

5th Annual Conference

**Holiday Inn Brighton
8-9 September 2010**

www.base-uk.org



Conference Programme

Wednesday 8 September

- 9.40 Welcome:
- Jane Collinson (Chair, BASE)
- Video presentation:
- Maria Miller MP (Minister for Disabled People)
- 10.00 Keynote speech
- Richard Johnson (Managing Director, Serco Welfare to Work)
- 10.45 Break
- 11.15 Workshops: session A
- 12.30 Lunch
- 1.45 Keynote speech
- Kathy Melling (National Employment Lead, Valuing People Now)
- 2.30 David Grainger Award
- 2.45 Workshops: session B
- 4.00 Break
- 4.30 BASE Annual General Meeting (members only)
- 7.30 Conference dinner and Awards evening

Thursday 9 September

- 9.30 Workshops: session C
- 10.45 Break
- 11.15 Keynote speech
- Sally Burton (Chief Executive, Shaw Trust)
- 12.00 Lunch
- 1.15 Keynote speech
- Rachel Perkins (MIND Champion 2010 & author of the Perkins Review: Realising Ambitions)
- 2.00 Workshops: session D
- 3.15 Plenary
- 3.30 Close of conference

Speakers

Richard Johnson

Managing Director, Serco Welfare to Work

Richard Johnson is Managing Director of Serco Welfare to Work, a business unit of Serco Civil Government. He took up the role in June 2007, having spent 10 years creating and managing programmes to address social exclusion, principally involving long-term unemployment, across the world.

Serco is a FTSE 100, international service company, with annual sales of around £4 billion. It is committed to helping governments and commercial customers deliver and improve essential services across many areas of public life, from justice to healthcare, education to defence and does this by combining its commercial expertise with a deep seated public service ethos. Serco employs around 70,000 people in more than 30 countries and territories around the world.



Headquartered in Hook in Hampshire, Serco Civil Government provides services applicable across UK central government departments in four main business units: Health, Home Affairs, Transport, and Welfare to Work.

Before joining Serco, Richard was Chief Executive of WorkDirections, a welfare to work provider with a reputation for innovation and quality. He co-authored a paper 'Buying Quality Performance' in which the notion of a 'target accelerator' was first described – this is a refinement of outcome-based funding models which is now being considered across a number of areas of public service outsourcing.

Serco Welfare to Work developed a new approach to employment services in the UK and were selected by the Department for Work and Pensions to deliver the first phase of Flexible New Deal in three major regions of the UK. Serco's strategy has been to subcontract all front-line delivery to networks of subcontractors drawing on the best local and national welfare-to-work providers and integrating them effectively with specialist, community based organisations. This prime contractor model is being rolled out nationally under the coalition government's Work Programme, with services extended to include people trapped on Incapacity Benefit.

Kathy Melling

National Employment Lead, Valuing People Now

Kathy Melling joined the Valuing People Now Team on the 30th November as the National Employment Lead and she is working with the cross-government Valuing Employment Now Team. She comes from a background of supported employment with her first experiences in the sector in the late 1970's in the United States. She has worked in the UK since the 1980's and developed a local service in Kent called Kent Supported Employment that has successfully supported hundreds of disabled people into employment, including people with moderate to severe learning disabilities. She has also been involved in the establishment of the British Association for Supported Employment, and until recently has been an active member of the National Executive Committee.



Sally Burton Chief Executive, Shaw Trust

Sally Burton is Chief Executive of Shaw Trust, the largest third-sector provider of employment services. It also delivers a wide range of services to support lifelong learning, promote independence and enable greater participation of excluded people.

Originally a teacher, Sally has previously been a Civil Servant, Director of Adult Services and Chief Executive in the NHS. Sally has been in her current post since November 2009, and is currently developing a new strategy for Shaw Trust in the context of the economic climate and the aspirations of the new Government.



Sally is particularly keen to build on the wide range of services already delivered to improve the impact Shaw Trust can have on individuals and wider communities. She is also keen to form strategic alliances to ensure that Shaw Trust and other third sector organisations can continue to be influential in shaping and delivering public services.

Rachel Perkins MIND Champion 2010 & author of the Perkins Review: Realising Ambitions

Formerly Director of Quality Assurance and User Experience at South West London and St. George's Mental Health NHS Trust, Rachel Perkins is now a freelance consultant and a member of the 'Implementing Recovery – Organisational Change' project team (a programme to help organisations to develop recovery-focused practice commissioned by the Department of Health and delivered by a partnership between the NHS Confederation and Centre for Mental Health).

