

Rhyl City Strategy



Gwasanaeth Iach i Weithio  
Fit for Work Service



# Fit for Work Service:

supporting sickness absentees to  
return to work

**Base Conference**  
**7<sup>th</sup> September 2011**



# Fit for Work Service

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Rhyl Fit For Work Service Manager

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## Working for a healthier tomorrow

- March 2007 - Dame Carol Black - a review of the health of Britain's working age population
- Understanding of health of working age people, impact on government, the economy and society
- Make recommendations to Government on how to improve the health of the working age population
- 'Working for a Healthier Tomorrow' Published in March 2008 - highlighted cost of sickness absence

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# Quiz



# Quiz

1. According to the online magazine, the HR director, how many people admit they have taken time off work in the last 12 months as a result of money worries?  
a) 1%   b) 3%   c) 7%   d) 10%



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# Quiz

2. A YouGov survey discovered more than a quarter of Brits are relying on winning the lottery to help improve their financial situation. How many people often or sometimes struggle to make it to their next payday?

- a) 23%    b) 33%    c) 43%    d) 53%



# Quiz

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- a) 23%    b) 33%    **c) 43%**    d) 53%





# Quiz

3. Of more than 900 over-indebted clients of Citizens Advice Bureaux in the UK, what percentage mentioned that they were suffering from stress, anxiety or depression?

- a) 2.6%   b) 6.2%   c) 26%   d) 62%



# Quiz

3. Of more than 900 over-indebted clients of Citizens Advice Bureaux in the UK, what percentage mentioned that they were suffering from stress, anxiety or depression?

- a) 2.6%   b) 6.2%   c) 26%   **d) 62%**



# Quiz

4. Of the 2.6 million people on Incapacity Benefit, how many people are on IB in Wales?

a) 175,000

b) 200,000

c) 290,000

d) 330,000



# Quiz

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**b) 200,000**

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# Quiz

5. Mental Health problems cost the Welsh Economy £1.2 billion per year!

True or False



# Quiz

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**True** or False



# Quiz

6. Within the UK, roughly how many people will call in sick to work this week?

a) 500,000      b) 750,000      c) 1 million

d) 2 million



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# Quiz

7. Workers who are off sick for 4-12 weeks have what percentage chance of being off work at one year?

a) 10-40%

b) 45-60%

c) 70%

d) 80%



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## Working for a healthier tomorrow

- 150 million working days are lost each year to sickness absence
- Over 300,000 people each year flow from work onto ESA/IB – around 50 per cent of the total on flow
- Nearly two thirds (of those above) have a mental health condition or musculoskeletal disorder



## Working for a healthier tomorrow

- Expenditure on ESA/IB/SDA - £13 billion per year.
- Cost of working age ill-health to the Government is over £60 billion per year
- Cost of working age ill-health to the economy is over £100 billion per year.
- Of this £30-40 billion can be attributed to mental health problems.



## Working for a healthier tomorrow

- **A new vision for health and work in Britain**
- *One of the key objectives was:*
- Early intervention for those who develop a health condition
  - Work can be good for people
  - Looking outside of the medical model
  - Fit for Work Service proposed
  - A number of pilots - various models of service delivery



## Fit for Work Service

- Originally a joint DOH / DWP initiative
- Bids were invited from interested parties
- 2009, bid submitted - Rhyl City Strategy CIC in partnership with Betsi Cadwaladr University Health Board and Public Health Wales
- 50 bids, 11 successful bidders were selected
- 8 in England, 2 in Scotland, 1 in Wales



## Fit for Work Service

- Main aim of the pilots –
- to provide a personalised back-to-work support that would help sickness absentees to:
  - return to sustained work sooner than they would have otherwise done
  - and thereby*
  - reduce the flow on to welfare benefits



## Fit for Work Service

### *Pilots were asked to:*

- Focus on sickness absentees—in small and medium-sized enterprises (SMEs)
- Contribute to tackling health inequalities – e.g by covering less well-off areas
- Effectively combine support to form a biopsychosocial model.
- Be person-centred and responsive to individuals' needs.
- Provide timely, coordinated back-to-work interventions





