



Work and Mental Health Matters

Employment Support in IAPT Services

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February 2022

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The History Of EAs in IAPT - national

- EA in IAPT was introduced as a pilot (Random Control trial) to set up sites to ensure that some IAPT services were able to provide combined psychological treatment and employment support to all clients who requested employment support
- 2015 there were less than 130 EAs working in IAPT, a ratio of 1:54
- 2018 – Wave 1 sites introduced as part of a national project this increased staffing to a ratio of 1:8
- 2019/2020 – Wave 2 sites introduced – model changed from a staffing ration of 1:8 based upon localised need
- EA in IAPT is currently available in 40% of IAPT services – Random Control trial



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The History Of EAs in IAPT – local

- The EA services in IAPT in the Vale of York (VoY) and in North Yorkshire (NY) started in 2018 as a Pilot Project funded by the Joint Work and Health Unit with the aim of providing integrated Employment Support to clients in IAPT Therapy Treatment
- It was one of 44 Pilot Projects operating nationally cutting across 75 CCGs
- The VoY and NY Employment Advice projects were initially implemented in January and March 2018 & were both staffed and fully operational by July 2018

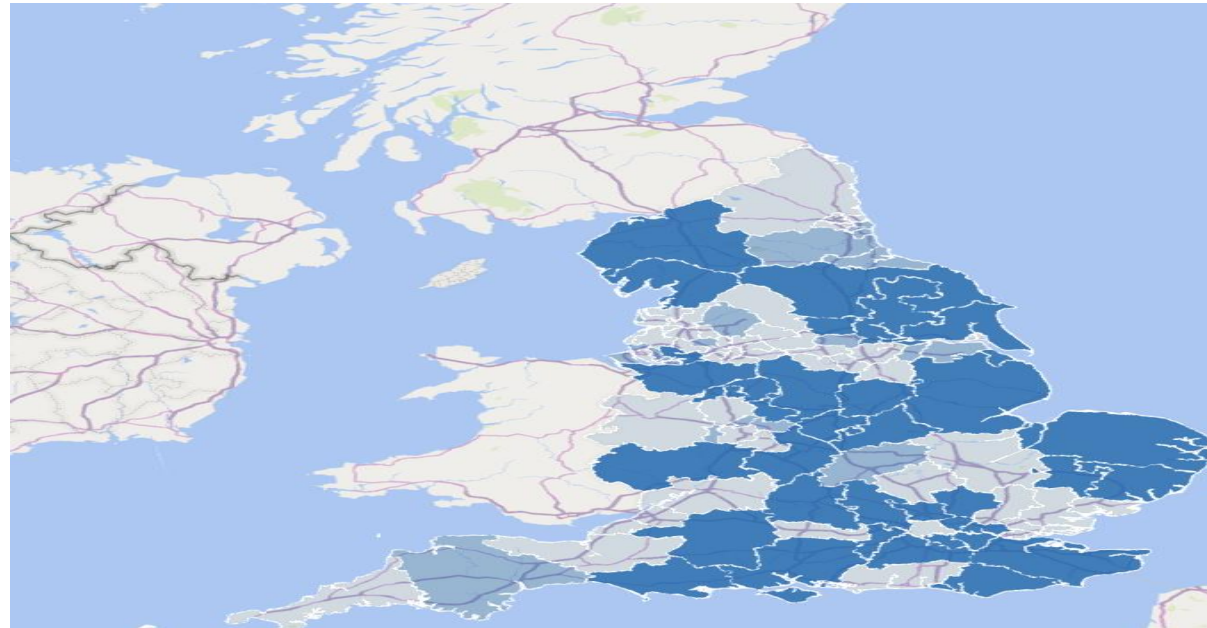
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Current EA in IAPT sites in Yorkshire & Humber

- East Riding of Yorkshire
- North Yorkshire
- Vale of York
- Leeds
- North East Lincolnshire



EA in IAPT – dark blue

Map overstates availability of EA in IAPT due to CCG amalgamations

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Employment Support Offer

- EAs provide Information, Advice & Guidance
- For those looking for work - EAs provide assistance with job search, CV improvement, application forms completion, interview preparation, careers advice including advice around education and training
- For those at work and struggling – EAs support clients to disclose their mental health status, enable clients to have better conversations with their colleagues and managers, gain access to reasonable adjustments and aids and adaptations through Access to Work
- For those off sick – supporting clients to return to work, providing advice to client and employers on graduated return to work and other mechanisms to support people to return to work
- EAs also work to support clients with Money Guidance, Housing, access to Food Banks, referral for Debt Counselling and other social supports through signposting

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Employment Support Offer

- Whole time equivalent EAs see between 100 and 120 clients per year.
- All clients are offered Employment support (ES) at assessment and throughout treatment.
- Clients are encouraged to take up ES by their therapist as early as possible to provide maximum opportunity for combined ES and treatment to take place.
- Clients who are in work and working, off sick or unemployed can access employment support
- Clients can continue ES beyond discharge from treatment
- In some services clients can start employment support before treatment starts. This tends to be for clients who have urgent issues at work that are adversely impacting on their mental health.



