

**THE CENTRE FOR
CITIZENSHIP AND COMMUNITY
MENTAL HEALTH (CCCMH)**

**SERVICE USER RESEARCH
GROUP (SURG)**

**‘Evaluation of the Access
to Employment (A2E)
project’**

CCCMH/SURG
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Glossary of terms

A2E	-	Access to Employment
A4E	-	Action for Employment
BAMHAG	-	Bradford & Airedale Mental Health Advocacy Group
BCFC	-	Bradford City Football Club
CCCMH	-	Centre for Citizenship & Community Mental Health
BDCT	-	Bradford District Care Trust
EASA	-	Education Advice Service for Adults
SURG	-	Service User Research Group
WYHRDC	-	West Yorkshire Mental Health Research & Development Consortium

Introduction

Jane Forster (Acting Team Manager, Community Rehabilitation and Support Team, Heaton House and Specialist Vocational Service) and Colin Perry (Senior Manager - Service User and Carer Involvement Bradford District Care Trust (BDCT)) were involved in bidding for funding from Yorkshire Forward to carry out the Access to Employment (A2E) project. Although SURG was not involved in the bidding process we understand that there was a limited amount of time to get the bid in and there were delays in the funding being confirmed and subsequently secured. BDCT staff were pleased to be successful in this bid for funding and the actual A2E project started in earnest on 12 September 2007. Existing BDCT staff were seconded to be involved in the A2E project. All in all timescales were tight and there was time pressures involved in securing staff and other resources.

SURG acknowledge that BDCT are dedicated and committed to service user involvement in their research and evaluation process. BDCT are understanding of the issues that can affect service user involvement and try hard to make service users feel supported. To this end BDCT were keen to include an evaluation of the A2E project by service users. SURG were asked to be involved in the evaluation of the A2E project in November 2007. CCCMH and SURG were pleased to hear in January 2008 that SURG would actually be involved.

SURG recognises the difficulties that the A2E project managers and staff experienced in setting up and managing the A2E project given the challenging timescales and deadlines.

SURG thanks BDCT, Colin Perry and Jane Forster for being given the opportunity to be involved in their evaluation of the A2E project. We hope that we are given further opportunities in the future to highlight service user opinions and that we continue to be involved in leading service user research projects.

CCCMH/Service User Research Group (SURG)

1. Methodology

Contacting the A2E participants, employers and staff

Jane Forster contacted all participants and organisations that had been involved in the A2E to ask them if they would like to be involved in the CCCMH SURG evaluation of the A2E project. The research team were given a list of participants and organisations that had been involved in the A2E project by Jane Forster (A2E Project Manager). This consisted of 17 participants and 7 Employers

1.1 Contacting A2E participants

By way of an introduction to CCCMH SURG doing the evaluation of the A2E project, the research team contacted each participant and employer by letter on the 3 April (see appendix 3). Flyers were also sent to the 3 A2E settings (see appendix 4) by email and the managers were asked to display the flyers.

As the CCCMH SURG research team were given the names of participants who were involved in the A2E and who were happy for the research team to contact by Jane Forster (A2E Manager). The research team also wanted to put flyers in the 3 A2E settings to perhaps encourage other A2E participants to contact the team direct, if they wanted to speak about their experience of being involved in the A2E project.

1.2 Contacting the A2E employers

CCCMH SURG research team were given a list of 7 names of organisations that were involved with A2E. There were no telephone numbers provided and 2 had no addresses. It became apparent through conversations between CCCMH SURG research team and A2E participants that these **organisations (for example the Education Advice Service for Adults, EASA, and Jobcentre plus)**, provided by the A2E staff, were not the names of the **employers** that the A2E participants had actually worked, trained or had received employment experience.

It seems that in protecting the confidentiality of A2E participants the SURG access to employers was hindered in that SURG did not have full awareness of the complete range of employers. Interviews and conversations with community contacts and with some of the A2E participants led to the discovery that some A2E participants had worked in settings including fire service, dog grooming, nursing home, Bradford City Football Club. It was unfortunate that these employers did not agree to be contacted by SURG to take part in their evaluation of the A2E project.

However, Jane Forster provided an excellent testimonial from Bradford City Football Club (BCFC) taken from the BDCT A2E employer event in March. This highlighted the positive experience BCFC had in it's involvement with the A2E project. Printed on a large banner, BCFC provided work experience for one of the participants at the

Bradford City Football ground. It was a wonderful testament to the A2E project and the dedication and commitment of the staff. It read as follows:

'The Access to Employment Project has proven to be fulfilling and rewarding for both Bradford City Football Club and our placement worker.'

