

# Conwy Pre-Employment Counselling

## Impact Report

Presented by  
RCS Wales  
2023



# Background and Project Overview

RCS piloted a service to provide short term work-focussed counselling and/or career coaching to support people to overcome mental health barriers to employment. This was to fill a gap in provision at a time of heightened need. The service was targeted at people who were unemployed, economically inactive or whose employment was at risk because of a mental health condition.

The programme formed part of Conwy Council's Skills and Employability Programme, funded through the UK Community Renewal Fund.

## The Service

RCS launched the new pre-employment counselling service in Spring 2022. The support was delivered by two in-house RCS counsellors and four sessional counsellors. The majority of participants were referred in from other strands of Conwy's Skills and Employability Programme, in order to access help with health conditions that were impacting their ability to engage with wider employability support.



# Background and Project Overview

Clients stated they required support for the following reasons:

- Learn how to cope with anxiety and feel more in control of it.
- Low self-esteem, preventing them from applying for jobs.
- Managing persistent low mood, low energy and sleep problems.
- Lack of work-related confidence due to long-term unemployment.
- Strategies and coping mechanisms to support mental health.
- Learn how to maintain focus and motivation.
- Space to explore wider stressors affecting ability to work.
- Negative experiences in previous employment, and with management.
- Managing social anxiety and difficulty being around people.
- Social isolation, difficulty leaving their homes.
- Readjusting to the world after Covid-19 lockdowns.
- Difficulty managing a health condition and working at the same time.
- Managing unhealthy anger in the workplace.

The new counselling service supported 50 individuals between January to December 2022. An additional 13 applicants expressed interest in the service but chose not to complete their registration.



# Therapeutic Interventions

For more information or to contact RCS Wales, please contact us at:



01745 336442



rcs-wales.co.uk



hello@rcs-wales.co.uk

We offered a range of therapeutic support, including:

- **Person-Centred Counselling**
- **Cognitive Behavioural Therapy**
- **Career Coaching**

Participants received up to 6 sessions and the interventions were delivered in a mixed approach that included both face to face and phone-based/on-line support. Support was provided in both Welsh and English, according to client preference. Participants received up to six sessions of counselling, or four sessions of career coaching, whichever was best suited to their needs.

Accredited tools were used to measure improvements in health and employability.



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# Key Barriers for Clients

Participants reported the following additional barriers to employment:

- **Debt issues** – low income, gambling or shopping addiction
- **Substance misuse**
- **Transport** – lack of transport, unable to travel to interviews.
- **Housing** – unfit accommodation
- **Social** – lack of social contact, relationship breakdown, disagreement in family, feeling unsafe due to ex partners or family members.
- **Work** – previous negative experiences of work.
- **Criminal record** – preventing access to job roles, stigma.
- **Educational underachievement** – lack of skills/qualifications
- **Digital exclusion** – no access to internet, no money for device or data

Where participants agreed, they were signposted on to other organisations that could provide support to address these wider issues.

# Impact and Legacy

**The service was successful in meeting its objectives.**

✓ It engaged the target number of participants, and all registered participants completed a therapeutic intervention.

✓ In post-intervention surveys, 84% of participants reported that their health and ability to work had improved as a result of the intervention.

✓ 46% of participants showed measurable improvements in their mental health condition in CORE10 / PHQ-9 assessments.

**RCS will be exploring ways of building on the success of the programme to ensure a positive legacy, providing therapeutic support to help people address mental health barriers to employment.**