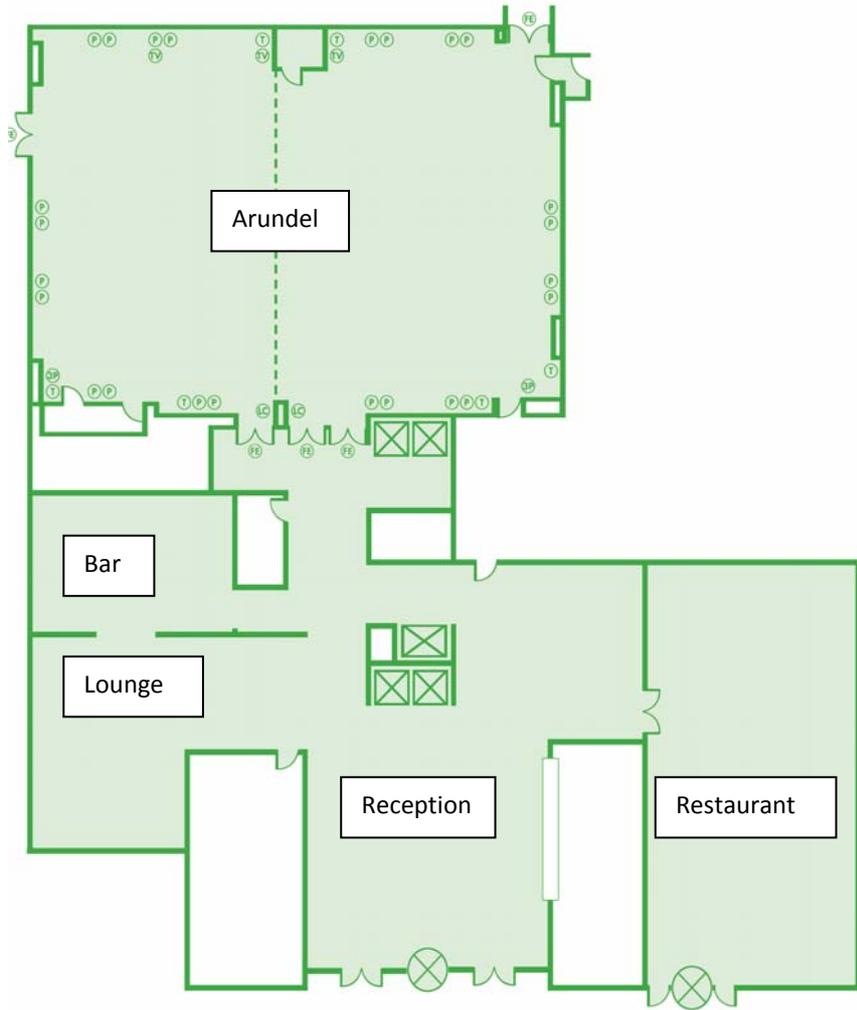
Her background is in clinical psychology and she is also a long term user of mental health services, a member of the Department of Work and Pensions Disability Employment Advisory Committee (DEAC), Equality 2025 and Mind's Commission of Enquiry into Acute and Crisis Care. In 2009, Rachel was commissioned by the Secretary of State for Work and Pensions to lead an independent review into how Government might better support people with mental health problems to gain work and prosper in employment. (*Realising ambitions: Better employment support for people with a mental health condition*, DWP, December 2009).



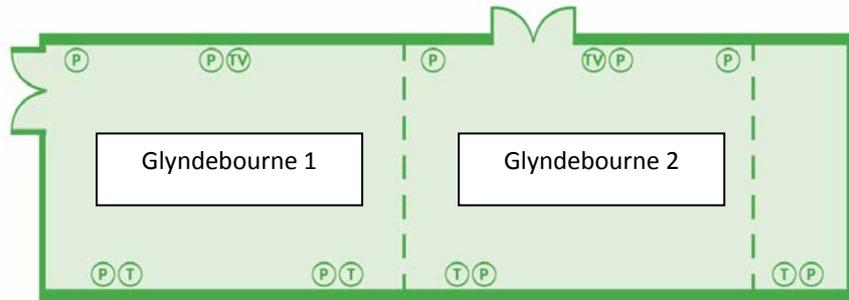
She has written and spoken widely about recovery and social inclusion for people with mental health conditions and has pioneered the UK development of programmes to help people with mental health difficulties to access employment and education based on the 'Individual Placement with Support' approach, including one designed increase employment opportunities within mental health services for people who have themselves experienced mental health problems. In 2010 she was awarded an OBE for services to mental health and voted Mind Champion of the Year. Her latest book, written with Julie Repper, is *Social Inclusion and Recovery: A Model for Mental Health Practice* (2003, Balliere Tindall).

Hotel layout

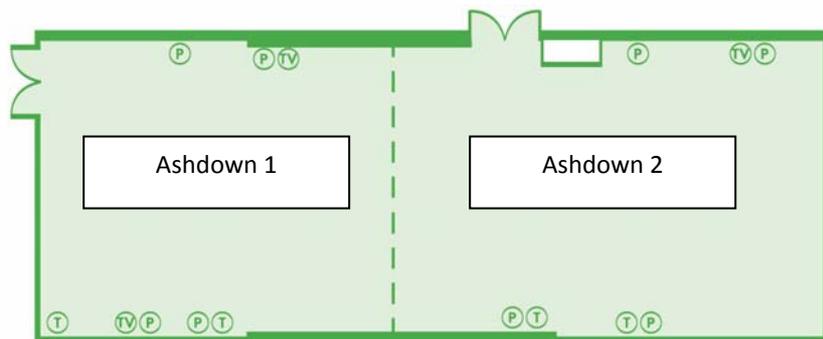
Ground floor



Second floor



Third floor



Workshop Programme

Parallel Session 1 (8th September: 11.15am – 12.30pm)

