Establish task and finish group Link to work of Corporate Transitions Group 		Leads: Careers and Guidance, Education, Lifelong Learning
Support required to enable young people with complex			<ul style="list-style-type: none"> To be included in work of above group 		Leads: as above

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needs to access work prep schemes.					
Increased work based training need to be available to all adults not just those based on NVQ		<u>Current Government review</u>	<ul style="list-style-type: none"> TECs to explore as aprt of review. Following review to come back to group for discussion 		Leads: TECs pending review
<u>Services for physically and sensory disabled people</u>					
Increase number of job coaches	Increased nos. of people with physical & sensory disabilities in job opportunities (target 8 in yr1) Improved individual outcomes measured from care plans	<u>March 2001</u> <u>Jan 2002</u>	Co-options staff team recruit job coaches and receive initial referrals Evaluation	£25,000 Special Grant funding	Leicester City SSD and Co-options
Improve agency links Health workers indicate they don't have links with other agencies that support people's goals for work	There is a co-ordinated, multi-agency approach to enabling patients to meet rehabilitation goals	<u>May 2001</u> Employment surgery established and publicised (evaluated Jan 2002)	Pilot an Employment Service (Adult Age Agency) employment drop in surgery at Glenfield General Hospital to provide advise to health professionals and to receive patient referrals for advise/ Employment Service support etc	Employment service worker, one session a month in UHL. SaFF	UHL, GGH OT manager.
Increase user awareness in Health service Users indicate they are not made aware of support available from different agencies	Patients receiving rehabilitation are aware of available support	<u>Oct 2001</u>	Undertake a baseline assessment of Occupational Therapists patient's views (experience).	£250 (HImP) SaFF	UHL with LHA

<u>Services for people with a brain injury</u>					
Increase no. people with brain injury who are in employment Nationally 50% of people with a severe brain injury have employment 2 years after their injury. Best practice multi-disciplinary care management has demonstrated that this can increase to 64%	Local multiagency care management rehabilitation services for people with a brain injury established Increased no. people with a brain injury in employment	<u>Oct 2001</u>	Establish a Brain Injury care management team (see HImP chapter E3) Continue to jointly fund Headway and review the service role in work preparation and supporting people into education, employment, and volunteering.	£143,116 (HImP) SaFF (see table on existing services for Headway funding)	UHL with SSD & Headway. LHA with SSD and UHL.
<u>Services for people with mental ill-health</u>					
Drug misuse project in Leicester 80% of known drug users are unemployed	To enable integration of drug users into mainstream opportunities for training and employment		1 development worker to increase information, advice, support and co-working.	£30,000 (HAZ)	Drug Action Team
Need for job coaches / support workers for people with mental ill-health	To enable people to have support that can go into the workplace to gain and maintain employment Increased nos. people with mental ill-health in employment	<u>April 2001</u> model agreed of Countywide Employment Team <u>April 2001-2002</u> establish team and implement strategy <u>April 2002</u> review	Identify funding. Agree model. Award contract. Establish new service	£40,000 HimP2001-2002 £8,000 City Council £8,000 County Council	Partnership agreement linked to mental health National Service Framework
Assertive Outreach LRHT	To maintain community tenure and social inclusion of people with severe mental illness	To support 100-200 people with severe mental illness and reduce hospital admission rates and disruption to their social function and social inclusion (including employment).	Create two Assertive Outreach Teams for the City of Leicester	£347,000 (£75,000 HImP), (£272,000 HAZ) SaFF	LRHT/LCityCouncil

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<u>Services for people with a learning disability</u>					
Increase number of job coaches	Increased nos. of people with learning disabilities in job opportunities, including people with complex needs (target 27 in yr1) Improved individual outcomes measured from care plans	<u>March 2001</u> <u>Jan 2002</u>	Co-options staff team recruit 3 job coaches and receive initial referrals Evaluation	£103,000 SSD funding	Leicester City SSD and Co-options
Increase range of flexible work opportunities	Increased nos. of people with learning disabilities job opportunities including people with complex needs (target 27 in yr1) Improved individual outcomes measured from care plans	<u>Jan 2001</u> <u>April 2001</u> <u>August 2001</u>	Co-options recruit social entrepreneur Funding to establish gardening social firm 2 Partnership/Social firms to be established	£12,500 HAZ	Co-options & Leicester City SSD
Support workers to develop person centred plans and services that enable people to have employment related opportunities and work	Increase number of people moving into work related opportunities and employment	<u>Apr 2001</u>	Establish Community Opportunities Team (WtW issues will be part of their job) 3.5 FTE posts	£80,000 Partnership Grant (Included in Learning Disabilities JIP)	
<u>Services for people with Asperger Syndrome</u>					
Support workers to develop person centred plans and services that enable people to have work related opportunities and employment	Increase number of people moving into work related opportunities and employment	<u>Apr 2001</u> <u>Sept 2001</u>	Recruit to Asperger Development Worker post, (WtW issues will be part of their job) 6 month evaluation	£25,000 Prevention Grant (Included in Learning Disabilities JIP)	Leicester City Council

