



Cymorth yn y Gwaith
In-Work Support



In-Work Support Service North Wales

Impact Report

2015 - 2022

Presented by
RCS Wales
2023



LLES AR GYFER GWEITHIO
WELLBEING FOR WORK

Background and Project Overview

RCS delivered the In-Work Support Service in North Wales between 2015 and 2022. The service was part-funded by European Social Funding through Welsh Government. It originally operated across Conwy, Denbighshire, Anglesey and Gwynedd, and was expanded in 2021 to cover Carmarthenshire and Ceredigion. In-Work Support built on the success of RCS's 'Fit for Work Service', piloted in Rhyl from 2010-2013.

In-Work Support provided holistic support and work-focussed therapies for employees from micro, small and medium-sized enterprises (SMEs) with a work-limiting mild to moderate health condition. Participants were either absentees – off work sick – or 'presentees' – at risk of absence. The service was aimed at supporting an early return to work, improving wellbeing and supporting recovery. The service also offered a unique coaching programme for people who identified as 'under-employed' and were seeking to improve their work situation, e.g. through promotion or taking on additional hours. With services originally all provided face-to-face, the pandemic resulted in a switch to remote delivery. Latterly, participants were able to access a blend of virtual and face-to-face support, according to personal preference.

Personalised support was provided to participants through a dedicated team of case coordinators, who developed tailored packages of support to meet individual need. These would include therapeutic support, employer liaison, or referral to specialist services for support with other issues impacting wellbeing, such as problem debt or addictions. Work-focussed therapies were delivered through RCS's established framework of specialist providers, offering a broad range of evidence-based physical and psychological therapies. These included counselling, cognitive behavioural therapy, acceptance and commitment therapy, coaching, physiotherapy and osteopathy. Support and therapies were available in both Welsh and English.



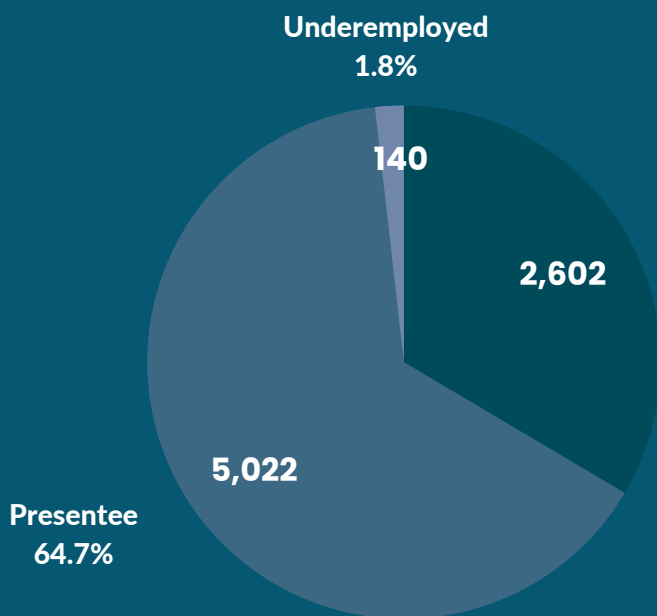
Background and Project Overview

In-Work Support also offered training and support to SME businesses to help them build happier, healthier workplaces, enabling their employees to thrive. SME leaders and managers attended training workshops on key wellbeing topic areas, and accessed tailored support to develop their policies and practices, aimed at building inclusive and supportive workplace cultures. This included a unique development opportunity for dedicated 'workplace wellbeing champions', who were trained to signpost colleagues to appropriate support, and to promote wellbeing activities in the workplace.

