

A guide to health
and employability in
North Lanarkshire

equally
well

Introduction

The aim of this guide is to help you better understand the link between employment and health so that you may inform your participants of the support available to them.

Work means many things to people - a regular income, an opportunity to develop skills, an opportunity to build relationships with colleagues, an ability to develop a sense of self and improve confidence and self esteem.

An unemployed individual can be missing all of the above from their life. In the following pages you will read of the research undertaken to prove that work really does improve an individual's health.

The guide also outlines the purpose of Equally Well and the work being undertaken in the Lanarkshire Test Site, focusing specifically on North Lanarkshire. Finally, it summarises the services and support available through North Lanarkshire's Working, the innovative employability service available in North Lanarkshire.

Of those who had
entered employment:

90

% had
improved
general health

Source:
Glasgow University (2008)

What is Equally Well?

Equally Well started in Autumn 2008 as a report by the Scottish Government's ministerial task force on health inequalities, which concluded that:

'Scotland's health is improving rapidly but it is not improving fast enough for the poorest sections of our society. Health inequalities remain our major challenge.

'The poorest die earlier and have higher rates of disease, including mental illness.'

The priority areas of the strategy are helping children in the early years of life, tackling killer diseases such as heart disease and cancer, tackling poverty, improving mental health, and dealing with the harm caused by drugs, and alcohol.

Poverty is seen as a key factor in poor health and health inequalities. People on low incomes and those living in the most deprived areas are most likely to rate their general health as poor and are more susceptible to mental illness.

The Scottish Government seeks to tackle poverty in three main ways:

- Prevention of poverty and tackling its root causes;
- Helping to lift people out of poverty;
- Alleviating the impact of poverty on people's lives.

The Equally Well report contains a whole series of initiatives to tackle poverty, but helping people into work is seen as a major way to improve a person's financial position, and their health.

Of those who had
entered employment:

81 % felt better
emotionally

Source:
Glasgow University (2008)

Why does Equally Well exist?

Work is good for your health

A number of research pieces have identified the positive link between health and employment.

Waddell and Burton were commissioned by the Department of Work and Pensions to conduct an independent review of the scientific evidence into the question “Is work good for your health and well-being?”. Their findings became the evidence base for the “Health, Work and Well-being Strategy – Caring for our Future” published in October 2005.’

Their research found that:

- Being employed has a major effect on physical and mental health and mortality;
- If you work, you earn money and money allows you to buy things that are essential for material well-being and full participation in today’s society;
- Work is essential to individual identity, social roles and social status;
- There is strong evidence that unemployment is generally harmful to health, including:
 - Higher mortality;
 - Poorer general and mental health;
 - Higher medical consultation, medication consumption and hospital admission rates.

Of those who had
entered employment:

79

% had
improved
mental health

Source:
Glasgow University (2008)

But, if you are out of work and get re-employed, then that leads to:

- Improved self-esteem;
- Improved general and mental health;
- Reduced psychological distress;
- Reduced psychological morbidity;
- Health improves after moving off benefits as claimants who move off benefits and (re-)enter work experience improvement in:
 - Income;
 - Socio-economic status;
 - Mental and general health, and well-being.

Groups and organisations including disability groups, employers, and unions believe that where the health condition permits, sick and disabled people should be encouraged and supported to remain in, or to re-enter work as soon as possible because it:

- Is therapeutic;
- Helps to promote recovery and rehabilitation;
- Leads to better health outcomes;
- Minimises the harmful physical, mental and social effects of:
 - Long-term sickness absence;
 - Reduces the risk of long-term incapacity;
 - Promotes full participation in society, independence and human rights;
 - Reduces poverty;
 - Improves quality of life and well-being.

Of those who had
entered employment:

63

% had better
physical
functioning

Source:
Glasgow University (2008)

Waddell and Burton's Conclusion

There is strong evidence that work is generally good for physical and mental health and well-being. And that worklessness is associated with poorer physical and mental health and well-being.