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2001-2004

Carers					
<p>The national carers strategy has highlighted the need to develop more 'carer friendly working policies to support / enable carers to remain in employment</p>	<p>Development of a Working Carers Policy Leicester City Council</p>	<p>Jan – Mch 2001 – identify partner agencies to develop 'carer friendly kitemark' as a quality assurance tool for organisations wishing to support carers. April – June Begin work to progress development of kitemark.</p>	<p>Develop 'kitemark' in consultation with specialist from Carers National Assoc. Agree future arrangements for running local scheme for other organisations to gain accreditation/kitemark.</p>	<p>Initial resources to support group will be made (in money value and kind) by CLASP and the City Council. May require donations from all partner agencies to carry forward.</p>	<p>CLASP the Carers Ctre, Leicester City Council, Chamber of commerce and other (public & private companys).</p>
<p>Life-long Learning Pilot project</p>	<p>Explore possibility of extending current lifelong learning pilot project so more carers can access this training in future.</p>	<p>March 2001 – Final session for lifelong learning training scheme. April – June 2001 – Mapping exercise – Identification of possible schemes /orgs which could provide, for e.g, a conduit for carers to access paid working opportunities.</p>	<p>Identify (and approach) possible funding sources for longer-term carers training programme.</p>	<p>The scheme is currently resourced with funds from the lifelong learning initiative. Partner agencies (SSD, CLASP & Adult FEC) hope to receive some contribution from Lifelong learning but will need to explore other opportunities too.</p>	<p>Carers Policy Officer, Reps from CLASP & Adult FEC and individual carers.</p>

Appendix C.

Welfare to Work for Disabled People Consultation **August 2000**

The views of disabled people are a key part of the Welfare to Work Joint investment Plan. Due to time limits for the first year, it was decided to focus on finding out what people felt the barriers to employment were and what people would find useful in supporting them into work. Questionnaires were sent out to a variety of services and agencies in Leicester City and Leicestershire County. These could be completed individually by service users, or completed in groups with someone to facilitate. Separate forms were used to gain service user and staff views.

It is acknowledged that questionnaires are not necessarily the best way to obtain views, but it has enabled us to get some basic information on key issues. It is important, however, that in 2001-2002 more comprehensive consultation will take place and this will use a variety of methods. One of the questions we asked was to how to involve disabled people in the future and this has given us a some ideas to use next year.

The key themes arising from this consultation are summarised in Section 9 of the main report. Included here is more information about the detail of what service users were saying.

There was a good response of a total of 323 service users, to the questionnaire. This broke down into different disabilities as:

People with mental ill-health - 95

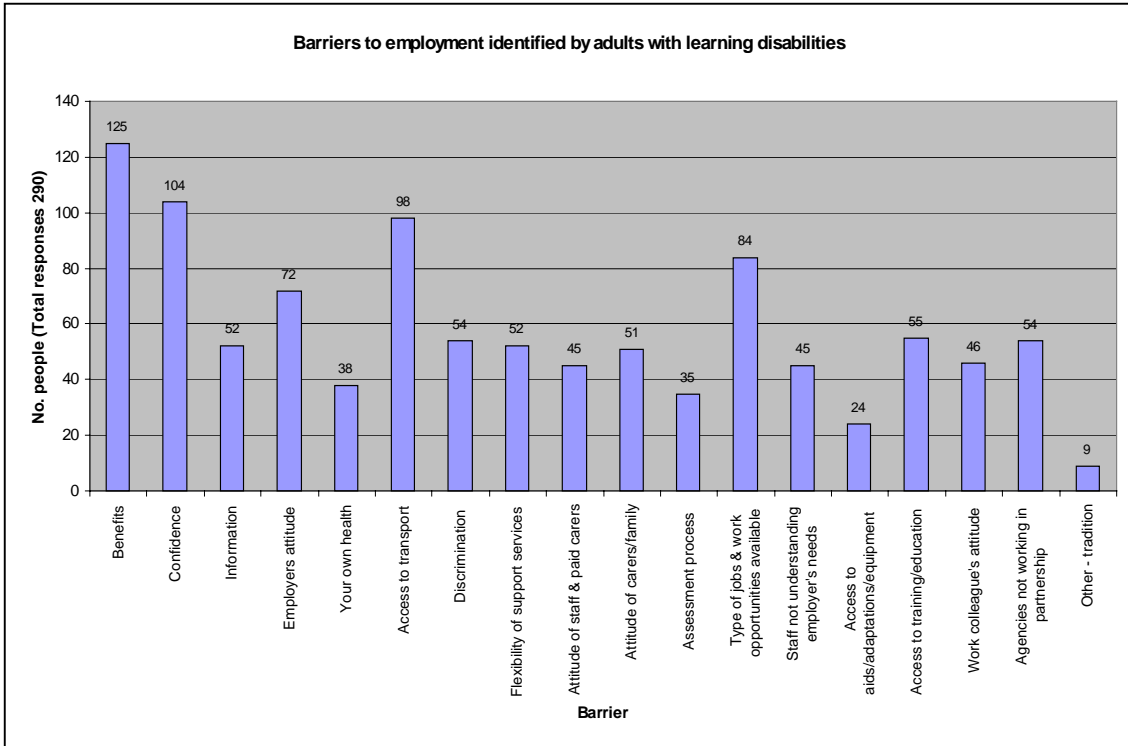
People with physical and sensory disabilities - 33

