



# delivering differently

wellbeing and work - Fife

Phase Two Report

**FINAL**

**January 2019**

**Report produced by Pegs Bailey with input from the DD Project Team**

## DD Phase Two Report Executive Summary

**Delivering Differently (DD)** is an 18-month project working with strategic partners, providers and people who use services to improve employment outcomes for people in Fife who are experiencing mental health issues.

The DD Phase One Report (Feb 2018) made recommendations for change relevant to the Opportunities Fife Partnership employability services.

The DD Phase Two report:

- provides an update on progress against the DD Phase One recommendations
- looks at the role Health & Social Care and third sector mental health services in Fife play in supporting positive employment outcomes
- clarifies the next steps for the final 6 months of the project.

### What is Delivering Differently about?

The DD project vision, below, has been updated in the light of findings of the Phase Two interviews and workshops with staff and service users. The alterations are highlighted in green.

*Our vision is that people with mental health problems in Fife  
are supported to aspire in life and work and can easily access  
appropriate support as and when they are ready to make the  
journey (back) into work.*

- ✓ People will have greater ownership of their journey: they are part of the solution rather than the cause of 'a problem' and **the voice of lived experience is evidenced at all levels.**
- ✓ Staff across sectors will know how the system(s) work and where to go for specialist support.
- ✓ Employers in Fife will feel confident to support their staff and to create mentally healthy workplaces.

### Why now?

The policy and evidence context relating to healthy and sustainable employment as a health outcome is growing rapidly.

The personal impact of an ineffective mental health and employment pathway is considerable.

Nationally it is estimated that mental health problems in Scotland cost £10.7 billion taking account of social and care costs, economic outputs and human costs.<sup>1</sup>

### Understanding the problem:

The work done to date suggests the 'problem' of not enough people with mental health problems being supported into healthy and sustainable work in Fife functioning in three different areas:

1. Individual: low self-belief contributing to low aspiration
2. Services: complex landscape of services and inconsistent systems
3. Employers: lack of awareness of how to support mental wellbeing in the workplace

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<sup>1</sup> Good Mental health for all, NHS Health Scotland, 2015, Available from: [www.healthscotland.scot](http://www.healthscotland.scot)

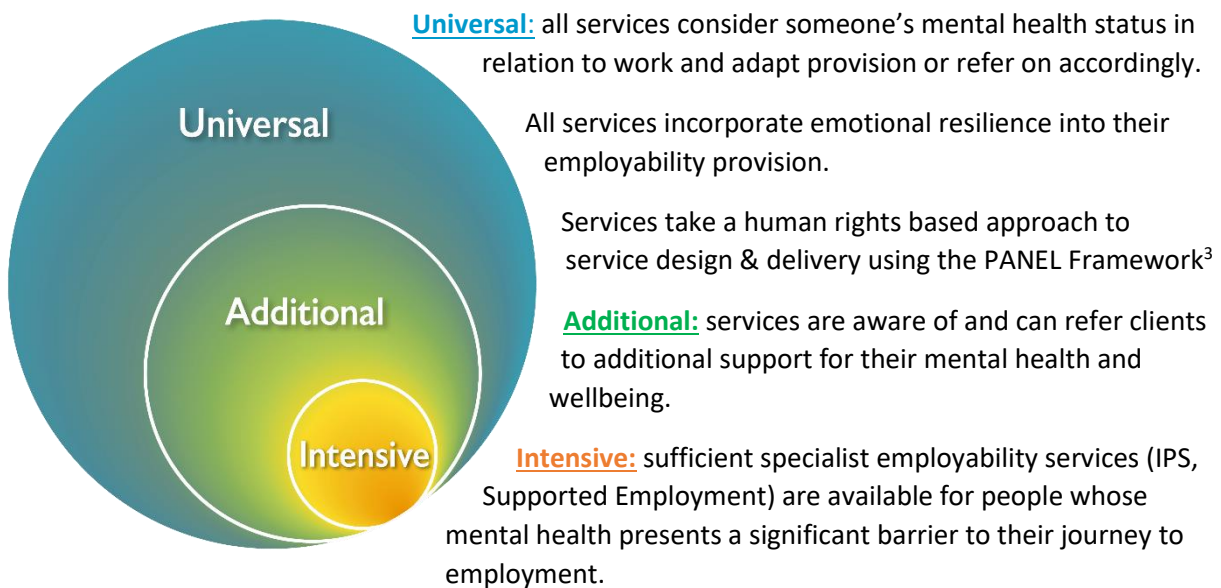
**The DD Phase One report focused on the role of employability services. The DD Phase Two Report focuses on the role H&SCP and third sector mental health services can play in combatting low self-belief and aspiration, in simplifying the complex service landscape and in addressing data systems.**

### Update on DD Phase One Recommendations

Since February 2018....

- ✓ Over 100 employability staff have been trained in basic mental health awareness and are now using the pilot **Mental Health and Work Indicator**.
- ✓ Between 01 April 2018 and 31 August 2018, (5 months), 1,065 people registered on FORT of which 305 (28%) identified their mental health as a barrier to work<sup>2</sup>. This is an increase on our baseline figure of 25% of pathway participants identifying their mental health as a barrier from April 2015-March 2017.
- ✓ The **ESiF Challenge Fund Framework 2019-22** incorporates the recommendations from DD including a commitment to expand specialist provision and improve mental health support in mainstream employability provision.

**Figure A -applying a Universal, Additional, Intensive approach to mental health in an employability context**



- ✓ The DD team have awarded **£130,000 to nine short-life pilot projects**. Successful projects demonstrated embedding service user experience in both their design and delivery.

<sup>2</sup> Data correct from FORT Support on 11 Sept 2018.

<sup>3</sup> PANEL: Participation, Accountability, Non-discrimination, Empowerment, Legality

## Understanding the problem and recommendations for change

Based on interviews with 10 H&SCP services, 14 third sector mental health services and 10 workshops that brought together staff and service users across sectors the Delivering Differently Phase Two report identifies a number of existing strengths in Fife and makes recommendations for building on these.

### Raising aspiration and addressing individual barriers:

Significant work has been underway within the H&SCP over the past few years to build a personal outcomes and asset based approach to working with people accessing social care services in Fife.

Our research has shown that there are still a number of factors which continue to contribute to low confidence and a lack of self-belief for people who experience mental health problems or mental illness.

1. Low expectations of professionals, family, carers and peers in relation to someone's ability to work
2. The service user voice not always being valued and lack of visible role models who have been 'on the journey'
3. Fluctuating nature of mental health problems and cognitive function
4. Concerns around financial problems and benefits issues
5. Perceived and real lack of work experience

### Our vision is that...

1.	Mental Health Services in Fife, across the piece, continue to build their recognition of the importance of hope, supported risk taking and meaningful activity (paid or unpaid) in someone's journey to wellbeing
2.	Mental Health Services in Fife, across the piece, continue to grow the voice of service users in service design and delivery and consider how this can improve pathways to meaningful activity and work.
3.	People accessing mental health services are given the support and tools they need, building resilience to enable them to gain and sustain employment when they are ready
4.	We reduce the reported negative financial impact of benefit-related problems on staff time, people's health, therapeutic experience and journey to work
5.	We promote and expand the range of supported opportunities for meaningful activity as a stepping stone to employment for people with significant mental health-related barriers to work.

### Complex Landscape of Services

One of the biggest issues facing both staff and service users is getting to the right service at the right time.

There are around 30 third sector mental health services active in Fife, 11 H&SCP services and 60 different employability projects 9 of which are funded by OFP. It is difficult for staff to navigate this picture of support and even harder for people who are accessing services and their carers.

**Our vision is that...**

6.	Staff, service users and carers are provided with comprehensive, accessible information on employability and related mental health support services.
7.	The community assets approach promoted by H&SCP is further embedded so that people are supported and encouraged to access independent, community-based provision and employment support services.
8.	H&SCP and OFP continue to work in partnership to simplify the landscape of mental health and employability services in Fife and create a shared and easily accessible pathway.

**Data and systems**

Data systems are critical to informing strategic planning, improving care and ensuring interventions are achieving their intended outcomes.