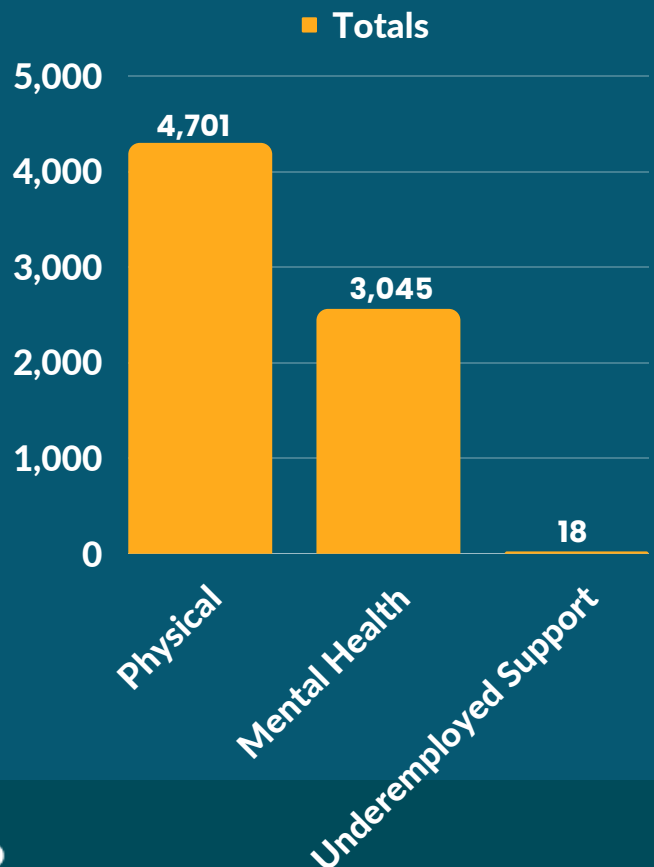
In-Work Support was promoted extensively across the health and business communities in North Wales, and gained a positive reputation for providing rapid and professional support. Over its life-span, the service transformed thousands of individual lives, and supported hundreds of businesses to implement meaningful change within the workplace.

Participants

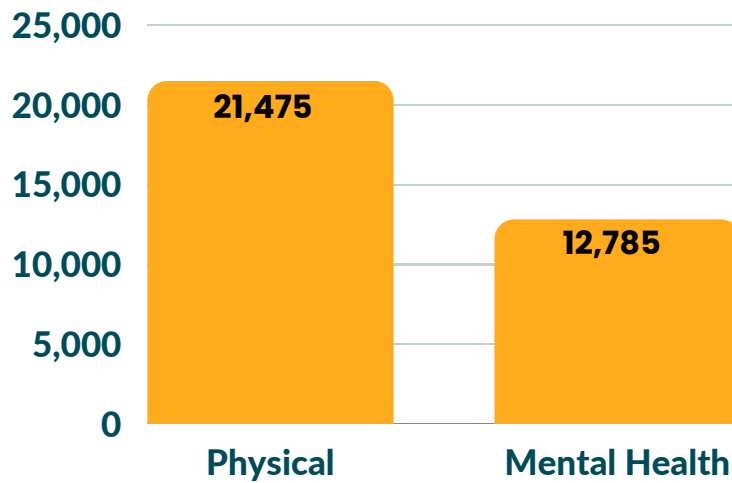
Participant Status



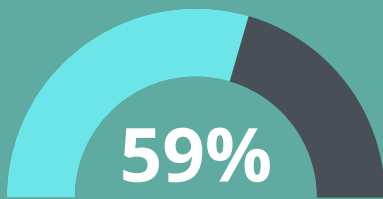
Presenting Issues



We have provided approx 34,260 hours of physical and mental health therapy



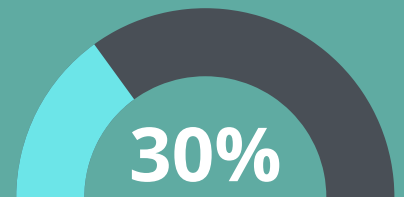
Outcomes



Absentees returned to work after a period of absence



Presentees who reported a health improvement within 4 weeks



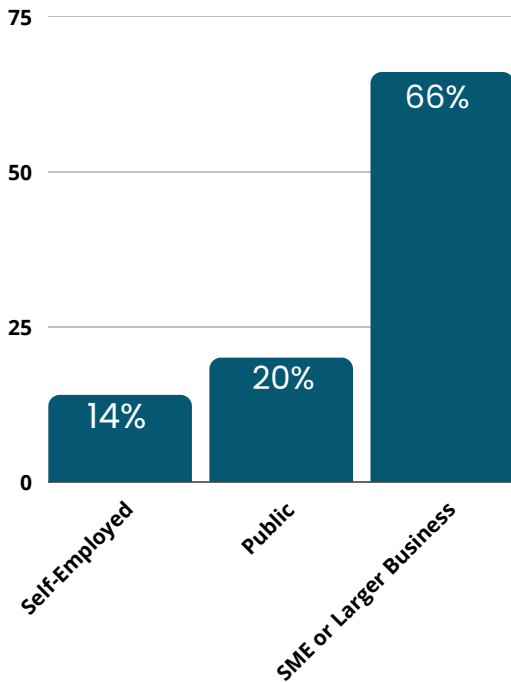
Underemployed who reported a positive outcome e.g. promotion, extra hours



