

NORTH YORKSHIRE COUNTY COUNCIL

Care & Independence Overview & Scrutiny Committee

Supported Employment

1.0 Purpose of Report

- 1.1 This information in this report is intended to provide background to what is the fourth in a series of conversations the Committee has had with social care providers. This time it is the turn of the Supported Employment - an in-house service for supporting people with significant disabilities to secure and retain paid employment.
- 1.2 Representatives of the NYCC Health and Adult Services Supported Employment Service will be at the meeting.

2.0 Supported Employment – an introduction

- 2.1 The British Association for Supported Employment tells us that Supported Employment has been successfully used for decades as a model for supporting people with significant disabilities to secure and retain paid employment. The model uses a partnership strategy to enable people with disabilities to achieve sustainable long-term employment and businesses to employ valuable workers.

3.0 Service Aims

- 3.1 The service in North Yorkshire, managed within Health and Adult Services, has as its service aims

“To provide support to disabled adults, adults with autism, adults with learning disabilities family carers, and people with enduring mental health conditions in receipt of adult social care services to find, or maintain or retain paid employment.”

4.0 Service Delivery Objectives

- 4.1 To ensure that people with disabilities receive a high quality, personalised support which enables them to find, access and stay in employment, the service aims:
- To provide a comprehensive assessment of a person’s skills, abilities resulting in a vocational/employment related action plan.
 - Support to people to find paid employment, both part time and full time.
 - Signposting and advice for jobseekers and carers and professionals on a range of employment issues.

- Supporting disabled people to retain their jobs if their support needs change.
- Support and advice to employers on adjustments or training

5.0 Current practice within the generic Supported Employment Team

- There is 25 supported employment staff.
- This consists of 2 team managers and 23 Supported Employment Officers. The team managers are directly managed by the Head of Provider Services.
- The staff are based with 5 areas of the County;
- To support the on-going professional development of the team, NYCC are members of the British Association of Supported Employment (BASE)

5.1 The team currently hold average caseloads of 35 people for full time staff and 22 for part time staff. This is approximately 450 people the service is currently working with.

5.2 The team are also working closely with the Job Centre Plus staff to ensure disabled people referred to the specialist employment services are supported through the process.

5.3 The budget for the service is: £401,400 per annum

6.0 Referral Routes

6.1 Prior to March 2011, self-referrals and referrals from Job Centre Plus were accepted by the service, but this proved to be impractical, with capacity issues being encountered by the team. Currently, standard practice is for all referrals to the service to be made as a result of an assessment and identification of social care needs undertaken by HAS assessment teams. However, signposting and advice is available to anyone who makes an enquiry.

7.0 Context to the development of the service.

7.1 In 1997, following research undertaken by key staff, NYCC Health and Adult Services Directorate adopted the principles of Supported Employment as defined by the British Association of Supported Employment. In line with modern thinking, the intention was to enable the promotion of both paid and voluntary work for people with learning disabilities, many of whom, at the time, were accessing traditional, in house day services.

7.2 The Supported Employment "Service" was made accessible to all disability groups, and referrals widened to include people with physical and sensory impairments, people with enduring mental health conditions and people with autism. From 2008, as part of the implementation of the Carers Strategy, Supported Employment staff have also supported carers wishing to return to

the labour market. In line with this move towards effective, generic based working, just this year staff who supported people with secondary mental health conditions to find employment, training and volunteering, and who operated within the Community Mental Health teams, have been brought into the wider supported employment team.

- 7.3 Team staff now have specific job titles, roles and specifications geared around supporting all impairment groups in finding and/or maintaining paid work, and providing on the job support as required.
- 7.4 Supported Employment has thus evolved, as part of HAS transformation of services, into a formal service within wider HAS operational services, centrally managed, and sitting outside of Learning Disability in house provider services.

8.0 Challenges faced by the Supported Employment Team

8.1 Within the current economic situation, there is evidence both within the team and nationally that finding paid work is becoming increasingly difficult for disabled job seekers. There is also local evidence that disabled employees are finding it increasingly challenging to maintain their employment as employers have increased expectations of their workforce and are often unwilling to make reasonable adjustments within the workplace.

8.2 The Valuing Employment Now Annual report 2010/11, produced by BASE, highlights the current, key challenges affecting Supported Employment:

8.3 The Government's drive to reduce the reliance and cost of welfare benefits**

- Low expectations of people with learning disabilities to want to work *
- Low expectation by carers of the abilities of disabled people, particularly adult with learning disabilities.*
- Experience that there are often unrealistic expectations and inappropriate referrals of people to the Supported Employment team. Employment still seen as a way to "fill someone's day" *
- Day care providers lack sound business strategies and employment focus.
- Disabled jobseekers often lack the key employability skills required- i.e. ability to travel independently, behaviours, lack of interpersonal or written communication skills or have additional challenges such as: substance misuse or convictions, cautions and being on bail.
- Evidence that the Government funded work programmes for disabled people are struggling to meet outputs, and many of the organisations are ceasing to deliver the contracts **
- A need for early intervention with young disabled people to support a successful job finding and matching processes*