Initially we identified potentially suitable roles and discussed them with the support worker. She matched a position to one of her clients, we met, agreed on hours, roles and supervision and things have gone swimmingly since then! From a business perspective an important role is being fulfilled at no cost to us. More importantly we have seen our placement worker go from strength to strength'.

1.3 The methods CCCMH SURG used to evaluate A2E

1.3.1 Participant Focus Group - 23rd June 2008

CCCMH SURG felt it best to organise a focus group first and then look at people who might want to speak to the team individually. With this strategy in mind the A2E participants were invited to attend a focus group on 23rd June at Bradford & Airedale Mental Health Advocacy Group (BAMHAG), Tradeforce Building, Cornwall Place, Bradford. The letters of invitation were sent by post and included a stamped addressed envelope for participants to respond. Project information sheets were also included (see Appendix 6).

In order to make it as easy as possible for the A2E participants to attend the focus group, it was decided that BAMHAG was the best venue with it being central and a well recognised advocacy group for people with mental health issues in Bradford. To further encourage participants to attend the focus group travel expenses were offered and a free buffet lunch. An 11am start time was arranged and participants were offered as many comfort breaks as needed. Unfortunately no participants contacted CCCMH SURG to say they would attend, therefore the focus group did not go ahead. CCCMH SURG were at BAMHAG on the day of the planned focus group 23rd June, just in case, but regrettably no-one turned up to talk about their involvement with the A2E project.

1.3.2 Participant Telephone Interviews

Following the unsuccessful attempt of the participants attending a focus group, CCCMH SURG research team decided to compile a questionnaire (See Appendix 5). It was felt that participants could be contacted by telephone and if that was unsuccessful the questionnaire would be posted to them.

The CCCMH SURG research team split themselves in 2 teams. 2 female and 2 male, so that that they could potential further ease any barriers in talking to the research team. Therefore 2 female CCCMH SURG members telephoned the female participants and the 2 male CCCMH SURG team members

telephoned the male participants. Participants were read or posted a consent form (see appendix 7).

Participants that could not be contacted by telephone were sent the interview questionnaire by post with a stamped addressed envelope to make it responding easier.

1.3.3 Participant interviews (female)

The 2 female SURG team members interviewed by telephone 3 female A2E participants out of a possible 7.

1 contact telephone number out of the 7 females was unobtainable (no incoming calls).

1 written questionnaire was received back from the original 4 that we sent out.

1.3.4 Participant interviews (male)

The 2 male SURG team interviewed 1 male participant by telephone and 1 face to face out of a possible 10 A2E male participants.

5 participants were telephoned twice.

1 was an incorrect telephone number.

1 participant had the 'same name as his brother'.

1 participant was away in London.

Questionnaires were sent to all participants and none returned.

1.3.5 Summary table

In summary the SURG team received information from 6 of the 17 A2E participants.

	TELEPHONE	QUESTIONNAIRES	FACE TO FACE	TOTAL
MALE	1		1	2
FEMALE	3	1		4
				6

1.4 Contacting A2E staff

CCCMH SURG research team spoke with Jane Forster (A2E project manager) and the 3 A2E support worker. Overall feedback was positive.

Jane Forster – A2E Project Manager

CCCMH SURG research team did a telephone interview with Jane Forster the manager of the A2E project. Jane was asked how she felt the A2E project went generally and said:

‘very good, very positive, I didn’t have the same access to service users as staff, but feedback from staff that service users had wanted to study for ages and appreciated support, we met our outcomes and service users got chance to do lots of vocational work’.

As explained in the introduction to this report Jane added that there were difficulties in the A2E project around setting up the project in a very short period of time, in recruiting staff and getting the project up and running. It seems that the financial aspect was also quite time consuming, in that the level of financial reporting required by the finance department was quite detailed. Jane acknowledged that the A2E staff involved herself included underestimated the time management of the project. Jane recognised that managing the project took a lot more of her time.

Jane acknowledged that if there had been a longer amount of time available to get the A2E project going she would have liked involved an evaluation team earlier and maybe recruited staff earlier.

A2E staff - support workers

A CCCMH research team member did telephone interviews with 3 A2E support workers. The following details their responses to a questionnaire about the A2E project:

Question 1: What was your experience as a member of A2E staff?