The research also suggested that work can be therapeutic and reverse the adverse health effects of unemployment.

Overall, the beneficial effects of work outweigh the risks of work, and are greater than the harmful effects of long-term unemployment or prolonged sickness absence.

Further reports since Waddell and Burton have confirmed many of their conclusions, including Dame Carol Black's report 'Working for a Healthier Tomorrow'.

This report was able to account for the health costs of being unemployed:

- The cost to the taxpayer, if you include benefit costs, additional health costs and forgone taxes are estimated to be over £60 billion per year;
- The annual economic costs of sickness absence and worklessness are estimated to be over £100 billion, which is greater than the annual budget for the NHS and equivalent to the GDP of Portugal;
- The number of people claiming incapacity benefit represent a historical failure of healthcare and employment support to address the needs of the working age population in Britain;
- The system fails people with common health conditions, who, with the right support could have maintained their job and progressed in the workplace;
- Healthcare professionals should adapt their advice to patients to reflect the importance of remaining in, or returning, to work wherever possible.

Of those who had
entered employment:

66

% had
improved
vitality

Source:
Glasgow University (2008)

“Working for a Healthier Life” Glasgow University

In 2008 Glasgow University undertook a study on behalf of the Glasgow Centre for Population Health which followed the progress of people with health problems moving into employment.

For those who had entered employment, the study found:

- 90% had improved general health;
- 81% felt better emotionally;
- 79% had improved mental health;
- 77% had improved physical health;
- 66% had improved vitality;
- 63% had better physical functioning;
- 52% had less pain.

Once they were in employment their health behaviours changed:

- 60% became more physically active;
- 60% ate healthier;
- 41% controlled their weight better;
- 33% cut down smoking;
- 29% cut down alcohol;
- 61% saw their GP less.

Local and national studies have proven that work can improve an individual's health. If you have a participant who would benefit from moving back into work Equally Well and the employability project, North Lanarkshire's Working, can help.

Equally Well in Lanarkshire



The Lanarkshire Equally Well Test Site

The Scottish Government invited all local authorities and health boards in Scotland to apply to become Equally Well test sites. Eight sites were approved, each with very different priorities. The successful Lanarkshire bid had an 'employability' theme and was submitted by a partnership which included North Lanarkshire Council, South Lanarkshire Council, NHS Lanarkshire, Skills Development Scotland and Jobcentre Plus.

The Lanarkshire site aims to increase the number of workless people referred by the NHS and Council staff into employability services, which results in more people:

- Entering employment;
- Entering education and training;
- Taking up literacy and numeracy support.

“I didn’t realise these services were available and so easy to access”

Equally Well
Training Attendee

How the Test Site Works

North and South Lanarkshire Council's approached the test site in different ways, this guide focuses on the work undertaken by North Lanarkshire Council.

In order to make NHS and Council staff aware of the employability support and advice available a number of training, information and networking sessions have taken place.

In North Lanarkshire all employability services are promoted and delivered through North Lanarkshire's Working; which is a flexible partnership involving North Lanarkshire Council, Routes to Work Ltd, Motherwell, Cumbernauld and Coatbridge Colleges, Voluntary Action North Lanarkshire and NHS Lanarkshire. More information on the services provided by North Lanarkshire's Working is available in section three of this guide.

Since the pilot started over 700 people from Council departments, NHS staff and the voluntary sector have attended more than 50 training sessions.

The training is aimed at frontline staff who have the opportunity to discuss employability with their participants. It gives those staff a better understanding of the services available through North Lanarkshire's Working.

The standard training sessions lasts 90 minutes and consists of background reading, a quiz, and group and individual exercises. An enhanced training session is available which lasts three hours with guest speakers from delivery agencies such as Routes to Work, SALUS, APEX Scotland and Phoenix Futures.

