

In-Work Support Service South East Wales

Impact Report

Established October 2020 -
March 2022

Presented by
RCS Wales
2022



LLES AR GYFER GWEITHIO
WELLBEING FOR WORK

Background and Project Overview

Welsh Government launched In Work Support South East Wales through their Covid-19 Response Fund in October 2020, following an increase in demand for mental health support associated with the Covid-19 pandemic.

The service supported participants until 31st March 2022.

The service built on Welsh Government's existing In-Work Support Service, which operates in parts of North Wales and Swansea Bay and is part-funded by the European Social Fund. In-Work Support provides work-focussed support and therapies to employed/self-employed people with mild to moderate health conditions that are affecting them in work, putting them at risk of long-term sickness absence. The service is aimed at supporting an early return to work, at improving wellbeing and supporting recovery.

In-Work Support South East Wales (IWSSEW) was established to support employed and self-employed people living or working in Cardiff, the Vale of Glamorgan, Newport and Monmouthshire, and whose mental or physical health had been impacted by the coronavirus pandemic. It was delivered by RCS, a not-for-profit company which has been delivering In-Work Support in North Wales since 2015.

IWSSEW was predominantly aimed at supporting employees of micro, small or medium sized enterprises, who may not have otherwise had access to an Employee Assistance Programme or occupational health support.

The service was delivered through a dedicated team of case coordinators based in North Wales. The team provided telephone support to clients, and developed tailored packages of support, including employer liaison and onward referral to therapies where needed. Given the Covid restrictions in place at the time, all therapies and support were delivered via phone or using on-line platforms. Support was available in both Welsh and English.



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

All therapeutic support was delivered through a framework of trusted providers. There was a broad range of modalities available including counselling, cognitive behavioural therapy, acceptance and commitment therapy, and coaching. Local therapists were used so that face-to-face support could be offered where preferred, although this was largely not taken up.

Our Framework Suppliers

Agile Therapy
CAIS
Cardiff Mind
Claire McCluskey
Grosvenor Street Physio Therapy
Health & Sports Physio Ltd
Medra
MP Counselling
Performance Physio Ltd
Step Forward Physio



LLES AR GYFER GWEITHIO
WELLBEING FOR WORK

Presenting Issues

Service clients presented with a range of issues caused or exacerbated by the pandemic which included:

- Anxiety about catching Covid-19/seeing other people/returning to the workplace
- Social anxiety
- Struggles with readjusting to the 'new normal'
- Stress of trying to keep businesses – particularly new businesses - afloat
- Financial pressures
- Stresses associated with remote working
- Enforced changes in job role
- Pressure of work and stress of working remotely, fear of catching Covid – teachers and lecturers
- Trauma, pressure of work and challenging working conditions – NHS
- Bereavement
- Bullying
- Physical and neurological difficulties associated with long Covid
- Poor managerial practices causing stress, including micromanaging and disciplinary action.