Workshop A1	Room: Arundel
Is Supported Employment financially cost effective?	
Mark Kilsby (Kilsby & Allen)	
<p>We know that SE improves people’s lives, but few studies show the financial cost implications of the approach. David Freud’s DWP report showed significant savings accrued to the taxpayer when single parents are supported into work. These savings could be even greater for people accessing SE, given their exceptionally high unemployment rates, and subsequent dependency on welfare benefits and LA run services. This potential marry-up of good personal outcomes <i>with</i> ‘savings’ is a tempting prospect given the current economic climate.</p> <p>There are number of reasons why supported employment should be financially viable compared to traditional in-house LA provisioning. It’s focus on fading support over time should free-up resource to support new clients, increasing savings over time. It also provides financial ‘flowbacks’ including increases in tax revenue, reductions in welfare benefits, and less dependency on LA day services. The question is whether these flowbacks outweigh the costs of delivering SE and what service characteristics produce the best cost/benefit outcomes.</p> <p>This workshop presents results of research being conducted in collaboration with Kent Supported Employment and the DWP. As evidence grows in this area, we can begin to determine how investment in supported employment is best managed to secure a foundation for sustainable growth.</p>	

Workshop A2	Room: Glyndebourne 1
Let’s talk about disability!	
Fred Bowen (BASE)	
<p>Are you comfortable with the way you present this subject to employers and strategic partners you work with? What works and what doesn’t.? If supported employment is to make progress to address the unacceptable numbers of people with moderate to severe learning disabilities and mental health problems in paid employment then we need to talk about it openly to employers.</p> <p>This workshop will invite delegates to participate in discussions with their colleagues to provide an opportunity to share their experiences and examine their personal attitudes towards managing the way we use language to describe disability. Recent experiences with a number of BASE members that have been involved in arranging conferences and workshops for employers struggle to decide on naming an event. There would appear to be a fear that because the word ‘learning disability’ or ‘mental health’ appears in the title it will deter employers from attending. As service providers we need to address this situation and be brave, bold and openly present the subject in a realistic and positive way.</p>	

Workshop A3	Room: Glyndebourne 2
Innovations in job retention and supported employment in primary care	
Michael Duignan-Murphy and Kerry Turner (mcch Society)	
<p>The workshop will focus on two mcch projects i.e. the IAPT Employment Advisor pilot (in West Kent) and the Employment, Health and Wellbeing (EH&W) in Primary Care project (in North Kent and Southeast Kent).</p> <p>The IAPT EA pilot is focused on a combination approach to Job Retention i.e. clinical and employment expertise being provided to support individuals to retain their employment, while the EH&W project is focused on supporting individuals to not only retain their employment but also to gain employment. We will outline:</p> <ul style="list-style-type: none"> • how the projects reflect national best practice • the manner in which project delivery occurs • achievements to date • the range of innovations that have occurred • challenges and how these have been overcome • case studies to demonstrate support provided • quality monitoring 	

Workshop A4	Room: Ashdown 1
Benefits and Tax Credits –supporting disabled young people from education to work	
Debbie Witton (Salford Welfare Rights Service)	
<p>Parents and carers often worry about the impact on the family's benefit entitlements when a young person leaves full-time education and starts work.</p> <p>This workshop will give you a brief overview of what happens to both the young person's and their carers benefits and give tips and tactics for ensuring that families are not worse off. It aims to give you the confidence to ease those fears and support carers to support disabled people into work.</p> <p>The workshop will cover:</p> <ul style="list-style-type: none"> • 16 to 20 year olds in full-time education or training - Choosing between parent/carers claiming child tax credit or the young person claiming in their own right • How work affects Disability Living Allowance and Carer's Allowance • Impact of working on parent/carer housing benefits • Update on Employment & Support Allowance and the new permitted work rules • How to refer for specialist welfare rights advice in your area 	

Workshop A5	Room: Ashdown 2
Youth Supported Employment Project – a transitions model	
Danny Rushton (Pure Innovations Ltd)	
<p>YSEP works with teenagers with learning disabilities, aged 16-19, to help and support them to get a paid job after school or at the weekend. We use same age peers or mentors to provide support on the job. The project has been running in Manchester since January 2010.</p>	

The workshop will be delivered by the Project Leader from Manchester. The first half of the workshop will be a presentation, and you will gain an understanding of:-

1. What is the Youth Supported Employment Project
 - 1.1 The Model
 - 1.2 Peer Support
2. The Manchester Experience
 - 2.1 What has Worked Well
 - 2.2 Challenges

At this point there will be an opportunity for a short question and answer session. This will be followed by a more interactive session including:-

3. Robert & WH Smith (a Case Study)
 - a video link which interviews Robert, his peer support and WH Smith (the employer) who each in turn talk about their experiences, feelings and personal outcomes.
4. The Future for Transitions
 - delegates will be invited to form into working groups and identify a model that they would like to see in terms of a step-by-step journey from Year 9 to employment.

