

**WORKING  
WELL**

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**GMCA** GREATER  
MANCHESTER  
COMBINED  
AUTHORITY



# WORKING WELL

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Quarterly Brochure

August 2018

Welcome to the second edition of the Working Well quarterly brochure.

Since the last edition we have seen the publication of the fourth Working Well Annual Report; which details the journey of the programme and highlights key performance information to date.

The spotlight in this edition focuses on local Integration across the Working Well eco-system and the benefits this brings for participants; two of the InWork GM Integration Coordinators share their thoughts on how integration is working on the ground in local areas.

We have now also reached a landmark achievement of over 3000 job starts across all the Working Well Programmes. Other key performance updates since the last edition include:

### Working Well Performance updates (in total to July 2018)



**3246**

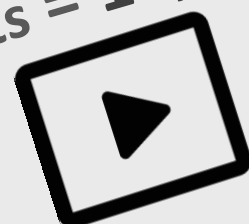
*That's 275 more Greater Manchester Residents in work in the last three months!*

*The Working Well Expansion has achieved its lifetime target!*

Referrals = 27,379



Attachments/Starts = 18,615



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## News: All change at the top!

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Recently, a Greater Manchester portfolio re-jig has seen Joanne Roney, the Chief Executive of Manchester City Council take on board responsibility for Working Well as part of her new remit for Education, Skills, Work & Apprenticeships across Greater Manchester.



Sean Fielding, the Leader of Oldham Council has also assumed the political portfolio responsibilities for Greater Manchester's Education, Skills, Work & Apprenticeships.

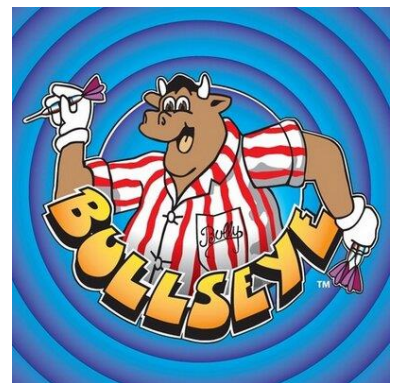


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## News: Bullseye! WW Hits The Target Early

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The Working Well Expansion programme has realised some quite remarkable achievements to date, not least surpassing its January 2020 target of 2500 employment outcomes 18 months earlier than planned.



**That's 2500 Sustainable Job Outcomes - 18 months earlier than planned!**

**650 Lone Parents, now in work!**

**Bury – 78% over target  
Wigan – 73% over**

**Has supported 12,500 GM residents with their Employment, Health, Skills, Housing, Transport..... Needs.**

**Over 2000 people having accessed Working Well's Mental Health support service**

# Working Well Annual Report 2018

The fourth **Working Well Annual Report** was published in July 2018. The report covers the background, development, principles and evolution of Greater Manchester's Working Well Programmes.

The report features a number of key area deep dives with a focus on;

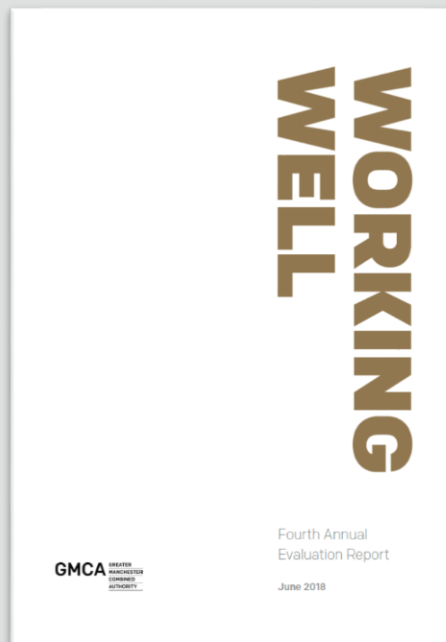
- Health and disability
- Ageing
- Housing and homelessness
- Skills and education
- Integration

The report houses depth/detail on findings such as:

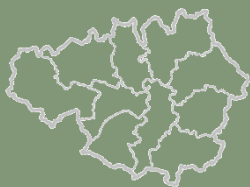
“The likelihood of clients starting work varies according to certain characteristics, such as local authority, age, length of unemployment, level of qualifications and having certain severe presenting issues including mental and physical health.”

“There is a high prevalence of clients with no or low qualifications on the programme. The programme helps by referring clients to predominantly basic skills and vocational-related accredited training, which is delivered both internally and externally, including through Skills for Employment.”

“The views of consultees on integration were varied. Views were positive on the integration of Talking Therapies Service, but were more mixed for Skills for Employment and JCP.”



**The report is available at:** <https://www.greatermanchester-ca.gov.uk/workingwell>



## Integration with local services is at the heart of Greater Manchester's Working Well.

It's supported Local Authority Leads and a bespoke Working Well Integration team who work closely with Local Authorities and key partners to understand the needs of participants, create new partnerships and ensure the right support is available at the right time.

### Work with Jobcentre Plus (JCP)

A key aspect of the Integration role is to support Job Centres (JCP) to refer the right people at the right point in time.

Integration Coordinators are present in all GM JCP offices to provide regular updates on the programme and its clients to Work Coaches. From the mobilisation, JCP have worked alongside Working Well Providers in designing, tailoring and delivering communications about the programmes.