One A2E staff member said:

- Project was quite good.
- I learnt a lot
- I helped people set goals and education and employment.

Another said:

- Positive / very useful.
- Gave an insight into what could be done with clients as far as employment is concerned.
- People needed the 1:1 support the project staff could offer.

- People moved into voluntary work and education, not paid employment, though one of this member's staff's client's went to the council for work experience.
- Emotionally it has been difficult since the project finished, as a person has come and asked for help to find a new placement, as the original one they had broke down without the 1:1 support originally provided. I have not been in the position to help them.
- An advantage was that the member of staff already knew some of the clients involved in the project already.

The other said:

- I enjoyed the project. Prior to working for Bradford District Care Trust I had been contracted to West Yorkshire Probation Service working with people with convictions helping them get employment training.
- I got a lot out of the project, especially when I got a result in somebody doing something they had not done before.
- A lot of people involved in the project had not had a chance to work in years.
- Staff and clients had an opportunity to attend some training around the 'social inclusion model'.

Question 1.1 - What worked well on the A2E?

In response one A2E staff member said:

- It wasn't structured and we were able to do what we wanted to do 'there were no rights or wrongs'.
- Because it was a new project we became a strong team with a lot of support from each other. We were all very supportive of each other.
- I didn't realise how much need there was for the project. There were lots of referrals. Clients were ready to work but there was nothing out there for them before the project came along.

Another said:

- 1:1 ongoing consistent support.
- Setting out a contract with the client, which was flexible and could change from week to week or month to month
- The process could be informal, such as going for a cup of tea and having a chat about how the client was getting on.
- The project was aimed at what the client wanted.
- The staff team worked on the project full-time

The other said:

- The management of the project, the team and the communication between the team members. There was regular supervision and time was given for ideas to be shared.
- Each individual member of staff had different contacts.
- The clients were really well motivated. We worked well in partnership and the results were good.

Question 1.2 - What did not work well on the A2E project?

In response one A2E staff member said:

- One of the negatives was that the project was short in time span, so it limited the time staff could work with people.
- As the project was ending staff couldn't offer as much support as people needed, but they were referred on to organisations such as A4E, pathways to employment and Remploy.
- There was too much work for 3 members of staff, so it became quite stressful. We had to tell people to stop sending referral, because there were lots of people on the waiting list.
- Because people had been out of work for a long time it took longer to reintroduce the concept of work to them. So clients and staff could have done with more time available.

Another said:

- Time factors. Working hours were 9am to 4.30pm. This caused problems as one of the clients' wanted to go the the RSPCA, but the organisations induction time was on a Sunday, so client didn't go.
- Could have done with more flexibility, though Jane as manager of the project was very supportive.

The other said:

- When going out to organisations we came across the stigma of mental health problems and some negative attitudes, such as our insurance costs will be higher if we take on somebody with mental health problems.
- Some organisations took details, seemed positive, but then didn't get back very quickly or made false promises.
- A lot of clients were referred and people were not able to be seen as the project only lasted for 6months.
- The project needed to be continued because of the identified demand for the service it provided.

Question 2 - What were the outcomes for yourself?

In response one A2E staff member said:

- I took a lot back to my staff team in early intervention.
- I have become specialised in vocational skills because of what I learnt on the project.
- I have become a sign poster and an advisor in the team on vocational skills.

Another said:

- Loved the project at the time, but in some ways wishes I had not done it, as I had to go back to being a support worker, and hand the case loads back. This was very frustrating.
- I could see the progress with the client's being made.
- There is still a need for the role. At the present time I am going to be given one afternoon a week to do some of the work carried out in the project.

The other:

- 'All my clients were chuffed with the service'
- Feedback to myself from client's care coordinators about what I was doing was very positive

Question 2.1 - Have you been able to use any of the experience you gained working on the A2E project since it ended?

In response one A2E staff member said:

- I picked up lots of knowledge on benefits. There was a lot of networking in the beginning of the project in benefits and employment, which has developed my skills.

Another said:

- No, 'This is causing me frustration, having a good experience, seeing positive outcomes, great benefits to clients and then having it withdrawn.
- With the Day Care review everything is on hold, so we cannot move forward.

The other said:

- Within my role as community link worker, my colleagues know I have experience of employment issues gained by working on the project. I have been able to talk to staff and clients with employment issues and offer advice.

Question 3 - What do you think were the outcomes for the people attending the project?

