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Workplace Mental Health Support Service (WMHSS)

jobcentreplus
Department for Work and Pensions

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What is ATW Workplace Mental Health

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- Workplace mental health support service (3 Year contract)
- Delivered by Remploy Vocational Rehabilitation Services
- Access to Work funded
- National Coverage (7 Regions).
- Contract started 5 December 2011
- Goal: to improve an employee's wellbeing at work to enable them to remain in work or to return to work if they are off sick
- Emphasis on feeling well and productive at work – not just 'present'
- Support with practical workplace solutions and coping strategies
- 26 weeks confidential and impartial, work-based support delivered by experienced Vocational Rehabilitation Consultants

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Eligibility Criteria

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- Key criteria (must meet ALL three conditions):
 - Be in employment
 - Have a disability / health condition (physical or psychological)
 - Be experiencing *mental distress* at work, i.e. stress, anxiety, general difficulty coping
- Further eligibility points:
 - Can be off sick or in work
 - Primary condition could be physical, but must evidence additional mental distress experienced

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What does the support consist of?

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- Initial assessment to determine barriers to workplace wellbeing – incl. thorough understanding of job role and impact of mental distress
- Development of a support plan to improve the employee's wellbeing and productivity – focus on practical workplace coping strategies
- Assistance with implementing the plan for 26 weeks – face to face, telephone, email as required.
- Customer-led approach, but employer engagement encouraged
- Delivered by vocational consultant's with significant experience working with mental health in a vocational setting

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Primary Mental Health conditions reported

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Condition	Percentage
Anxiety disorders	25%
ADD Behaviour Disorders	5%
Depression	40%
Bipolar Disorder	15%
Schizophrenia	5%
Stress	20%
Other	5%

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Additional health conditions / disabilities

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- 52% of customers have reported a second mental health condition – most frequently anxiety
- 53% of customers also report a further disability or health condition (in addition to their mental health condition) – most frequently learning disabilities and long term medical conditions.

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Key demographics

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- 42% of customers are from the public sector
- 62% work full time
- 61% are female

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Types of interventions

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Possible interventions include:

- assistance developing practical workplace coping strategies
- help to identify workplace factors that exacerbate condition and how to address these
- employer education / guidance around mental health
- guidance on planning and implementing return to work (if been off sick)
- advice on redeployment into a more suitable role
- support with negotiating and agreeing adjustments / accommodations
- identification of and sign posting to internal support or external organisations where required
- attendance at internal meetings, e.g. Occupational Health, HR, line manager
- 92% of customers who have received the full 6 months support have retained their employment

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Referral process

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Quick and simple

- 0845 / 0345 2688 489 – referral line
- Contact for any queries:
 claire.wornham-fellows@remploy.co.uk 07554332625

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Customer feedback...

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"Thank goodness for Access to Work and Remploy. After your visit I was able to hit work's targets the next day."


"I can now return to work on reduced hours and duties. I am just so happy I could burst"

"Your help has been a life-line. Since you came, behaviours have improved. The harassment with regard to how quickly I was working and what was left to do has calmed down."

"Excellent communication, excellent support, excellent service."

"Without Remploy I do not think my management would have made such an effort to improve my second return to work."


"Without Remploy's support, I am very confident I would have succumbed to stress again by now and gone off sick."

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Thank you

Q & A

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