Ref: Valuing Employment Now Annual report 2010/11 * BASE 2012-15 **

9.0 Current Service Achievements and Trends

- 9.1 The following section gives members some sense of the scale of activity managed and/or initiated by the in-house team.
- 9.2 In 2015, 61 people were successfully supported into employment - 17 people with a physical or sensory impairment, 22 with learning disability and 22 people with Autism.
- 9.3 Approximately 100 have been supported to undertake training, voluntary or work placements.
- 9.4 These figures do not include people with mental health conditions
- 9.5 The Employment Officers support people through a strength/asset based approach to achieve their individual and unique aspirations and this is reflected in the diversity of jobs secured including hospitality, catering, cleaning, hospital administration, building and construction, manufacturing, childcare, passenger transport and gardening and grounds maintenance.
- 9.6 Self-employment is increasingly becoming an option, three people have been successful at achieving this aim, one as a photographer and of the two since finishing at Personalised Learning Pathways (PLP), one has become a self-employed gardener and the other makes and sells crafts. Another PLP leaver is exploring the possibility of becoming a dog walker and another is looking into game designs.
- 9.7 Three people were supported into apprenticeships, two in business administration admin and one to the joinery trade.
- 9.8 Many people who are referred to Supported Employment need to undertake training courses before seeking employment and the team signpost and support them to do this.
- 9.9 This year three people have been supported to attend a 12 week course run by the Princes Trust. Jobseekers have attended Food Hygiene, Customer Service, Health and Safety in order to support them into employment. Others, throughout the county, have attended Adult Learning courses in employment skills or job clubs run in partnership by NYCC Adult Learning and NYCC Supported Employment.
- 9.10 Voluntary work can also be a useful step on the route to paid employment, providing both experience and references. Jobseekers have been supported to undertake various voluntary roles including working in charity shops, libraries, a stately home and a bird of prey centre.
- 9.11 Work placements also enable people to explore different types of work and at the same time gain experience in the soft skills around employment. 17 people have been supported by the team to undertake these and some have led to paid employment including a business admin post at NYCC, a vehicle cleaner at NYCC, a kitchen domestic in a private café and a nursery assistant. Other work placements supported by the team include M and S, Boots the Chemist,

Ampleforth College, and placements in nurseries, warehouses, libraries, cafes and one as a boiler engineer.

- 9.12 Job retention is becoming an increasing part of the role and 30 people have been supported to retain their jobs. This work can entail negotiating with employers, liaising with CAB and employment lawyers and attending disciplinary hearings/meetings and tribunals, all of which can be resource intensive and time consuming.
- 9.13 Preparation for Adulthood/ Personal learning Pathways- The team currently receive referrals for young people on the employment pathway element of Personalised Learning Pathways and get to know them through initially attending reviews and then working alongside the Hub and Blueberry Academy staff to support individuals to attain their desired outcomes. The team is currently supporting 10 young people
- 9.14 Autism- In November 2015 the team achieved Autism Accreditation with the National Autistic Society for their work supporting people with Autism into employment.
- 9.15 Drop in sessions specifically aimed at people with Autism have been established across the county with over 30 people attending sessions so far.
- 9.16 Recruitment within NYCC - the team are aiming to secure more paid employment for people with disabilities or additional needs within NYCC. A trial offered a work placement to somebody in County Hall which has since led to a permanent job.
- 9.17 The team are working with NYCC services managers to carve out jobs for people with disabilities. As an example, Fleet transport recently created a special post for a mini bus washer, and other roles were carved in residential services for cleaners and kitchen assistants.
- 9.18 Internally, NYCC Resourcing and Reward section are working strategically to support reasonable adjustments and active recruitment of people with disabilities and social care needs and the team are working towards developing Supported Internship model within the council.
- 9.19 Coffee Cart- the team supported the development of the coffee cart initiative since May 2015. This initiative was funded through the Innovations Fund and managed by Creative Support. The aim of the coffee cart was to support disabled people to gain the interpersonal and practical skills which can be used in the workplace. Trainees undertook a 16 week programme with the cart with the aim of achieving work or further training through help from the SE team. 16 people undertook training placements at the coffee cart, 2 people gained paid employment, with another 2 undertaking further training following the end of their work. Although the coffee cart has now ceased, a supported employment offer for disabled jobseekers has been embedded in the contract with the catering provider Cater leisure which currently provides the canteen service within County Hall.

10.0 Service Outcomes

- 10.1 Guidance relating to employment within “Valuing People Now” and “No Health without Mental Health” and more recently the Five Year Forward Plan for Mental Health, agreed national indicators relating to employment outcomes. These aimed to set minimum targets to increase the proportion of people with Learning Disabilities and Mental Health in paid employment and/or training.
- 10.2 The current employment rates are 74% of the general population. 43% of people with mental health problems are in employment. 65% of people with other health conditions.
- 10.3 ASCOF (Adult Social Outcomes Framework) figures show that in North Yorkshire 10.7% of people with an LD are in employment against a national average of 6%. This is against national target of 46% for people with LD.