For more information about Equally Well in North Lanarkshire and to take part in a training session, contact:

- **Ian Hunter** on **01236 638955** or **hunteri@northlan.gov.uk**

For more information about Equally Well in South Lanarkshire please contact:

- **Lesley Mackay** on **01698 455168** or **lesley.mackay@southlanarkshire.gov.uk**

“I gained a better understanding of the ways to refer”

Equally Well
Training Attendee

The North Lanarkshire Problem

Why is there a need for a Lanarkshire Equally Well Test Site?

Health and employability is a major issue in North Lanarkshire, particularly due to the legacy of the heavy industries which were major employers until the 1990s. North Lanarkshire contains the 2nd highest number of Scotland's most deprived neighbourhoods (9.1%).

Our employment rate is 68.8% which is below the Scottish average of 70.9%. 22.9% of the population are economically inactive, which equates to almost 48,400 people or around 1 in 4 of the working age population.

21,560 people are claiming Incapacity Benefit or the new Employment Support Allowance.

Of the 48,400 people who are economically inactive, baseline studies and research have shown that over 25% of them would like help to get a job.

**“It was a great opportunity
to meet people from
different agencies”**

Equally Well
Training Attendee

North Lanarkshire's Working



Tackling the North Lanarkshire problem

Tackling the problem of unemployment is one of the most important challenges facing North Lanarkshire today.

For over 20 years, significant long-term unemployment has blighted lives and communities throughout the area, with major impacts on social cohesion, economic performance and individual self-worth.

In a concerted and groundbreaking approach, The North Lanarkshire' Community Planning Partnership, brought together the major public and voluntary sector agencies in North Lanarkshire, to create North Lanarkshire's Working which has been delivering services since April 2008.

North Lanarkshire's Working is an innovative partnership model which enables agencies to work far more closely than before to deliver support, advice, interventions and infrastructure.

This significantly increases effective routes to employment for target groups that have historically been difficult to engage with. The service is available to people who do not have a job, regardless of how job-ready they are or how much/little support they require.

What services are available?

The North Lanarkshire's Working staged model was created to assist staff and ensure that they refer participants into the correct level of support. The model sets out four stages which describe the level of support a participant required on their journey to employment.

Stage 1

The participant is not job ready because they are isolated and have no routine or social connections therefore they can access activities to help them get a routine in their lives and make social connections.

An example of the support available here might be taking part in a Personal Development Programme which increases confidence and self esteem and gets the client into a routine and meeting other people.

Stage 2

The participant is not job ready because they have a barrier that they need help with, this might be a mild mental health barrier or a health problem.

At this stage they could access a health intervention delivered by Salus such as counselling or stress management.

Stage 3

This stage is for a participant who is job ready but needs help to access the right opportunities, this might involve taking part in skills development training or accessing a Tailored Training Grant.

Stage 4

The participant can start work but needs support in order to enable them to stay in work, possibly through a Discretionary Fund grant or direct one-to-one support.

If you are unsure which stage an individual is at, you can book an appointment with a Key Worker for a full employability assessment of the participant. This can be done by calling the North Lanarkshire's Working phone number on **0800 0730 226**.

What you need to know

How to make a referral

There are two ways that you can make a referral. Partners in North Lanarkshire's Working can refer participants to each other using Hanlon, which is a centralised database system that can track caseloads and the participant's progress.

If you don't have access to the Hanlon system you can refer using the free phone number 0800 0730 226, where you will be asked for your contact details, your participant's details, and any other relevant information.

Once your participant is being helped by North Lanarkshire's Working we can report back on their progress and let you know if they have seen a Key Worker, accessed training or been supported by one of the other services.

Since the training began we have received almost 500 calls from services that have looked to refer their participants into North Lanarkshire's Working. This is a great achievement, but we know that there are more people we can help.