## Rhyl Fit for Work Service

- ✓ Focus on sickness absentees – within 12 weeks (ideally 2 -6)
- ✓ SME employees including self employed
- ✓ Early and rapid access to intervention
- ✓ Fully case managed service
- ✓ Fast referral to appropriate intervention



# Rhyl Fit for Work Service

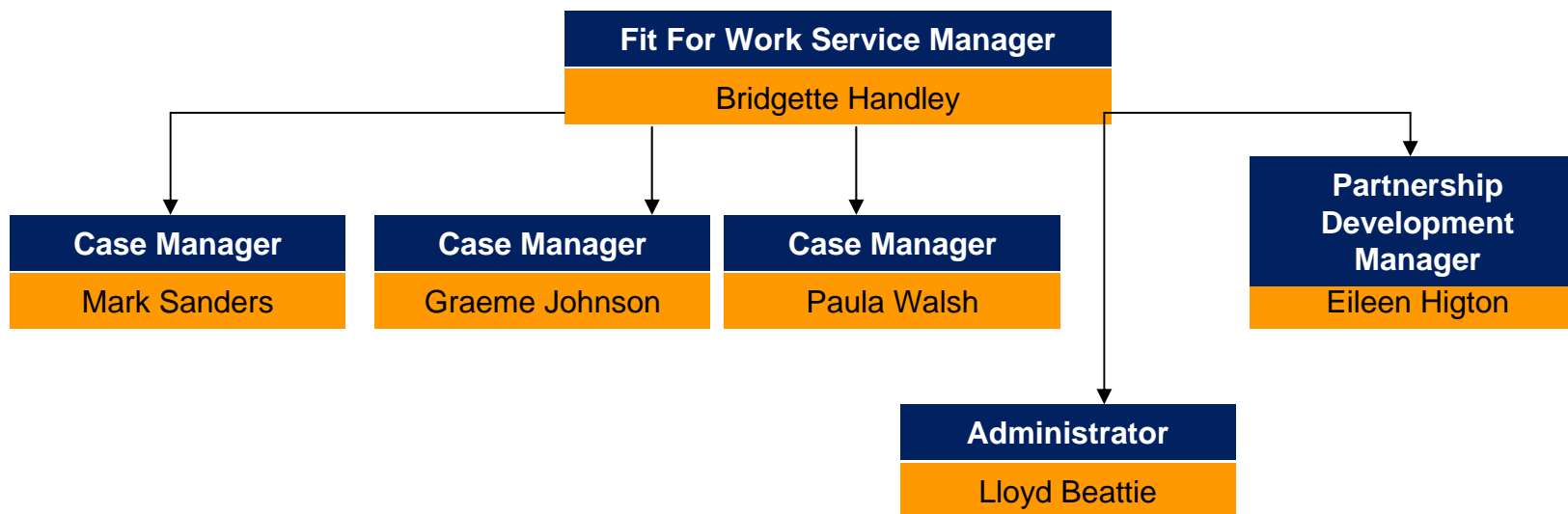
## ***Interventions:***

- Physiotherapy BCUHB at Glan Clwyd
- Counselling including CBT – Mind and local private counsellor
- Talking therapies including life coaching and NLP

