

Contents

Background	4
Discussing employment with disabled people and carers	5
Organisations	
Action for Carers and Employment An advice and support service for carers who look after someone who is ill, disabled or elderly	8
Connexions A range of services provided for young people	9
Jobcentre Plus Services provided by Disability Employment Advisers (DEAs)	10
Mirfield Day Centre Employment rehabilitation for people with mental health problems	11
Real Employment Employment service for adults with a learning disability	12
Remploy Employment services for disabled people	13
Scope Employment Services Employment services for disabled people	14

Vocational Enterprises Employment rehabilitation for people with mental health problems	15
Volunteering Kirklees Accessing volunteering opportunities	16
Worklink Employment service for people with disabilities and health-related problems	17
Other useful names and addresses	18
Local organisations	18
National organisations	21

Background

There are currently 2.7 million people of working age receiving incapacity benefits because of a health condition or disability. Once someone has been on an incapacity benefit for a year they only have a one in five chance of returning to work within five years. There are many who would like to work.

The Department for Works and Pensions states that “government, employers, trade unions and health professionals need to work together. We all need to change our perspective on people moving on to an incapacity benefit. We must view them not as people at the end of their working lives but as people with a working future.”¹

A strategy also needs to be developed to help people with mental health problems back to work during their critical period.²

Reports highlight that it is important for employment issues to be discussed with people at an early stage in their rehabilitation following an illness or injury, and that employment continues to be a goal. They also highlight the need for employment to be discussed with disabled people generally.

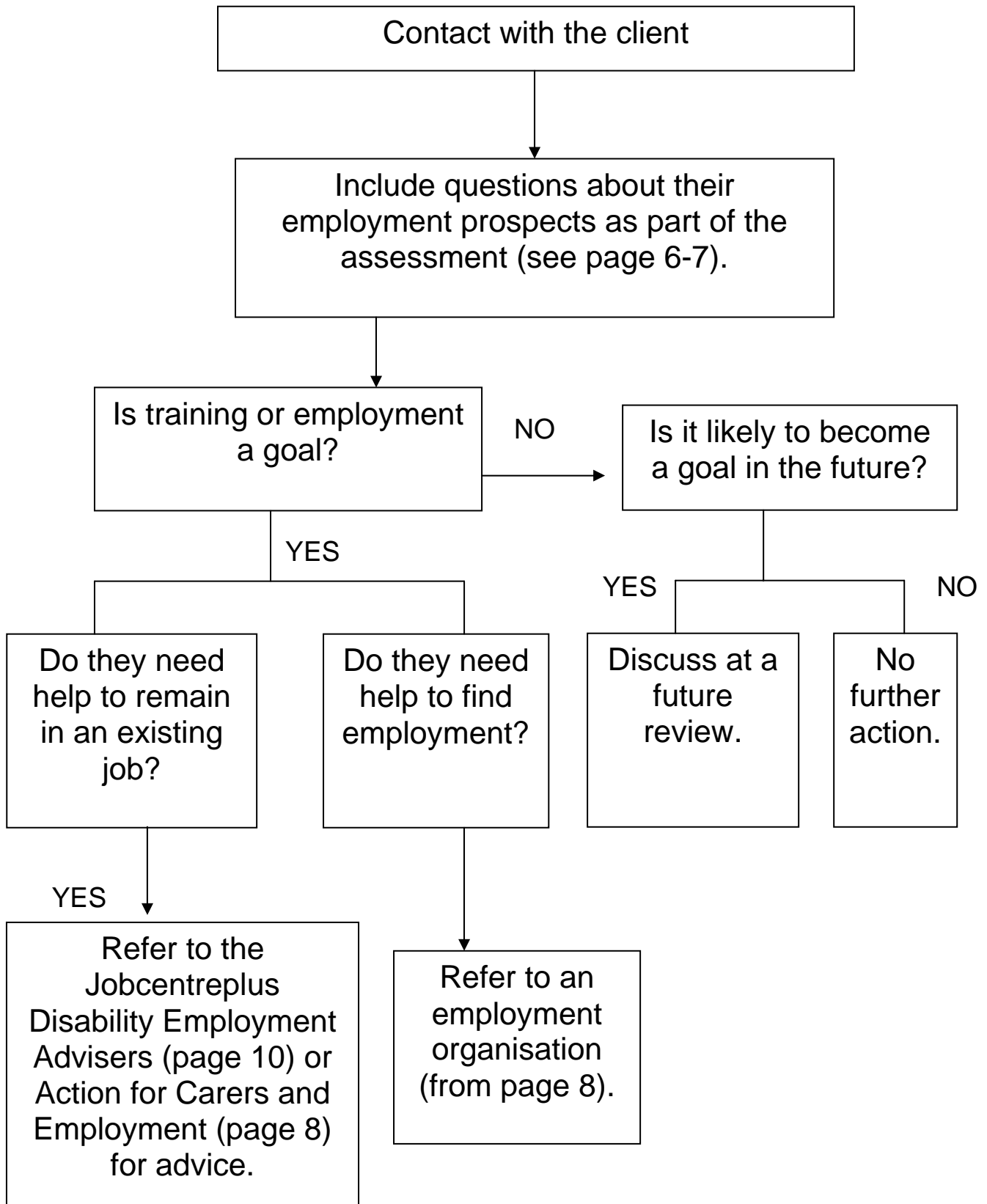
Carers can also need support to remain in or return to work.