Jobs are available

One of the questions we get asked by attendees during the Equally Well training is: **"Why are we doing training about employability when there are no jobs?"**

But there are jobs available in the local economy. North Lanarkshire's Working has supported almost 13,250 people since April 2008, of which over 4,480 have entered employment. Over 17% of those that we have supported had a health related barrier to employment, and of these nearly 25% have found employment.

Health Interventions are available

North Lanarkshire's Working provides a wide variety of additional services and support to break down barriers which prevent people taking part in activities related to employment, education and training. One of our partners is SALUS, who provide a range of health interventions to people with mild to moderate health problems including physiotherapy, Bowen therapy, occupational therapy, counselling, stress and anger management and pain therapy. They also work with ex-offenders and substance mis-users and deliver some of the services mentioned above as well as coaching and mentoring, a 24 hour helpline, cognitive behavioural therapy, diet and lifestyle advice, fitness advice and dentistry and alcohol and drug counselling.

For more details about SALUS please contact Nancy Watson on 01698 206372.

It's not a quick fix

People worry about their participants. They are concerned that the participant might end up in an inappropriate job, and then lose it. They worry that their participant will be financially worse off because they have given up their benefits to take a job. They also worry about the subsequent effect that will have on their participant's mental health.

North Lanarkshire's Working offers a range of services for participants who receive individual tailored, one-to-one support from a Key Worker that is appropriate for their needs. Some people have confidence and self-esteem problems. Some people are depressed and feel a bit isolated. Therefore it is recognised that participants need to work along a journey of interventions before they are ready to enter employment.

North Lanarkshire's Working is not about a quick fix, or pushing people into inappropriate activities and leaving them to their own devices. It's about working with people, sometimes for a long time, to get them into a position where they can enter, and stay in employment with the support of the services that are available.

Support Available in North Lanarkshire



Citizens Advice Bureau (CAB)

The CAB offer free, independent, confidential and impartial advice on a range of issues including:

- Money advice including benefits, tax issues and debt;
- Employment;
- Housing;
- Education;
- Consumer affairs;
- Legal services including immigration, in-court advice and rights of individuals.

Each CAB is a voluntary organisation and relies on volunteers to help provide information and advice.

Details of local bureaux can be found at www.cablanarkshire.org.uk or by phoning:

Airdrie: 01236 758621
Bellshill: 01698 748615
Coatbridge: 01236 421447
Cumbernauld: 01236 723201
Motherwell: 01698 251981

In addition to the advice and support already outlined, CAB also has a number of health projects, including:

- MacMillan-CAB - advice on benefits, grants and finance to those affected by cancer and their families;
- Chest, Heart and Stroke Scotland (Motherwell CAB) - advice to those affected by chest and heart disease;
- IASS - NHS Independent advice and support service. Mediation service for people with complaints or concerns about the NHS;
- Health Information - helping participants to find reliable, up-to-date information about their condition or health issues generally;
- Outreach services in all hospitals in Lanarkshire, including advice clinics in the Psychiatric Wards of Wishaw General Hospital;
- Advice clinics for community-based psychiatric service users at the Airbles Road Centre, Motherwell;
- Help and representation with applications, appeals and tribunals for health benefits.

Jobcentre Plus

Jobcentre Plus provide a wide range of help, advice and services to help get you back to work as quickly as possible.

Find your way back to work

Whether you want to search for a job or brush up on your job seeking skills, you'll find a range of support and advice on www.direct.gov.uk, including: CV and interview tips, different ways of searching for work and how to gain new skills.

Find out about the latest jobs using the job search tool and get online advice on how and where to look for jobs and how best to approach employers.

Thousands of new jobs are available every day at www.direct.gov.uk

If you are unemployed you may be eligible to receive Jobseeker's Allowance. You can claim online at www.direct.gov.uk. Alternatively you can claim by phoning **0800 055 66 88**.

The online application / phone call is then followed by a Work Focused Interview in the Jobcentre.

If you've claimed before and have stopped getting Jobseeker's Allowance in the last 26 weeks and want to claim again, you can make a Rapid Reclaim at www.direct.gov.uk.