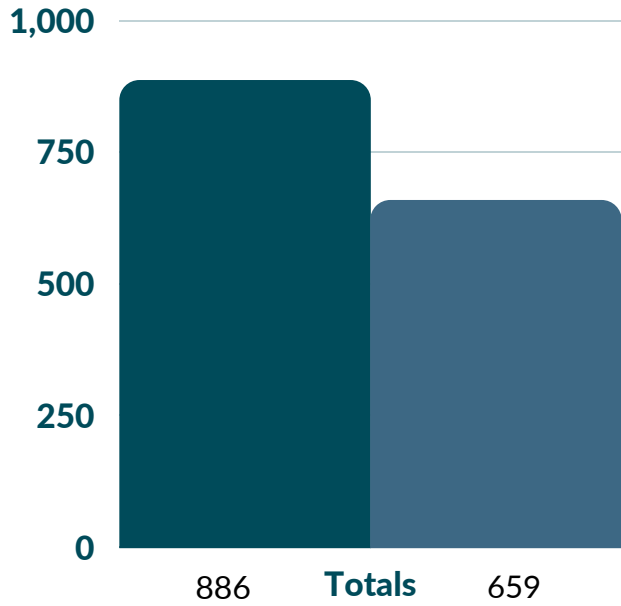
Statistics

Gender

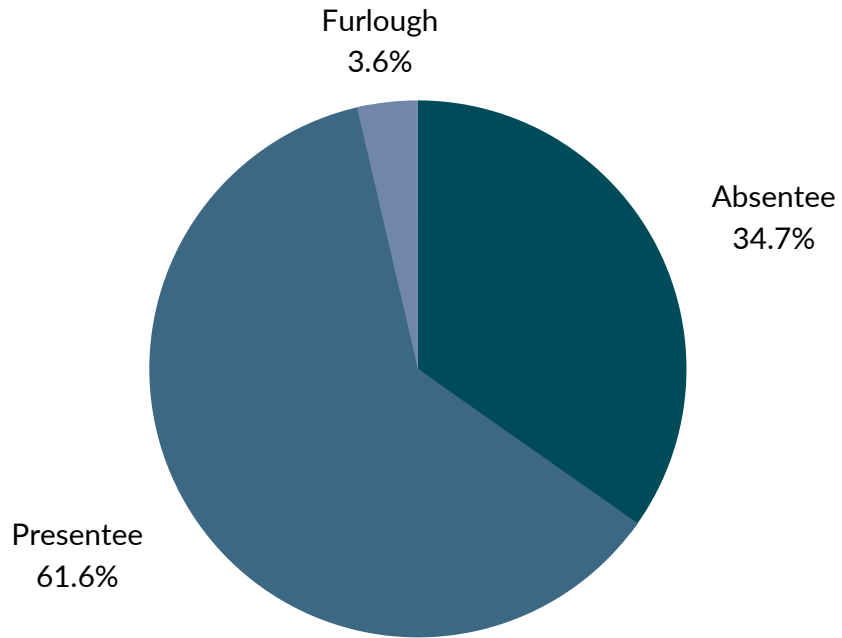


Male 34% Female 66%

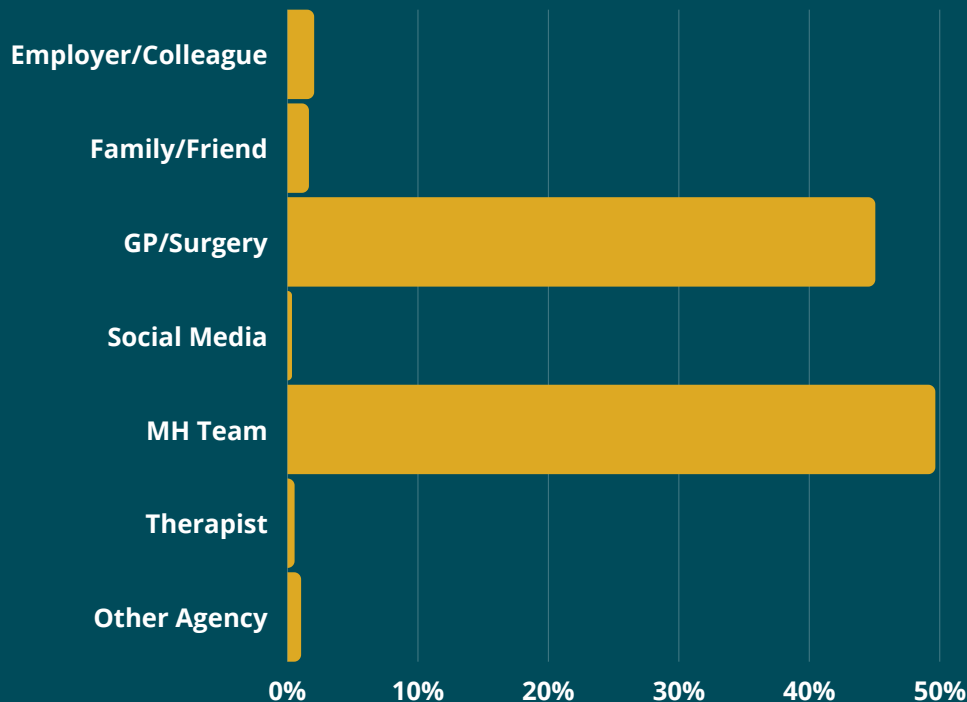
■ Referrals ■ Registrations



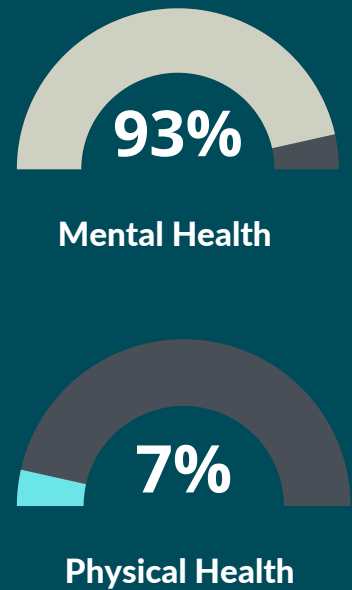
