

Wolves at Work

Public Health - Mental Health Project

8 July 2020

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CITY OF
WOLVERHAMPTON
COUNCIL

Our mission:
Working as one to
serve our city

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Rationale

To deliver a short discrete programme over a 12-month period to support adults with health conditions, mental health, age 18+ into positive outcomes.

The offer included:

- Wolves at Work to provide enhanced 24 weeks in-work support (increased from the usual 12 weeks in-work support),
- Each client to be assigned a Work Coach; to receive coaching and mentoring support
- Clients to have access to Learning Communities – 4 bespoke pre-employability programmes with mental health focus funded by Public Health
- Clients to tick low mood indicators such as low mood, anxiety and or depression to receive support
- Clients to complete a well-being questionnaire called Warwick Edinburgh Mental Well-Being Scale (WEMWBS) to support Public health to evaluate impact.

The Outcomes included:

- 100 registered with Wolves at Work and provided with a dedicated work coach
- 20 volunteering opportunities
- 20 work experience opportunities
- 20 into work
- 20 into training
- 100 receiving coaching and mentoring support from Work Coach
- 50 completing the Warwick Edinburgh Mental Well-Being Scale questionnaire

Wolves at Work – Public Health Project

4 Bespoke Pre-employability Programmes to be delivered by Learning Communities

Moving On	Empowering Women	Mind at Work	Wrap Around Support
<p>To cover:</p> <ul style="list-style-type: none"> - Self-esteem and motivation - Speaking and communication in public - Digital skills - Vision boards for journey and end goal - Trips and visits to training and employment - Preparation for work - 121 support from Wolves at Work Coach (24 weeks) 	<p>To cover:</p> <ul style="list-style-type: none"> - Healthy relationships - Resilient Minds - Improving self-image and confidence - Increasing social contact - Group support and counselling - CBT - Access to information and services - Pathways and plans for progression and next steps - 121 support from Wolves at Work Coach (24 weeks) 	<p>To cover:</p> <ul style="list-style-type: none"> - Coping strategies - Relaxation techniques - Increasing social contact - Access to information and services - Pathways and plans for progression and next steps - Referrals to - Healthy Minds interventions - Mental health in the workplace - 121 support from Wolves at Work Coach (24 weeks) 	<p>To include:</p> <ul style="list-style-type: none"> - Bespoke to individuals - Support and travel costs - Clothes for interview - Other training and up-skilling such as: CSCS card, DBS, etc - To be offered to individuals registered on the Public Health Programme
Wrap Around Support			
Each to be delivered 3 times over the year			
1 programmed delivered: 3 attended the 1st programme	2 programmes delivered: 7 attended first programme and 6 attended the 2nd programme	2 programmes delivered: 12 attended the 1st programme and 11 attended 2nd programme	

Warwick-Edinburgh Mental Wellbeing Scales (WEMWBS)