In response one A2E staff member said:

- People that took part in the A2E needed 'push/ lift'.

- Some clients went on confidence building courses, but they were run by other agencies, which worked well.
- Staff supported the clients on these till they felt comfortable until they could attend on their own.
- Clients will be looking for employment now and not staying at home. They know they can move forward to employment if they want to.

Another said:

- The project opened up a new horizon for a lot of the clients I worked with.
- They didn't believe they could do any voluntary work to be involved in education, because of their benefits, Staff wrote to the DSS to inform them what people were doing on the project.
- For clients the project instilled a lot of confidence. One man trained up as a team leader in Bradford.

The other said:

- Every single client was happy with the service I provided. The personal touch was very important. They thoroughly enjoyed working with me.
- An impact was made on client's lives, where often they had no hope, the project made a difference.
- Care coordinators were given regular feedback about how their client was doing.
- 'Working in partnership made a difference'

2. Main Themes from the Research

The CCCMH SURG research team analysed the interview data and agreed during a specific analysis meeting that there were both positive and negative themes emerging from the data that was gathered. These were the following:

Positive themes:

- Being involved
- People meeting people
- Social aspect - outings
- Progress
- Knowledge of the benefits system
- Re-evaluate what to do
- Felt motivated

Negative themes:

- Setting up A2E project
- Short time frame
- Information
- Confusion around A2E and A4E
- Lack of support
- Lack of a wider range of activities

2.1 Positive themes:

The following focuses on the positive themes that emerged from the CCCMH research team's evaluation of the A2E project. This is based on the information given to the team during telephone and face to face interviews.

2.1.1 Positive to be involved

It was important to some participants *'just to be involved'*. One participant went further and said during a telephone interview the A2E course:

'helped to unconfused me'

2.1.2 People meeting people

It was also important for some participants to meet people as part of being involved in the A2E course. One participant said during a telephone interview that the A2E course provided:

'a new start, looking at new things and meeting new people'

2.1.3 Social aspect – outings

Being out and about and meeting people was important to some participants. One said during a telephone interview that:

'Just getting out the house meant a lot'

2.1.4 Progress

Three participants felt they had made progress towards getting a job since being on the A2E course. Progress was not only to get a job, but to receive training and develop their existing skills. During telephone interviews and face to face they said:

'I gained confidence for applying for jobs'

'I improved my skills'

'I've gone onto new voluntary work and I got more confidence from doing that placement that I wanted to go on and meet new people and do another placement'

2.1.5 Knowledge of the benefits system

Some participants were concerned about doing voluntary work and felt their participation in the A2E project might jeopardise and 'mess up' their benefits. It was very important that the A2E support workers re-assured A2E participants with an in depth and up to date knowledge of the benefits system.

2.1.6 Re-evaluate what to do

One participant felt a very positive impact of being involved in the A2E project and affected what they thought about their overall attitude to work. During telephone interview they said:

'it made me think about what I want to get out of my working life'

2.1.7 Felt motivated

One participant spoke of feeling enthused and motivated by their involvement in the A2E project. During telephone interview they said:

'I enjoyed the placement and got something out of it. There was always someone around either my support worker or a member of staff, the owner used to tell one of the girls to show me how to do something and then I got on and did it and they were really nice.'

2.2 Negative themes

The following focuses on the negative aspects that emerged from the CCCMH research team's evaluation of the A2E project. This is based on the information given to the team during telephone and face to face interviews.

2.2.1 Setting up A2E project

The CCCMH research team felt they should have been involved in the A2E project from the beginning in order to evaluate it more rigorously. The research team felt they could not evaluate something they were not involved in setting up. Their evaluation could only be based on their contact with those participants that had been involved in the A2E project. However, SURG recognise the tight schedule and difficulties the A2E managers experienced.

2.2.2 Short time frame

The A2E project manager told the research team that the proposal/bidding and funding process had all happened fairly quickly. From submitting the original A2E research proposal to actually receiving the funding, meant there were tight deadlines to complete the phases of the research as set out in the original proposal. Once funding had been secured BDCT staff, were seconded in from other areas of BDCT to work on the A2E project.

The short-time frame of the A2E course was also felt by the participants. During a face to face interview, one participant said:

'the course came to an end suddenly... there was no get together'

Another participant said:

'what took place happened quickly, my social worker turned up one day with a worker from the project. I didn't really have a chance to make up my mind whether I wanted to be involved or not'

2.2.3 Information

One participant highlighted a lack of information on the A2E project and generally not receiving information about the A2E project, what it involved, how it could help her, what she could or couldn't access. She said:

'I would have liked something written down as it would have helped me remember and that would have been useful'.