Parallel Session 2 (8th September: 2.45pm – 4.00pm)

Workshop B1	Room: Arundel
Disability support within the Work Programme	
Rob Murdoch (A4E)	
<p>Rob Murdoch, A4e's Executive Director discusses the potential delivery methods for the Work Programme. Rob will look at the how SME's and specialist organisations can be fully integrated and included into the design and delivery of the Work Programme. Rob will also look at specialist streams of support for customers with barriers such as mental health needs. How do we join services to ensure we are providing the most comprehensive support to all customers?</p>	

Workshop B2	Room: Glyndebourne 1
Future Clean: a model for self employment	
Rod Burnett and Geraldine Scott-Smith (Pluss)	
<p>Pluss have an ESF transnational project to create Social Enterprises employing people with disabilities. Future Clean in conjunction with 2G is one of the projects that utilises a revolutionary car valeting system that is very environmentally friendly with low set up costs.</p> <p>So far Pluss have set up or is in the process of establishing FUTURE CLEAN within 3 different Local Authority areas with paid jobs and are looking at this system to become a vehicle for self employment with continued support from Pluss.</p> <p>The system ticks many environmental boxes as well as being a really flexible process to operate. FUTURE CLEAN has the potential to be a national project delivering much needed paid employment across a broad spectrum of disability needs.</p>	

Workshop B3	Room: Glyndebourne 2
What Works - increasing employment opportunities for people with disadvantage	
Christina Earl (Department of Health)	
<p>Research has shown the positive impact of work on the health and wellbeing for everyone, but for many of the most vulnerable individuals this can be hard to make a reality. Our aim is to promote an increase in employment and settled accommodation for people who are considered the most excluded in society, including care leavers, people with moderate/severe learning disabilities, people with serious mental health conditions, and offenders. The question we will be exploring in this workshop is how we increase the number of employment opportunities available for these individuals, in this difficult financial climate, particularly within the public sector?</p> <p>With a focus on projects in the South East, we will be illustrating areas of good practice and giving tips on how to engage with your local public services and employers to gain more jobs for those who are hardest to help. Projects being highlighted include local authorities who have dramatically increased the number of people with learning disabilities and mental health conditions within their authority and how this was done. Also the Department of Health South East and the two Strategic Health Authorities in the South East have funded 17 projects focussed on improving outcomes for disadvantaged groups and we will be highlighting their experiences to date.</p> <p>There will be an opportunity to share good practice, issues or concerns with the wider group. We want to take away some great examples from the participants of how they have increased job opportunities in their own organisations and overcome barriers. Likely topics for discussion will include; working with multiple disadvantage: making the business case for savings on social care services; using other levers to greater inclusion; overcoming recruitment concerns; retention of staff and working in difficult economic climates.</p>	

Workshop B4	Room: Ashdown 1
From Supported Business to Social Enterprise	
Robert Fairbairn (BASE), Jo Munns (Remploy), Kathy Baker (Social Firms UK)	
<p>As cuts in public sector funding start to bite is there a future for Supported Businesses? Certainly one size does not fit all. In this workshop Jo Munns will share the Remploy experience of developing Social Enterprises across 5 of their sites.</p> <p>Kathy Baker from Social Firms UK will discuss the Social Firm business model and Robert Fairbairn will look to explore ways in which we can work together within the sector.</p>	

Workshop B5	Room: Ashdown 2
Dynamic Careers Coaching Process for Adults in Transition	
Erica Sosna (The Life Project)	
<p>An opportunity to try out a range of simple, accessible careers coaching tools to help adults and youth find their ideal work and working environment. Expand your toolkit to support your clients and developing their employability skills and confidence along the way.</p> <p>Offering an innovative and effective approach to the personalisation agenda, The Life Project CIC, a Brighton based social enterprise, has been offering dynamic and empowering careers coaching methods training to housing trusts, councils, employment organisations and youth</p>	

projects across the South East.

Participants will leave with six new tools, a free guide to using the tools with clients and their own “life project” career review!

Parallel Session 3 (9th September: 9.30am – 10.45am)

Workshop C1	Room: Arundel
Consortia building	
James Jennings (Northwood Valley Consulting)	
<p>This workshop will give an overview of the legal and practical implications of consortia and Special Purpose Vehicles. This will include:</p> <ul style="list-style-type: none">• The value of consortia and SPV• Things to look out for and mistakes to avoid• How to negotiate and mobilise a consortium or SPV• Management and mediation within a consortium• How Government departments assess consortia• The next steps – 1 contract is only the start	
Workshop C2	Room: Glyndebourne 1
Welfare Rights – the missing element.	
Phil Hanns and Julie Burton (National Association of Welfare Rights Advisors)	
<p>This workshop will look at the positives a welfare rights perspective can bring to supported employment services. It will identify what welfare rights officers do and how this can complement supported employment. Areas of potential conflict and solutions will be considered.</p> <p>Drawing on examples of good practice and partnership working it will provide participants with ideas and practical ways of working which will enhance service provision in their locality. The workshop will also look at the work of the National Association of Welfare Rights Advisors (NAWRA) and explore how future links could be developed.</p>	
Workshop C3	Room: Glyndebourne 2
The mutual back-scratch: Job Carving to meet the needs of business & jobseeker	
Ruth Twine (Ruth Twine & Associates)	
<p><i>“Without negotiating jobs that meet the needs of <u>both the jobseeker and business</u>, all our fancy skills in profiling and job coaching, and our dusty framed Mission Statements, will mean, quite frankly, diddly-squit”</i></p> <p>Are you spending your days helping disadvantaged jobseekers complete endless application forms and preparing for interviews that come to nought? Do the only jobs at the end of that lengthening queue of unemployed people seem to be entry-level, samey, short-term and ill-fitting? Are you panicking as the cuts on services descend, and you haven’t got enough jobs to evidence your service?</p>	