People with learning disabilities - 290

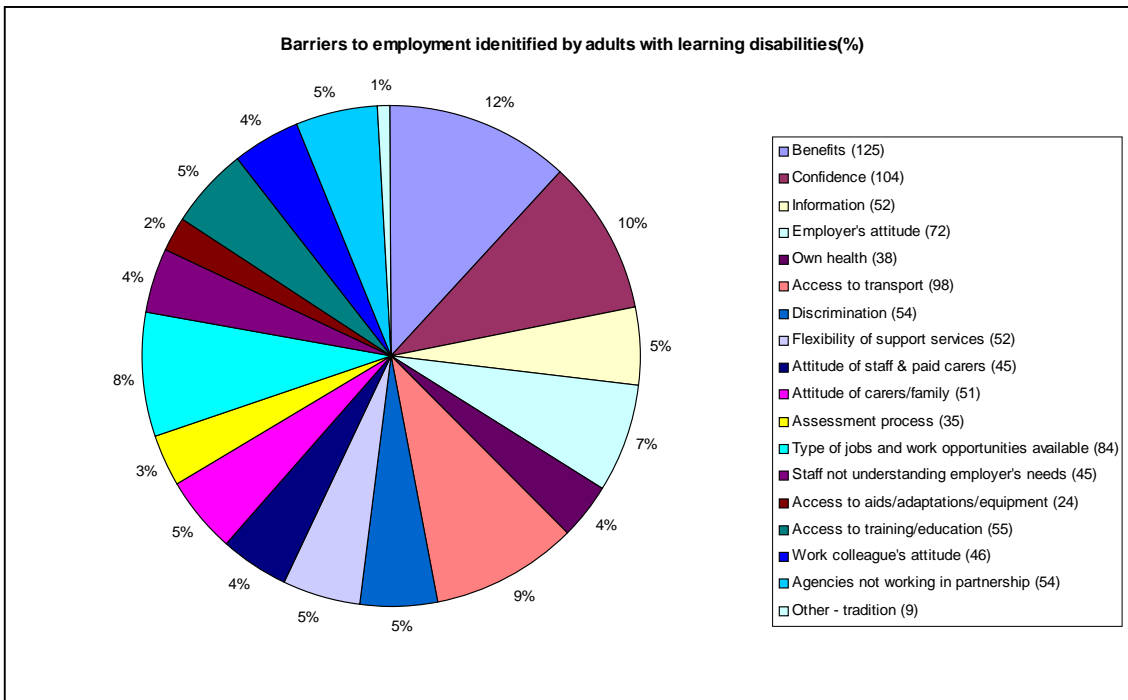
Due to the relative differences in numbers across these groups, where comparisons were made, the total number of responses were first converted into percentages of the total number of responses from that group.

The issues raised were built into the Welfare to Work action plan. This will become more detailed in future needs and will incorporate information from further consultation.

Leicester City Council Joint Investment Plan for Welfare to Work for Disabled People
2001-2004



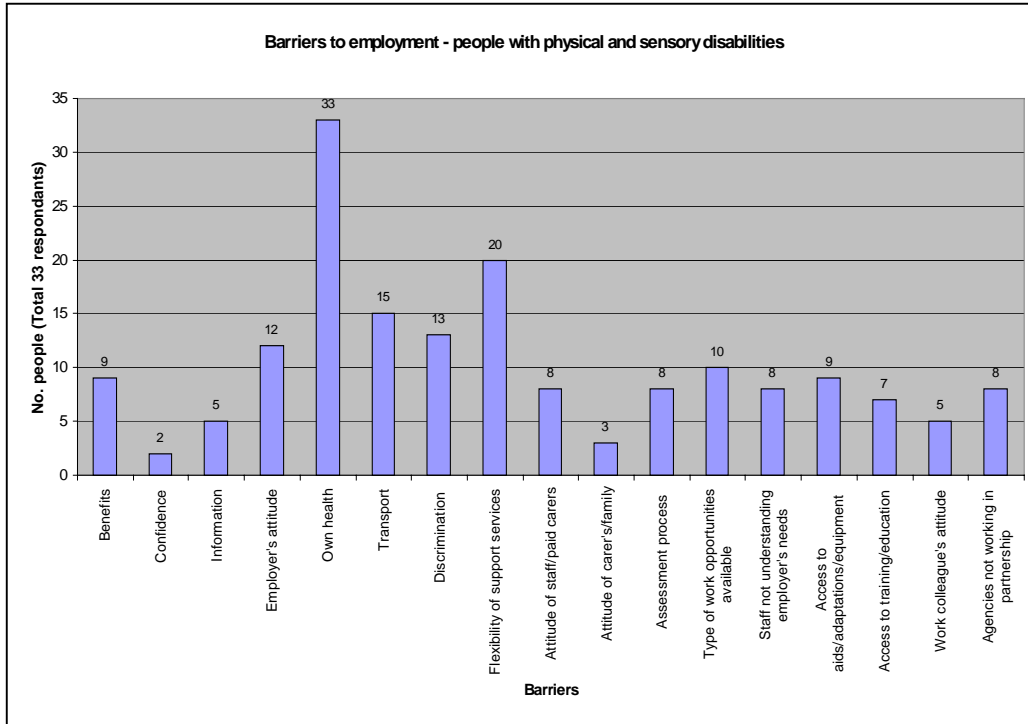
Source: Welfare to Work for Disabled People, Consultation, August 2000