The initial stages involved the launch of the provision, which was supported by GM wide teleconferences to all 900+ Work coaches across the region as well as numerous face to face events and marketing campaigns.

### Work with Local Authorities

Local Authorities are also fully integrated members of the Working Well family. Each Local Authority provides a 'Local Lead', a nominated champion of Working Well, who supports and drives the success of the provision within their borough.

Through monthly integration boards, teams are able to discuss the types of needs and barriers that people experience, and gain practical advice and signposting to address this.

Local Leads facilitate introductions and relationships with services relevant to participants and the Integration Coordinator becomes front and centre of this relationship. The overall aim of this collaboration is to drive high performance, reduce duplication of services, and ensure a joined up, seamless service for the residents and participants who need it most.

**Nick Hill, Local Lead from Stockport Council highlighted some of the benefits of the integration of services :** "Working Well demonstrates how Greater Manchester is leading the way in delivering a personalised and integrated approach to support. Within Stockport, this has provided us with the opportunity to bring together the key services jobseekers will need to help address their barriers to employment, be they related to physical health, mental health, housing, lack of work experience, skills, debt, caring responsibilities, transport, and confidence."

# Working Well Integration Coordinators

There are 10 Integration Coordinators, one for each borough of Greater Manchester. Below, two of the Coordinators share their experience of the programme so far;

## Oldham – Integration Coordinator – Chris Minogue



Chris feels that his relationship with his Local Lead within Oldham Council and the team at Jobcentre Plus has been key to strong integration - Its been vital in ensuring that maximum support offer is available for programme participants.

This collaborative approach has meant that the InWorkGM team have benefited from local authority training and co-location within the Get Oldham Working service. As a result Chris and the team more in tune with the local community than ever before.

Looking ahead, Chris said: “Working Well already feels very different on the ground, even in the early stages the profile and focus offered to integration has been exceptional. The level of positivity internally and within external partners is such that I am confident about the positive impact this will have on residents across Greater Manchester in the coming years.”

## Salford – Integration Coordinator – Darryl Cook

Darryl chairs a monthly Information Advice and Guidance group which engages partners and services across Salford to discuss opportunities that may benefit Salford’s unemployed residents.

The co-chairing has also elevated Darryl’s ability to engage with more services across Salford and identify additional ways to meet peoples need. Darryl also links well with the four Jobcentres in Salford providing awareness sessions and presentations about the Programme.



Darryl said: “I think that integration in Salford is best demonstrated by good relationships between Jobcentres, the Local Authority and the InWorkGM Working Well teams. I’m pleased that we can all work together to ensure Working Well clients get access to the right services at the right point in time for their personal needs.”

# Work and Health Programme: Client Case Study

Client A, from Walkden, became depressed following the painful death of his father – for whom he was a carer. He dedicated the past 14 years of his life to caring for all of his dad’s personal and medical needs. He had always lived a full and happy life up until his father’s passing, and he was finding it very difficult to accept how much his life had changed.

He enrolled on the Working Well: Work and Health programme as one of its very first clients, as he wanted support in coping with his father’s death. Client A engaged really well with the programme, attending all of his appointments with his key worker.

Despite having previous role at Toys R Us, warehouses and scrap yards, he had been away from a professional working environment for a long time. Because of this, he expressed an interest in gaining work experience and boosting his employability skills.

His key worker referred him to Skills for Employment, where a tutor worked with him to improve his maths, English and IT skills. Client A also mentioned that he wanted to have the chance to work outside and to be creative, as he felt he had been kept inside for such a long time caring for his father.

Once Client A’s confidence improved, we found an exciting voluntary position for him at a local community gardens and horticulture centre called Garden Needs. He started volunteering for two days a week, which lifted his mood, made him understand there was a new life out there for him and ignited his passion for the future.

As his confidence grew, he took on more responsibilities at the centre – including creating new feature areas with the garden, making wooden snowmen to decorate the children’s area and designing a welly holder.

As well as putting his practical skills to good use, he also supported the delivery of a range of tutorials offered to young people with learning difficulties and mental health needs. Although he had never been involved in instructing and teaching others before, he found the experience inspiring and it has improved his confidence not only in his own future, but also in how he can motivate and inspire others.



Garden of Needs were so impressed with Client A that they offered him a contract of employment. The job not only involved working at Garden Needs, but also at another venue of theirs called the Angel Centre - a community centre offering various courses and support needs to the people of Salford.

Client A now regularly works 24 hours a week, and is thoroughly enjoying his work. He completed a ‘better off calculation’ with his key worker to show him just how much of a difference paid work will make to his life. He’s looking forward to his new income and the training opportunities which come with his paid work.

## Key Contacts:

Matthew Ainsworth

**Assistant Director for Employment (Policy, Strategy and Delivery)**

[Matthew.Ainsworth@greatermanchester-ca.gov.uk](mailto:Matthew.Ainsworth@greatermanchester-ca.gov.uk)

Thomas Britton

**Working Well Programme Manager**

[Thomas.Britton@greatermanchester-ca.gov.uk](mailto:Thomas.Britton@greatermanchester-ca.gov.uk)

Key Resources:

**Our web address:**

<https://www.greatermanchester-ca.gov.uk/workingwell>

**For videos about Working Well:**

<https://www.youtube.com/watch?v=4PC2qbZHq9M&list=PLBVRO0hVC70v1uoSEqraCjukX5jXqwVtl&index=4>