Another said:

'it would have been helpful to have a brochure about the course... there was a lack of information about the course'

Project information was important to the participants, but so was other information particularly around the affects of doing the course had on their benefits. Knowledge of the benefits system was important to the participants generally. This is captured by one who said that:

'it's important that all staff on the project had some knowledge of the benefits system'

One participant was very concerned about benefits and said:

'there should be more help between being on sick and signing on, I filled a lot of forms in and not entitled to anything and that's left me in limbo, it's like being hit back all the time like you don't fit in'

In addition to not having enough information about the A2E course generally, one participant felt disappointed at not receiving any kind of recognition by being given a certificate of either completing the A2E course or of A2E attendance. It was felt by the research team that with the A2E aim being to encourage people with mental health issues into training, work experience or getting a job, participants receiving a certificate would have been very important. A certificate could be kept by the participant as an important record of their involvement.

2.2.4 Confusion around A2E and A4E

Based on interview data it was felt by the CCCMH research team that some of the A2E participants were confused about what they had been part of. This was mainly due to confusion between the 'A2E Access to employment' and a similar work based government initiative 'A4E Action for employment' projects.

In a telephone interview one participant told a CCCMH SURG research team member:

'I don't know as I can't really remember what it was, I'm a bit confused as can't remember what different projects are ...'

2.2.5 Lack of support

Based on the interview data it was felt by the research team that some of the A2E participants felt a lack of support from their A2E support worker. In a telephone interview one participant told a CCCMH SURG research team member:

‘they did a six week assessment of my placement, but I felt like I couldn’t be as open as I would have liked to be because the manager was there ...who was nice but I still felt uncomfortable’.

Another participant said during a telephone interview:

‘the staff were friendly and welcoming but they are very busy ...and I feel like I needed more support from outside... my support worker visited for 6 weeks but I needed more from someone who co-ordinates the placement ...I never know who the different workers are I get confused with who is who’.

2.2.6 Lack of a wider range of activities

One participant felt they would have preferred to have been offered a wider range of activities as part of the A2E course. In a telephone interview the participant told a CCCMH SURG research team member:

‘I was disappointed with the placement... not what I imagined it to be like’.

During a telephone interview and in response to the interview question ‘what has been the most positive outcome for you? One participant said:

‘I couldn’t say it has been positive... I have been supported a bit but I was expecting to get a job’.

CCCMH SURG evaluation team appreciate that the A2E project aim did not set out to ‘guarantee’ participants a job at the end of their involvement with the A2E course. However, this response highlights a key finding of the research team’s evaluation of the A2E project. Perhaps it was the case that some of the participants had different expectations of what the A2E course could provide for them. Maybe participants were mis-informed or maybe participants were told and misunderstood or got the wrong impression. Whatever the case, generally participants said they did not know. Most interviewed said they were not sure of if they had been involved in the A2E project or not.

CCCMH SURG evaluation team feel that the ‘lack of information’ given to the participants was a key oversight of the A2E project. The lack of A2E information only serves to highlight the crucial importance of the participants being fully informed and aware before getting involved in the A2E course. The research team feel that this information should have been given both verbally and in writing from the beginning.

CCCMH SURG evaluation team feel that if sufficient and appropriate information had been given to the A2E participants from the beginning of the project perhaps this could have helped prevented participant’s confusion and even to eliminate their unrealistic expectations later on.

3. A2E Findings

The CCCMH SURG research team found there to be both positive and negative aspects to the Access to Employment (A2E) project.

Based on the positive and negative themes emerging from the data gathered from the A2E participants during interview, some had a positive experience, while others reported a more negative view of their involvement with A2E. The following summarises CCCMH SURG findings of their evaluation of the A2E project.

3.1 Information

CCCMH SURG were not involved in the original funding bid or in setting up the A2E project. SURG understand that the A2E project had to be done within a short time frame with some BDCT staff seconded to work on the A2E project. However, SURG felt that information on the A2E project was limited, which led to confusion for participants and CCCMH SURG evaluation team. There was also confusion around what the A2E participants had been involved in. This was due to another similar employment project with similar name Action for Employment (A4E). The participants SURG spoke to were unsure if they had been part of A2E or A4E. SURG understand and appreciate that the name A2E came from Yorkshire Forward and was part of the original funding bid.