***Signposting to:*** Debt, housing, employment advice and mediation, relationship advice, drug, alcohol advice



# Rhyl Fit For Work Team



**Case Managers based at PCC Rhyl**



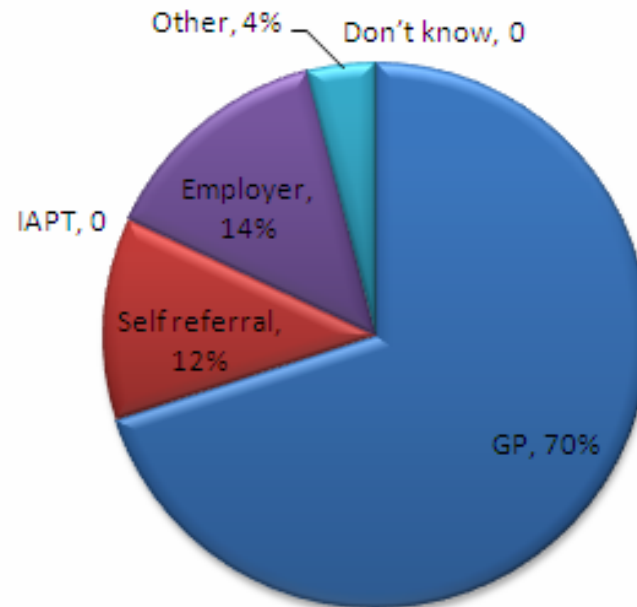
## Fit for Work Service

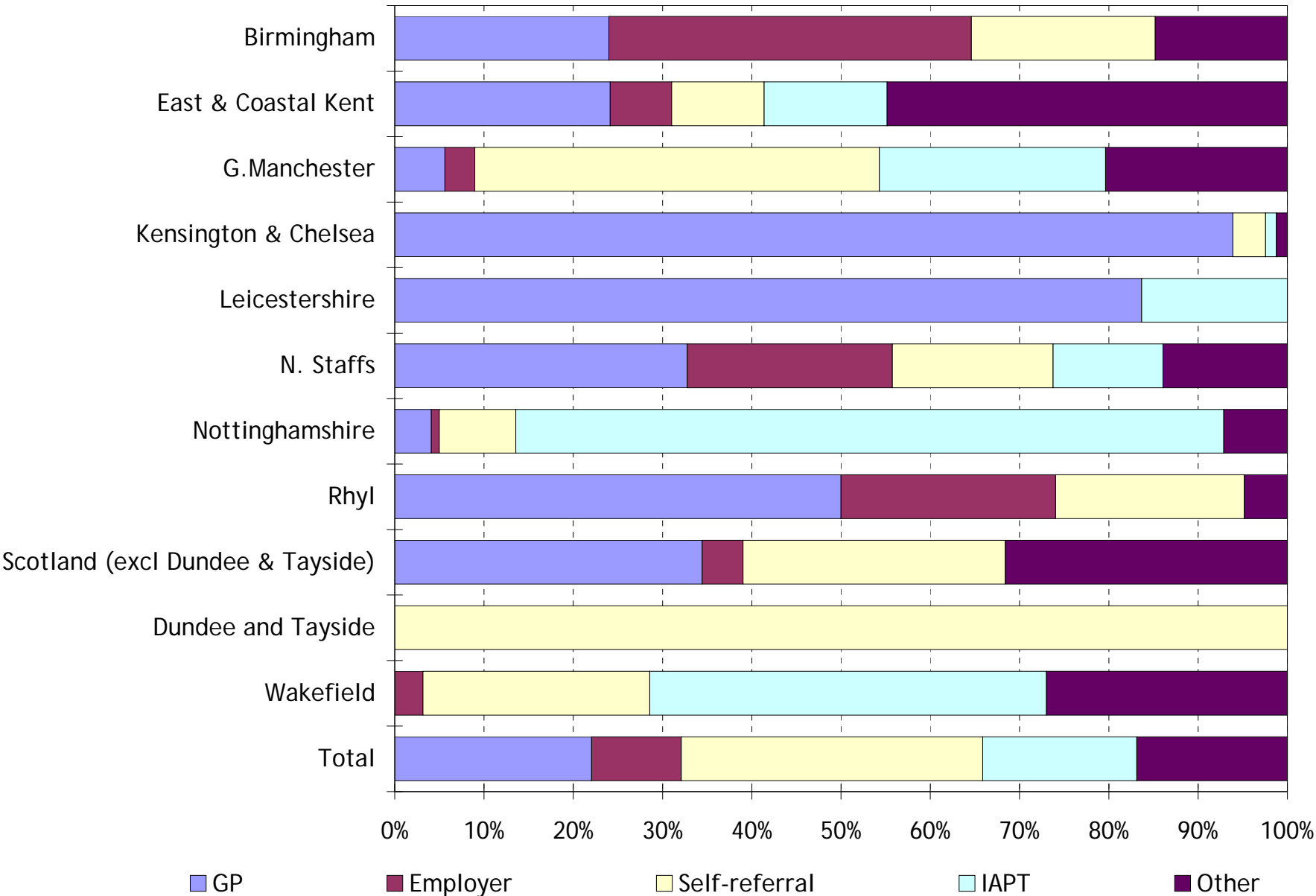
Source of referral	Rhyl
GP	60% <b>(70%)</b>
Self referral	22% <b>(12%)</b>
IAPT	0
Employer	14%
Other	4%
Don't know	0
Base (N =100%)	<b>557</b>