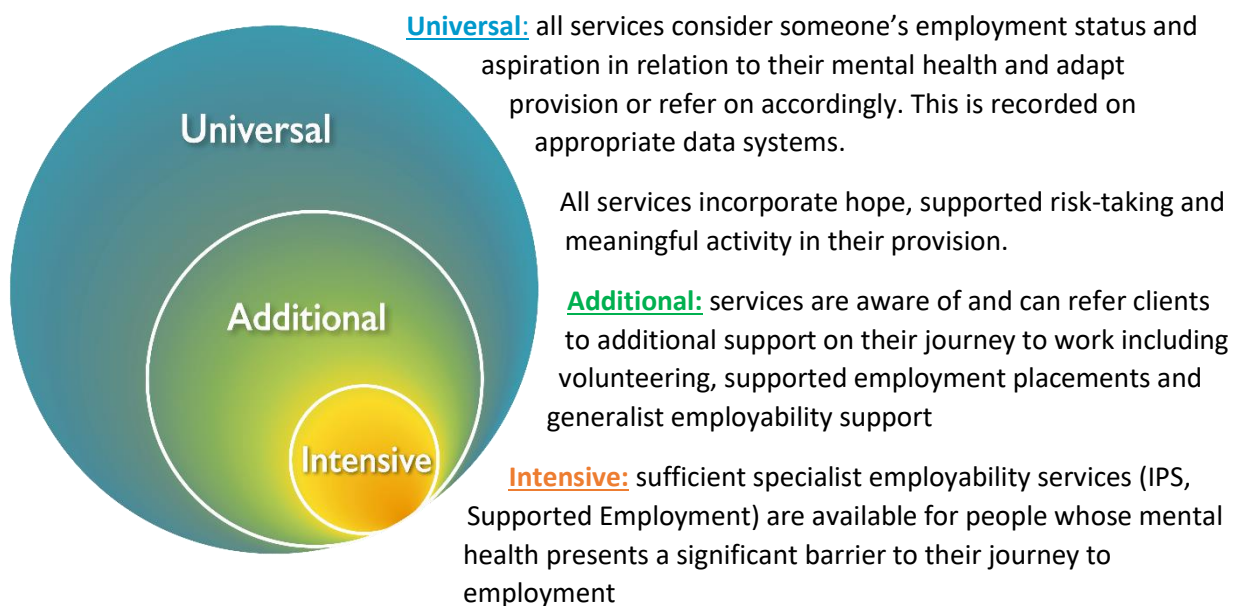
Despite improvements in recent years there is still a lack of available meta-data on employment status and outcomes for people accessing mental health services in Fife.

**Our vision is that ...**

9.	The H&SCP’s refresh of its local mental health strategy (completion April 2019) has the data it needs to understand how its services, and the services it funds, are supporting people in their journey to wellbeing through helping them to sustain or gain work
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The diagram below shows how we can consider employment as something which is relevant at all levels of mental health service provision.

**Figure B Applying a Universal, Additional, Intensive approach to employment in a mental health context**



### What we will do next:

In the remaining 6 months of the programme the DD team will work on the following elements

- ✓ Implement cross-sectoral Training Programme
- ✓ Improving access to Self-Management Support
- ✓ Review and refine mental health and work indicator (MHWI)
- ✓ Engaging with Community Justice Services
- ✓ Design and launch Employer Work and Wellbeing Strategy
- ✓ Review & Evaluate DD Pilot Funded projects
- ✓ Produce Phase Three report for March 2019
- ✓ Mental health and employability engagement event – May 2019

**End of Executive Summary**

# Delivering Differently

## Phase 2 Report

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## 1 Introduction

Welcome to the Phase Two Report of Delivering Differently: Work and Wellbeing in Fife.

**Delivering Differently (DD)** is an 18-month project which is working with strategic partners, providers and people who use services to improve employment outcomes for people in Fife who are experiencing mental health issues.

The DD Phase One Report (published in February 2018) made recommendations for change relevant to the Opportunities Fife Partnership employability services including staff training, client assessment, data collection and commissioning of provision.

This Phase Two report:

- provides an update on progress against the Phase One recommendations
- looks at the role Health & Social Care and third sector mental health services in Fife play in supporting positive employment outcomes
- clarifies the next steps for the final 6 months of the project.

Delivering Differently has a small core staff team which is supported by a project team which meets regularly and has representation from key stakeholders including people with lived experience of mental health problems.

The team reports to a Joint Oversight Board with representation from the Opportunities Fife Partnership and the Fife Health & Social Care Partnership.

### 1.1 What is Delivering Differently trying to achieve?

The DD project vision, below, has been updated in the light of findings of the Phase Two interviews and workshops with staff and service users. The alterations are highlighted in green.

*Our vision is that people with mental health problems in Fife are supported to aspire in life and work and can easily access appropriate support as and when they are ready to make the journey (back) into work.*

- ✓ People will have greater ownership of their journey: they are part of the solution rather than the cause of 'a problem' and **the voice of lived experience is evidenced at all levels.**
- ✓ Staff across sectors will know how the system(s) work and where to go for specialist support.
- ✓ Employers in Fife will feel confident to support their staff and to create mentally healthy workplaces.

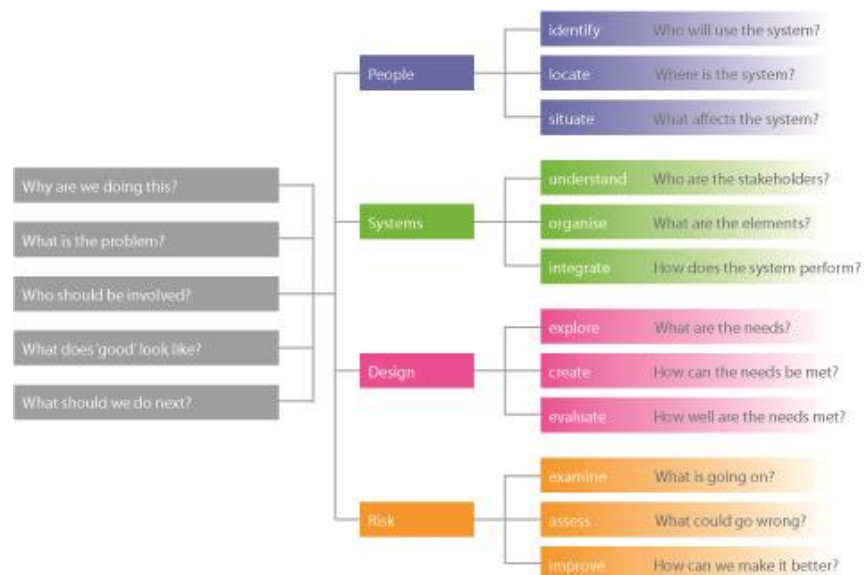


## 1.2 An integrated 'systems approach'

Delivering Differently is using an 'integrated systems analysis' approach to identifying what the current problems are with regard to mental health and employment services, the challenges faced, stakeholder needs and the solutions we wish to move towards.

Engineering Better Health Care<sup>4</sup> identifies a core set of 5 over-arching questions and 12 sub-questions that any thorough systems analysis needs to answer. We have structured our research around these questions.

**Figure 1 – An integrated approach: a framework for thinking**



## 1.3 What is the problem?

The work done to date suggests the 'problem' of not enough people with mental health problems being supported into healthy and sustainable work in Fife functioning in three different areas:

1. Individual: low self-belief contributing to low aspiration
2. Services: complex landscape of services and inconsistent systems
3. Employers: lack of awareness of how to support mental wellbeing in the workplace

A full 'Problem Tree' Analysis can be found at Annex A.

**The Phase One report focussed on the role of employability services. This Phase Two Report focuses on the role H&SCP and third sector mental health services** can play in combatting low self-belief and aspiration, in simplifying the complex service landscape and addressing inconsistent systems.

If aspiration, meaningful activity and employment are central to people's journey to recovery then that journey begins as soon as people access mental health services, and sometimes even before.

For this reason, many of the recommendations in Section 5 of this report are about how early interventions can be re-balanced so that the focus is always on building the person's own strength, assets and confidence to move forward.

Work on supporting employers is underway and will form a key part of the DD Phase Three.

<sup>4</sup> Engineering Better Care: a systems approach to health and care design and continuous improvement. Royal Academy of Engineering, September 2017

## 1.4 How to use the report

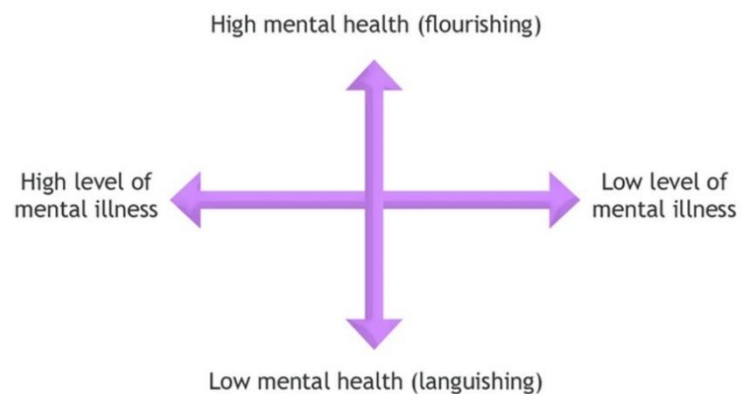
### 1.4.1 Language

Different services use different terms to refer to the people they work with: an NHS patient is a customer to DWP, a student on a course or a service-user or client. Where possible we refer to 'people' but may use different terms depending on the service we are referring to.

The term 'mental health' is often used in place of 'mental health problems'. We all have 'mental health' – the 'problem' bit is where the difficulties lie. Similarly a 'mental health problem' is not necessarily a 'mental illness'. We have tried to be explicit when referring to each of these.

#### Figure 2 – Dual Axis model of mental health<sup>5</sup>

This diagram shows the dual axis model of mental health where living with a mental illness does not necessarily equate to a life which is unhappy or unhealthy.



### 1.4.2 Structure

**Section 3 - Why are we doing this?** – updates the policy and research context for why this is important from both a health and employability perspective. It also gives a personal perspective.