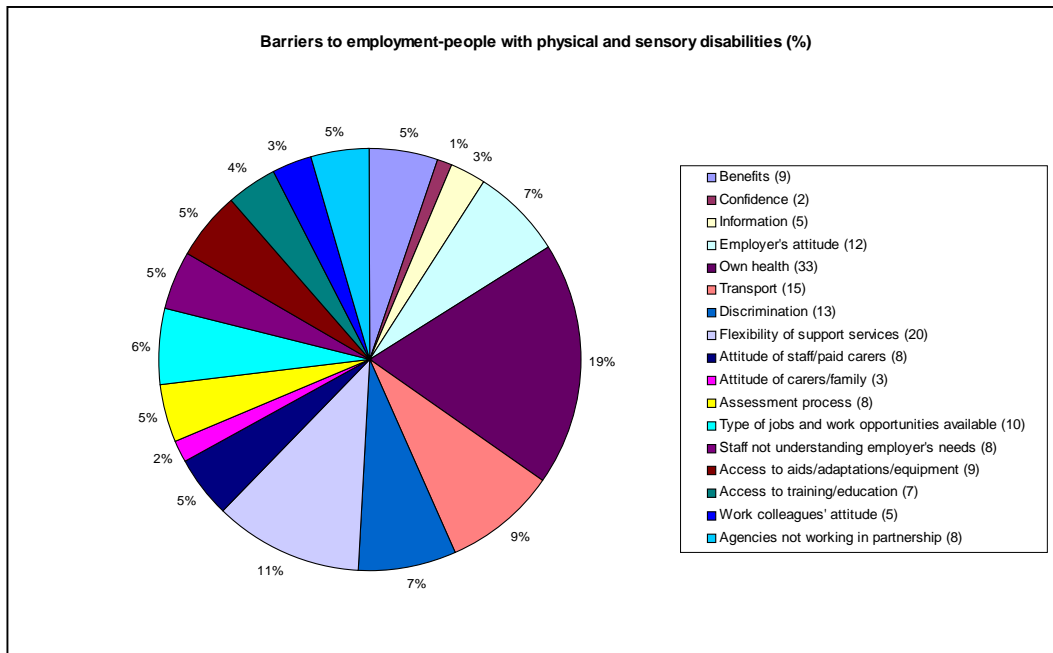
Source: Welfare to Work for Disabled People, Consultation, August 2000

The most important barriers to work identified by people with learning disabilities, were; benefits, confidence, access to transport and type of job opportunities and work available.

Leicester City Council Joint Investment Plan for Welfare to Work for Disabled People
2001-2004



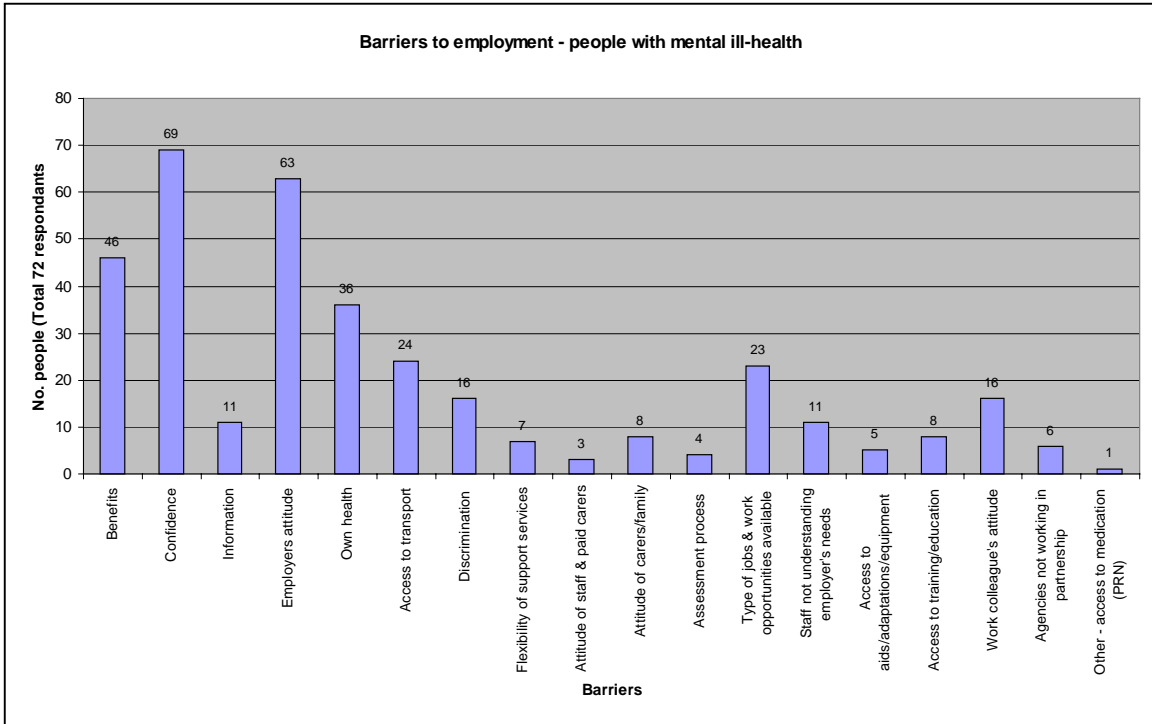
Source: Welfare to Work for Disabled People, Consultation, August 2000