# Rhyl Fit for Work Service

## Referrals





**Source: Aggregate data submitted by FFWS pilot site up to the end of December 2010**



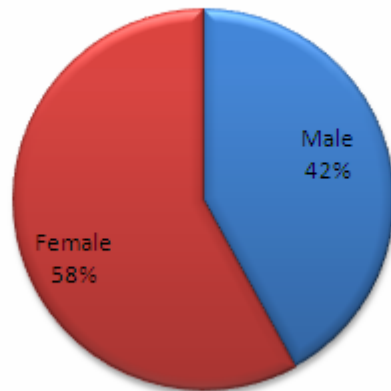
## Fit for Work Service

Gender / age	Rhyl
Male	42%
Female	58%
16 - 29	16%
30 - 39	24%
40 - 49	33%
50 plus	27%

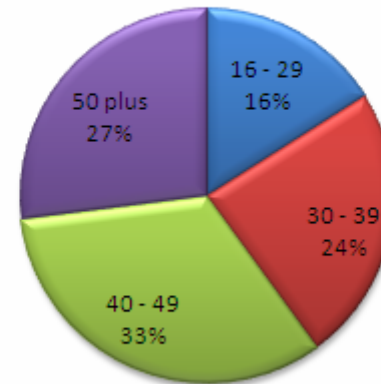


# Fit for Work Service

**By Gender**



**By Age Group**





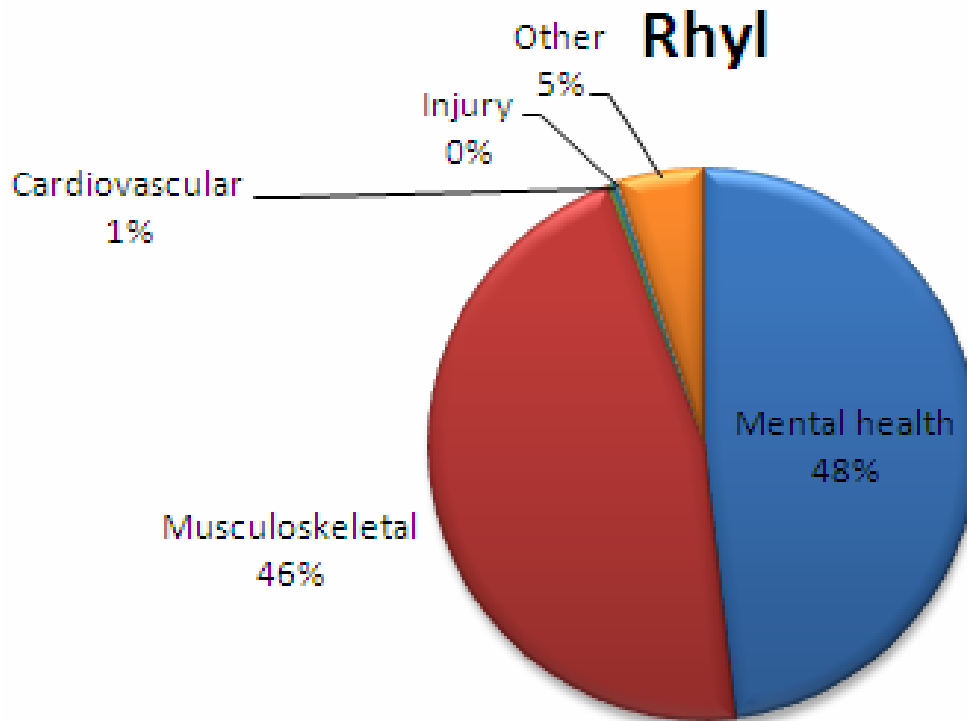


## Fit for Work Service

Health Condition	Rhyl
Mental health	48%
Musculoskeletal	46%
Cardiovascular	.3%
Respiratory	
Injury	.3%
Other	5%