**Section 4 – Update on Phase One Report** – looks at progress against key recommendations outlined in the Delivering Differently Phase One report.

**Section 5 – Understanding the problem and recommendations for change** - includes brief analysis of the problem along with key actions and recommendations to reach the vision for Fife.

**Section 6 – What good looks like** – shows the recommended model for improving the pathway to wellbeing and work in Fife.

**Section 7 - What we will do next** – identifies key actions for the Delivering Differently project to build on the learning so far, implement key recommendations and focus on employers.

### 1.4.3 Annexes

The report refers to a number of annexes as follows:

- A. Delivering Differently Problem Tree
- B. Policy Context for Delivering Differently
- C. H&SCP Locality Governance Chart
- D. Delivering Differently Pilot Funded Projects
- E. Delivering Differently Workshop Report
- F. List of services interviewed, numbers of people they support and data systems used
- G. Mental Health & Work Indicator – GDPR compliant

<sup>5</sup> Promoting mental health and preventing mental illness: the economic case for investment in Wales, Michael Parsonage, 2009, Available from: [www.researchgate.net](http://www.researchgate.net)

## 2 Why are we doing this?

The policy context and evidence for investing in employment support for people with mental health problems and mental illness is increasingly well established.

Nationally it is estimated that mental health problems in Scotland cost £10.7 billion taking account of social and care costs, economic outputs and human costs.<sup>6</sup>

The Delivering Differently Phase One report provides a detailed summary of the key national and local policy areas, economic drivers that the Delivering Differently programme supports. This can be found at Annex B.

In summary the recommendations set out in this report support several key strategies in Fife:

- **The Plan 4 Fife 2017-27** - commits to the idea that ‘physical and mental health issues are no barrier to achieving positive employment outcomes’.

Perhaps more importantly it commits to Opportunities for All and Community Led Services. Both of these themes are supported by the recommendations and approaches set out in this report.

- **Fife’s Economic Strategy 2017-** aims to double the number of positive outcomes for people claiming benefits due to mental health issues
- **Fife Health and Social Care Partnership’s Strategic Plan 2016-19** - highlights mental health service redesign as a key priority. The redesign aims to rebalance care informed by those who use and deliver services. Fife’s local mental health strategy is being refreshed in light of feedback given and recognition of the importance of taking into account national recommendations below:
- The **Scottish Government Mental Health Strategy 2017-27** recommendations:
  - 36.** Work with employers on how they can act to protect and improve mental health and support employees experiencing poor mental health
  - 37.** Explore innovative ways of connecting mental health, disability and employment support in Scotland
- The **NHS Health Scotland Good Work for all** agenda<sup>7</sup>; and
- The 9 national health and wellbeing outcomes as set out in the **National Health and Wellbeing Framework 2015**

### 2.1 National changes to the policy and service context

In addition to the points made above and the policies outlined in Annex B a number of additional policy, research and service developments launched since February 2018 are worth noting.

- **Delivering for today, investing for tomorrow: the Government's programme for Scotland 2018-2019**

The Programme for 2018-19 explicitly acknowledges that ‘Good mental health is intrinsically linked to our employment and life opportunities and a healthy population is vital for our aspirations of inclusive and sustainable economic growth.’

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<sup>6</sup> Good Mental health for all, NHS Health Scotland, 2015, Available from: [www.healthscotland.scot](http://www.healthscotland.scot)

<sup>7</sup> Good work for all, Inequality Briefing August 2015, NHS Health Scotland

➤ **COSLA Taskforce on Children and Young People’s Mental Health – Sept 2019**

The Taskforce commits £ to a whole system review of Child and Adolescent Mental Health Services (CAMHS) in Scotland.

➤ **Health & Social Care Partnerships role in reducing health inequalities**

Health Scotland’s recent report on H&SCPs role in reducing health inequalities recognises the importance of employment in creating a fairer society and healthier lives.

Theme 4 is mitigation of inequalities through employment processes.

➤ **No one left behind: Next Steps for Integration of Employability Services, 2018**

The Scottish Government’s report No-one Left Behind, acknowledges the need to do more for people with health problems and disabilities in supporting them to regain or retain employment. It commits to working in partnership with H&SCP, DWP and third sector bodies to address this. Key principles of **dignity & respect, fairness & equality and continuous improvement** underpin this.

## 2.2 Local changes to the policy and service context

➤ **Launch of Health & Work Support in Fife, July 2018**

In July 2018 the pilot pan-disability Health & Work Support service was launched in Fife. This service will support people with any health problem to return to or remain in work. It will also include testing *additional* support for people who are in work or recently out of work due to problems with their mental health<sup>8</sup>.

➤ **Locality Planning in Fife and the Wells**

Fife Health and Social Care Partnership have committed to locality planning as part of The Public Bodies (Joint Working) (Scotland) Act 2014. This new way of working for integrated services is well underway with the locality governance chart available to view in Annex C. Mental Health has been identified as a key theme in each of the localities in Fife.

Localities are piloting the creation of Wells – local community based hubs which will encourage supported self-management and the development of community assets.

➤ **Fife H&SCP Mental Health Engagement Event, May 2018**

Fife H&SCP hosted a large scale mental health engagement event in May 2018 to bring staff, carers and service users together to discuss a range of developments in the mental health service arena.

Many of the themes identified are supported by the findings and recommendations in this report.

➤ **Research into health inequalities and employability**

In 2016/17 the Fife Health & Wellbeing Alliance, in partnership with Fife Voluntary Action and Fife Employment & Training Consortium, commissioned research to better understand the connection between health inequalities and employability.

The research recommends services be designed and delivered using a Human Rights Based approach building on the principles of PANEL: Participation, Accountability, Non-discrimination, Empowerment and Legality.

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<sup>8</sup> Action 5, No-one Left Behind, Scottish Government 2018.

The report also recommends that OFP employability services target support to people with moderate mental health problems *in addition* to those who experience significant mental ill-health<sup>9</sup>. Both recommendations have been embedded in the commissioning of OFP employability services for 2019-22 – See section 4.2.2 for more information.

#### ➤ **Our Minds Matter**

Our Minds Matter has developed a model for talking about mental health and wellbeing needs of children and young people. It is a multi-agency collaborative supporting the value of it being okay for children and young people to talk about how they are feeling and not to medicalise distress.

- Universal (support that is needed by everyone),
- Additional (support based on individual need) and
- Intensive (individual specialist support for those with complex signs of mental distress e.g. CAMHS)

We have adapted this approach for the purposes of Delivering Differently and are now using this model to apply to employability services (see section 4.2).

### 2.3 Why are we doing this? – the individual perspective

The personal impact of an ineffective mental health and employment pathway on someone who is experiencing mental illness, or challenges with their mental health, and consequent costs to mental health services, should not be underestimated.

#### **One story:**

After 12 months out of work and in the mental health system 'John' felt ready to think about work again. He tried volunteering but struggled with memory issues caused by his medication. He found information online about Fife Employment Access Trust's (FEAT) Cognitive Remediation Therapy specifically designed to help with this.

When he phoned FEAT he was told that he would need a referral from his mental health professional.

The professional said that FEAT does not require referrals (they do) and so wouldn't give him one. John got the impression that they did not feel this would be a healthy decision at that time. He did not pursue it.

John's mental health status deteriorated. In the following months he presented to Minor Injuries with severe cuts from self-harm asking for a referral for emergency support. Then a few weeks later he presented to community psychiatric services for support due to significant suicidal intentions. He was supported to get through this difficult time.

In the summer John asked for a referral to Occupational Therapy and, following his initial appointment, has now got a place on the FEAT programme he originally enquired about and has made enquiries about volunteering. He says he feels more optimistic about the future.

This brief moment and lack of knowledge and understanding on behalf of the professional had serious repercussions for the individual and increased costs implications for health services that could have been avoided. One aim of Delivering Differently is to identify those gaps in knowledge and find ways to overcome them.

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<sup>9</sup> The confidence to move forward: unemployment, employability support and health inequalities in Fife, 2018 This research project trained and supported a team of Peer Researchers to run focus groups and develop the recommendations.

### 3 Update on Delivering Differently Phase One

This section provides a brief update on key recommendations from the DD Phase One Report.

#### 3.1 Mental Health and Work Indicator

Following consultation the 'Triage Tool', discussed in the Phase One report, evolved into the Fife Mental Health & Work Indicator (MHWI). A copy of the MHWI currently being used can be found at Annex E.