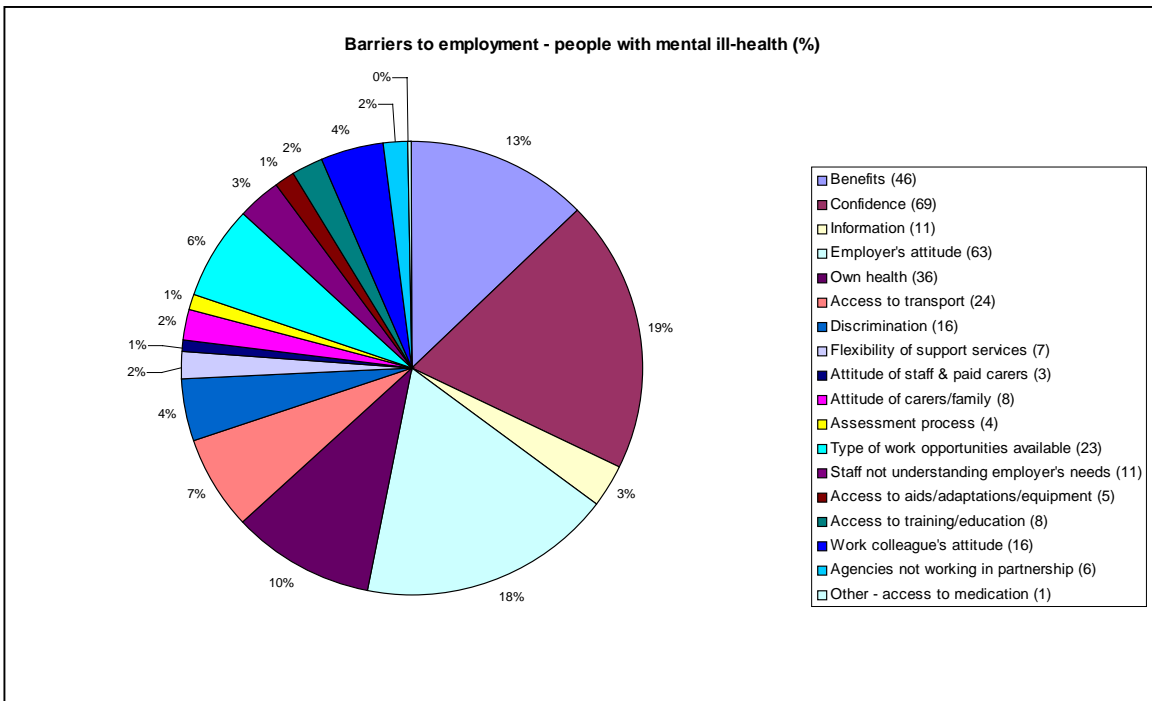
Source: Welfare to Work for Disabled People, Consultation, August 2000

The greatest barrier to work identified by people with physical and sensory disabilities was their own health. Other major issues were; flexibility of support services and access to transport.