This workshop aims to reinvigorate your commitment to negotiating jobs on an individual basis – it’s an approach that is more sustainable, time-efficient, and yields quality (and quantity) results. And it actively engages everyone involved.

The workshop will include:

- Why individually negotiate jobs – the case for business, the jobseeker, and the supported employment service
- Variants on “job carving”
- Bringing the jobseeker and their significant others on board
- Overview of the process of employer engagement and negotiation
- Examples of carved jobs
- Where carved jobs sit with policies and legislation
- Experiences from ‘the frontline’ of when it’s worked, and when it hasn’t

The presenter has worked as practitioner and trainer in supported employment for 19 years and brings her own experience and those of teams around the country. As well as receiving information and ideas, workshop participants will have the opportunity to discuss the issues involved.

Workshop C4	Room: Ashdown 1
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IPS (Individual Placement and Support) in practice

Martin Dominy (Southdown Supported Employment), Kate Bones (Sussex Partnership NHS Foundation Trust), Jenni Bacon (Centre for Mental Health)

Individuals with severe and enduring mental health conditions are less likely to be employed than any other group of disabled people, yet the vast majority want to work.

Research clearly demonstrates that IPS is the most effective method of supporting people with severe and enduring mental health needs to secure and maintain paid competitive employment.

The IPS model is based on 7 key principles with evidence indicating that the closer the employment service is faithful to these principles (fidelity) the better the outcomes.

The 7 principles are:

- Competitive work
- Working with people’s preferences and interests
- Rapid job search
- Integration
- Access to benefit advice
- Zero exclusion
- Time unlimited support

Southdown Supported Employment (a third sector provider) works in partnership with Sussex Partnership NHS Foundation Trust to deliver IPS services across Sussex.

This workshop uses our experience to explore IPS in practice and focuses on implementing the 7 principles. We will consider the issues & challenges we have faced and how we’ve worked to overcome these.

The workshop will be delivered in partnership with Jenni Bacon, Information and Policy Officer from the Centre for Mental Health (formerly the Sainsbury Centre for Mental Health)

Workshop C5	Room: Ashdown 2
Sustainable Hub of Innovative Employment for people with Complex needs (SHIEC)	
Frank Proctor (Tizard Centre / CBF)	
<p>Overview of the project: To ensure that people of all ages with complex needs (i.e. Profound and multiple learning disabilities – PMLD- or challenging behaviour associated with severe learning disabilities) are properly supported to have the same life opportunities as everyone else which includes employment.</p> <p>Delegates will take part in discussions relating to individuals with Complex Needs who are currently (or close to) in paid employment. We also expect to be sharing good practice and progress, including real life experiences to date re the project, as well as cultural issues which have arisen.</p> <p>In addition, time permitting; delegates will be invited to participate in an “outside the box” exercise relating to steps into employment for people with complex needs.</p>	

Parallel Session 4 (9th September: 2.00pm – 3.15pm)

Workshop D1	Room: Arundel
The Merlin Standard FND1 pilot assessments – what have we learned?	
Deborah Tillet (Carley Consult)	
<p>The Merlin Standard Pilot, as a key DWP project, has high relevance to current policy developments. The Standard will ultimately have a bearing on all DWP prime contractors and subcontractors, in evidencing best practice in supply chain management, and potentially influencing the process through which DWP makes contract awards.</p> <p>With the draft criteria and application guidelines now published, DWP and Carley Consult undertook an initial pilot series of assessments with FND1 Prime Contractors between March and May 2010. This presentation updates on the work of the Pilot to date, and how the lessons from pilot assessments will further contribute towards the forward roll out of the Merlin Standard.</p>	

Workshop D2	Room: Glyndebourne 1
Meeting the employment needs of people using secondary mental health services	
Malcolm Kennedy (Mersey Care NHS Trust)	
<p>The workshop will explore the experience of offering Supported Employment to a group of jobseekers who have needed the support of Crisis Resolution Home Treatment or been admitted to an Acute Hospital Ward in the six months prior to referral.</p> <p>It will profile the people who are likely to be referred and tell the stories of people who have been referred.</p> <p>We will discuss jobseeker experiences of how services responded to their need to find or keep their place in their community. The lessons learned from those experiences and how they are beginning to influence the mindset of mental health practitioners in Community Mental Health Teams and Acute Wards will also be explored.</p>	

There will be an opportunity for open discussion about how an existing discrete Supported Employment Service can change how its service is offered. Should it remain a discrete service or co-locate Employment Advisors alongside Mental Health Practitioners?