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Accommodation and employment status of working age clients with a Primary Support Reason of Learning Disability

Period: 01/04/15 - 31/03/16 (all tables)

Table 1 Employment by Gender	Paid - less than 16 hours a week	Paid - 16 hours or more a week	Not in Paid Employment (seeking work)	Not in Paid Employment (not actively seeking work / retired)	Unknown	Total
Gender	Employed		Not in paid employment			
Males aged 18-64	65	36	52	665	62	880
Females aged 18-64	50	11	31	484	50	626
Total	115	47	83	1149	112	1508

THIS TABLE CONTAINS DATA USED FOR THE ADULT SOCIAL CARE OUTCOMES FRAMEWORK (ASCOF) MEASURE 1E

this 'grand total' should m

- 10.4 Figures for people with MH in North Yorkshire are at 13.9%, which compares favourably against a national average of 6.8%.
- 10.5 Preparation for Adulthood- the Supported Employment Service is a key part of the implementation of the model. The primary outcome for young people with disabilities leaving school or college is to find paid work. The role of the team will be to introduce the concept of work at an earlier age than is currently been offered.
- 10.6 The team will work with young people with social care needs from aged 14, supporting the young person and their family to look at vocational options, secure Saturday jobs and part time work in preparation for leaving full time education and reduce the long term reliance on Health and Adult Services.
- 10.7 A supported internship is one type of study programme specifically aimed at young people aged 16 to 24 who have a statement of special educational needs, a Learning Difficulty Assessment, or an EHC plan, who want to move into employment and need extra support to do so. NYCC have small capital grants to stimulate the market in relation to Supported Internships.
- 10.8 The service continues to develop a partnership approach with day service providers, with support from HAS Commissioning Team, to encourage the development of innovative practice to assist people using services to achieve

their potential through employment focussed training to make the transition from day services to employment/ volunteering/self-employment.

- 10.9 Working with NYCC Resourcing and Reward to support managers to understand and develop reasonable adjustments in the workplace including job carving and work trials and enable retention of personnel who are risk of losing their job and requiring social care support through the Disability Confident Campaign.
- 10.10 Work with the Living Well team to identify and provide increased employment support to people who although may not demonstrate initially a social care need longer term without employment require social care invention or have increasing health needs.
- 10.11 Re-launch and refresh the Employment Pathways web based resource which provides on line advice for job seekers. Link for this resource can be found on: www.northyorks.gov.uk/employmentpathways.
- 10.12 Consolidate the SE Offer at the reablement point of the assessment pathway for working age adults.

11.0 Evidence of the effectiveness of Supported Employment.

- 11.1 Recently the NDTi (National Development Team for inclusion) undertook a national research project looking at the funding, delivery and outcomes of employment support. A full copy of the research is available here http://www.ndti.org.uk/uploads/files/The_cost_effectiveness_of_Employment_Support_for_People_with_Disabilities,_NDTi,_March_2014_final_v2.pdf summary of the evidence is available here http://www.ndti.org.uk/uploads/files/SSCR_4_page_summary_Phase_3.pdf
- 11.2 From the research it is worth noting:
 - There is evidence for individualised support models and not workshop/classroom based preparation
 - Nationally the average cost of a job outcome was £8,217 but employment support providers working to a best practice model had an average cost of £2,818 for each job outcome.
 - Employment support providers who use best practice raise job outcomes from 38% to 43 %.
 - Good services are equally successful in supporting people with greater levels of disability to gain or retain employment.
 - It is important to focus funding and support on both job gaining and retaining
 - Successful employment outcomes were most likely where organisations featured a prioritising on employment, clear definitions, a strategic plan,

the use of a knowledge/evidence base and the use of measurement systems.

- Anecdotal evidence of the potential risks of not providing employment intervention/support for people with low levels of social care needs as a preventative measure could result in people requiring more intensive social care support later.

12.0 Development of a North Yorkshire Employment strategy for adults with learning disability

- 12.1 As part of the Health and Social Care Learning Disability Self-Assessment Framework (SAF) as requested from the Dept. of Health, it is a requirement that North Yorkshire have an up to date employment strategy.
- 12.2 The Transforming Care Partnership has responsibility for the undertaking of the SAF and subsequent actions and therefore has requested the Head of Provider Services with the Learning Disability Partnership Board (LDPB) and with support from Inclusion North develop a draft strategy for consultation.
- 12.3 An engagement event in December 2015 was held with the LDPB to understand the key messages from people with LD about employment. Inclusion North and NYCC key staff have developed these findings into an initial draft and have consulted with the National Development Team for Inclusion (NDTi) to ensure the strategy is in line with national good practice.

13.0 Recommendation

- 13.1 Members discuss the Supported Employment Service with the representatives present.

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11 January 2017
Background Documents Nil