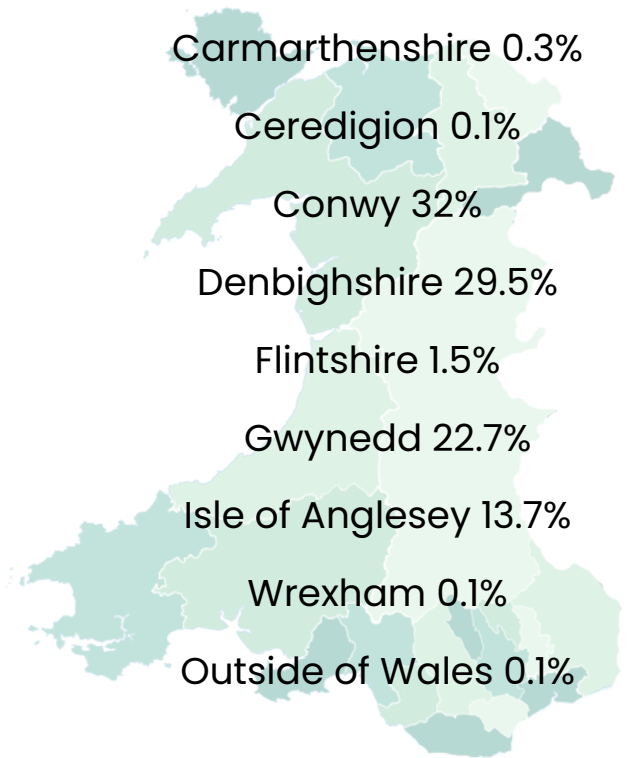
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Statistics

