

Delivering Differently Stakeholder Needs Analysis – v5



As a...	I need...	So that...	How do we know?
<p>Person accessing the employability pathway</p>	<p>Help to ...to be sure I am with the right service for my support needs. I need to understand how to look after my health and wellbeing in work, how to deal with stressful situations in a positive way, skills to manage these.</p> <p>Accurate and straightforward benefits and financial advice.</p> <p>Information on my rights in the workplace</p>	<p>I am more likely to sustain work when I get it.</p>	<p>Health inequalities Peer Research</p>
<p>Person who accessing employability pathway who identifies their mental health as a barrier to work</p>	<p>Help to ...understand how my mental health is impacting on my journey to work and adaptation to the service and referral to relevant support if necessary.</p> <p>Help to develop my own strategies for staying well and managing when I get unwell.</p> <p>Supported risk-taking, non-judgemental attitudes, a listening ear.</p> <p>A healthy work environment that recognises the unique strengths and possibilities for every individual.</p> <p>Accurate and consistent advice on disclosure to employers.</p> <p>IN ADDITION if my mental health presents as a ‘high’ barrier to work I need to...</p> <p>Know that I am more than my diagnosis – help to identify my existing strengths and abilities and to manage my own journey to health and wellbeing.</p>	<p>I can participate as fully in life as I wish with the support that I need. I am more likely to sustain work when I get it.</p>	<p>Workshops and Health inequalities Peer Research</p>

	<p>Visible role models that can help me see that people can, and do, live well with mental illness.</p> <p>Support from family, friends, peers and professionals to know that this journey is possible.</p> <p>Understanding that when I am in crisis this will pass and where to get support when I am ready to move forward again.</p> <p>Help dealing with cognitive issues caused by medication.</p> <p>Clear and easily identified stepping stone opportunities including supported volunteering and work placements in supported businesses</p> <p>Specialist employability services that I can find out about and get to easily with qualified professionals.</p>		
<p>Person accessing mental health services who is in work or wishes to move into work</p>	<p>Clarification of my employment status and rapid referral to appropriate in-work support where relevant.</p> <p>Optimism from the staff around me that this is possible.</p> <p>Tools to look after my own health and wellbeing in-between contact with mental health services.</p> <p>To feel confident that my benefits will not be under threat.</p> <p>Geographically easy to access stepping stone provision from community-based drop ins to supported volunteering and work placements.</p>	<p>I can participate as fully in life as I wish with the support that I need. I am more likely to sustain work when I get it.</p>	<p>Workshops and Health inequalities Peer Research</p>

Employability service generalists	<p>Training so staff have the confidence to ask questions about mental health as a barrier to work and the knowledge to support the people we work with.</p> <p>Knowledge of where to go for extra support for clients with mental health barriers.</p> <p>Understanding of how to build emotional resilience into our services. Knowledge of employment law as it affects people with mental health problems (and other equalities issues)</p> <p>Access to data so I can understand how my service is performing and where I can improve</p>	<p>We can provide an appropriate service to people with low mental health challenges.</p> <p>We can demonstrate our performance to our funders.</p>	Interviews with managers and workshops Health inequalities Peer Research
Employability service mental health specialists	<p>Secure funding to develop and retain skilled staff.</p> <p>Sufficient and appropriate 'stepping stone' services to help people even think that work might be right for them.</p> <p>Access to data so I can understand how my service is performing and where I can improve</p>	I can provide an excellent service, that supports people to progress and sustain in employment.	Interviews with managers and workshops
Job Centre plus staff	Confidence to talk to our customers about mental health and to know where to signpost them for appropriate support. Stepping stones provision.	More people are able to make the step into paid work	DWP meeting and input to workshops
Health & Work Support Staff	Appropriate referrals including those with mental health problems who are in or recently out of work.	I can meet my targets and help people to live healthy and fulfilling lives	H&WS meeting
Secondary care Mental Health clinical and social care staff	<p>I need to manage my caseloads and referrals.</p> <p>Support to understand that even though I see someone in crisis many people live well with a diagnosis of mental illness. Their recovery journey starts when they access our support.</p> <p>An easy to understand employability pathway/directory for my patients with clear 'stepping stone' services to help them on their journey that is local and accessible</p>	<p>People I support can live healthy and fulfilling lives. My caseload is manageable.</p>	Interviews with managers and workshops