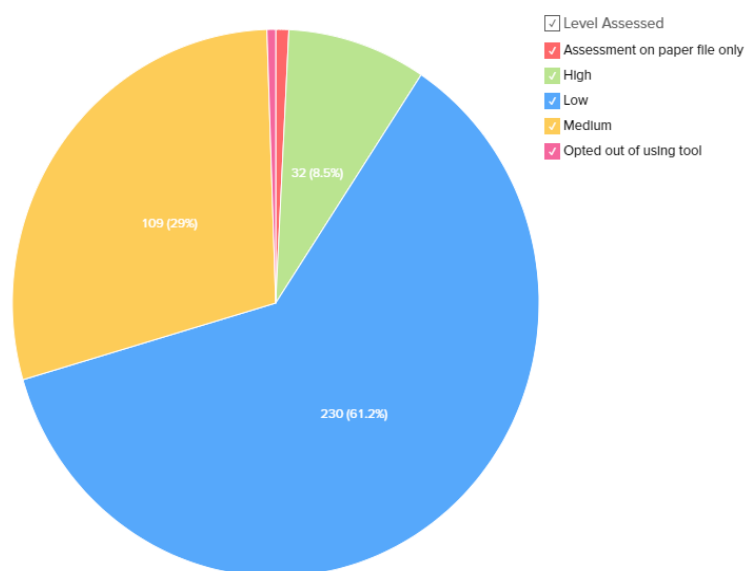
Staff from Individual Placement & Support, Occupational Therapy and Team Experience delivered **6 training sessions<sup>10</sup> to over 100 employability staff**. These sessions covered basic mental health awareness and use of the Mental Health & Work Indicator in employability services.

**Figure 3 Balance of MHWI assessments**

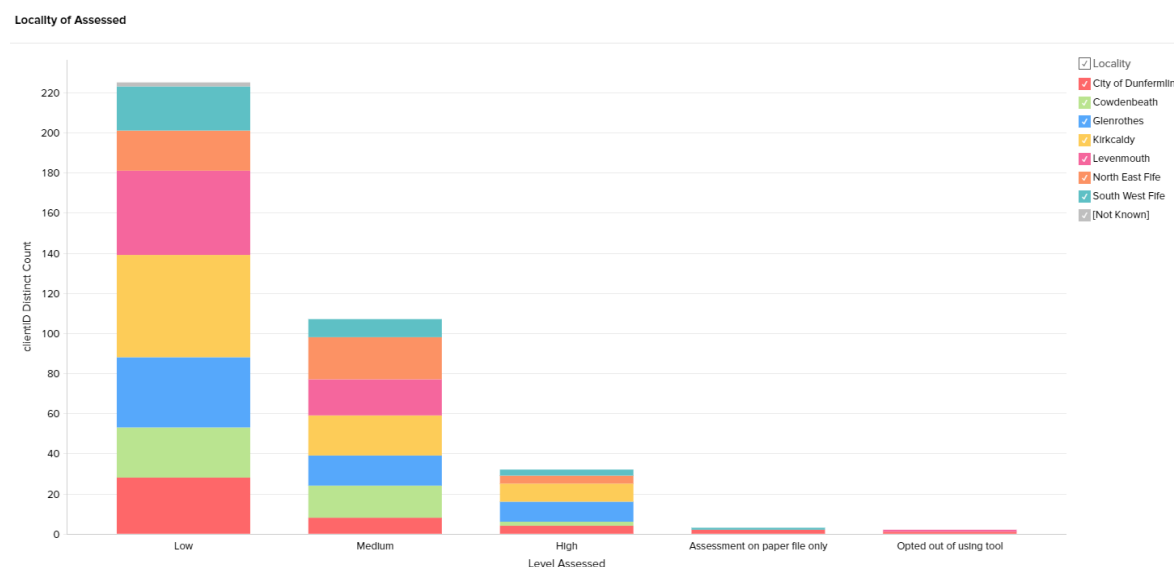
Between 01 April 2018 and 31 August 2018, (5 months), 1,065 people registered on FORT of which 305 (28%) identified their mental health as a barrier to work<sup>11</sup>.

This compares to 25% of pathway participants in the Phase One baseline from April 2015-March 2017.

In addition 581 clients have completed a MHWI assessment of which 340 identified as having some form of mental health barrier to work. This suggests that use of the MHWI is picking up issues for clients that may otherwise not have identified their mental health as a barrier.



**Figure 4 Breakdown of MHWI registrations by assessment level across Fife's seven localities**



<sup>10</sup> These sessions were made possible by additional funding from the Fairer Fife Fund.

<sup>11</sup> Data correct from FORT Support on 11 Sept 2018.

Figure 4 demonstrates the kinds of data that can be extracted from FORT. For example we can see that Kirkcaldy has significant registrations across low, medium and high barriers compared to other areas.

Data will continue to be collected from the MHWI to help us understand the extent of mental health barriers affecting people in the employability pathway, service outcomes and where additional effort needs to be extended. This data can be made available to partners involved in locality planning.

A review of the MHWI is being undertaken in Autumn 2018 with a view to making improvements for the new employability service pathway launched April 2019.

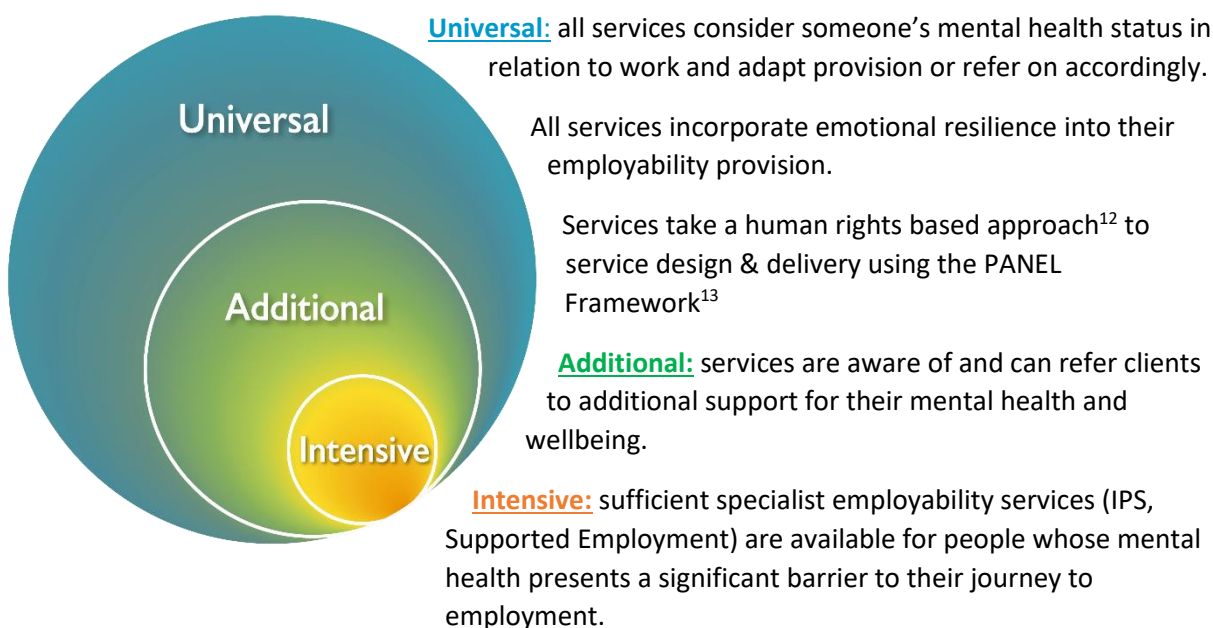
### 3.2 Improving employability provision for those with mental health problems

The DD Phase One Report made a number of recommendations with regard to improving employability provision for people with mental health problems in Fife.

#### 3.2.1 Applying the model of Universal, Additional and Intensive to employability services

Building on the model used by Our Minds Matter we are developing the following model to help understand what mental health support needs to be available at all levels of the employability pathway in Fife.

**Figure 5 Universal, Additional, Intensive in an employability context**



<sup>12</sup> 'Taking a human rights based approach is about making sure that people's rights are put at the very centre of policies and practices' Scottish Human Rights Commission, [www.scottishhumanrights.com](http://www.scottishhumanrights.com)

<sup>13</sup> PANEL: Participation, Accountability, Non-discrimination, Empowerment, Legality

### 3.2.2 The Employability Pathway ESiF Challenge Fund Framework 2019-22

The ESiF Challenge Fund Framework, which will commission the next three years of European funded employability services in Fife, was launched in July 2018. The Framework incorporates the recommendations from the DD Phase One Report and the DD Phase Two workshops.

The Framework commits to the following changes in provision for 2019-22:

- An increase in specialist employability provision for people with high mental health barriers to work;
- Generalist employability provision be able to 'identify and assess each beneficiary's mental health condition and its impact on their journey to work. They must .. demonstrate how they will help people to access the most relevant support including any relevant adaptations to their core service delivery'<sup>14</sup>
- All provision must demonstrate how they will take a human rights based approach to service design and delivery including growing the service user voice and training on disclosure and employment rights.

### 3.2.3 Ensuring financial stability of core third sector services

Fife Council have established a payment plan to provide financial security for third sector organisations who are successful in bidding for ESiF 2019-22. This will form part of the contracts with successful providers.

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<sup>14</sup> Fife Employability Pathway: Challenge Fund Framework 2019-22



## 4 Understanding the problem and recommendations for change – Phase Two

This section outlines our understanding of the health and social care service related factors that may be contributing to low employment outcomes for people with mental health problems in Fife.

It identifies the many building blocks from which we can grow change and puts forward a shared vision, both strategic and operational, for how things can work differently.