<https://warwick.ac.uk/fac/sci/med/research/platform/wemwbs/>

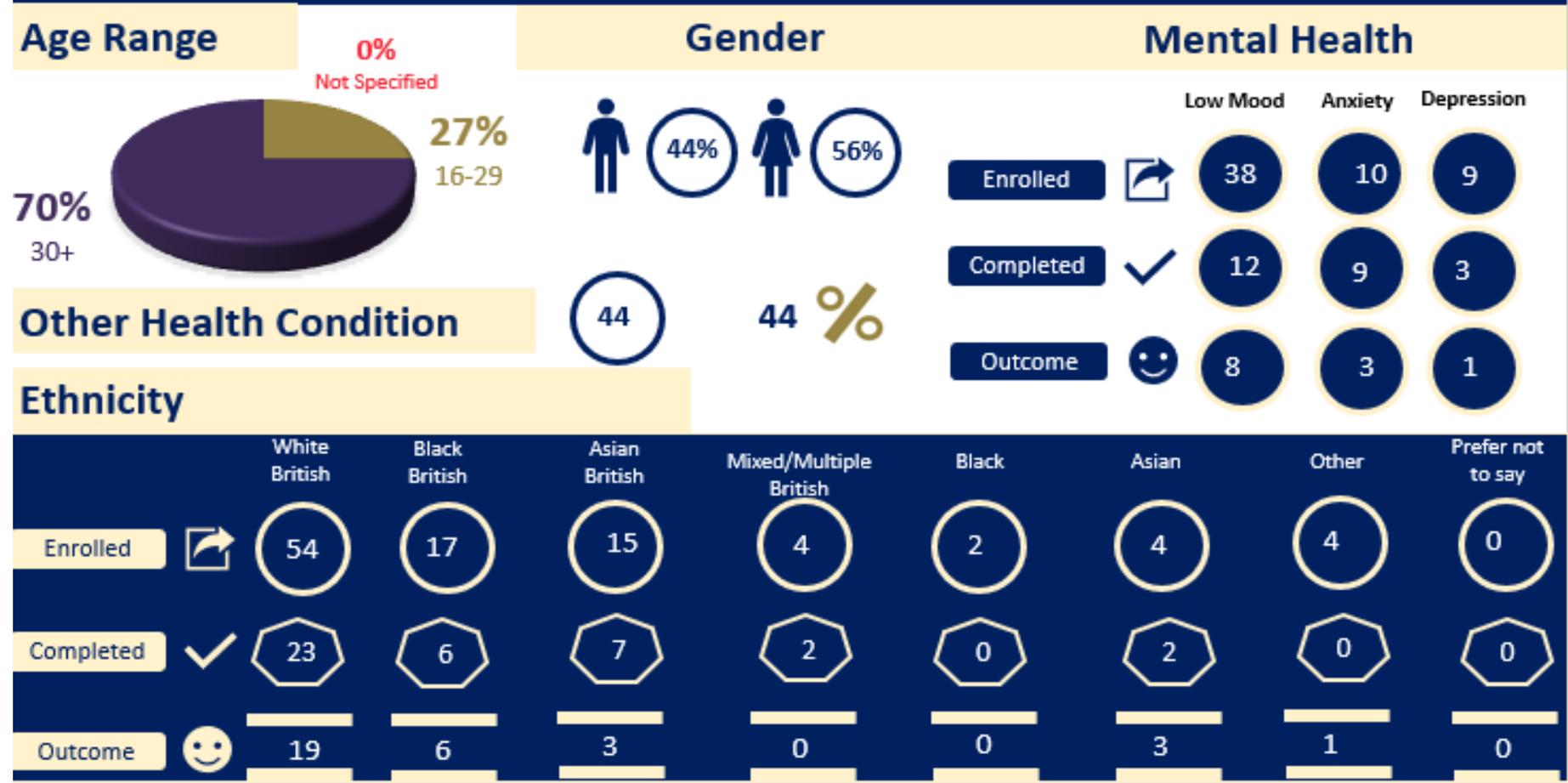
STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time	
I've been feeling optimistic about the future	1	2	3	4	5	
I've been feeling useful	1	2	3	4	5	
I've been feeling relaxed	1	2	3	4	5	
I've been dealing with problems well	1	2	3	4	5	
I've been thinking clearly	1	2	3	4	5	
I've been feeling close to other people	1	2	3	4	5	
I've been able to make up my own mind about things	1	2	3	4	5	

To be undertaken at the start of clients journey and at the end to demonstrate impact.

Wolves at Work – Public Health Outcomes

	Target	Outcome
1 Registered with Wolves At Work Public Health project	100	100
2 Into Work	20	11
3 Into Volunteering	20	3
4 Into Work Experience	20	7
5 Into Training	20	12
6 Receiving WatW Coaching / Mentoring	100	100
7 WEMWBS completed	50	23
8 WEMWBS in progress		22

Wolves at Work – Public Health Demographics



Wolves at Work – Public Health Case Studies

Case Study 1

Client B impresses Access to Business at interview

Client B was referred to Wolves at Work from Access2Business in 2019. **Client B had not worked for 11 years**, caring for her son who had specific educational needs and jointly caring for her grandson. Client B was volunteering at her local church and at Access2Business.