3.2 Choice of activities

CCCMH SURG evaluation team were told by some of the A2E participants that they felt there should have been more choice and a wider range of lack of a wider range of work experience or training activities.

3.3 Open to all

CCCMH SURG evaluation team were found that A2E participants had been selected for involvement in the A2E project and it seemed this was based on people's level of mental ability. CCCMH SURG feel work experience, training opportunities and skill development should be open to all.

3.4 Longer placements

CCCMH SURG evaluation team found that some A2E participants would have preferred longer work placements.

3.5 Social

CCCMH SURG evaluation team found that most A2E participants enjoyed being out and about, meeting people and the social aspect of their involvement in the A2E project. This generally seemed to increase confidence and motivate participants, moving them closer to employment.

3.6 Limitations of the research

CCCMH SURG research team acknowledge that there are the following limitations to their evaluation of the A2E project:

3.6.1 Sample Size

Information and feedback obtained was from 6 of the 17 available A2E participants. CCCMH SURG would have liked to have been able to report the views of more of the A2E participants. With this small, local to Bradford sample size with 2 men and 4 women the findings are not generalisable.

3.6.2 Participant representation

The CCCMH SURG evaluation of the A2E project involved primarily doing telephone interviews with 5 of the 17 available participants. Information on the background, age and ethnicity of participants was not obtained or asked during the telephone interviews. However, some of the original 17 A2E participants had Asian names, but it was not assumed by SURG evaluation team that these participants would define their ethnicity as Asian.

3.6.3 A2E employers

There was no information or feedback gained from the employers involved in the A2E project who offered voluntary work or training to the A2E participants. CCCMH SURG would have liked to have included the views of these employers as this would have given an important perspective on how the A2E participants were involved in work experience. SURG recognise that Jane (A2E project manager) contacted the employers that had been involved in offering training and voluntary work to A2E participants, but they did not respond to give consent to be approached by CCCMH SURG as part of their evaluation of A2E.

4. Recommendations for the future (A2E/employment)

Based on the information gathered during CCCMH SURG research team's evaluation of the A2E project, we respectfully suggest the following recommendations for any future employment projects. However, we would add that many of these recommendations also apply to audit, service evaluation and research projects requiring service user involvement.

4.1 Information

- Project organisers should work with the project participants at the beginning of the project in partnership with service users and carers to produce clear, informative 'project information' sheets about all aspects of the project.
- Project information should be given to all the research participants at the beginning of the project.
- Project information should be provided that responds to the participants' needs, with consideration given to how much information participants want, when it should be given to them and in what format participants would prefer. Some people may be given written information, but they would also like someone to tell them, explain and be given the opportunity to ask questions, if necessary. On the other hand some people can be told information, but only understand it after they have read it.
- Project information should be translated and made available in different languages
- Project information should be reader friendly. Using as few acronyms and jargon words as possible.
- Final project reports should be given to all project participants as well as project commissioners and other interested parties.

4.2 Support

- Project organisers and support workers should ensure regular and routine contact to support the participants.

4.3 Future Employment Projects

- Employment projects need to be continuous and not short term as was the A2E project. Funding should be secured to support long term employment projects.

4.4 An extension of the project

- Project organisers should consider funding to extend this project to enable CCCMH SURG to look at the views of employers.

7. Appendices

Appendix 1- Introduction Letter

U of B Letter headed Paper

The Centre for Citizenship and Community Mental Health (CCCMH)

Service User Research Group (SURG)

Access to Employment (A2E) Evaluation

3rd April 2008

Participant's name & address

Hello

We have been given your contact information by Jane Forster (Manager of Heaton House and the 'Access to Employment' (A2E) project manager).

Firstly, thank you for agreeing to take part in the Centre for Citizenship & Community Mental Health (CCCMH) Service User Research Group's (SURG) evaluation of the (A2E) project. We are very keen to hear from you about your experience of being involved in the A2E project.

We are still in the planning stages, but we wanted to contact you as soon as possible by way of an introduction. We are planning to start the evaluation by having a general discussion meeting/focus group at Heaton House, Springfield and Horton Park Day Centers, sometime in April or May 2008. More information on this will be sent to you nearer the time.

Should you have any questions please contact us.

We look forward to meeting you.

Best wishes.