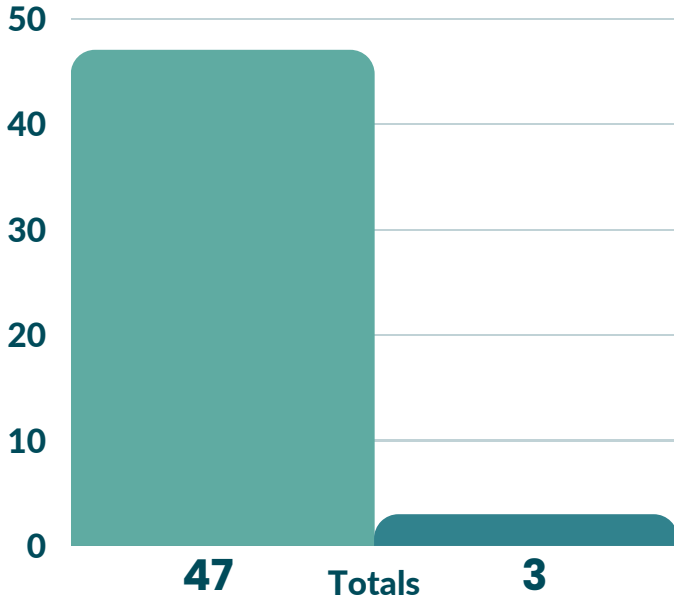


# Statistics

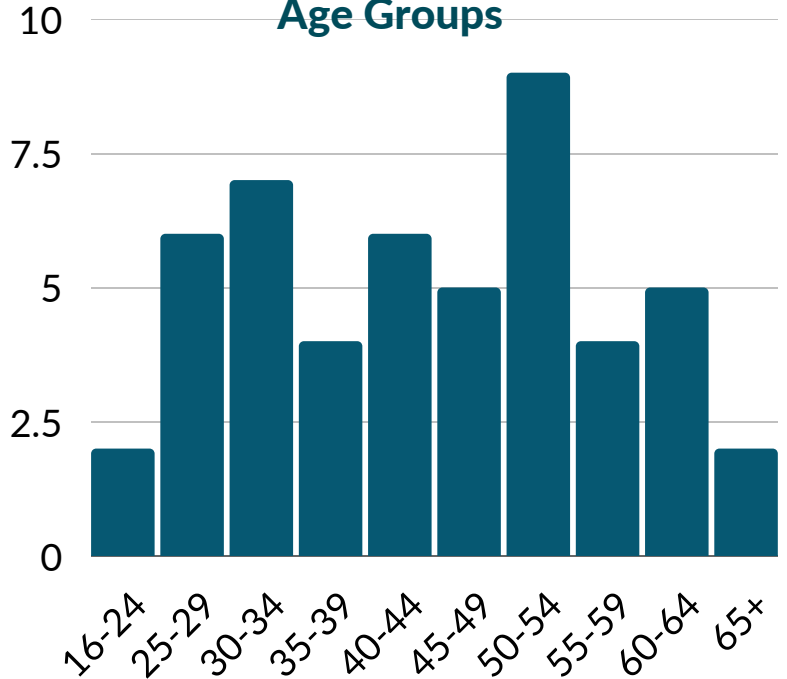
## Gender



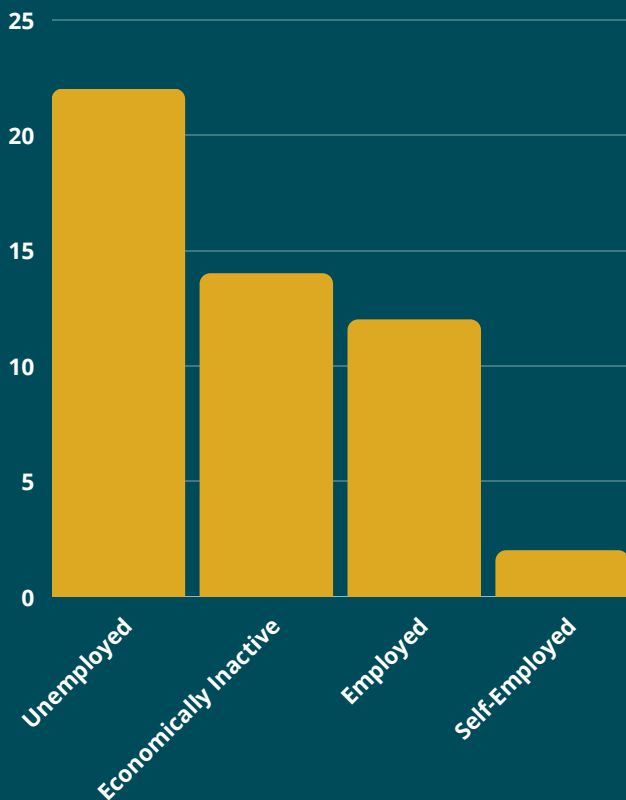
## Counselling Career Coaching



## Age Groups



## Client Employment Statuses



## Number of Sessions

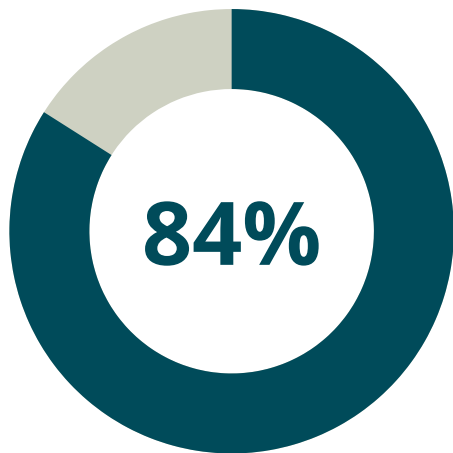
**215**

sessions of support were provided to our clients

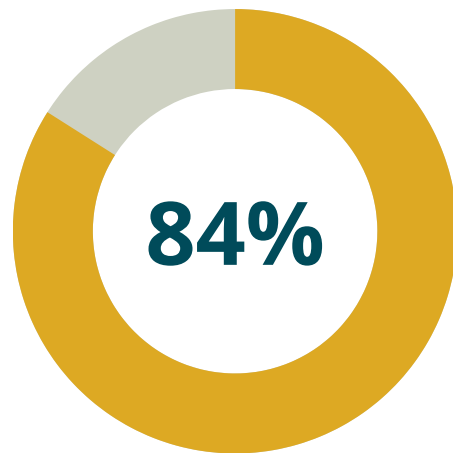
## How our clients heard about us



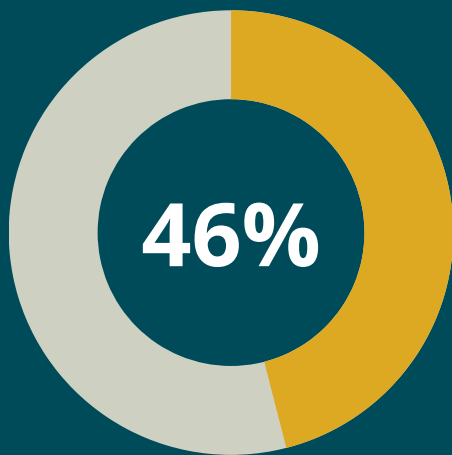
# Outcomes



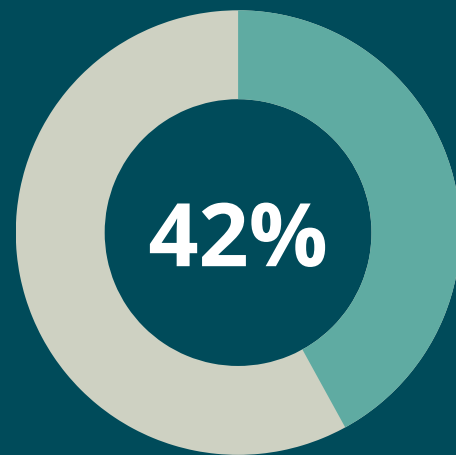
reported their ability to work improved as a result of the intervention



reported their health had improved as a result of the intervention



reported an improvement in the CORE 10 measurement



reported an improvement in their PHQ-9 measurement

**CORE 10**—An assessment to measure common presentations of psychological distress

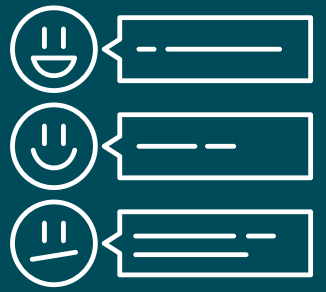
**PHQ-9**—A tool for diagnosing and measuring depression



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# Client Feedback



*"Andrew was so very calm and understanding and gave me the information I needed to help myself"*

*"Gave me enough time to make positive changes"*

*"Keep doing what you are doing – you do a fantastic job it's brilliant"*

*"Andrew is an excellent counsellor, allows one to open up at their own pace. I always felt he was there with me , giving me positive choices but above all allowing me to make them"*

*"It really helped back into employment after years of mental illness"*

*"I'm back on track and able to cope"*