Participant Status



How our clients heard about us



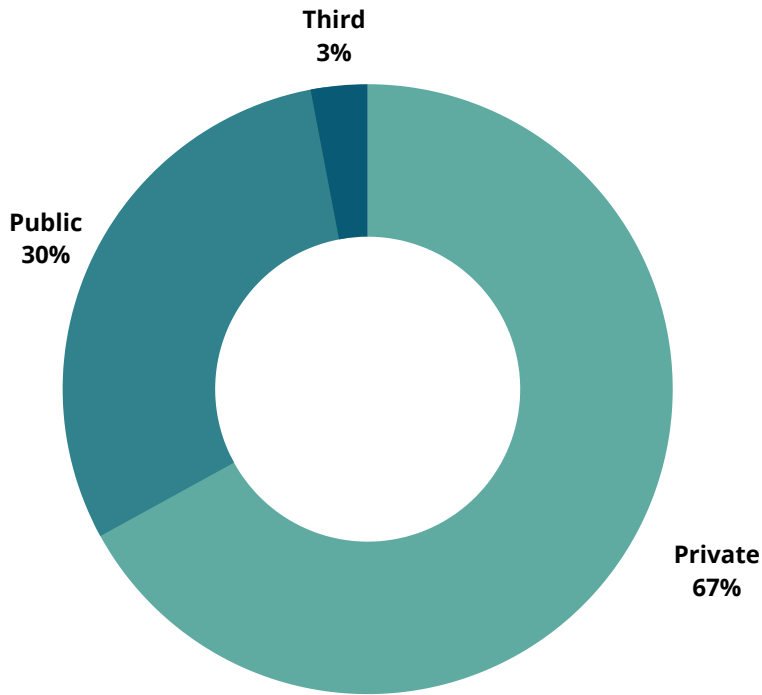
Support Provided



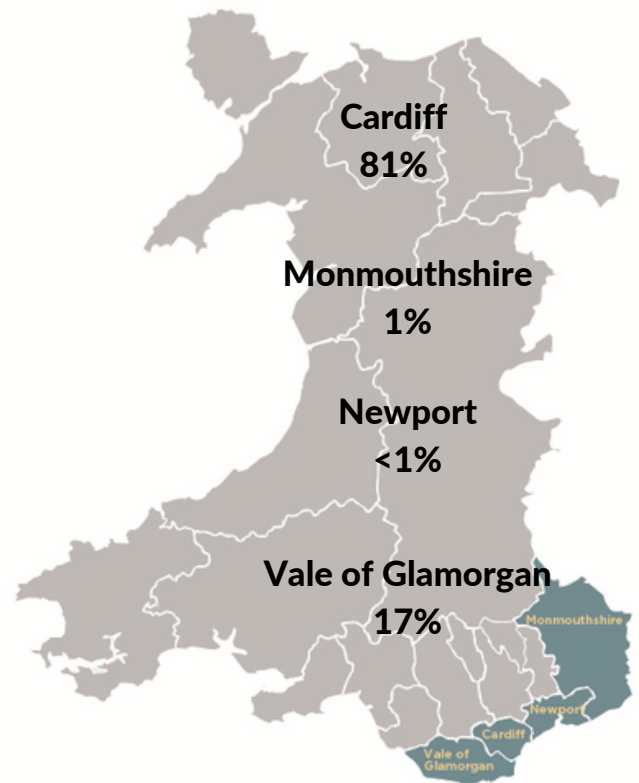
LLES AR GYFER GWEITHIO
WELLBEING FOR WORK