1 Pathway to Employment – Helping people into employment, Department for Works and Pensions, November 2002.

2 Early Intervention in Psychosis – Initiative to Reduce the Impact of Schizophrenia, Clinical Guidelines and Service Frameworks, IRIS, West Yorkshire Partnerships in Mental Health, NSF.

Discussing employment with disabled people and carers

The following flowchart is a prompt list to guide you through the process of helping a client look for or remain in work.



When talking to a client about their circumstances, ask about their employment situation. For example:

Are they currently working?

Employment history

What is their present job?



Do they want to work or return to work?

Do they anticipate returning to their present post or a different job in the future?

Information about other aspects of their life could also be linked to employment. For example, financial needs or any concerns about financial commitments, their training and education history, hobbies and interests.

What is important?

To find out what is important to a client now and in the future, use the following chart listing different roles.

Please give the following roles a score from 0 to 5 depending on how important they are to you. For example 0 = not important, 5 = very important.		
ROLES	NOW	FUTURE
Worker		
Student		
Volunteer		
Carer/parent		
Others		

The next stage would be to identify the reason for the score to find out if they want further guidance on any of the areas.

When looking at future plans, it may be useful to set goals and develop this into an action plan. For example, within one month, three to six months, one year, five years.

There are many services around to help disabled people and carers get a job or keep one. There are also services to help people access other activities such as voluntary work, further education or training.

The following pages provide information on some of these. Many of the organisations liaise with each other to provide the most suitable service.

**All of the following accept referrals from staff.
Disabled people and carers can also refer themselves
(unless specifically stated otherwise).**

Action for Carers and Employment (ACE)

Contact: Carers Gateway ACE Project
6-8 St Peters Street
Huddersfield HD1 1DH

Tel: 01484 226045 Fax: 01484 226048

Target group:
Carers who look after someone who is ill, disabled or elderly.

Services provided:

- Individual support and guidance for carers who are interested in work, training, voluntary work or personal development. (Please note that carers do not need to want employment to use the service).
- ACE club which involves confidence building, stress management and assertiveness training.
- Benefits advice and practical help with job applications.
- Help to identify funding opportunities for training courses.
- Working with employers to encourage them to introduce flexible working practices which recognise and support the needs of carers.
- A computer-based 'e-learning' programme.
- Training to raise awareness of the needs of carers.
- The opportunity to gain social contacts and friendships.
- Transport and care cover will be organised if needed.

Success stories:

- ACE helped a carer to train as a fingernail technician by applying for funds from the Princess Royal Trust. After completing the course, support was given to the carer to obtain related part-time work which fitted around her caring responsibilities.
- Carers have been helped to obtain employment in administration, caring, teaching and many other areas.

Access:

Premises are wheelchair accessible. Hearing loop, translator, signer and literature in other languages and formats are available on request.