# Rhyl Fit for Work Service





## Rhyl Fit for Work Service

### Off sick at entry



**At discharge: Off sick, now back at work 67%**  
**Off sick, still off sick 33%**



## Rhyl FFWS – Client satisfaction (off flows)

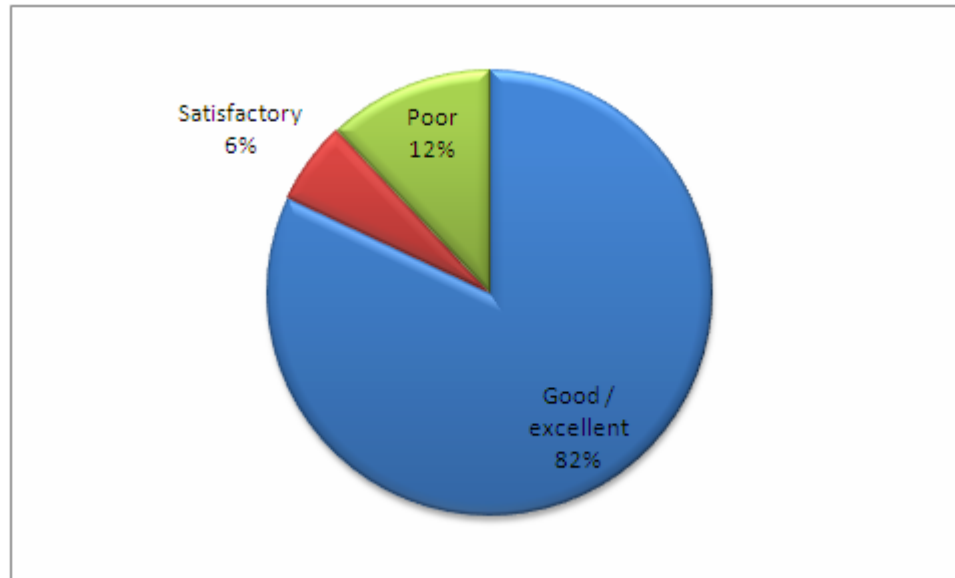


**How would you rate your overall impression of the FFWS?**

**Good / excellent 84% Satisfactory 12% Poor 2%**



## Rhyl FFWS – Client satisfaction (off flows)

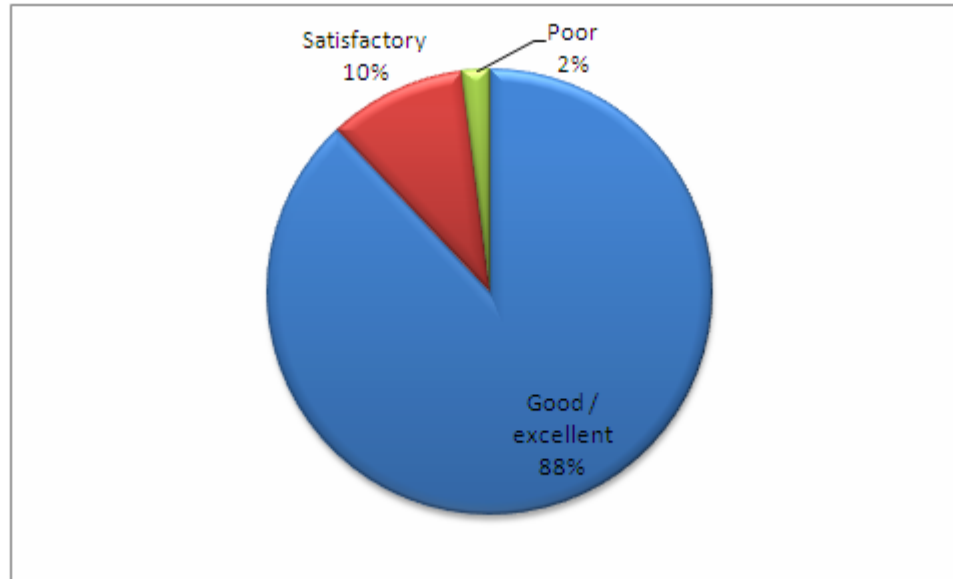


**How do you rate the speed at which you were first seen by a Case Manager**

**Good / excellent 82%    Satisfactory 6%    Poor 12%**



## Rhyl FFWS – Client satisfaction (off flows)

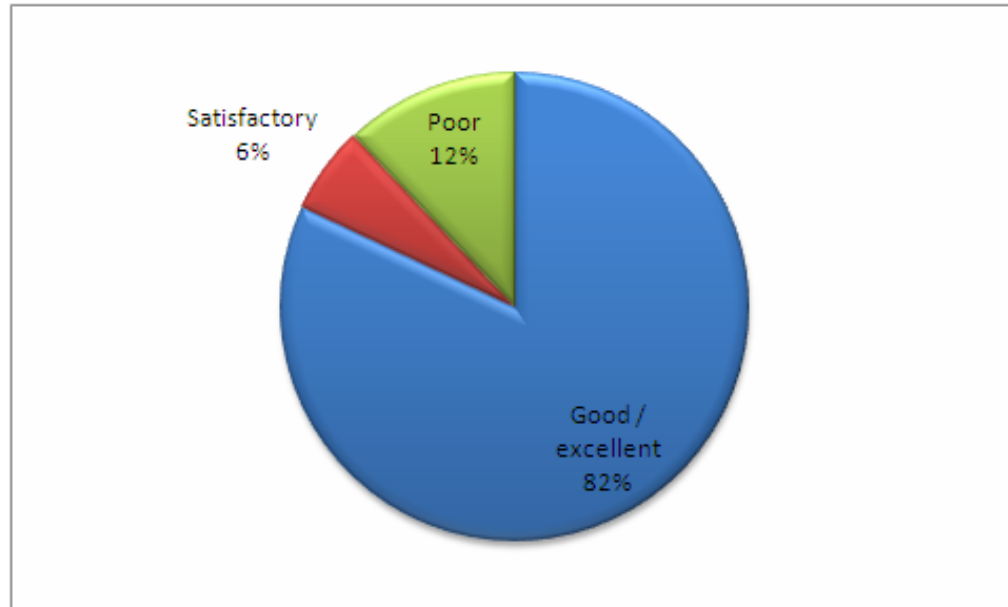