Leicester City Council Joint Investment Plan for Welfare to Work for Disabled People
2001-2004

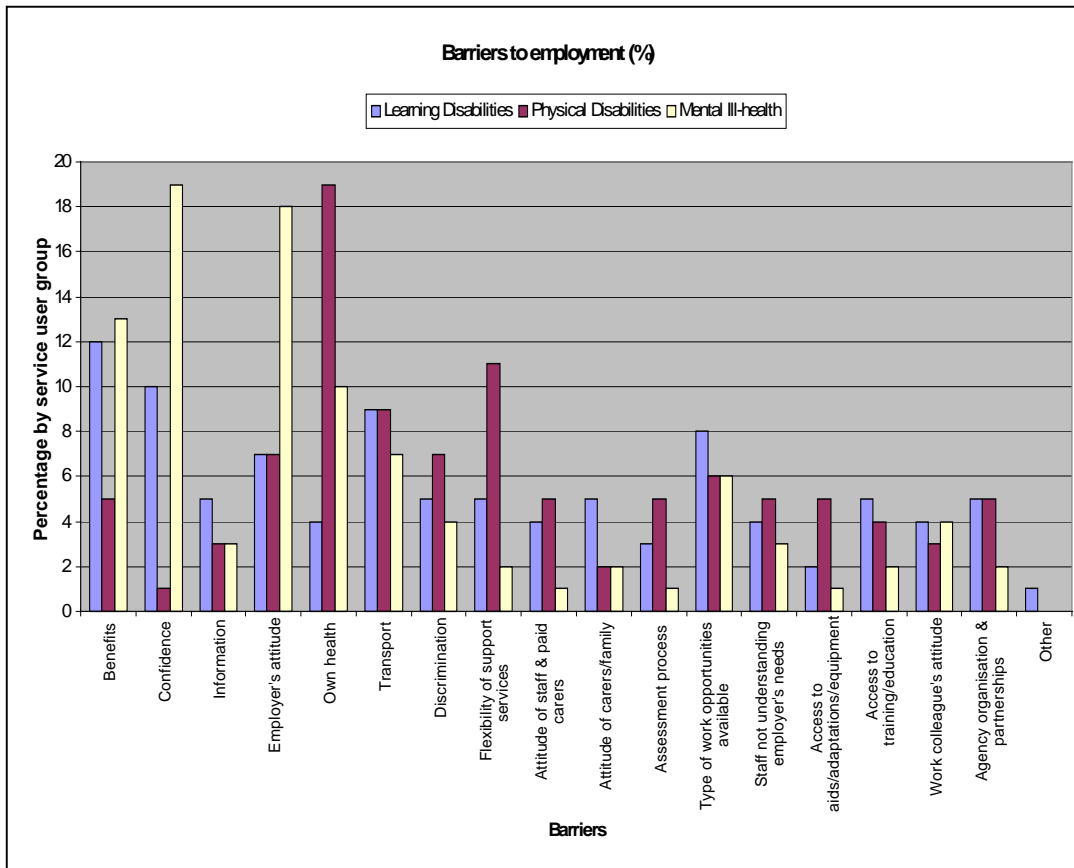


Source: Welfare to Work for Disabled People, Consultation, August 2000



Source: Welfare to Work for Disabled People, Consultation, August 2000

The two major barriers to work identified by people with mental ill- health, are confidence and attitude of employers. Also of particular importance were benefits and access to transport.



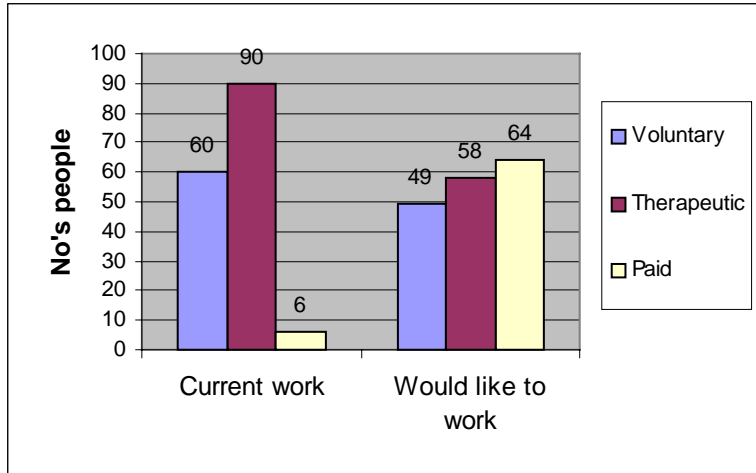
Source: Welfare to Work for Disabled People, Consultation, August 2000

As can be seen from the charts, although all the issues people have highlighted are relevant to all groups of disabled people in accessing employment, different issues have more impact on different groups of disabled people.

The issues highlighted have been incorporated where possible into Welfare to Work actions for the first year and these will be built on in more detail in future needs. It is important, however, that all agencies take note of these barriers, whether in assessment, service provision or planning. Some issues can be solved practically, for example, by offering different types of services at different times. There is also a need, however, for all staff working with disabled people to increase their awareness of how their services can support people into or further on the way to work, increase people's confidence, increase awareness of employment issues and challenge negative attitudes.