### 4.1 Methodology

The Delivering Differently Phase Two Report combines the findings from the following elements of research:

#### 4.1.1 Shared Staff and Service User Workshops

The Delivering Differently Team facilitated 10 workshops across Fife. These were co-designed and co-delivered with people with lived experience of mental health problems.

The workshops were designed to bring together staff, service users and their carers to explore what good support looks like and what could work better in terms of the employability journey for people with mental health problems in Fife. The workshops focussed improvement ideas on our three key themes of: individual, services and workplace

124 people participated in the workshops, of which approximately 40% identified that they had lived experience of mental health problems.<sup>15</sup>

The report of the Delivering Differently Workshop findings can be found at Annex E.

#### 4.1.2 Interviews

The report takes evidence from interviews with staff from the following services:

- Interviews with 10 different elements of H&SCP mental health provision in Fife

<b>Specialist Mental Health Services: covering Forensic, and Low Secure</b>	<b>Alcohol Related Brain Disorder, Homelessness and Addictions</b>	<b>Community Mental Health Nursing, Gemini</b>
<b>West Fife Community Mental Health Team (rehab)</b>	<b>Child &amp; Adolescent Mental Health Services</b>	<b>Fife Adult Mental Health Psychology Service</b>
<b>Fife H&amp;SCP Social Work Adult Assessment &amp; Care Management Team</b>	<b>Mental Health Occupational Therapy Heads of Service</b>	<b>GP Cluster Leads – Cowdenbeath and Glenrothes</b>
<b>Allied Health Professional Lead for Vocational Rehabilitation Services in Fife and for the Active and Independent Living Improvement Programme</b>		

<sup>15</sup> These workshops were co-delivered with the Scottish Recovery Network. Additional funding was sourced from the Fairer Fife Fund to enable extra workshops in key localities.

- Interviews with 14 different third sector mental health or support services in Fife

<b>Curnie Clubs (part of Fife Alcohol Support Service)</b>	<b>Support in Mind</b>	<b>ENeRGI</b>
<b>Link Living</b>	<b>Richmond Fellowship</b>	<b>Circles Network</b>
<b>Apex AYE</b>	<b>Fife Bipolar Group</b>	<b>Express Group</b>
<b>Penumbra Self Harm Service</b>	<b>Barony Housing Association: Contact Point</b>	<b>Castle Furniture</b>
<b>Linda Tremble Foundation</b>	<b>Scottish Association for Mental Health</b>	

Full details of organisations interviewed can be found at Annex F.

#### 4.1.3 Other engagement activities:

The findings have also been informed by:

- Four direct interviews with people with lived experience of mental health problems, including with the H&SCP Mental Health Focus Group
- Workshop at H&SCP Mental Health Engagement Event, May 2018
- Desk-based research
- Discussion and feedback from the DD Project Team

## 4.2 Engaging with partners, services and people who use them

In addition to the interviews and workshops held as part of the Phase Two research the team have:

- ✓ Hosted a partner workshop on education transitions which brought together Fife College, Skills Development Scotland, CAMHS, Dep't for Education and people with lived experience.
- ✓ Expanded Team Experience to increase our capacity to hear from people who have experience of mental illness and as users of the mental health and employability systems.
- ✓ Made mental health a key theme of the annual employability event Know Your Network with keynote speaker from CAMHS, stalls from mental health support services and participation from frontline mental health staff.

## 4.3 Delivering Differently Pilot Fund

The Delivering Differently Pilot Fund was launched in May 2018. The findings of the DD Phase Two Workshops were used to inform the core principles for awarding funds.

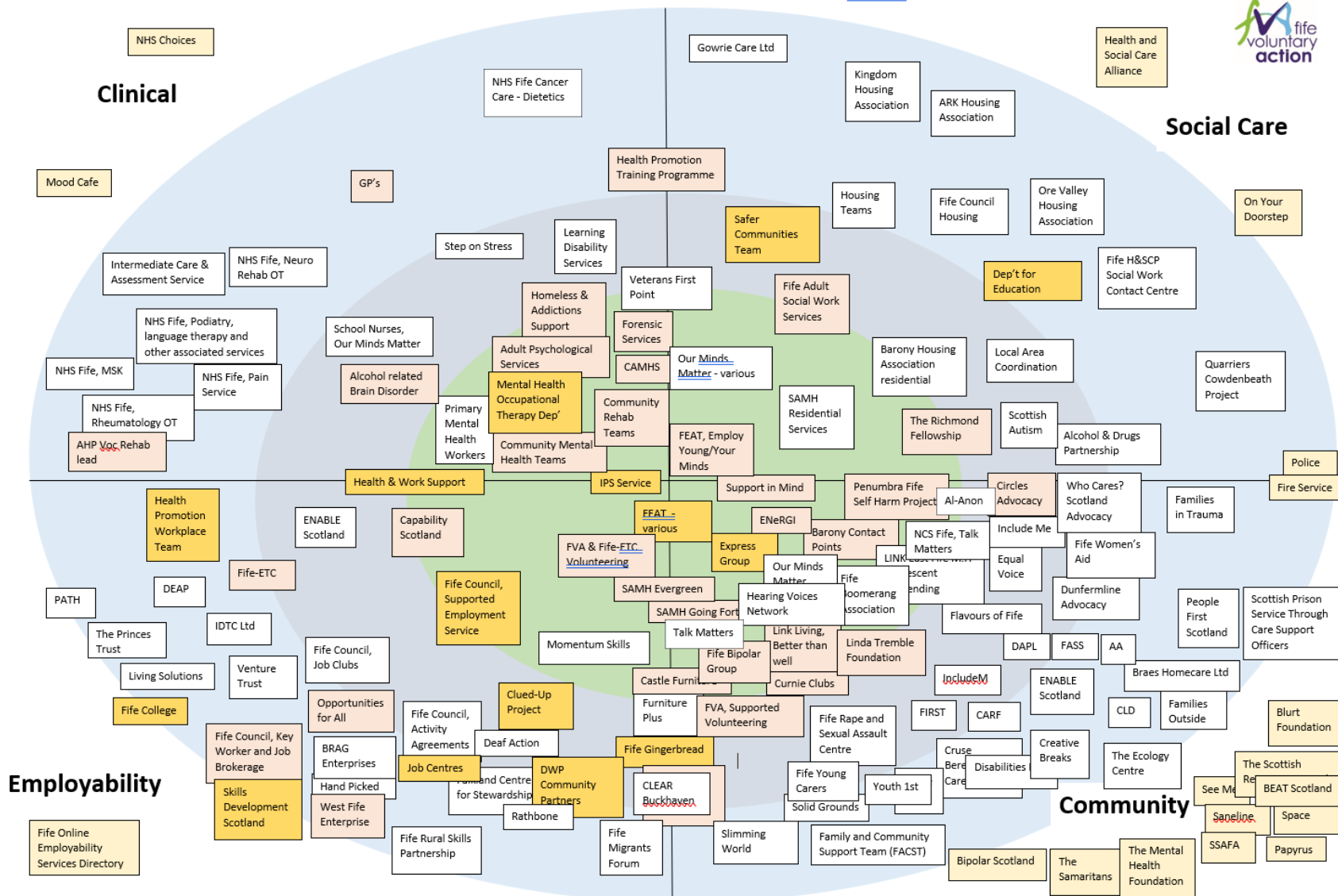
The DD team have awarded £130,000 to nine short-life pilot services. A list of the pilot projects can be found at Annex D.

The varied pilot projects include many projects which address the issues outlined in this report including growing peer support workers, developing self-management tools and coping skills and user-led provision.

*The findings in this report owe a **debt of thanks** to everyone who participated as interviewees, workshop participants and members of the Project Team. Without their knowledge, experience and willingness to contribute none of this would have been possible.*

**Figure 6: Map of services relating to mental health in Fife and DD engagement.** Orange – members of Project Team, Peach – interviewees, Yellow – wider supports

Delivering Differently: Mental Health and Employment supports in Fife - Last updated August 2018 by Fife Voluntary Action - v11



Fife Voluntary Action is the Third Sector Interface for the Fife Council area.  
Supporting, developing and representing community groups, voluntary organisations, social enterprises and volunteering

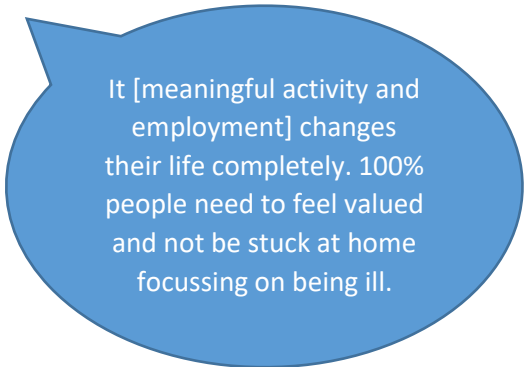
If you spot something missing or you wish to edit, please contact us:  
0800 389 6046 or [info@fifevoluntaryaction.org.uk](mailto:info@fifevoluntaryaction.org.uk)  
Further information on Delivering Differently can be found on our website: [www.fifevoluntaryaction.org.uk](http://www.fifevoluntaryaction.org.uk)



Almost all (21 out of 24) services interviewed felt that ‘aspiration, meaningful activity and employment’ are critical to genuine and lasting recovery from mental illness.