Connexions

Contact: Connexions West Yorkshire
Park View House
Woodvale Road
Brighouse HD6 4AB

Tel: 01484 727500 Fax: 01484 727548
Website: www.connexionswestyorkshire.co.uk

Target group: Young people aged 13-19 and up to 25 with learning difficulties or disabilities.

Referrals: Connexions West Yorkshire can currently be accessed through Connexions Centres and Access Points at:

Huddersfield Connexions Centre 24 High Street Huddersfield	Dewsbury Library and Careers Centre Railway Street Dewsbury WF12 8EQ
Tel: 01484 226800 Minicom available on 01484 226802	Tel: 01924 324200

The Connexions Direct helpline is 080 800 13219 and lines are open from 8am to 2am.

Services provided:

- Connexions West Yorkshire works with a variety of partners such as Social Services, Youth Offending Team, careers companies, voluntary and other community organisations, to offer young people a range of services such as careers advice and advice on health issues.
- One-to-one support is offered by a personal adviser recruited from one of the partner organisations.
- This support can include basic information, advice and guidance as well as substantial help if needed for a vulnerable young person. Personal advisers aim to motivate young people to take up education, training and employment opportunities and reach their full potential.
- A service is also provided in special needs schools to support young people moving into further education.
- The number of Connexions centres and contact points are to be increased to enable more young people to access the service.

Access:

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**Jobcentre Plus
Disability Employment Adviser (DEA)**

Contact:	Jobcentre Plus Castle House Market Street Huddersfield	Jobcentre Plus Crown Buildings, Rishworth Road, Dewsbury Also covers Batley and Spen Valley
Tel:	01484 228118	01924 436538
Fax:	01484 551000	01924 436940
Minicom	01484 228069	
Website:	www.jobcentreplus.gov.uk	

Target group: Disabled people and those with health-related problems who are looking for work or are already in work.

Services provided:

- Specialist support from a disability employment adviser (DEA).
- Job-seeking advice and support.
- Employment assessment to identify how the disability or health condition affects the type of work or training the customer wants.
- Advice to employers to help them keep employees who are experiencing difficulties.
- Information to employers on the Disability Symbol which shows their commitment to employing disabled people.
- Advice on financial help, specialist equipment and support whilst in work such as through the Access to Work scheme.
- Specialist Jobcentre Plus programmes such as the Job Introduction Scheme, Work Preparation and Workstep.
- Other advisers are available (called non-jobseeker allowance advisers) to offer advice and support to disabled people and those with health related problems.
- Getting advice does not affect entitlement to benefits.

Success story:

A woman who was a wheelchair-user with cerebral palsy was helped to obtain administrative work after finding out about the range of services available. Transport costs and equipment at work were obtained under the Access to Work Scheme.

Access:

Premises are wheelchair accessible. Hearing loop, translator, signer and literature in other languages and formats are available on request. Customers can also be seen at home.

Mirfield Day Centre (MDC)

Contact: Mirfield Day Centre
Nettleton Road
Mirfield WF14 9AQ

Tel: 01924 326540 Fax: 01924 326548

Target group: Working aged adults from 16 to 65 with mental health problems who need meaningful activity which includes employment rehabilitation.

Referrals: Referrals can be made by any health or social care professional.

Services provided:

- A wide range of group activities including art, woodwork and creative therapies.
- A facility for younger adults called the 'Garage' which has an IT suite, web design, admin suite, music and technology studio.
- An employment project providing a wide range of opportunities including work-based holidays designed to develop skills necessary for employment or voluntary work.
- Mirfield Day Centre allows service-users to design their own programmes with an emphasis on development and future aspirations.
- Employment goals can be built into programmes immediately even though service users often need to address their mental health needs first.
- Support can be provided if necessary to enable people to access these activities.

Success story:

After 18 months unemployment, MDC supported a client with mental health problems back into full-time work. Prior to attending the centre, he had difficulty getting out of the house and lacked confidence. Whilst attending, his confidence increased as he participated in woodwork, gardening and sporting activities. He then worked as a support worker at the centre to help others and also joined a voluntary befriending scheme. He is now working for a social care organisation.

Access:

Group rooms are available with different levels of access. Contact the centre for details.