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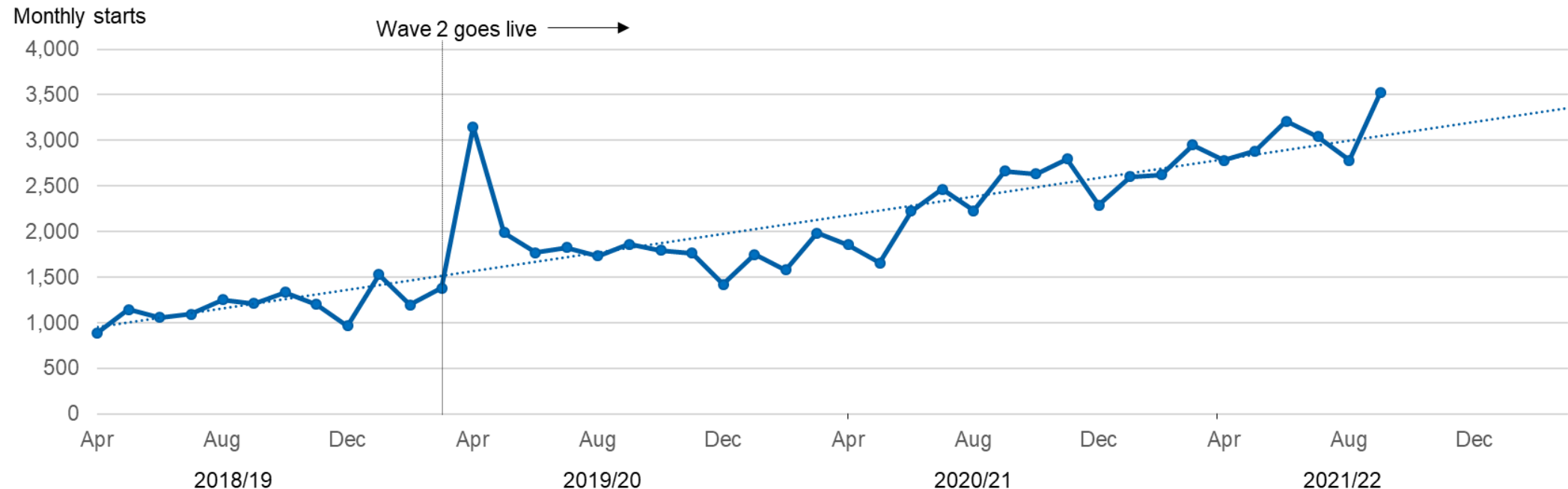


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Number of clients starting employment support nationally in EA in IAPT sites



In 2019/20, 22,625 clients started employment support, this increased to 29,000 in 2020/21. Based on the first 6 months of this financial year we expect over 35,000 to start employment support in 2021/22

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Challenges

- Recruitment – Initial challenge in recruiting for Band 4 Employment Advisors, majority of experienced employment advisors employed in the private sector achieving higher salaries.
- Integration – Initial challenge in Therapists understanding the Employment Advice offer and the positive impact this would have on clients.
- Initial challenge in ensuring Therapists were promoting the Employment Advice service to clients, clients not ready to think of employment, clients need to concentrate on treatment and the potential perceived negative affect on client recovery.
- Employment Law Knowledge – Initial challenge in increasing the knowledge of Employment Advisors to support clients to remain and return to employment - Majority of Employment Advisors very experienced in supporting clients to find work, however, some not as knowledgeable around DDA, Equality Act, Reasonable Adjustments etc.