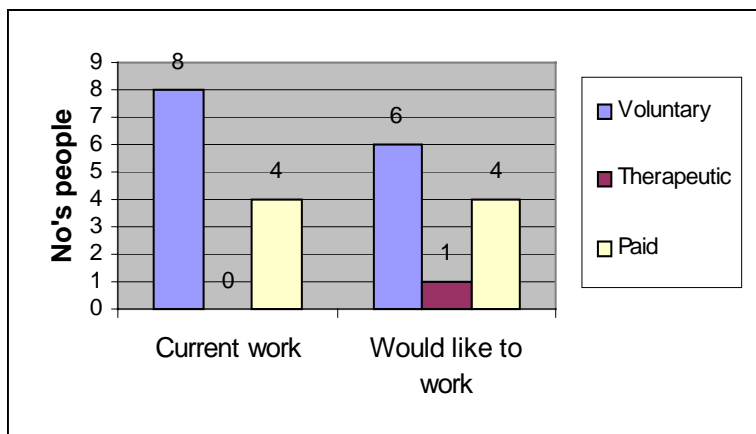
Charts 8 to 10 show the responses to the question about what current work opportunities people had and what people would like for the future.

Chart 8: Current type of work and future hopes for work for people with learning disabilities



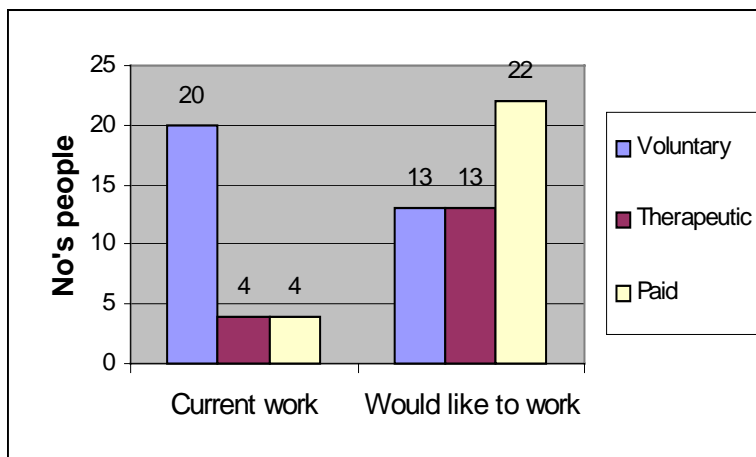
Source: Welfare to Work for Disabled People, Consultation, August 2000

Chart 9: Current type of work and future hopes for work for people with physical and sensory disabilities



Source: Welfare to Work for Disabled People, Consultation, August 2000

Chart 10: Current type of work and future hopes for work for people with mental ill-health

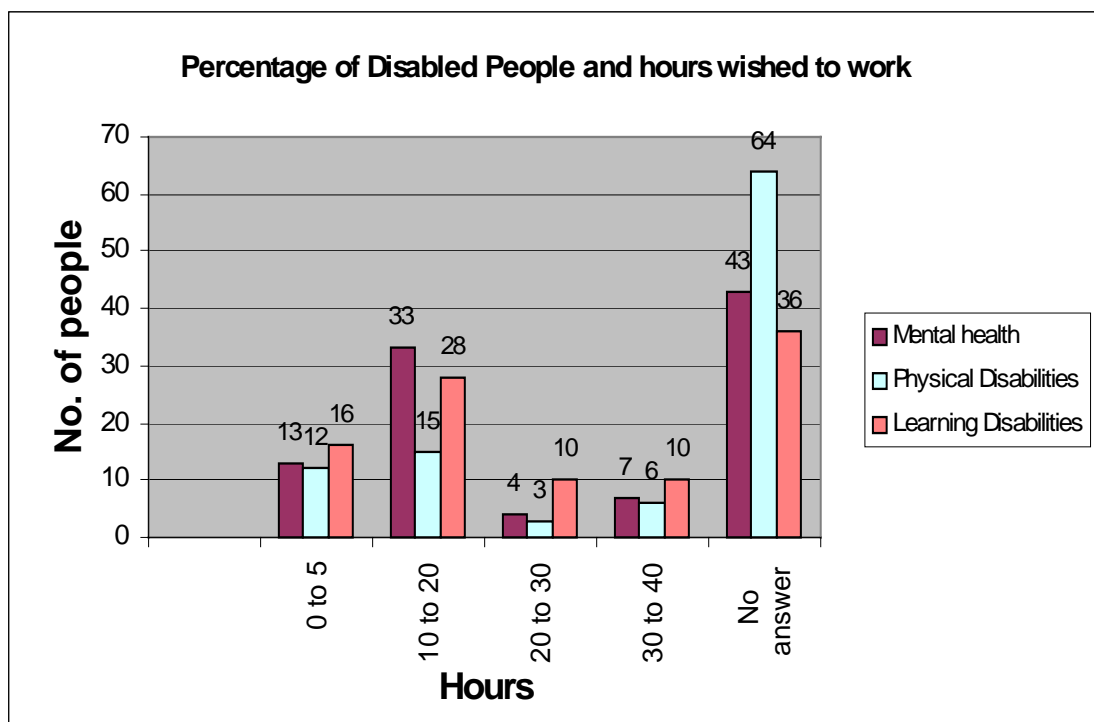


Source: Welfare to Work for Disabled People, Consultation, August 2000

Proportionally there are higher numbers of people with learning disabilities involved in employment than other groups of people. This probably reflects the job coach resources available and the work experience that is available within day services. There are still, however, large numbers of people who would like work opportunities but are not accessing them.

