



Working in Partnership Vocational Pathways

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**Improving vocational outcomes for
people with mental health problems
through alignment of cross sector
vocational pathways**

What we did

- **Workshop 1** – exploratory half-day workshop
- **Workshop 2** - one-day process mapping workshop
- **Workshop 3** - follow up workshop to agree priorities

**How do you
do your shopping?**

Why process map?

- It's simple
- One of the most powerful ways to understand the service users journey through a particular pathway
- Opportunity to bring together people from across the system in an improvement exercise
- Gives everybody chance to see the whole process end to end
- Highly visual
- You have an end product to help plan and improve

**So what do you think
some of the problems
might be?**

What we thought the problem was...

Lots of agencies & contracts

Separate pathways

Competition

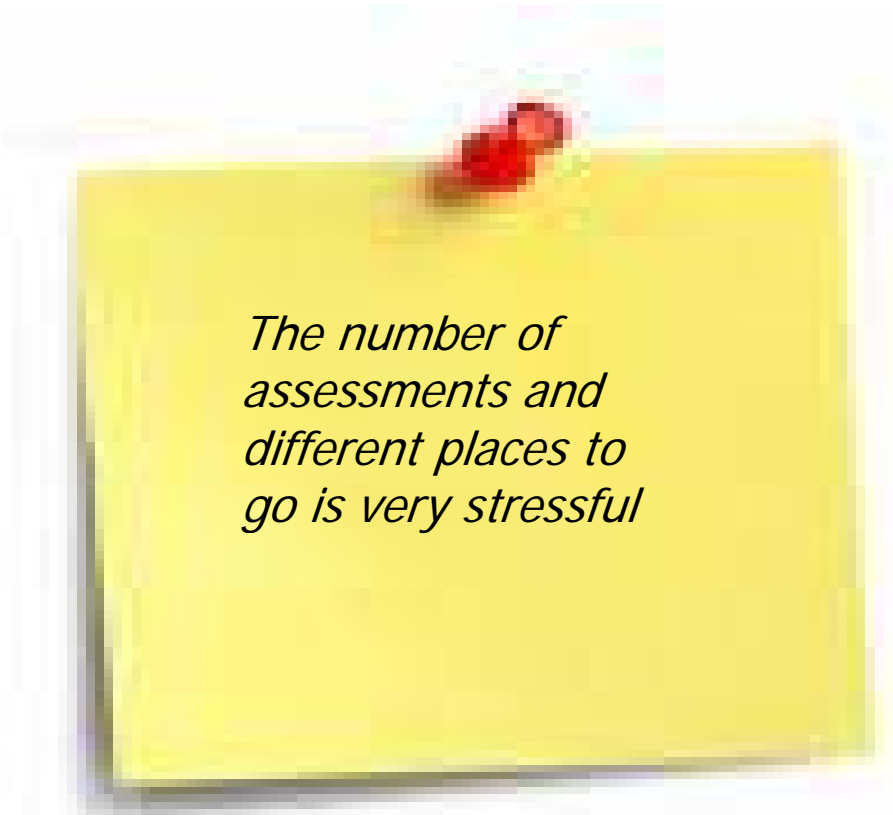
Lack of understanding between agencies

Confusing for people using services

What we found...



What we found...



*The number of
assessments and
different places to
go is very stressful*

What we found...

- **Individual experiences** – plethora of access routes into employment support and the number of assessments is confusing
- **Capability assessment** – many individuals find the assessment highly distressing and that the assessment does not fully consider specific circumstances of people with mental health problems
- **Pathways into mental health services** – employment support providers are not always sure what to do when they find out a customer has a mental health problem
- **Community assessments** – community mental health teams do not routinely ask and record which benefits individuals are in receipt of - this information is important as it indicates eligibility for different providers

What we found...

- **Stigma** – issues of stigma and discrimination in the workplace limit employment opportunities for people with mental health problems
- **Assessment** – each organisation has its own process & criteria for assessing eligibility for using a service. Individuals are often asked the same questions by different organisations and there is currently significant overlap and duplication
- **Benefits** – anecdotal evidence that lots of people don't claim benefits because they don't know how to. Anecdotal evidence that people are often very scared of losing benefits and this is a disincentive to seeking out employment support
- **Duplication** – lots of agencies doing similar work sometimes with the same person

Key priorities

- **Single point of access** for employment support providers to get advice about mental health
- **Single point of access to employment support**
- **Single assessment process** between agencies
- **Information sharing protocol and process**
- **Case management model** – explore potential for this approach to navigate pathways
- Co-ordinate work with employers to improve **mentally healthy workplaces**
- Review **community mental health team assessment** to include relevant questions about welfare benefits that signpost to appropriate support
- Explore routes for a **central information resource** for individuals, community mental health teams and employers

Where we are now

- Interagency group
- Service improvement capacity – funding
- Service user pathway workshops

Thank you

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