Tricia Gallagher
CCCMH/SURG



The Centre for Citizenship and Community Mental Health (CCCMH)

Service User Research Group (SURG)

Access to Employment (A2E) Evaluation

Were you involved in the Access to Employment (A2E) project?

Did you have vocational support?

Work experience?

Work preparation?

College course?

Practical training?

Voluntary work?

Information about benefits?

If you were, then we would like to hear from you to help us with the CCCMH SURG (Service User Led) evaluation of the A2E project.

So, if you would like to talk to The Centre for Citizenship and Community Mental Health (CCCMH) Service User Research Group confidentially about your experiences of being involved in the A2E project, please contact us at:

**CCCMH, SURG, University of Bradford,
School Of Health Studies**

Unity Building, 25 Trinity Road, Bradford, BD5 0BB

Tel: 01274 236619. E-mail: cccmh@bradford.ac.uk

<http://www.brad.ac.uk/research/cccmh>

*****WE LOOK FORWARD TO HEARING FROM YOU*****

Appendix 3 - Focus Group Invitation

The Centre for Citizenship and Community Mental Health (CCCMH)

Service User Research Group (SURG)

Access to Employment (A2E) Evaluation

Thursday 22nd May 2008

Participant's name & address

Invitation to attend the focus group meeting on Monday 23rd June 2008

Hello

Further to our introduction letter we sent to you a few weeks ago.

Thank you for agreeing to take part in the Centre for Citizenship & Community Mental Health (CCCMH) Service User Research Group's (SURG) evaluation of the (A2E) project. We are very keen to hear from you about your experience of being involved in the A2E project and any questions or issues that are important to you.

We are planning to start the evaluation by having a general discussion/focus group meeting at Bradford and Airedale Mental Health Advocacy Group, Tradeforce Building, Cornwall Place, Bradford, BD8 7JT on **Monday 23rd June 2008, 10.30am till 1.30pm with comfort breaks as needed and lunch at 1pm**

So we can organize food - please let us know if you can come by ringing us on: 01274 236619 (including a 24 hour answer phone) Or e.mail: cccmh@bradford.ac.uk

Should you have any questions please contact us.

We look forward to meeting you.

Best wishes.

CCCMH/SURG

PS. We have limited funds, but we can reimburse your bus/train fair if needed.

University of Bradford, School Of Health Studies
Unity Building, 25 Trinity Road, Bradford, BD5 0BB
Tel: 01274 236619. E-mail: p.a.gallagher@bradford.ac.uk
<http://www.brad.ac.uk/research/cccmh>

Appendix 4 – CCCMH SURG A2E Evaluation Information Sheets



The Centre for Citizenship and Community Mental Health (CCCMH) Service User Research Group (SURG)

Access to Employment (A2E) Evaluation

Project Information Sheet for participants

Invitation to take part in an evaluation

You are being invited to take part in an evaluation of the Access to Employment Project (A2E). Before you decide it is important for you to understand why the evaluation is being done and what it will involve. Please take some time to read this information and discuss it with others if you wish. Ask us if there is anything that is not clear or if you would like more information.

What is the purpose of this evaluation?

This is a mental health service user led evaluation. The main aim is to find out the experiences and views of the people who were involved in the A2E project.

How are CCCMH SURG going to evaluate the A2E project?

CCCMH SURG members are planning to have a focus group followed by individual interviews.

What happens in the focus group?

CCCMH SURG may have a focus group and/or interviews. Ground rules will be agreed. The aim of the interviews and/or focus group is to identify the main issues around what it was like being involved in the A2E project from those who participated. Everyone will be given equal opportunity to talk about their experiences of being involved in the A2E project.

What happens in the interviews?

The interviews will take place at a mutually agreed time and place. They may be recorded with an opportunity for the participant to turn off the recorder at any time. The interview will be discussed with you so that you can make any changes. We will ask for your permission to use quotes, anonymously in the final report.

Why have I been chosen?

You have been chosen because you were part of the A2E project and you received some vocational guidance, placement and or careers advice.

Do I have to take part?

It is up to you to decide. If you decide to take part you will be given this information form and asked to sign a consent form. If you decide to take part then change your mind you are free to withdraw at anytime without having to give a reason.

Expenses

We have limited funds, but we can reimburse the cost of you using public transport to attend the focus group and or interviews.

What are the possible disadvantages and risks of taking part?

During the focus group and/or interview you may be asked to remember a distressing past event. CCCMH SURG will be able to give additional support and advice if required.

What are the possible benefits of taking part?