**How do you rate the quality of the intervention you received?**

**Good / excellent 88%    Satisfactory 10%    Poor 2%**



## Rhyl FFWS – Client satisfaction (off flows)

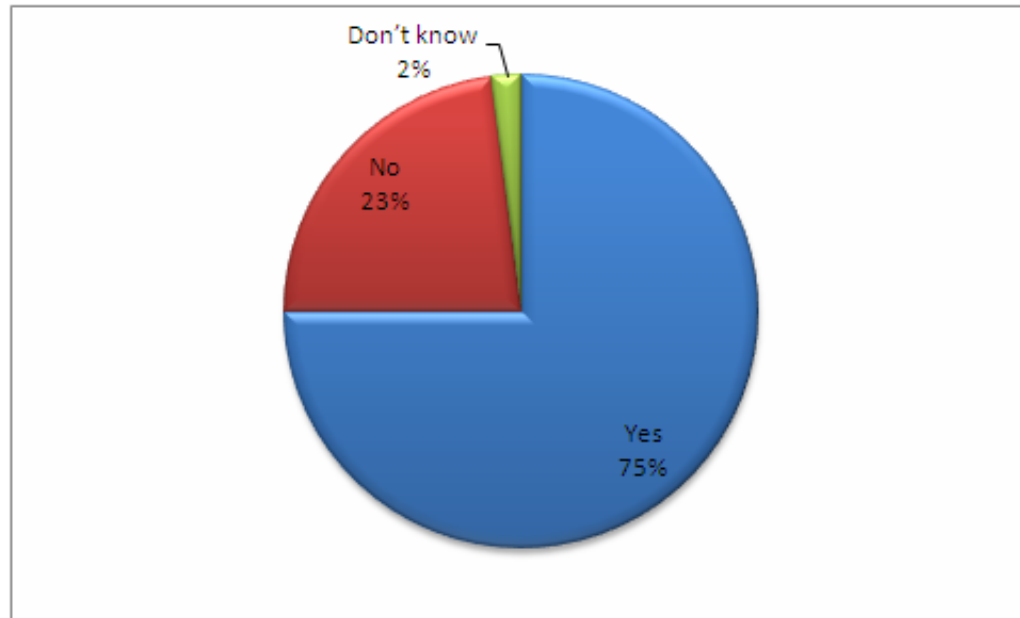


**How do you rate the speed at which you were referred to a therapist?**

**Good / excellent 82%    Satisfactory 6%    Poor 12%**



## Rhyl FFWS – Client satisfaction (off flows)



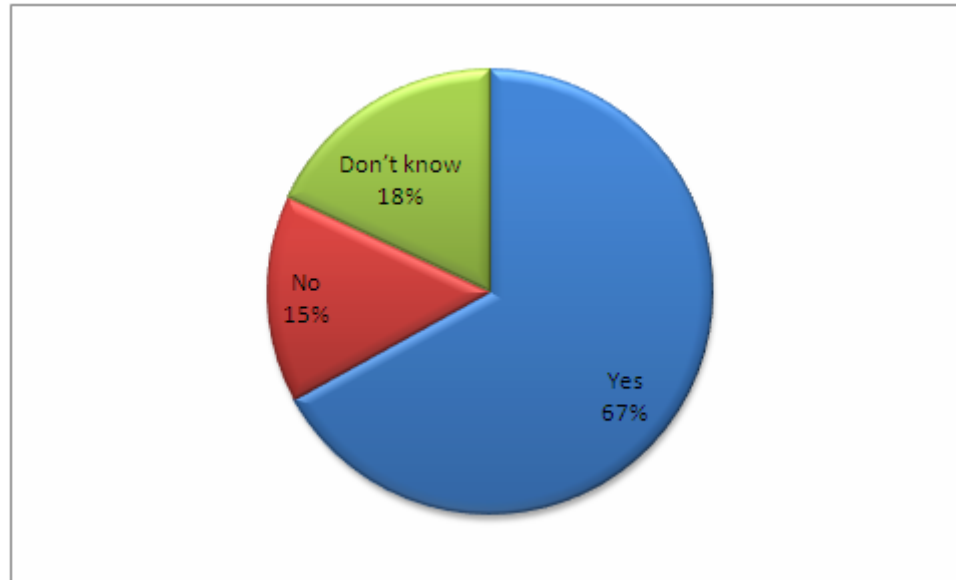
**Do you feel the FFWS helped you return to work more quickly than if you had not had the support of FFWS?**

**Yes 75% No 23% Don't Know 2%**





## Rhyl FFWS – Client satisfaction (off flows)

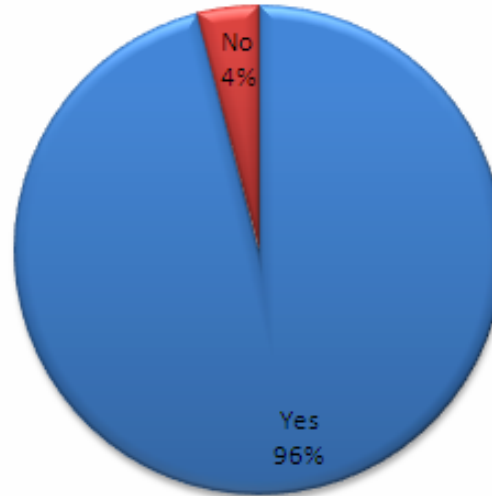


**Do you feel the FFWS has had a positive impact on your current work situation?**

**Yes 67% No 15% Don't Know 18%**



## Rhyl FFWS – Client satisfaction (off flows)



**Would you recommend this service to others?  
(colleagues, family, friends)**

**Yes 96% No 4%**



# Fit for Work Service

## Going Forward

Rhyl FFWS continuing to provide service to area

- Continuation until March 2013 – to provide more robust national data
- Sustainability after 2013
  - Potential national rollout if efficacy proven
  - Opportunities for Wales to embrace service



## Rhyl Fit for Work Service

**Thank you for listening**  
**Any question?**