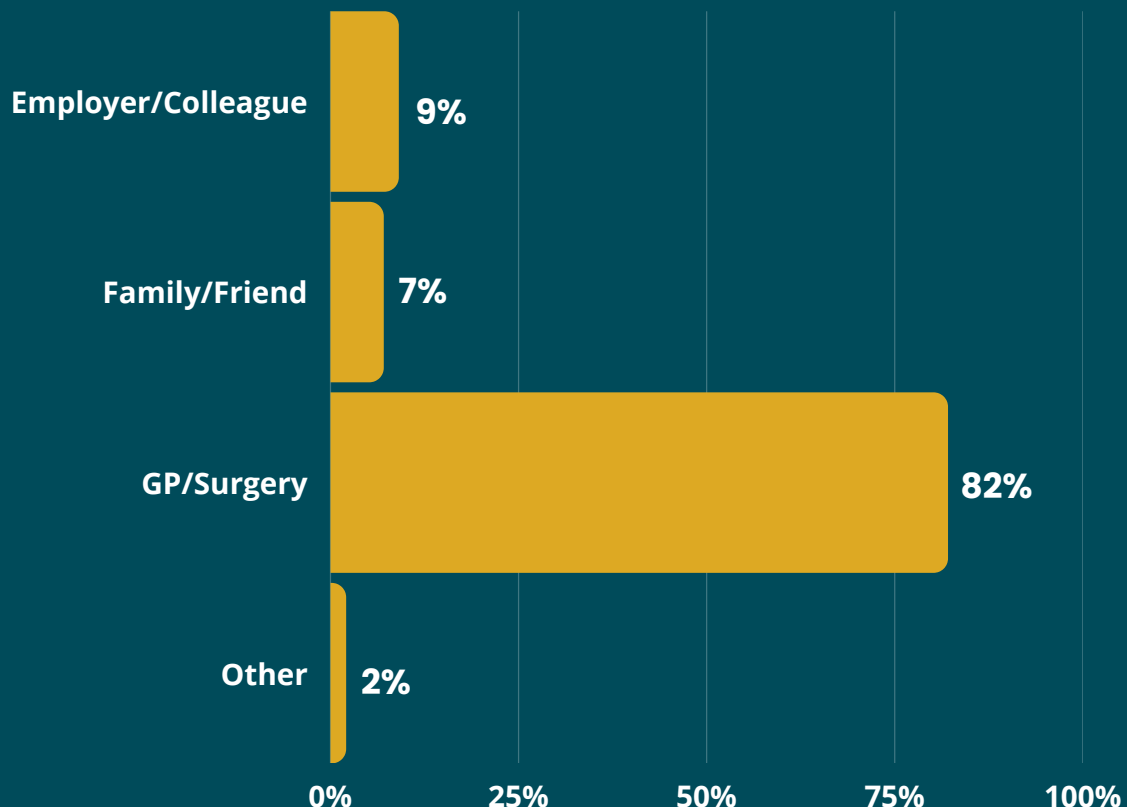
Employment Sector %



Client County of Residence



How our clients heard about us



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Enterprises

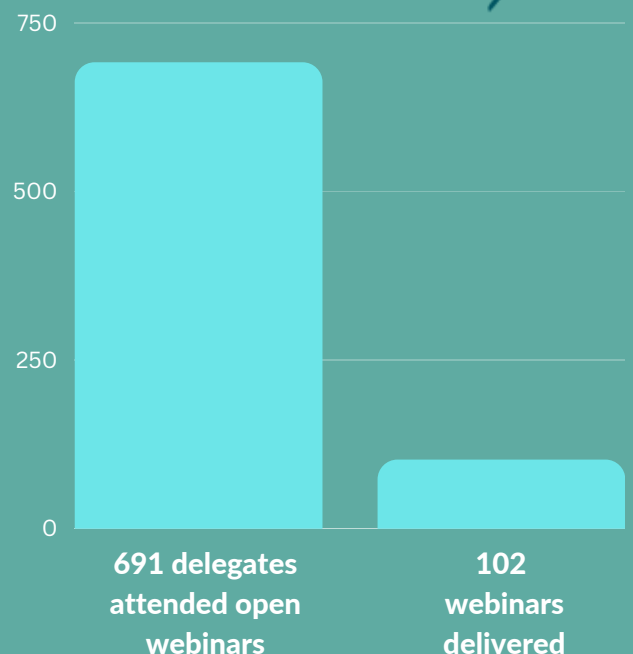
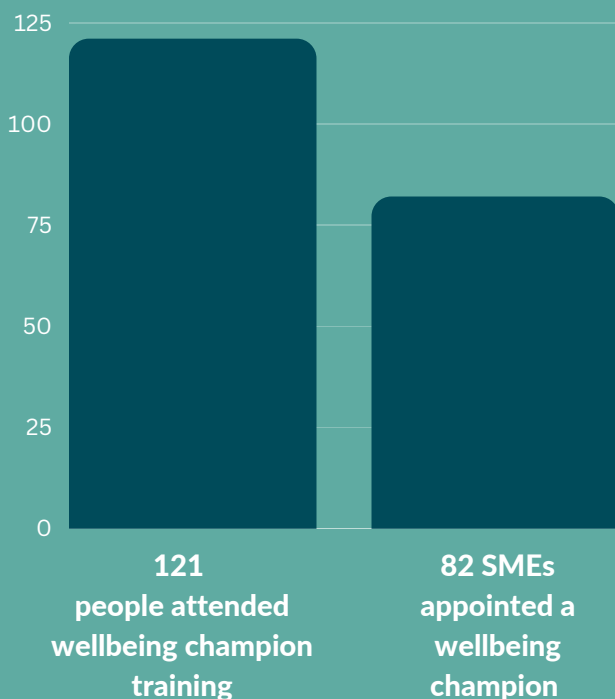
Micro, small and medium sized businesses (SME)



We provided support and training to 286 businesses to build healthier, happier workplaces, where their employees can thrive.

53% evidenced positive change in their policies or practices.

Outcomes



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Testimonials

"The service has made a great difference to my life both in work and socially"

"The sessions helped me regain my confidence and general happiness"

"I would 100% urge anyone in a similar situation to me to get in touch with RCS. I probably wouldn't be back in work now if it hadn't been for their help."

"I would highly recommend the in work support service and feel it should be rolled out across the whole of Wales"
GP, Holyhead



Testimonials

"There was someone there for me, to listen to me. I usually listen to everybody else. I now feel more confident in work and feel I would be able to take on more hours if they were available"

"I would not have been able to remain in work or resolve the issues as quickly without the support received"

"The service has proved invaluable and the assistance I have received has helped me to face life once again"

"RCS's In Work Support Service has been a powerful tool in helping our patients locally. It has provided early, very accessible interventions, which I'm sure has prevented many patients developing long term problems"

GP, Rhyl