In taking the opportunity to talk about your experiences of being involved in the A2E project to CCCMH SURG you will be able to feedback your views to SURG and BDCT.

Will my taking part in the evaluation be kept confidential?

Yes. Your information will be stored in the strictest confidence and only used by CCCMH SURG. We will ask you to sign a consent form which explains any information you provide will be kept confidential. We may use some information, anonymously in the form of quotes in our final report and when presenting the findings.

What will happen if I don't want to carry on?

You are free to withdraw at any time without giving a reason.

Who is organising the funding of the evaluation?

The original A2E project was funded by Yorkshire Forward and carried out by Bradford District Care Trust. A proportion of this funding was set aside for the CCCMH SURG evaluation of the A2E project.

What will happen to the findings of the evaluation?

The information provided by you will be incorporated into a final report. You will be sent this report will be written and recommendations will be made.

Who can I contact for further information?

Tricia Gallagher (CCCMH SURG Administrator & facilitator). Centre for Citizenship & Community Mental Health (CCCMH), University of Bradford , School Of Health Studies, Unity Building, 25 Trinity Road, Bradford BD5 0BB. Tel: 01274 236619 E-mail: p.a.gallagher@bradford.ac.uk
<http://www.brad.ac.uk/research/cccmh>

Appendix 5 – Consent Form



The Centre for Citizenship and Community Mental Health (CCCMH) Service User Research Group (SURG)

Access to Employment (A2E) Evaluation

Consent To Take Part Form

Name of researcher:

Please circle and sign where

appropriate

1. Have you read the project information sheet
Yes No Signed
2. Have you been given a copy to keep?
Yes No Signed
3. Have you been able to ask questions and discuss the study?
Yes No Signed
4. Have you received satisfactory answers to all your questions?
Yes No Signed
5. Have you received enough information about the study?
Yes No Signed
6. Do you understand that you are free to leave the study at any time without having to give a reason?
Yes No Signed
7. Do you agree to the interviews in which you participate being audio-recorded?
Yes No Signed
8. Do you understand that any words you may say during the interview can be used, anonymously, in the presentation of the research findings?
Yes No Signed

9. Do you agree to take part in this study?
Yes No Signed

Name of Participant

Signature

Date

Name of researcher

Signature

Date

Appendix 6 – Semi-Structured Interview Questionnaire



The Centre for Citizenship and Community Mental Health (CCCMH) Service User Research Group (SURG)

Access to Employment (A2E) Evaluation

Semi-structured Interview Questions (all participants)

Participants – Service Users
 Employers
 A2E Project Manager (Jane Forster) (TBC-Interview?)
 A2E development workers (3 I think) (TBC-Interview?)

1. What did you hope to get out of being involved in the A2E project?
Prompts:
 - Increased Self confidence & self esteem
 - New & improved skills
 - Empowerment
 - Increased social contact
 - Opportunity to return to work or education at your own pace.

2. What did you feel you did get out of the A2E project?

3. What has been the most positive outcome for you?
Prompts:
 - If a list of things what was the most valuable/positive.

4. What opportunities has it opened for you?
Prompts:
 - Voluntary work
 - Education
 - Confidence - Out & about, New friends.

5. Were there any disappointments?

6. What could have been done differently?
Prompts:
 - Suggested improvements.

Appendix 7 – A2E Manager questionnaire



The Centre for Citizenship and Community Mental Health (CCCMH) Service User Research Group (SURG)

Access to Employment (A2E) Evaluation

Semi-structured Interview Questions (A2E Manager)

Please clarify, there seems to be some kind of confusion around A2E and/or A4E and whether people were involved?

1. What did people do in the A2E?
 - What did it involve?
 - Training & placements – what did it involve?
 - Where do people go/this take place?

2. How do you feel it went generally?
 - Positive
 - Negative

3. Employers/organisations – who to call?

Appendix 8 – A2E Support Worker Staff questionnaire



**The Centre for Citizenship and Community Mental Health (CCCMH)
Service User Research Group (SURG)**

Access to Employment (A2E) Evaluation

**Semi-structured Interview Questions
(Support Workers)**

Q1: What was your experience as a member of A2E staff?

- 1.1 What worked well on the A2E?
- 1.2 What did not work well on the A2E project?

Q2: What were the outcomes for yourself?

- 2.1 Have you been able to use any of the experience you gained working on the A2E project since it ended?

Q3: What do you think were the outcomes for the people attending the project?

8. References/Further Reading

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