Whilst there are some excellent examples of services building this in there is an equal measure of services *who did not see easily* the role their service played in helping people to take their first steps; seeing employment more as something that happens ‘once someone is well’.

The international evidence of Individual Placement and Support and Supported Employment services shows that employment (in all its forms) is something that is often *part* of someone’s recovery journey and they are unlikely to get well without the structure, connection and sense of purpose that it brings.



**Our vision is that...**

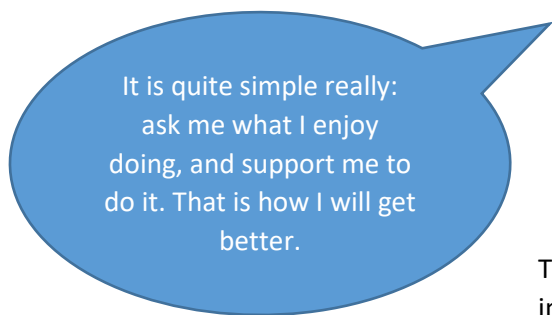
1.	Mental Health Services in Fife, across the piece, continue to build their recognition of the importance of hope and meaningful activity (paid or unpaid) in someone’s journey to wellbeing, as noted in the current mental health strategy.
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<b>Existing Building Blocks</b>	<b>Opportunities for Growth</b>
H&SCP led Engagement Event held May 2018 with priority given to employment. H&SCP refresh of current local Mental Health Strategy in Fife – due April 2019	Future Mental Health Strategy for Fife focus on outcomes that matter to individuals; reflecting the importance of aspiration, meaningful activity and employment as part of a person’s journey to health
	DD work with H&SCP to develop and promote a ‘pathway to work and wellbeing’ relevant to mental health services
H&SCP self-directed support strategy embedding personal outcomes practice and Good Conversations training across health and social care.	DD work with partners to identify funding to roll out Good Conversations training to employability staff and third sector partners.
The H&SCP’s redesign of mental health services includes the creation of self-management opportunities, community mental health teams, and specialist services.	DD and Team Experience work with partners to design and develop a short workshop for CMHTs on work, employment pathways and recovery

#### 4.4.2 Valuing the service user voice and experience

Notable steps are being made by the Fife H&SCP to raise the voice of people using services both at an individual and a strategic level including investing in the Mental Health Focus Group and the Mental Health Engagement Event held in May 2018.

As evidenced in the case study at Section 3 people accessing mental health services sometimes describe feeling that the ‘professional’s opinion’ is valued over their own knowledge and understanding even though they may only see the professional once every three months.



DD have invested in expanding Team Experience and supporting staff *and* service users to build the confidence and skills to speak about their experiences and share their stories. This work has been invaluable in ensuring the recommendations in this report are relevant and appropriate.

The DD staff and service user workshops also identified the importance of having visible role models delivering support *within* health and social care services. People valued being supported by others who had ‘been on the journey’ themselves and could not only inspire but also support them.

DD have funded Peer 2 Peer training lead by Scottish Recovery Network and FEAT in Autumn 2018.

Fife H&SCP have included resource for peer support workers in their Action 15 funding from Scottish Government and they are expected to start work in 2019.

These are good foundations to build upon.

#### Our vision is that...

2.	Mental Health Services in Fife, across the piece, continue to grow the voice of service users with specific reference to how this can improve pathways to meaningful activity and work.
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Existing Building Blocks	Opportunities for Growth
<p>H&amp;SCP Mental Health Focus Group</p> <p>Representatives of the Mental Health Focus Group are members of Fife’s Mental Health Strategy Implementation group.</p> <p>The Mental Health Focus Group will inform the engagement, communication and production of the current refresh of the local mental health strategy. The H&amp;SCP continue to try to expand this group’s membership.</p>	<p>DD consider how learning from Team Experience and shared workshops can inform other service user groups beyond the lifespan of DD funding.</p> <p>OFP consider how they can grow service user voice in employability service design and delivery using principles of human-rights based approaches to services</p>



H&SCP Mental Health Engagement Event in 2018	
DD Team Experience	
DD Team Experience present at all DD project team and working group meetings & DD Shared workshops	Voice of lived experience is involved in the development and delivery of training and information sources on mental health and employment.
Evidence of service user voice a condition of third sector mental health service funding	DD pilots and other providers share and promote good practice in service user involvement in service design and delivery
DD pilot funded Peer 2 Peer training & Action 15 funding for peer support workers	H&SCP consider value of peer support worker roles in improving health and employment outcomes for people accessing mental health services.

#### 4.4.3 Fluctuating nature of mental health problems and cognitive function

Need the understanding that we will get better/worse/better/worse That there is a cycle of experience and it is all part of the journey.

People describe the challenge presented by the fact that their experience of mental illness can sometimes fluctuate on a daily, weekly or monthly basis. The journey to wellbeing and work can feel like a cyclical experience with two steps forward sometimes followed by one, two or even three steps back.

These cyclical moments are still valuable as every time someone went through this journey they were learning about themselves and their abilities and, if supported correctly, could learn, grow and try again.

Because of this fluctuating experience it is also important to people that they have greater ownership of their journey to health, and the tools to do this, so that they only come to support services when they are in real need.

This is especially critical with stretched resources and, for example, gaps between appointments with clinical staff.

Occupational Therapy, FEAT and Richmond Fellowship (the latter funded as part of the DD Pilot Fund) are all testing running accredited Wellness Recovery Action Planning workshops with patients and clients across Fife to help people have greater control of their own journey of wellness and knowing how to cope when illness strikes again.

Feedback from WRAP workshops has been incredibly positive and demonstrates that an investment in these workshops could both improve health outcomes and significantly reduce dependency on high cost clinical services.

I found this course [WRAP] helped me look at myself in a new way, I am now less scared to try things knowing that I have some kind of action plan to fall back on should I need it.



A number of people talked about the impact of medication on their ability to function, retain information and plan. For many addressing this is central to making steps into volunteering let alone employment.

Cognitive Remediation Therapy (CRT) is designed to improve neurocognitive abilities such as attention, working memory, cognitive flexibility and planning, and executive functioning which leads to improved psychosocial functioning

In Fife we host the only Approved Training Provider in Scotland for CRT<sup>16</sup> which is delivered through a partnership between Occupational Therapy, Fife Employment Access Trust (FEAT) and for young people, CAMHS.



**Our vision is that...**

3.	People are given the support and tools they need to manage their own journey to wellness, building resilience to enable them to gain and sustain employment when they are ready
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<b>Existing Building Blocks</b>	<b>Opportunities for Growth</b>
Wellness Recovery Action Planning (WRAP) pilots in Fife.	The H&SCP will be reviewing its commissioned services once the refresh of Fife’s local mental health strategy is completed to inform this. There will be opportunities for new, innovative approaches to apply for funding based on Fife’s refreshed strategy. New commissioning arrangements are expected to be agreed by December 2019 and implemented March 2020.
FEAT is an accredited training provider of Cognitive Remediation Therapy (CRT).	As above
H&SCP are promoting a strengths based approach and developing opportunities to self-manage where appropriate.  ALLIANCE Scotland are developing a national programme of work on self-management and employability	DD Team Experience develop a user-focused leaflet and social media tool promoting access to community based services, self-management tools specific to employability support in Fife

<sup>16</sup> CRT is a low level psychological therapy requiring governance detailed in the Matrix.

#### 4.4.4 Concerns around benefits

Findings from our interviews and workshops showed that financial problems and issues with benefits impact on people’s journey to wellbeing and work at three levels:

- Anxiety over engaging with the Job Centre leading to financial problems which then further exacerbate mental health problems
- Crisis situations affecting people’s ability to take part in therapeutic activity and using up valuable specialist staff time.
- The fear of losing benefits and, sometimes, inaccurate advice around volunteering or working whilst on benefits

As nurses we can spend 50 minutes on the phone trying to sort out someone’s benefits issues before we can begin a therapeutic intervention. That might happen weekly.

Mental health staff often do not have the knowledge/resources to give people the support they want or need in relation to finance and benefit entitlement.

People using services do not have the knowledge or skills to solve problems with their benefits and find the Job Centres intimidating.

A number of potential solutions have been identified through this research including benefits training for staff, JC+ work coaches embedded in mental health services and volunteer peer advocacy in Job Centres. All of these require further consideration.

#### Our vision is that...

4.	We reduce the negative financial impact of benefit-related problems on staff time, people’s health, therapeutic experience and journey to work
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Existing Building Blocks	Opportunities for Growth
Established partnership through OFP and FVA with DWP and relevant partners	DD convene workshop of key partners to explore opportunities and tests of change around benefits advice and support.

#### 4.4.5 Perceived, and real, lack of skills and work experience

A number of individuals will need to address real gaps in their work experience and CV. They will benefit from being able to build up their skills in a specialist supportive environment before they are ready to think about mainstream volunteering or employment.

For a small but important minority mainstream volunteering or employment may never be possible.