Workshop D3

Room: Glyndebourne 2

A Chance to Change: from day service to employment opportunities

Liz Turner and Jenny Barrett (Kent Supported Employment)

This workshop will highlight and discuss the following areas:

The development of the Chance to Change programme and the Real Work Partnership and how they link to the paper being presented by Mark Kilsby on Cost Benefit Analysis which highlights savings that can be achieved by local authorities utilising a supported employment service.

There will be a focus on the support provided to ensure people are empowered to make informed choices and have the real life experience of working and to know what it really means. The long term development of people with learning disabilities - from choosing a job, getting a job and keeping a job.

- Pictorial action planning and CV's
- Job coach support using TSI techniques,
- Development of a travel buddy scheme
- Building employer relationships
- Social inclusion and equality of opportunity

Live case studies will be highlighting people currently being supported with complex needs who are making the journey into employment at this present time.

The workshop will conclude with what the future holds and how the service will need to adapt in order to provide future chances for people to change their expectations of working.

Workshop D4

Room: Ashdown 1

The EUSE Supported Employment toolkit

Robert Elston (European Union for Supported Employment)

Robert Elston the EUSE Treasurer, will launch and explain the European Union of Supported Employment, toolkit of supported employment, toolkit of supported employment. He will explain why and how the toolkit came together with cooperation from 14 other European Countries, It will also go through the process of developing the toolkit

The Workshop was also explain the process of the toolkit, go through the position papers, how to guides and training templates and how they can be used by individual agencies for induction of new staff to improve the quality of service delivered by existing staff and to show how it links into the EUSE Quality Standards.

It will then look at what future developments for the toolkit and what is proposed next by EUSE in the development of supported employment across Europe.

Workshop D5	Room: Ashdown 2
Transitions from education to employment	
Jonathan Allan (Shropshire County Council), Howard Nelson (Remploy), Andrew Fellows (Birmingham City Council)	
<p>The transition from education to work is a positive and essential outcome for people with disabilities, particularly those within the 14 – 19 age group. The work has been identified by the LSC and the new government agencies as a positive and desired option to an endless student career within the FE sector or social care day services.</p> <p>In 2009 supported employment providers began working with colleges in the West Midlands to help students with disabilities and health conditions to make the progression from education into employment.</p> <p>This presentation outlines the experience of 3 supported employment services in the West Midlands in working with a number of FE colleges in the West Midlands. The work took place over two years as two LSC projects aimed at developing the links between employment and education.</p> <p>The workshop aims to outline the differing approaches used at the different college sites across the region – how we formed partnerships, the barriers involved in this work – and the principle outcomes and main lessons learned for supported employment and education providers.</p>	

Practitioner Awards

For the first time, BASE is organising awards for outstanding practice in supported employment. The award categories are for supporting people with learning disabilities; supporting people with mental health needs and supporting employers. One of the three winners will receive our Practitioner of the Year Award at the conference dinner on 8 September. We hope that these awards will become an annual event and our congratulations go to this year's winners.

We gratefully acknowledge the support of the Centre for Mental Health and the Department of Health for sponsoring these awards and assisting with the judging.

Outstanding Practice in Supporting People with Mental Health Needs

Sponsored by the Centre for Mental Health



Kay Robertson

Central and North West London NHS Trust

Kay has been supporting people into employment for almost 7 years. Her first experience was working on a DWP Welfare to Work contract for Work Directions (now Ingeus). She really liked the positive focus of the work and building relationships with the people on her caseload. Kay then went on to specialise within a drug and alcohol setting for Turning Point. Here she developed her skills and learnt a lot about the importance of vocational activity in recovery. In October last year she was offered a position with the User Employment Programme for CNWL NHS Foundation Trust. Here she has been able to add to the work already achieved by the trust in becoming an exemplar employer of people with mental health difficulties.



Kay raised the profile of the UEP by successfully standing to become an elected staff governor of the Trust. The role of staff governor requires attending meetings out of hours but it has led to networking opportunities and further job opportunities. When Kay joined the programme, she quickly established herself in the team and built close working relationships with clinical staff to ensure that everyone was working together to support the service users ambitions.

Since joining the programme in October 2009, Kay has actively worked with 34 service users, establishing 22 work experience placements, 8 permanent jobs and 13 temporary paid posts within the Trust. The UEP team has recently been able to persuade Trust to employ people on temporary contracts rather than use agency staff. As her manager, Lynne, says, "we feel extremely grateful to have such a committed and professional employment specialist on the UEP team. She is thorough in her approach and a great ambassador for the programme".

Outstanding Practice in Supporting People with Learning Disabilities

Sponsored by the Valuing People Now Team at the Department of Health



Barbara Peel

Mencap Derbyshire

Barbara Peel works for the Mencap Pathway Employment Service in Erewash, Derbyshire. She previously worked for many years in the hairdressing Industry teaching, training, assessing and doing Internal Verification for NVQ's. Eight years ago Barbara decided she wanted to work with people with learning disabilities as she has a daughter with learning disabilities and had first hand experience of how little support is available for young people when they reach working age. Barbara joined Mencap initially as a Job Trainer, a role she enjoys very much. She now works as a project coordinator but is still involved in job training. Barbara has worked with many local employers, the majority finding it very worthwhile to give opportunities to people with learning disabilities.