	<p>Tools to support patients to manage their own journey to wellbeing.</p> <p>To have access to appropriate support and advice for patients around financial and benefits concerns.</p>		
Mental health third sector staff	<p>To feel secure in our funding.</p> <p>Improved connection with other services – clarity on who does what</p> <p>To understand that <i>how</i> we work with people will impact their journey</p> <p>To have access to appropriate support and advice for patients around financial and benefits concerns.</p> <p>An easy to understand employability pathway/directory for my patients with clear ‘stepping stone’ services to help them on their journey.</p> <p>Appropriate referrals –no dumping</p>	Help the people I work with to live healthy fulfilling lives.	Interviews with managers and workshops
GP Leads in priority areas	<p>A trusted resource in my surgery that has more time to listen and provide support to patients with mild to moderate mental health problems. Support to get them into work.</p> <p>People (men in particular) to feel confident to come and talk about mental health problems as early as possible.</p>	People get the right support and my skills and time are used appropriately.	Meeting with cluster leads
Opportunities Fife Partnership	<p>An understanding of the strengths of each organisation and where they fit.</p> <p>Evidence that we are helping people with mental health problems into work</p> <p>Clear pathways and investment in gateway services from a health perspective</p>	Partners are more effective at referring clients and avoiding duplication, to use resources more effectively.	Presentation to OFP Exec and Board and Joint Oversight Board

Health and Social Care Partnership	<p>To reduce demand on stretched high-cost resources and help people exit core funded provision in a sustainable manner.</p> <p>Positive and sustainable health outcomes for our patients and service users.</p> <p>Evidence of how we support the Good Work Good Health agenda and key national indicators on employment for people with mental health problems.</p> <p>Evidence that 'work' is improving health outcomes for our patients</p>	<p>We can use our resources more effectively.</p> <p>People live healthy and fulfilling lives.</p>	Interviews with managers and workshops
Skills Development Scotland	<p>Support for our staff to help students with mental health challenges.</p> <p>Better data and understanding</p>	<p>We can support young people to the right destination. We have a better idea of where things are and are not working</p>	Participation in Education transitions workshop
Fife College	<p>Support for our staff to help students with mental health challenges.</p> <p>Better data and understanding</p>	<p>We can help our students stay in college and succeed. We have a better idea of where things are and are not working</p>	Participation in Education transitions workshop
Schools/Education officer	<p>Young people to get to the right support when they need it. Not to medicalise mental health if avoidable.</p>	<p>We have better outcomes at school.</p> <p>We simplify the experience for staff and young people.</p>	Participation in Education transitions workshop
Fife Council Area Service managers for key localities	<p>Access to connected services and clarity on what is happening and where the gaps are</p>	<p>I can spend my money wisely and to maximum effect.</p>	Individual meetings
Locality & Cluster Planning Groups	<p>Services in this arena connect with the Wells and other projects we are developing. They add value to existing provision.</p>	<p>We can use our resources more effectively.</p> <p>People live healthy and fulfilling lives.</p>	Present at L&C meetings

Criminal Justice	resource to direct people to which will direct them away from previous behaviour and labels.	People are enabled to take more control of their own lives and participate as a citizen.	Participation in Project Team Presentation and workshop with CJ staff
Local and Regional DWP managers	To understand what resources are available and what can be done differently to support people with mental health problems to gain and sustain work To spend DPS monies wisely and in balance with other services	People we work with come off benefits/move towards healthy and sustainable employment.	Meeting with area leads, Benefits workshop
Scottish Government (core funder)	More people with mental health problems supported into work in Fife. Good data collection/evidence. Evidence of change and key success factors in achieving change that can be applied in other areas.	We achieve societal benefits related to “fair” equal employment. We can measure progress and better fund delivery.	Guidance documents from Scot Gov’t and feedback on progress at monitoring meetings.
ALLIANCE Scotland, See Me and other national providers	Evidence of change in Fife and key success factors in achieving change that can be applied in other areas.	We can act as a vehicle to showcase this movement, sharing knowledge.	Presentation and engagement with HWBA leads
SME employers	To feel confident to ask and talk about mental health if I think it is affecting an employee. Knowledge about where to go for support if mental health problems are affecting a staff member. Support to put in place good practice to minimise the likelihood of mental health problems arising in the workplace	So our business can thrive	Just Ask Just Talk survey, Mental Health at Work Research reports
Large employers	To understand the current political, economic and legal incentives for improving employment practices relating to mental health in the workplace.	So our business can thrive	Various Mental Health in Work Research reports

	For my management team to have the skills and knowledge they need to support mental health in their staff teams.		
Employer Engagement providers	<p>Knowledge about what support and good practice is already out there.</p> <p>Knowledge about why I should bother</p> <p>Tools to share with employers</p>	The employers I work with have a good experience and are able to grow their business.	<p>Presentation at EEDG, and further discussion.</p> <p>Survey monkey with EEDG frontline staff</p>