Dependant on your circumstances, you may be eligible for other benefits. Further information can be found at www.direct.gov.uk

Support for customers with health conditions/disabilities

- Work Choice;
- Access to Work;
- In Work Support (may also be available to lone parents and carers);
- Permitted Work;
- Progress to Work.

Support for young people aged 18 to 24

- Routes into Work;
- Future Jobs Fund;
- Community Task Force;
- Work Focused Training.

General support to help customers find work

- Training for Work;
- Travel to Interview Scheme;
- Work Focused Training;
- Work Trials;
- Work Clubs;
- Work Together;
- Better off in work calculations.

In work incentives (to enable customers to take up the offer of employment)

- Job Grant (paid automatically when an eligible customer signs off benefit);
- Return to Work Credit (wages top-up for customers on health-related benefits).

If you require further information on the above you should speak to your Jobcentre Plus personal adviser or visit www.direct.gov.uk

Remploy

Remploy's purpose is to significantly increase the employment opportunities of disabled people and those who experience complex barriers to work. They have an expanding network of town and city centre branches and a comprehensive range of tailored support services provided through them.

Developing partnerships with employers is key to delivering success, ensuring that the right people are placed in the right role. The organisation delivers the following work:

- Specialised health and disability support;
- Support from dedicated advisers, with ongoing support once an individual's in work;
- Job search advice and help with completing application forms as well as CV creation;
- Financial assistance to return to work;
- Better off in work calculations to find out how much better off you'll be in work;
- Free access to internet job search and telephones;
- Certified training in Security (with licence), Care and other sectors;
- Discretionary fund available for specialist training;
- Assistance in confidence building and interview techniques;
- Online learning facilities;
- Access to the latest vacancies with local employers.

Contact details:

01236 439623

www.rempoy.co.uk

airdrie.reception@rempoy.co.uk

Shaw Trust - Scotland

Shaw Trust is a national charity and one of the UK's largest providers of employability services for disadvantaged young people and adults who are often furthest from the jobs market. As a lead partner to the UK Government, Local Authorities, NHS, Criminal Justice Services and individual clients, they provide a range of services in employment, training, education, social enterprise, health and wellbeing.

The list below outlines some of the work they undertake:

- Prime Contractor for DWP Work Choice in Scotland, working throughout Lanarkshire with their sub-contracting partner SAMH, promoting mental health and well being within community and corporate life,
- Delivering an innovative cancer patient work programme with the NHS that dramatically reduces rehabilitation times.
- Working with ex-offenders and people who are affected by drug and alcohol misuse.
- Working to address the growing unemployment among Young People aged 16 - 25 across Scotland
- Managing over 12 social enterprises operating in market gardening, horticulture, grounds maintenance and retail.
- Running an innovative IT and Web Accessibility business for organisations to make sure their information for disabled and disadvantaged people is fully accessible.
- Delivering programmes focusing on Capabilities, Circumstances and Motivation and improving confidence, independence and skills.
- Running the largest number of Self Directed Support Services across the UK for people with disabilities who prefer Direct Payments.
- Networking with National and Local Employers

Contact details:

Shaw Trust

Work Choice Direct 0300 303 3111

workchoice@shaw-trust.org.uk

www.shaw-trust.org.uk/support_for_individuals

SAMH

margaret.tweedlie@samh.org.uk

0141 530 1000

07772565390

www.SAMH.org.uk

There are strong links between health and work:

- Being out of work is bad for people's physical and mental health;
- People out of work have higher rates of GP consultation, medication consumption and hospital admission;
- Being in work is generally good for the health of your clients;
- Returning to work improves health, reduces psychological distress and can aid a speedier recovery;
- The health benefits of work strongly outweigh the health risks.

Call 0800 0730 226
North Lanarkshire's Working
www.NorthLanarkshiresWorking.co.uk

North
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