In 2008, through a local connection she was able to talk to Peter Rowley, the Chief Officer of the Central and Eastern Co operative. She established a local partnership with him to set up 6-8 week work experience placements in their local stores with the support of a job trainer. Peter arranged for Gary Alexander (Project manager) to co ordinate the work with Mencap. The agreement was that if the person they had selected to do a placement was able to do the job to the standard required by the Co operative they would then be willing to offer between 4-16hrs paid work.

This successful work has resulted in the Co operative entering into a national agreement with Mencap to work with their stores all over the country.

The people Barbara has been able to get into jobs with Co-operative have all been able to sustain their employment. Barbara appreciates that getting people with learning disabilities into paid employment can be difficult due to the preconceived ideas of employers as to what it means to have a person with learning disability working for them. Barbara has addressed this by offering the help of a job trainer so their staff time is not taken up with extra training. The store managers know that she is only a phone call away if a problem arises.

Barbara's reward is to see someone who thought they would never have the chance to work be successful. Their families feel so proud making all the effort so worthwhile. She feels she has learnt so much from doing this job about the issues other parents like her have had to go through to get justice for their children.

Outstanding Practice in Supporting Employers

Sponsored by the British Association for Supported Employment



Sarah Wake

Pluss

Sarah has worked directly in supported employment for four years. Prior to this she delivered Horticultural training and NVQ's to various disadvantaged customers, including those with disabilities. Sarah currently manages a case load of about 40 customers, all with varying degrees of disabilities and support needs. She is the local team lead for Quality and is the quality nominee for Plymouth within Pluss' Quality Focus Group. In her pre-Pluss days, she worked at Kingston Maurward College as a course tutor and in the Prison Services running a horticulture department.



In November 2009, Sarah presented to representatives of Plymouth Hospitals NHS Trust to raise awareness of Pluss activities. The Trust employs 7,000 staff, admits 100,000 people a year and sees a further 500,000 on an outpatient basis. Further discussions resulted in referrals for Trust staff for job retention services. Sarah has supported workers with a wide range of disabling conditions and arranged responses such as job adjustments, reduced hours, tax credit support, counselling, dyslexia assessments, physical exercise, hydrotherapy and specialist equipment. The Trust has stated that *"people that are very upset and in difficult circumstances to begin with, start work with Sarah and come back a completely different person with a "can do" attitude. This is put down to Sarah's impartial and questioning approach. She has incredible knowledge of various conditions... and always comes up with immediate and very practical advice."*

The strengthening relationship has resulted in a strong partnership with the Trust with joint marketing and a commitment to recruitment and retention of people with disabilities. This now includes the Trust's involvement in Project Search.

Delegate List

First name	Surname	Organisation
tbc		St John's School and College
Tony	Adamson	Mencap
Chris	Aitchison	Pure Innovations
Jonathan	Allan	Shropshire Council
Jennifer	Allen	Nottinghamshire County Council
Belinda	Asante	Remploy
Suzanne	Ashby	Momentum
Dean	Atkinson	Coventry City Council
Jenni	Bacon	Centre for Mental Health
Rosie	Baker	Jersey Employment Trust
Steven	Ball	Jersey Employment Trust
David	Barker	Percy Hedley Foundation
Jenny	Barrett	Kent County Council
Matthew	Barton	Birmingham City Council
Mik	Belcher	Pluss
Robin	Bellamy	Lincolnshire County Council
Andrea	Biggs	Kingston Workstart
Nicky	Bitar	LB Hounslow
Doreen	Bolingbroke	Brighton & Hove City Council
Simon	Booth	Pluss
Fred	Bowen	BASE
Neil	Boyd	Stirling Council
Katie	Bright	Pluss
Matt	Britt	Brandon Trust
Jennifer	Brown	Surrey County Council
Ryan	Brummitt	NWCS Ltd
Mandy	Burdfield	Southampton City Council
Rod	Burnett	Pluss
Sally	Burton	Shaw Trust
Helen	Cahalane	United Response
Sarah	Cahill	Jersey Employment Trust
Zita	Calkin	Buckinghamshire County Council
Steve	Cairns	Scope
Carole	Carson	Shaw Trust
Celia	Chapman	Cheshire West & Chester Council
Emma	Chouhan	Leicestershire County Council
Matt	Coales	G4S
Angie	Cogbill	Surrey County Council
Gillian	Collins	Lancashire CC
Jane	Collinson	Newcastle City Council
Martin	Cooke	Status Employment
Sharon	Coyle	Momentum
Ismene	Crocker	Pluss
Paul	Crookendale	Working Links
Wendy	Crowe	Cheshire East Council
Joanne	Cullum	Brandon Trust
Huw	Davies	BASE
Martin	Davies	Pluss
Lesley	Davies	NWCS Ltd
Matt	Day	Brighton & Hove City Council
Jo	Denny	2gether NHS Foundation Trust
Michelle	Doody	Shropshire Council
Michael	Duignan-Murphy	mcch Society
Christina	Earl	Department of Health