A number of social enterprises, supported businesses and projects in Fife provide people with significant mental health challenges the opportunity to build their confidence and skills through education, volunteering, work experience or paid employment in a supported/supportive environment.

These include, but are not limited to:

Castle Furniture	Furniture Plus
Matrix Fife	Fife Council Supported Employment Service
FVA & FEAT Supported Volunteering	Re-Employ
SAMH Evergreen	Fife College Supported Learning programme
The Ecology Centre	

However, the diversity of specialist supported opportunities in Fife is limited and this is identified by staff as a challenge, particularly for people with restrictions placed on where they can go (e.g. due to a criminal conviction) or with significant cognitive issues caused by their illness.

It is also difficult for staff to keep track of the full range of specialist and non-specialist opportunities available across Fife which could help people make steps to build confidence.

#### **Our vision is that..**

5.	We promote and expand the range of supported opportunities for meaningful activity as a stepping stone to employment for people with significant mental health-related barriers to work.
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<b>Existing Building Blocks</b>	<b>Opportunities for Growth</b>
We have an established portfolio of supported business in Fife.	Improve promotion of existing provision with relevant mental health services through Fife Employability Services directory and work and wellbeing workshops
Senscot focussing on the role of social enterprise in improving mental health and wellbeing in Scotland.	DD connect with Senscot to explore findings of research.
Fife Social Enterprise Network and other enterprise support agencies	DD convene a meeting to discuss potential options for growth of opportunities for people with mental health problems

## 4.5 Complex Landscape of employment related services

One of the biggest issues facing both staff and service users is getting to the right service at the right time.

The Phase Two research identified approximately 30 different third sector services which support people with mental health problems in Fife - each operating in different localities with different specialisms and different approaches.

Internally to H&SCP there are around 11 different strands of relevant support within the H&SCP.

In addition Fife is home to around 60 different employability projects of which 9 are funded through the OFP.

Staff and service users identified a number of issues around navigating the existing network of employment related services. We have grouped recommendations in two tiers:

**Knowing where to get support** – is about helping people and staff members navigate the systems more easily; and

**Simplifying the landscape of services** – identifies opportunities to reduce complexity

### 4.5.1 Knowing where to get support

Currently it is very difficult for people to find their way to the right service(s) and to understand who delivers what, where and for whom.


People do not have time to keep up to speed on the full range of different 'stepping stone' and employability support services available.

We need to make it easy for everyone to know what is out there.

The Health & Work Support pilot aims to provide a 'no wrong door' approach and local staff are expected to be well versed in the full range of relevant local mental health and disability employment support services and provide onward referral when a caller is not eligible<sup>17</sup> for their service.

Both the H&SCP and OFP have undertaken significant work to coordinate and accessible information on the full range of services available via On Your Doorstep and the OFP Employability Services Directory respectively.

In addition the Mood Café<sup>18</sup> website for Fife coordinates a range of valuable information on mental health and wellbeing, support services and more.



Someone came to our drop in group the other week, they had been in the mental health system for 15 years and never heard of us.

*A well-established third sector provider*

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<sup>17</sup> Health & Work Support customers must be either in-work or recently (up to 6 months) out of work). This is a two year pilot in Fife and Dundee.

<sup>18</sup> <http://www.moodcafe.co.uk/>

**Our vision is that...**

6.	Staff, service users and carers are provided with comprehensive, accessible information on employability and related mental health support services.
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<b>Existing Building Blocks</b>	<b>Opportunities for Growth</b>
On Your Doorstep – online directory of community-based services in Fife	DD to work with H&SCP to ensure it is up to date with regard to employability services in Fife
	DD develop summary of key community-based mental health services for promotion to employability services
MoodCafe	Planned upgrade of MoodCafe in 2019 involves input from Team Experience and connects to OFP Employability Services Directory, includes a page on employability.  Health & Work Support linked to from front page.
OFP Employability Services Directory	DD work with Team Experience to develop a recovery-oriented, informative leaflet, and social media link with info on the above directories.
NHS Education programme looking at the AILIP and asking the ‘work question’ in a clinical setting	Share findings
Health & Work Support pilot	H&WS Working Group track pathway referrals in and out of the service to community provision
Health & Work Support pilot of warm handover to employability support for clients on the waiting list for clinical support	Review impact and share with H&SCP
Consolidation of Individual Placement & Support service in Fife	To consider how the creation of the new Community Mental Health Teams make appropriate links with these services.

**Our vision is that..**

7.	The H&SCP will continue to build on the community assets approach and that people are supported and encouraged to access employment related support services.
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<b>Existing Building Blocks</b>	<b>Opportunities for Growth</b>
Locality planning, local area coordinators and WELLS	Circulate OFP directory of employability services to the WELLS and local area coordinators

#### 4.5.2 Simplifying the Landscape

The current redesign of Mental Health Services within the Fife H&SCP will significantly reduce complexity and improve journeys through the system.



Keep it simple

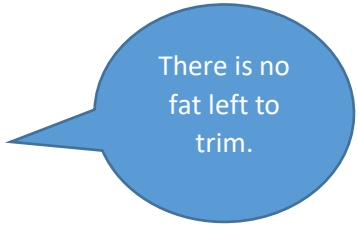
The staff in H&SCP services are often working with people when they are in crisis, with significant caseloads and internal and external pressures. It is challenging for staff to keep up to date with the range of stepping stone employability supports and services which may be of value to the people they are working with.

The move to embed Occupational Therapists within the newly formed Community Mental Health Teams is identified through our interviews as a desired outcome which will greatly help people accessing support around employability earlier in their journey through services.

H&SCP fund a number of third sector organisations to provide mental health support in Fife a selection of which are currently under review.

In addition, many services draw down additional funding or self-finance entirely. We interviewed 14 third sector services and identified a further 16 working in the mental health arena.

Again these services are all working exceptionally hard with dedicated staff, limited budgets and precarious funding. There are numerous examples of good practice and innovation to be found within these services.



There is no fat left to trim.

*Suggestions for core mental health services for each locality which would create pathways for progression to work.*

- drop ins (with integrated, light touch, approach to progression)
- peer support
- family/carer support
- 1:1 case management support (including help with benefits),
- cognitive remediation therapy
- access to meaningful activity
- connection with employability pathway

There are, however, issues around the balance of provision in different areas of Fife and people being able to find the services that are most relevant to them.

Problems relating to poor mental health have been raised as a key issue in all Locality Planning Groups across Fife and there may be value in developing a coordinated response to this to ensure a balance of core services whilst allowing local variation of need.

**Our vision is that..**

8.	H&SCP and OFP continue to work in partnership to simplify the landscape of mental health and employability services in Fife and create a shared and easily accessible pathway.
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<b>Existing Building Blocks</b>	<b>Opportunities for Growth</b>
Refresh and update of current Mental Health Strategy in Fife due April 2019	Future Mental Health Strategy for Fife reflects the importance of aspiration, meaningful activity and employment as part of an individual's journey to health
Growing links between the H&SCP and the OFP through Delivering Differently pilot  Named person on H&SCP with responsibility for the Good Work Good Health agenda and who is linking to the Opportunities Fife Partnership	Evidencing links between the OFP strategic plan and the revised mental health strategy for Fife
Current H&SCP planned recommissioning of third sector mental health services will be informed by the refreshed mental health strategy. Identified gaps in terms of service provision and geography will be fully considered and taken into account as part of the commissioning process.	H&SCP consider working with FVA to create a third sector mental health forum to share learning, coordinate delivery and improve awareness of strategic changes (supported by the H&SCP)  Future H&SCP third sector mental health service commissioning consider approaches to encourage shared or collective service delivery to simplify the provision landscape whilst retaining specialisms  H&SCP are asked to consider extending funding arrangements for third sector providers to a three year cycle to address issues of sustainability
Increased focussed on OFP funded employability services on those with mental health problems and other disabilities	OFP and partners grow evidence for IPS and supported employment models for this client group.
Inclusion of human-rights based approach to OFP commissioning of employability services creates a common language for working with health services	Consider how a human-rights based approach can inform a shared approach to strategic planning and service commissioning in Fife
Fife Employability Forum and Know Your Network	Include regular themes on mental health

*Suggestions for core expectations relating to employability for H&SCP funded third sector provision*

- Clear and visible progression opportunities *within* services and beyond
- Clear connections with employability pathway services in Fife
- Basic understanding of benefits and how they impact on volunteering and employment
- Monitoring people's employment status, journeys and personal outcomes

## 4.6 Data Systems

Data systems are critical to informing strategic planning, improving care and ensuring interventions are achieving their intended outcomes.

Of the H&SCP services interviewed three were using TrackCare, two using TIARA, one using FACE, one using Adult Information System and one did not know what data system they were using.

Two of the third sector services use FORT. The rest are using internally developed spreadsheets and databases. These have been effective in fulfilling data collection requirements to date.

Whilst most services ask the question about employment status this information is usually kept on the individual's paper file. No services routinely track how many of the people they support are in work, when they left work or whether they aspire to return to work.

This is now included in the Scottish Government Mental Health Quality Indicators E4<sup>19</sup>.