Client B greatly lacked self-confidence and disclosed she was suffering from mental health issues including low mood and depression. The Work Coach discussed her goals and aspirations and she revealed she had a degree in Special Educational Needs. Her Work Coach continued to coach and mentor her; and supported her to apply for various jobs.

A job vacancy was advertised by A2B, as an ESF Business Administrator. Her Work Coach supported her with the application and interview preparation. She was unsuccessful with the job, however, A2B were impressed with her, they weren't aware that she had a degree and created a Learning Support role for her working 10 hours a week.

This has given Client B the credibility she desired, her self-confidence is growing, and her mental health has improved greatly.

Case Study 2

Client S bags not one but two jobs after a successful work experience placement

Client S had been in the UK for a year but not worked in the UK and this seemed to be her main barrier. Client S is qualified to Masters level in Economics and had experience in accounts and finance working Brazil and New York.

The Work Coach discussed career options, reviewed her CV and helped her with writing applications. The Work Coach and Client S decided that gaining UK work experience was the first step to take. The Work Coach worked with the work experience lead in the Skills Team to identify opportunities in the Council.

Client S started work experience with the Direct Payments team who made her feel part of the team, helping her to gain more confidence. Client S applied for a few jobs and a fellow colleague in the Direct Payments supported her with a mock interview.

Client S successfully gained 2 jobs offers working as a data analyst and is now contemplating her options.

Case Study 3

Client S successful gained her level 2 in Care and a job with Promises of Care but struggled with her on-going anxiety

Client S had previously worked in administration for over 10 years. Unfortunately, she lost her job due to anxiety and depression. She had been unemployed for over 3 years when she was referred to Wolves at Work. Client S lacked confidence and motivation which impacted on her looking for work.

The Work Coach had an in-depth conversations with Client S and discussed various career options. She supported her with job search, updated her CV and supported her to apply for numerous jobs online. She also supported her to register for the NVQ Level 2 in Care.

Client S successfully gained her NVQ level 2 in Care in 2018, she was then referred to the Mind at Work course delivered by Learning Communities in November 2019, on completion she was offered a job with Promises of Care in December 2019. However, she dropped out of this a few weeks later due to her ongoing anxiety and finding the hours to difficult to manage.

Wolves at Work – Public Health Barriers and Benefits

Barriers:

- Clients not wishing to tick the low mood indicators or admit that they might suffer from low mood, anxiety and depression.
- Customers having multi layered barriers, not just one barrier to overcome.
- Takes longer to build a rapport with customers that are accessing the Public Health project.
- Work Coaches understanding of mental health or initially the lack of understanding of mental health.

Benefits:

- Seeing the improvement in clients when they complete the second part of the questionnaire.
- Seeing clients engaging, building confidence within their work experience and then gaining a job, resulting in a more positive attitude/outlook.
- Customers learning new coping mechanisms, making friends on the Learning Community courses, relating to others in similar situations, resulting in more social interaction and improving their well being.
- Seeing a client progress, even if it is onto a course, after all the years that they have not been able to engage in society due to their mental health or disability as they had seen it as a barrier.
- Supporting clients to access work experience and volunteering – helps to provide a better pathway into work.

What are Work Coaches doing differently as a result of the project?

- WEMWEBS provides a tool to analyse where the client is at mentally and emotionally.
- Taking into consideration the effects mental health has on the customers daily lives, work and learning.
- Learning wider base of skills and knowledge working with a broader client base.
- Being more empathetic to a client's circumstances and barriers, and learning how to progress them to move towards a better future.
- Using Mental Health training and knowledge gained to support client group.
- Internal departments and companies have been willing to provide opportunities and to give people a chance, when Public Health is mentioned.

Any questions?