

Pathways to Work

Update for Joined Up For Jobs Forum - August 2008



WorkDirections®



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www.workdirections.co.uk

About Pathways to Work

- From 3rd December, anyone making a new IB claim has been be booked on their first WFI with Jobcentre Plus and assessed for eligibility
- Jobcentre Plus will start off the Action Planning process with eligible mandatory customers
- WorkDirections will carry out a further five mandatory WFIs
- Jobcentre Plus will also encourage IB stock customers to join voluntarily



Our Pathways to Work programme

Who is eligible for Pathways to Work?

Mandatory customers

- People making a new claim for IB
- The 70% not screened out by the screening tool
 - not likely to find work in the next three months
 - not exempt from the Personal Capacity Assessment

Voluntary customers

- Existing IB claimants
- Those screened out by the screening tool



Our Pathways to Work programme

'Personal pathway' to employment

- Designed to enable more people to go back into and, crucially, stay in work
- Will help each individual to create a 'Personal Pathway' to employment
- Clients can access the services they need from our 'Choices menu', e.g.:
 - Job brokerage with personal advisor
 - Debt, homelessness, training support
 - Condition Management Programme
- These services are delivered mainly in-house, with some provision by external specialist organisations



Our Pathways to Work programme

Progress so far.....

Established WorkDirections offices in 4 sites

- Edinburgh City = 30 staff
- Livingston = 15 staff
- Galashiels = 7 staff
- Musselburgh = 6 staff

Communicated Pathways to Work to potential clients across the district.

Engaged with key stakeholders.



Programme Starts

- Since December 2007 a total of 2602 clients have joined Pathways to Work.
- 1297 have joined voluntarily, 1305 have joined as a condition of making a fresh claim IB after 3 December 2007.
- 1412 of programme starts have been from Edinburgh City.
- Programme uptake has exceeded expectations, forecasted starts = 2240.
- 54% of starts from Edinburgh, 26% from West Lothian 11% from Borders, 6% from East Lothian, 3% from Midlothian.



Primary Health Condition	Voluntary Starts	Mandatory Starts
as declared by clients	%	%
Chest, Problems	3%	2%
Diabetes	1%	1%
Difficulty in Hearing	1%	0%
Difficulty in Seeing	0%	1%
Epilepsy	2%	2%
Heart, Blood Problems	3%	3%
Learning Difficulties	1%	1%
Mental Health	49%	49%
Other	11%	11%
Problems with Arms/Hands	4%	4%
Problems with Legs/Feet	7%	6%
Problems with Neck/Back	14%	14%
Progressive Illness	2%	2%
Skin Problem	0%	1%
Speech Impediment	0%	0%
Stomach, Kidney, Liver Problems	2%	3%
Not Wiling to Disclose	1%	0%



Client Activity

- We have conducted 5796 one-to-one interviews with clients.
- 533 clients have started the Condition Management.
- More than 230 workshops have been run, with a total of 1152 clients participating.

We currently run workshops every day of the week, including:

Confidence Building, Sleep and Routine, Assertiveness, Overcoming Anxiety, Stress and Relaxation, Motivational Strategies, Positive Outlooks, Pain Management, Benefits of Work, Circuit Training, Pilates, Healthy Eating, Relaxation Techniques.

- We also run four walking groups every week.
- 68 clients are currently participating in personalised gym programmes.



Success So Far

- 608 clients have started work against a profile of 501.
- 96 clients have started part time work, 16% of all jobs.
- 301 of job starts are from Edinburgh City, 50% of all jobs.
- Job sustainability measured at six months, first few clients have recently passed this stage.
- Sustainability for initial three months = 79%.

Statistics are important but....



...it's actually about real people.

Case Study - Sharon Drake

- Sharon joined PTW in December 2007, having not worked for 18 years since leaving her job as a factory machinist to raise her family and care for her partner who had a brain injury.
- Four years ago Sharon was involved in a car accident which left her with a back injury. Despite this she was keen to return to work and approached her local JCP in Bathgate who in turn referred her to WorkDirections in Livingston.
- Sharon was concerned about how her extended break from the workforce might look to potential employers, until Mark - her WD Advisor - showed her that her roles as a parent and carer had equipped her with a range of valuable communication, time management and negotiation skills.



Case Study - Sharon Drake

- Sharon had also gained valuable customer service experience in past roles within food outlets and bars, and when Mark showed her how these activities contributed to her employability, her confidence began to increase.
- Together they created a CV and started cold-calling potential employers, including Sky Broadcasting in Livingston, who quickly offered Sharon an interview. Before the interview, we did mock interviews with Sharon, as a result she went to her interview feeling prepared and confident.
- Less than three months after first coming to WorkDirections, Sharon accepted a position in Sky's call centre - the role she had identified as her ideal job when she first arrived at our offices. Sharon is more than six months into her new job, and is confident that she has found the right position to suit her needs.



Case Study - Richard Donaldson

- Richard was referred to WorkDirections by Musselburgh JCP. At his first meeting with his Advisor Claire, he said he'd like to go back to work however he has chronic fatigue syndrome, depression and anxiety.
- Claire referred him to CMP to discuss building up his stamina and one of our physios Tommy McGhee created a home exercise programme for Richard to implement - after a while he starting feeling less tired and was sleeping better.
- Richard also saw Mari Temple, one of our psychologists and was referred into the Managing Your Mood workshop. At the same time Claire and Richard worked on a CV, spec and cover letter - Richard was very motivated and worked hard at this. He had a mock interview and the feedback was very good and this gave Richard a much needed confidence boost.



Case Study - Richard Donaldson

- We also did better off calculation as Richard so that he new what his financial position would be once in work. Richard started applying for lots of vacancies and secured an interview with Reliance Security.
- In preparation for the interview we bought him a new suit. Although the interview went really, the employer decided they would prefer someone to work FT (although advert was PT) and Richard felt that this was too much for him. The employer said she was very impressed with Richard and would keep his details on file. A few weeks later she called up and offered Richard a job working as a concierge 24 hours a week.
- Richard has been in work for more than three months in is progressing well.



Questions