For people with learning disabilities and mental ill-health, there are few proportionally fewer people in paid employment and this was the area that people were indicating they would like opportunities. An increased range of flexible paid employment opportunities is needed.

Chart 11



Source: Welfare to Work for Disabled People, Consultation, August 2000

Chart 11 shows that disabled people want a variety of options for hours they wish to work each week. The most popular option across all disabilities, however, was part-time between 10 and 20 hours.

The following response were received to the question "How do you think disabled people can best be involved in planning, implementing and reviewing the Welfare to Work Joint investment Plan?"

People with physical disabilities

- Disabled people on committees, confidence building first.
- Firstly by stating their concerns in an honest manner and decisively. Then those in authority need to listen with respect and care. I cannot say much more than this.
- Need wide range of impairments and experiences.

People with learning disabilities

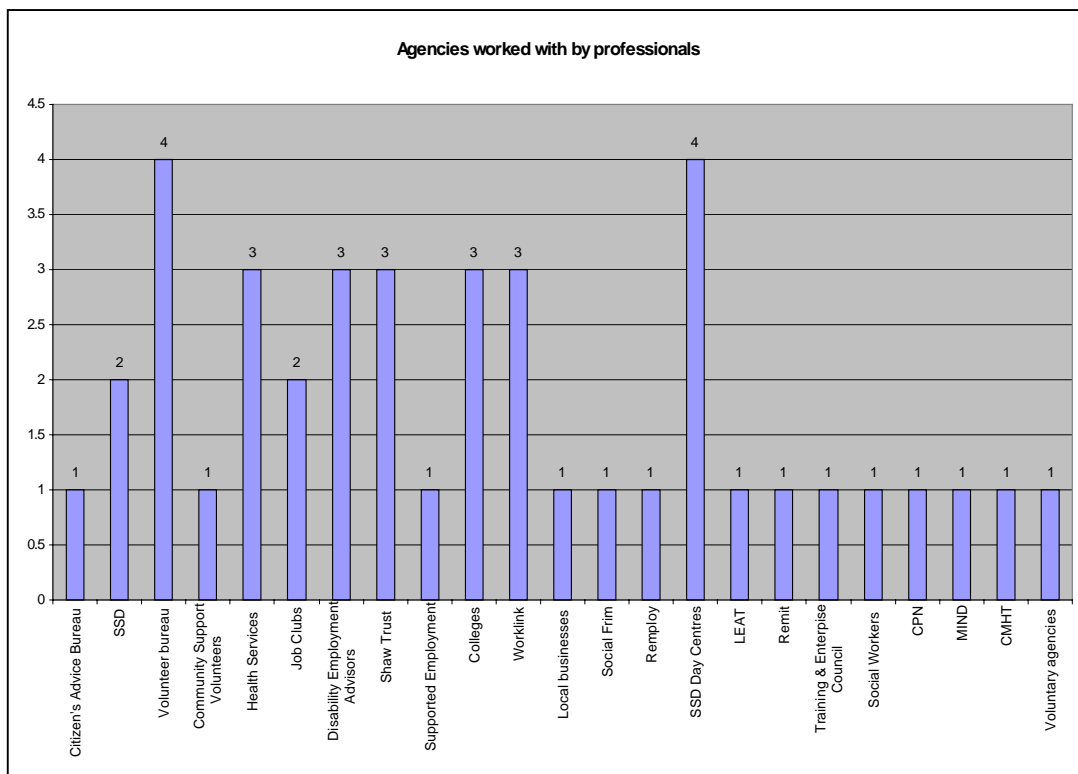
- Don't know what JIP is.
- People to be kind and thoughtful and to understand my needs.
- Question too difficult.
- Family to have information.
- Can't understand the question.
- Go to meetings.
- Meetings & reviews.
- Attending JIP meetings (2)
- Talking & working group, bringing own idea's based on individual experiences.
- By joining groups, discussion, being made aware of groups on going.

People with mental ill-health

- Disabled people should be able to liase with employers to increase understanding.
- Involved in answering questionnaires regularly (2)
- **People with Asperger Syndrome**
- Questionnaires to find out views (2)
- A spokesperson could be elected as a voice on a planning council.

These ideas will be built into the consultation for years 2002-2004.

Chart 12



Source: Welfare to Work for Disabled People, Consultation, August 2000

Chart 12 shows information from staff and agencies about who the staff and agencies are that they work with to support disabled people into employment. Results were from 13 different agencies, with 68 staff consulted in total. Although a wide spread of agencies are reflected, it was surprising that the number of staff working with them wasn't higher. There are a wide range of staff and agencies working in relevant areas, but one difficulty is that people don't actually know about all the services that are available, or what each one's role is. There is need for information for staff as well as service users.

The full report of the consultation is available and includes quotes from service users and staff. ("Consultation on Welfare to Work for Disabled People", Leicester City Council and Leicestershire County Council, August 2000).