There is currently a focus on measuring DNAs<sup>20</sup>, discharge, intervention completion, referral on to another service or activities relating to engaging with the service.

There is a lack of available meta-data which allows understanding of what matters to people and specifically, when employment or meaningful activity is identified as an outcome, whether or not that outcome is achieved.

### Our vision is that ...

9.	H&SCP has the data it needs to understand how its services, and the services it funds, are supporting people in their journey to wellbeing through helping them to sustain or gain work
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Existing Building Blocks	Opportunities for Growth
Refresh and update of current Mental Health Strategy in Fife due April 2019	Future Mental Health Strategy for Fife considers appropriate data requirements and outcome measures related to the Good Work and Good Health
Personal Outcome Support Assessments (POSA) are undertaken in partnership with all those who access social work services. Reviews are undertaken to determine if outcomes have been achieved.	Outcomes are individual and unique. Consider where people have chosen work or meaningful activity as an outcome and determine if this is measurable.
Data on whether or not someone is in work is currently gathered on the person's individual file	Consider making employment status at registration and exit a core data gathering requirement of all third sector commissioned mental health services
TRACK CARE includes functionality to record employment status	Pilot capture of employment status on registration (and on exit) with one CMHT and review learning
FORT is the Fife customer relationship management system which is used by all employability services in Fife	Consider pilot of FORT with 1 or 2 key third sector mental health services to assess value of shared data for tracking clients

<sup>19</sup> Mental Health Quality Indicator E4: % of people seen for at least 1 month that show improvement in functioning using any clinical outcome measurement over the previous month. Secondary definition 'functioning means social functioning including employment, education and participation in social activities.' *Mental Health Quality Indicators: Background and Secondary Definitions, Scottish Gov't September 2018*

<sup>20</sup> Did Not Attend



## 5 What good looks like

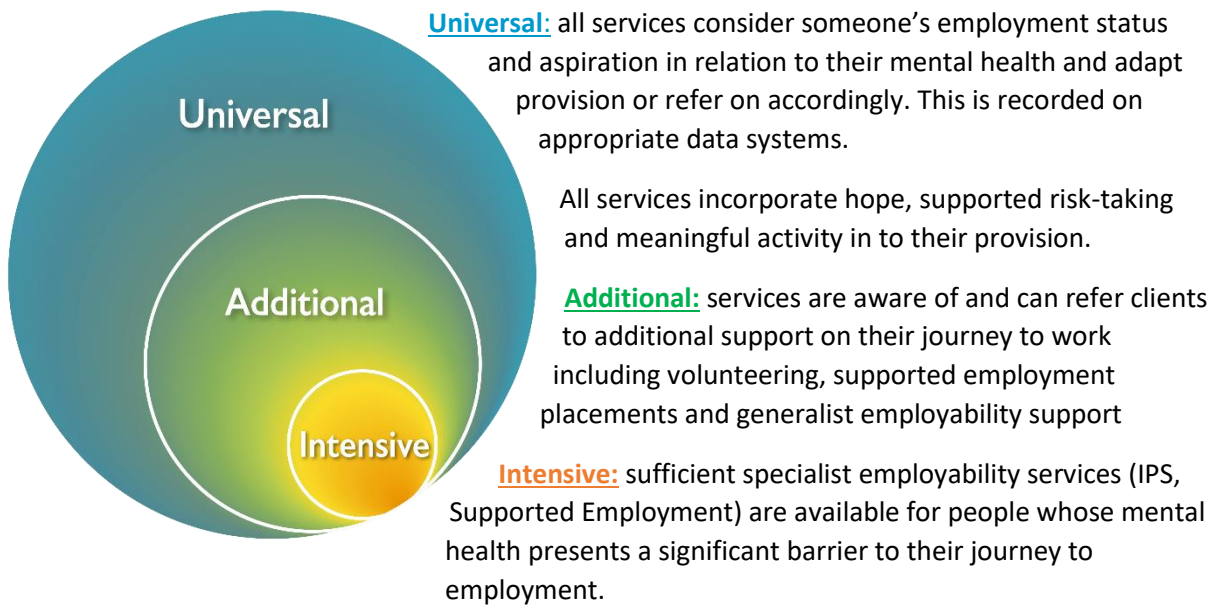
*Our vision is that people with mental health problems in Fife are supported to aspire in life and work and can easily access appropriate support as and when they are ready to make the journey (back) into work.*

- ✓ People will have greater ownership of their journey: they are part of the solution rather than the cause of 'a problem' and **the voice of lived experience is evidenced at all levels.**
- ✓ Staff across sectors will know how the system(s) work and where to go for specialist employment related support.
- ✓ Employers in Fife will feel confident to support their staff and to create mentally healthy workplaces

This report sets out 9 intentions that we think will form key building blocks in helping us to achieve this goal:

1.	Mental Health Services in Fife, across the piece, continue to build their recognition of the importance of hope and meaningful activity (paid or unpaid) in someone's journey to wellbeing
2.	Mental Health Services in Fife, across the piece, continue to grow the voice of service users with specific reference to how this can improve pathways to meaningful activity and work.
3.	People are given the support and tools they need to manage their own journey to wellness, building resilience to enable them to gain and sustain employment when they are ready
4.	We reduce the negative financial impact of benefit-related problems on staff time, people's health, therapeutic experience and journey to work
5.	We promote and expand the range of supported opportunities for meaningful activity as a stepping stone to employment for people with significant mental health-related barriers to work.
6.	Staff, service users and carers are provided with comprehensive, accessible information on employability and related mental health support services.
7.	The H&SCP will continue to build on the community assets approach and people are supported and encouraged to access employment related support services.
8.	H&SCP and OFP continue to work in partnership to simplify the landscape of mental health and employability services in Fife and create a shared and easily accessible pathway.
9.	H&SCP has the data it needs to understand how its services, and the services it funds, are supporting people in their journey to wellbeing through helping them to sustain or gain work

**Figure 8 Applying Universal, Additional, Intensive to employment in a mental health context**



## 6 What we will do next

The DD Project will now move to Phase Three of the programme. We have identified the following strands of activity which will be prioritised in the last 6 months of the programme.

### 6.1 Implement cross-sectoral Training Programme

The DD Training Working Group includes input from Workplace Health Promotions, Health Improvement Training Programme, CAMHS, DWP Community Partners, Fife College and Team Experience.

Initial ideas based on Phase One and Phase Two reports include:

- ✓ employment law training for employability staff
- ✓ mental health awareness/emotional resilience training for employability staff
- ✓ additional Mental Health First Aid and ASIST training for employability staff
- ✓ recovery and employability workshops for community mental health nurses/teams
- ✓ identifying funding for additional Good Conversations training for mental health and employability staff.
- ✓ Sharing Your Story workshops to be scheduled for people with lived experience

### 6.2 Improving access to approach to Self-Management Support

The DD Self-Management Working Group brings together ALLIANCE Scotland, Scottish Recovery Network, Team Experience, Health & Work Support, and others to look at what 'self-management' means in Fife, how to improve access and how to make this meaningful as part of people's recovery.

### 6.3 Review and refine mental health and work indicator (MHWI)

A survey of employability frontline staff using the MHWI is being undertaken in Autumn 2018. The findings from this, along with feedback from the expanded Team Experience, will inform improvements to the Indicator prior to the next phase of ESiF employability provision being launched in April 2019.

### 6.4 Engaging with Community Justice

The team presented to the Community Justice staff team in October 2018 – to raise awareness of the DD programme and to discuss the value of meaningful activity and employment as part of someone's journey to wellness and away from criminal activity.

### 6.5 Design and launch Employer Engagement Strategy

The project will design and launch an employer Work and Wellbeing strategy in March 2019.

This will be developed in consultation with the OFP Employer Engagement Delivery Group, the DD pilot funded Supported Employment Service's Wellness in Work project which will engage employers in key sectors in Fife, and select employers.

The working group will also engage with Workplace Health Promotions, Health & Work Support, DWP Employer Engagement, FEAT, Team Experience and others.

### 6.6 Review & Evaluate DD Pilot Funded projects

Each of the nine Pilot Funded projects will be evaluated at mid-point December 2018 and then again following completion in February 2019.

The projects will work closely with RCO Consulting who are evaluating the DD Project as a whole and will be supported to identify achievements, key barriers, lesson's learned and what can be replicated.

### 6.7 Phase Three report for March 2019

The Final Report will capture the learning from Phase Three activity and will summarise the impact of the DD project as a whole, including any legacy tools and messages for Fife's H&SCP and OFP for continuing the journey of improvement beyond the Delivering Differently funding.

### 6.8 Mental health and employability engagement event – May 2019

FVA propose working with the DD Project Team, Team Experience, OFP and H&SCP partners to host a learning event during Mental Health Awareness week in May 2019.

The event would be targeted at staff from both H&SCP and OFP pathway providers as well as carers and people with lived experience.

The event will aim to broaden knowledge on all sides of the connection between work and wellbeing.

In particular the event could:

- share the findings and evaluation of the DD project,
- share lessons learned from the pilot projects,
- host a marketplace of both employability and mental health services and
- offer workshops on hot topics or key skills identified as valuable through the research.

## End of Report