Real Employment

Contact: Real Employment
28 Occupation Road
Lindley
Huddersfield HD3 3EE

Tel: 01484 223550 Fax: 01484 223549

Target group: Adults with learning disabilities.

Services provided:

- Specialist recruitment and training service that enables adults with a learning disability to gain and maintain employment.
- Matching individuals to jobs and giving interview assistance.
- Real Employment provides on the job training by a support worker to enable a person to settle into a job.
- A range of work related activities such as gardening, selling in the café and gift shop.
- Training to travel independently.
- Health and safety training and risk assessments.
- Monitoring and support in the workplace from a support worker for as long as needed. They will also identify someone within the company who can act as a mentor when the client becomes independent.

Success story:

The service helped a young woman with learning disabilities to obtain work in a shop. Following risk assessments, travel training was provided to enable her to use public transport on her own. The job was broken down into easy steps to help her learn it and techniques such as picture cards, symbols and ticklists were devised to help her identify products as she was unable to read and write.

Access:

Premises are wheelchair accessible. Hearing loop, translator, signer and literature in other languages and formats are available on request.

Remploy

Contact: Remploy Limited
Tandem Industrial Estate
Wakefield Road
Huddersfield HD5 0AN

Tel: 01484 428627 Fax: 01484 513983

Target group: All disabled people.

Services provided:

- Support for disabled people to gain the skills needed to help them take the first steps towards getting a job.
- Support to find the right job. CV writing and interview practice.
- Arrange job tasters.
- Support whilst in work.
- Financial incentives to employers to pay for on-the-job training.
- Training has been provided in areas such as fork lift truck driving, food hygiene, basic literacy and numeracy.

Success story:

Remploy Interwork team helped one of their clients to obtain work as an employment adviser. He was referred to them by the Regular Forces Employment Association after being medically discharged from the army due to an injury. During his military service he qualified as a teacher and NVQ assessor and wished to use his skills in this area. Remploy Interwork supported him under their New Deal for Disabled People programme. Following a period of temporary work, he is now working full-time.

Access:

Premises are wheelchair accessible. Hearing loop, translator, signer and literature in other languages and formats are available on request.

Scope Employment Support Services

Contact: Scope
Unit B
Moors Business Park
Thornes Moor Road
Wakefield WF2 8PF

Tel: 01924 366737 Fax: 01924 239491

Target group:

Anyone who is disabled and looking for work and anyone in employment who is at risk of losing their job because of their disability.

Services provided:

- Employment support such as the Workstep initiative through Jobcentreplus. This provides support to disabled people and employers and is tailored to meet their needs.
- Training, job coaching and mentoring for disabled people.
- Advice to both disabled people and employers on services such as Access to Work which provides special equipment because of a disability, and help towards the cost of getting to work.

Success story:

Companies have been approached and employment secured for individuals. On a national basis, over 700 individuals are currently supported in employment, and more are supported to find employment.

Access:

Premises are wheelchair accessible. Hearing loop, translator, signer and literature in other languages and formats are available on request.

**Vocational Enterprises (VE)
(South West Yorkshire Mental Health Trust)**

Contact: Vocational Enterprises
Chapel Street
Chapel Hill
Huddersfield HD1 3EU

Tel: 01484 347700 Fax: 01484 347701

Target group:
Adults aged 16 to 65 with mental health problems who are interested in employment rehabilitation.

- Services provided:**
- Practical work experience in a variety of departments including joinery, catering, domestic, printing, gardening, decorating, packing and office practice.
 - Help to access education or training.
 - Vocational related training in such areas as food hygiene, health and safety, and fork lift truck operating.
 - Increased confidence in work related skills and abilities.
 - Support with job search.
 - Liaison with other agencies to help people get jobs.
 - Unlimited follow-up support once in open employment.
 - Vocational Enterprises has no limit on the length of time someone can attend and no restriction on the days or hours attended.

Success story:
Andrew was referred to VE by his psychiatrist to help him to achieve his goal of returning to work. He had been unemployed for eight years. Andrew attended VE for one morning per week and participated in work activity in the community. His attendance increased after 18 months and after two-and-a-half years he felt ready to consider paid employment. With support from both VE and the Jobcentre Plus Disability Employment Adviser (DEA), Andrew started a four week work preparation course with an employer. Following this, he was offered full-time paid work. Two years later, he is still working with the company and receives support from VE every four months.