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Successes

- What works well and why
- Collaborative approach – individualised & client centred
- Integration – Whole team approach, attending team meetings, huddles, team away days, demonstrating the success of the project via excellent work related outcomes, success stories, quarterly newsletters, positive client therapy recovery rates and sustainment of employment and recovery. Lead Clinicians providing support to Employment Advisors with quarterly workshops.
- Establishing and maintaining strong relationships with Partners



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The Six Sessions

- Week 1 Introduction and Behavioural Activation
- Week 2 Behavioural Activation
- Week 3 Problem Solving
- Week 4 Cognitive Restructuring
- Week 5 Sleep and Relaxation
- Week 6 Assertiveness and Relationships

Week 1 to Week 6
Money and work – Employment advice

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Successes – what works well

- EA, Therapist and client agreeing on shared goals and work together on appropriate tasks designed to bring a positive outcome
- Team managers involvement through Line management Supervisions
- Therapists realising the benefits of the service, referrals increased year on and positive employment outcomes achieved –
- VOY April 2021 – Dec 2021 – 308 Emp starts
- 215 EA positive outcomes = 69.8% EA recovery rate

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Future Developments

- IAPTus to include employment and benefits data in their web based data collection system (web forms) – imminent. PCMIS' Patient Portal already enables clients to submit their data online.
- Preparing EA in IAPT sites for introduction of Version 2.1 of IAPT Data Set including new and refined employment data items (April 2022)
- SilverCloud Online Platform to support therapists, EAs and clients to co-design and deliver combined treatment and ES packages will be available in March 2022.
- Spending Review Bid to expand EA in IAPT. Decision due early in 2022. We hope to receive funding to roll out to all IAPT services. Levelling up White paper



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Levelling Up White paper - published 02 February 2022

Page 232 :

- “ The UK Government will provide £1.3bn over the SR21 period for employment support for disabled people and people with health conditions. It will extend the Work and Health Programme, expand the Intensive Personalised Employment Support programme, and expand employment support in NHS Improving Access to Psychological Therapy services across England “

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Any Questions ?



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Client Feedback -

It was brilliant, it was from home so that helped with not having travel. But the best thing we're the staff that you have , I had help from 4 different women during this time - Natalie , Julie, Shirley and Vanda . All of them are a credit to this service ! And I really hope they get the praise they deserve. Julie has saved me from myself and I am going to miss her.

had a fantastic experience with the employment service and found it extremely helpful in enabling me to get back into work. I received brilliant feedback and answers to all of my questions and felt really listened to, reassured and supported. It has made a huge difference to the way that I feel going back into the workplace and I'm very thankful!



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Client Feedback

My IAPT supporter Annie has been exceptional throughout. I cannot fault her service

The service was excellent, the employment advice service was excellent also. Friendly, efficient, thorough and a calming presence during a turbulent time. Very well appreciated. Everyone I spoke to, even if only briefly, was so competent and thorough, and also warm and friendly.

Very understanding employment advisor. I found the help with improving my CV particularly useful. Very efficient service. I think access to it sooner would have been helpful.

Best regards

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Client Feedback

- Miguel has been amazing from the start, he is very warm and welcoming which helps you relax straight from the beginning. He helped build my confidence as we established what my strengths and weaknesses are. He also supported me quickly and efficiently when I got a last minute job interview and helped me prepare for it. Overall he helped me get my job! I could not recommend him more.
- John has an intelligent, caring approach with a good sense of humour recognising that whoever you are on the other end of the phone you are still a human being. He kept me on track to achieve my goals, was patient and someone I could trust. I think that helps someone mentally a great deal.



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Client Feedback

- I've just got back from my first morning back at work! HR meeting went very well. We agreed on a phased return, with 50% of hours this week and increasing hours over the next 4 weeks. Reasonable adjustments were mentioned including toilet breaks and no school trips whilst on phased return. I absolutely loved this morning and very happy to be back. Thank you for all your help.
- Dear Diane, I would like to say thank you very much for all the help, support and encouragement you have given me over the last few months with regard to finding a new job. You provided me with lots of useful tips and advice about applying for jobs, which was greatly appreciated. The careers and job application advice was invaluable in helping me find a new job, which felt very important to my recovery from depression.

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Case Study - context

- Self-referral for anxiety
- Working in Health & Social Care during COVID pandemic
- Increased workload & pressure plus additional duties
- Initially reluctant to change work place practice and wanted to either go on sick leave or look at alternative jobs

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Case Study – EA support given

The Service provided help with:

- Boundary setting to help work/life balance – not reading emails/SMS messages at all hours
- Delegation – sharing the load with colleagues
- Forward planning annual leave & actually taking it
- Assertiveness – an employment toolkit of stock phrases
- Empowerment

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Case Study - Outcome

- Helped the Client to become more reflective and reflect on what good work looked like v bad work
- Client fed back that they felt better able to discuss workplace challenges in a calm manner with line manager
- Client decided to stay in their job without going sick and thanked the EA for challenging their thinking, helping them to change their focus, approach to problem solving and for empowering them to have a better work/life balance



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