Statistics

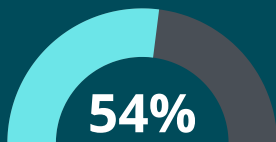
Employment Sector



Client Counties



Outcomes

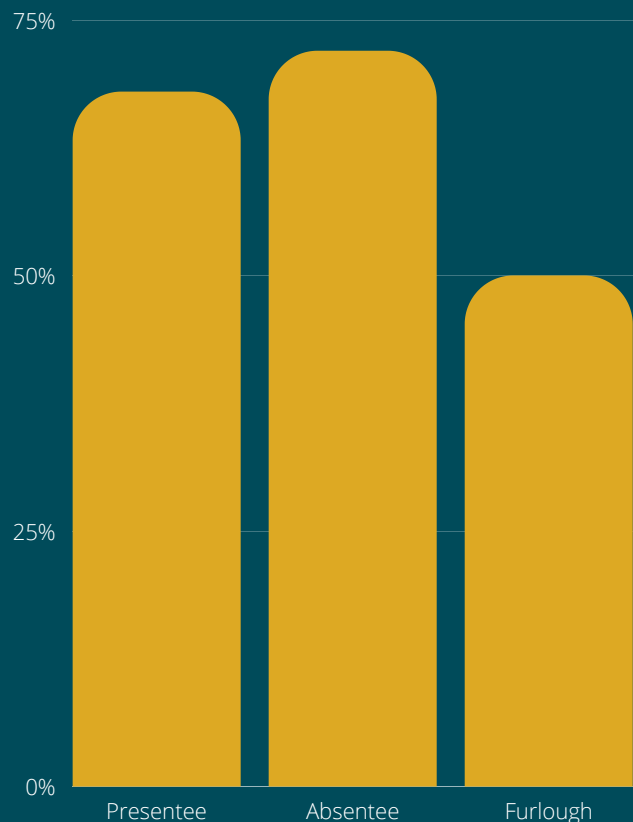


Absentees returned to work in 4 weeks or less after completing the service



of registered clients recorded an improvement of their health condition

Health Condition Improved



LLES AR GYFER GWEITHIO
WELLBEING FOR WORK

*Health condition recorded using the EQ5D5L health self assessment questionnaire

Stakeholder Engagement

RCS Wales delivered a range of stakeholder engagement activities to promote the service in this new geographical area. This included:

- Communications to GPs' and key stakeholders by producing a specific e-bulletin to promote the successes and achievements of the service
- Increased social media promotion of the service including engaging a PR company to assist with developing key content for both local press and radio in the area
- Attended virtual key networking meetings and events in the SE Wales areas
- Worked with a number of informal 'ambassadors' who were keen to promote the service across their own networks. Sharing promotional materials to support marketing and engagement, including e-leaflets and business cards
- Attended Remploy Wales Quarterly CPN Meetings
- Attended the SE Wales Multi Agency Meetings as led by DWP and attended by key SE Wales stakeholders
- Attended a meeting with the Federation of Small Businesses to promote the service offer
- Promoting the service to key stakeholder organisations, sent regular e-bulletins and attending sector specific events with Public Health Wales, Business Wales, WCVA, FSB, Remploy, Careers Wales, Wales Coop, Social Firms Wales, Town councils, MIND, Cardiff & Vale Action for Mental Health, Remploy and Natwest Bank
- Worked with Cardiff and Vale UHB Community Mental Health team, who referred and signposted a high level of referrals in the Cardiff area
- Engaged with the Partnership Lead at People Plus in relation to the Restart scheme
- Actively sought new links in the Newport area as well as promoted the service to the Newport Live HR Team and Newport City Council
- Promoted the service to the local Social Prescribers
- Presented at the Senedd Insight 'Improving employability and reducing worklessness in Wales' Digital Conference in December 2021

Client Feedback



74% of clients who provided feedback rated the service 5 out of 5

"I was really low and kind of just 'done' when I started the sessions. I wasn't actually hopeful that telephone counselling would help when I started. Now, for the first time in ages, I trust my judgement more and I feel like I'm better equipped to actually deal with some of the things thrown at me rather than just 'bracing for impact'"

"I was incredibly impressed with the service I received. It made all the difference to me and I was extremely grateful for it"

"RCS is life changing. I had no idea it existed prior to a mental health nurse recommendation. The staff were great, and the counselling was great. Helped me find my feet! Thanks, RCS"

"RCS acted very quickly when I rang and I started counselling the following week. I was up and about within a week through Shane's (counsellor) help and support. Shane was with me every step of the way over the 3 weeks to get myself back into work. I was ready to go back to work on 8th April, and had a phased return to work. I wouldn't have been able to do it without the sessions. Even though my sessions are completed, I'm still making progress and going to more shops"

"I'm very, very grateful for this service. The people were professional and compassionate and they are providing a vital service. I was dealt with dignity and I am hugely proud of WG for funding this service and for being there at a tough time. Keep up the good work, and many heartfelt thanks"

"Andrew and Sue, the counsellor I connected with have seriously changed my life. They were both absolutely incredible and I cannot praise them highly enough"



LLES AR GYFER GWEITHIO
WELLBEING FOR WORK