First name	Surname	Organisation
Robert	Elston	Status Employment
Andrew	Emerson	Seetec
Fiona	Fail	Durham County Council
Robert	Fairbairn	Pluss
Nicola	Farrington	Kingston Workstart
John	Fell	Walsall Council
Andrew	Fellows	Birmingham City Council
Nicola	Fellows	Gloucestershire CC
Claire	Fennell	Autism West Midlands
Jenny	Fensome	Brighton & Hove City Council
Ian	Fleming	Pluss
Carol	Foster	Status Employment
Jacci	Fowler	Buckinghamshire County Council
Sue	Fox	Brighton & Hove City Council
Pam	French	Bootstrap Enterprises
George	Gaffney	City Building Glasgow
Sarah	Garry	Kingston Workstart
Tanya	Gilchrist	Shaw Trust
Martin	Gill	Oxleas NHS Foundation Trust
Trevor	Gillham	Pluss
Richard	Glanville	Cornwall Council
Richard	Glanville	Tremorvah Industries
Susan	Goodwin	BASE
Andre	Graham	National Autistic Society
Meriel	Hall	Wise
Nicola	Handley	Birmingham City Council
Joss	Harbron	North Yorkshire CC
John	Harrington	Oxfordshire County Council
Melanie	Hercus	Suffolk County Council
David	Honeybill	Pluss
Phillip	Howells	Rhondda Cynon Taf CBC
Gillian	Hughes	Bootstrap Enterprises
Steven	Hunt	Pluss
Becky	Johnson	Durham County Council
Peter	Keeley	Bradford MDC
Joanne	Keight	Oldham MBC
Alistair	Kerr	Momentum
Mark	Kilsby	Kilsby & Allan
Ann	King	Swindon Council
James	Lawrence	Birmingham City Council
Helen	Lockett	Centre for Mental Health
Irene	Loft	West Sussex County Council
Linda	Looney	Norwood
Peter	Lynch	David Lewis
Lyn	Lynch	Brighton & Hove City Council
Steve	Maden	Leeds Mind
Pamela	Marshall	Sunderland City Council
Linda	Matthews	Enham
Dee	McFadden	Southampton City Council
Robert	McGarry	City Building Glasgow
Kathy	Melling	Department of Health
Lynne	Miller	Central & NW London NHS Trust
Tony	Montgomery	Dept for Employment & Learning
Esther	Moore	Brandon Trust
Mick	Moreton	Wise Ability
Stuart	Morrison	Blindcraft Edinburgh
Shaun	Moscrop	Halliday James Ltd

First name	Surname	Organisation
Mike	Munson	Richmond Fellowship
Amanda	Murray	Shropshire Council
Nerise	Oldfield-Thompson	Durham County Council
Steve	Osborne	RBLI
Dominic	Parkinson	Richmond Fellowship
Clive	Parry	Scope
Barry	Parsons	Oxfordshire County Council
Maureen	Pasmore	Brighton & Hove City Council
Gary	Peacock	Oxfordshire County Council
Steve	Pearce	Jersey Employment Trust
Janine	Pearson	Newcastle City Council
Barbara	Peel	Mencap
Tara	Perlaki	Scope
Donna	Petrie	Capability Scotland
Christopher	Plant	Birmingham City Council
Ivan	Pratt	Nottingham City Council
Frank	Proctor	Tizard Centre
Margaret	Ramage	Jersey Employment Trust
Kerry	Reynolds	Royal National College for the Blind
Evelyn	Ridgway	Cheshire East Council
Maureen	Riley	Nottingham City Council
Jo	Rixom	Status Employment
Kay	Robertson	Central & NW London NHS Trust
Jeremy	Robinson	Clarity
Leon	Rodin	Leonard Cheshire Disability
Pat	Rogers	ESRA
Gillian	Ross	Momentum
Dave	Rowland	Swindon Council
Peter	Rush	Department of Health
Peter	Sackett	Bren Project
Geraldine	Scott-Smith	Pluss
George	Selmer	G4S
David	Shepherd	Barnsley MBC
David	Smith	Bradford MDC
John	Spencer	Lancashire CC
Nanci	Stanger	Stanger Kirkwood
John	Stutchfield	Clarity
Parveen	Sud	LB Hounslow
John	Sutherland	Leonard Cheshire Disability
Derek	Thomas	mcch Society
Deborah	Tillett	Carley Consult Ltd
Lyndon	Tobin	City & County of Swansea
Rhys	Toone	Working Links
Kerry	Turner	mcch Society
Liz	Turner	Kent County Council
Debbie	Tutton	Scope
Ruth	Twine	Ruth Twine & Associates
Katie	Vivian	Kingston Workstart
Sarah	Wake	Pluss
Rachael	Walker	Surrey County Council
Donna	Crompton	Surrey County Council
Linda	Walsh	Southend Borough Council
Vickie	Ward	Pluss
Tony	Wardle	Nottinghamshire CC
Tony	Wardle	Nottinghamshire County Council
Bernard	Wignall	Halliday James Ltd
Paul	Wilson	Bootstrap Enterprises

Pam
Ruth
Karen

Woodburn
Woodfine
Ziglam

Pluss
Percy Hedley Foundation
Mencap