Access:
Many areas within the premises are accessible for all disabled people. Please contact the organisation for more details.

Volunteering Kirklees (Formerly Kirklees Volunteer Bureau)

Contact: Volunteering Kirklees
15 Lord Street
Huddersfield HD1 1QB

Tel: 01484 518457 Fax: 01484 518457
Email: vk@voluntaryactionkirklees.co.uk

Target group: Volunteering Kirklees has a wide remit to support, promote and develop volunteering across all communities. Volunteering is a way of rebuilding confidence and skills for people who have not been in paid employment for some time and a step towards employment for many.

Services provided:

- Drop-in centre for information on volunteering opportunities.
- One-to-one confidential interviews by appointment.
- Guidance on the rights and responsibilities of volunteers.

Access:

Premises are wheelchair accessible and have a hearing loop. Volunteers will be matched with organisations that meet their access needs.

Worklink

Contact:	Unit 5 Silver Court Silver Street Huddersfield HD5 9AG	Walsh Building Town Hall Way Dewsbury WF12 8EE	Community & Resource Centre 90 Commercial Street Batley WF17 5DS
Tel:	01484 223520	01924 325060	01924 326291
Fax:	01484 223522	01924 325076	01924 326307
Minicom:			01924 326338

Target group:

People with any kind of disability, health problem or mental health problem.

Services provided:

- Pre-employment activities and training.
- Building confidence, social skills and assertion.
- Job search skills such as completing application forms, CV preparation, job clubs and interview skills.
- Benefits advice.
- Personal and practical support.
- Work taster opportunities with local employers.
- Support workers will teach potential employees work routines.
- Disability awareness training for prospective employers.
- Liaison between employer and employee to ensure employment is secure.

Success story:

Worklink successfully helped a client obtain work in a large training establishment. Due to a combination of anxiety, confidence and hearing issues, he had difficulty realising his full potential in his chosen field. This client had ample clerical qualifications but needed advice and support to promote his skills and abilities effectively at interviews. A period of work placement was organised for him with one of Worklink's partner organisations and he was supported to use their worksearch facilities and other resources to apply for work.

Access:

Premises are wheelchair accessible. Hearing loop, translator, signer and literature in other languages and formats are available on request.

Other useful names and addresses

Local Organisations

BENEFITS ADVICE *

Existing clients (where an assessment has been carried out by Social Services) contact **Kirklees Benefits Advice Service**.

Huddersfield: 01484 226034

North Kirklees: 01924 326010

New clients should contact **Citizens Advice Bureaux**

Batley: 01924 326066

Dewsbury: 01924 324252

Huddersfield: 01484 425240

There are other local Citizens Advice Bureaux offices and specialist benefit advice services. Contact the numbers above for more details.

Benefits Agency Free Helpline

The Benefit Enquiry Line (BEL)

- provides advice and information about all Social Security benefits to people with sickness or a disability, their carers or representatives,
- is totally confidential and has no access to personal records,
- provides help in filling in claim forms.

Telephone 0800 882200 or if you use a textphone dial 0800 243355.

* Taken from 'Social Services Guide for disabled people 02/03'. See also www.kirklees.gov.uk for more details.

GUIDANCE, ADVICE AND INFORMATION NETWORK (GAIN)

GAIN is a partnership made up of over 100 organisations involved in education, work and training, some of whom offer specialist services such as Worklink and Jobcentreplus.

Contact:

C/O Calderdale & Kirklees Careers

78 John William Street

Huddersfield HD1 1EH

Tel: 01484 226753

Website: www.gainpartnership.org.uk

HOMEWORKING

Advice for anyone wanting to work at home and anyone already working at home.

Pay & Employment Rights Service (PERS)

Field House

15 Wellington Road

Dewsbury WF13 1HF

Telephone: 01924 439381

Free advice: 0800 591342

Website: www.pers.org.uk

Useful website:

www.homeworking.com

LEARNING OPPORTUNITIES

Dewsbury College

Halifax Road

Dewsbury

WF13 2AS

Tel: 01924 465916

Website: www.dewsbury.ac.uk

Huddersfield Technical College

37 New North Road

Huddersfield

HD1 5NN

Tel: 01484 536521

Website: www.huddcoll.ac.uk

Huddersfield University

Queensgate

Huddersfield

HD1 3DH

Telephone: : 01484 422288

Website: www.hud.ac.uk

Kirklees Positive Action Training

A scheme which helps people from black and minority ethnic communities and disabled people to gain work experience and skills so they are better able to compete for jobs with Kirklees Council in areas where these groups are currently under-represented.

Positive Action Training Co-ordinator

Employment Agency

Kirklees Council

Oldgate House

2 Oldgate

Huddersfield, HD1 6QQ

Email: siraj.mayet@kirklees.gov.uk

Phone: 01484 225093

Learningline

Part of the careers service which provides advice and information to help people find a course, change career, fund their studies, work abroad, return to work or volunteer.

Freephone number 0800 5 979 979.

The service is available in local community languages.

SELF-EMPLOYMENT

West Yorkshire Enterprise Agency (WYEA)

Provides advice, support and information on starting your own business.

Kirklees Office
Batley Business and Technology Centre, Annex 1, Technology Drive
Grange Road, Batley WF17 6ER
Telephone: 01924 516700
Website: www.wyea.co.uk

SOCIAL SERVICE INFORMATION POINTS * Offer information and advice on services offered by Social Services, the NHS and other local organisations. They can be contacted at:

Batley

Social Services Information Point
Batley Town Hall
Market Place
Batley WF17 5DA
Telephone: 01924 326336
Fax: 01924 326012

Cleckheaton

Social Services Information Point
Cleckheaton Town Hall
Bradford Road
Cleckheaton BD19 3RH
Telephone: 01274 335072
Fax 01274 335073

Dewsbury

Social Services Information Point
The Walsh Building
Town Hall Way
Dewsbury WF12 8EQ
Telephone: 01924 325070
Fax: 01924 325077

Huddersfield

Social Services Information Point
Huddersfield
Civic Centre 1
High Street
Huddersfield HD1 2PQ
Telephone: 01484 223000
Fax: 01484 221231

Emergency Duty Service Team

Telephone: 01924 326489. The telephone helpline is open weekdays from 5.15pm to 8.45am (from 4.45pm on Fridays), weekends and bank holidays 24-hours-a-day. Do not use email in an emergency.

*Taken from 'Social Services Guide for Disabled People 02/03'. See also www.kirklees.gov.uk for more details.

National Organisations

Disability Rights Commission

An independent body which aims to eliminate discrimination against disabled people and promote equality of opportunity. It also provides advice on the Disability Discrimination Act 1995.

DRC Helpline, FREEPOST, MID02164, Stratford upon Avon, CV37 9BR
Telephone: 08457 622 633, Textphone: 08457 622 644

Website: www.drc-gb.org

Different Strokes

A registered charity set up by and for younger stroke survivors. Provides free service throughout the UK including information on employment issues. Website: www.differentstrokes.co.uk

Jobability

A website of job vacancies for disabled people who are looking for work.

Website: www.jobability.com

Mind (National)

Mind is a mental health charity in England and Wales which works to create a better life for everyone with experience of mental distress.

Website: www.mind.org.uk

Royal National Institute for Deaf People (RNID)

Provides help and advice to deaf and hearing-impaired jobseekers.

Tel: 0808 808 0123 (freephone) Text: 0808 808 9000 (freephone)

Website: www.rnid.org.uk

Royal National Institute of the Blind (RNIB)

Information and advice to blind and partially-sighted jobseekers.

Tel: 045 766 99 99 Website: www.rnib.org.uk/services/employ.htm

The Sainsbury Centre for Mental Health (SCMH)

Registered charity which works to improve the quality of life for people with severe mental health problems and influence national policy and encourage good practice in mental health services.

Website: www.scmh.org.uk

Social Exclusion Unit

The Social Exclusion Unit was set up to help improve government action to reduce social exclusion by producing 'joined-up solutions to joined-up problems'. Website: www.socialexclusionunit.gov.uk