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Helping you retain work for the long term

Providing in-work support to stay in your job if you have a physical and/or mental health condition.

West Midlands



Good wellbeing should be accessible for everyone.

One way to get there is through rewarding and sustainable work, a job that's right for you. Finding the right job with the right support can provide structure, social networks and a sense of achievement, as well as improved mental health, confidence and self-esteem.



Let's get started!

What is Thrive into Work?

This service is a free, voluntary service, which aims to support people with mental health and physical health conditions to find and sustain paid employment. To be considered for the programme, you must be:

- Over 18 years old
- Registered with a GP within Sandwell, Wolverhampton, Birmingham, Solihull, Coventry and Warwickshire
- Motivated to find and retain meaningful employment
- Must have defined/self defined health condition

Our team will work with you to help you find the right job fit and joining this service will not impact on your benefits. You can also opt out of the service at any time, if you don't feel it's right for you.

Contact Us

T: 0808 178 3354

E: Thrive@shaw-trust.org.uk

W: shawtrust.org.uk/thrive-into-work



How will Thrive into Work support me?

Using the Individual Placement and Support (IPS) model, a dedicated Employment Specialist will work with you and your Health and Social Care Professional to provide you with a bespoke service tailored to your preferences and choices, and help you to identify employment goals and create a realistic employment plan.

Through your journey on the programme, you will be supported by the Employment Specialist, who will create a personalised approach with you to help you gain paid employment and then provide ongoing in-work support, also by looking at what adjustments and assistance you might need from an employer. This will enable your new job role to be successful, to develop you in work and enable you to maintain your health and wellbeing.

Individual Placement and Support. The Eight Principles

1. Focus on competitive paid employment
2. Open to those who want to work
3. Job search is consistent with individual preferences
4. Rapid Job Search
5. Co-location/partnership working with clinical teams
6. Develops relationships with local employers
7. Provides ongoing, individualised support once in work
8. Provides benefits advice

My journey with Thrive into Work



Individualised in-work support

We understand that once you find employment, the journey doesn't stop there. Managing the demands of a job can be challenging if you have mental or physical health barriers, or if you run into any other types of difficulties that may affect your ability to remain in employment. This is why we will check in with you regularly to see how things are going and we will always encourage you to let us know if you are finding things difficult. We can talk through options with you, help you write or speak to your employer, weigh up alternatives with you or just listen. We understand that workplaces can be difficult, especially if you are in situations where you feel like you can't talk to your employer, but you are not alone and there are always options available to you.

What happens now?

Once referred onto the programme, you will meet with one of our highly trained Employment Specialists who will:

- Get to know you
- Create an employment action plan based on what you want to do.
- Prepare your CV / practice for interviews
- If required, support with how to positively share your physical or mental health condition to an employer
- Job search and engage with employers
- Provide ongoing in-work support

With the right amount of practical and emotional support we are confident we can help you on your journey into work.

Thrive into Work promise:

Our team prides themselves on delivering an excellent service to all our participants. Discover what you can expect from us and how you can get the most out of the support provided by the Thrive into Work Service.



Our commitment to you

We believe that the most effective way to enable people with mental and physical health needs back into employment is by coaching, supporting and developing people in the workplace.

We are committed to help you identify what kind of work you are interested in (by creating your Employment action plan) and then actively support you to start looking for jobs. We will be there for you every step of this journey, including once you have started your new job role.

- Our support and advice will be tailored to you to help you find and stay in work that matches your interests and choices
- We will treat you with dignity and respect
- We will ensure you are listened to and your questions are answered in a clear manner
- We will handle your personal details in line with the Data Protection Act 2018
- We will ensure our programme is accessible to all who are eligible and willing to explore the idea of paid employment



Your commitment to the programme

By accessing the service, you are committing to actively engage with your Employment Specialist. This will involve attending meetings at agreed times and locations and taking responsibility for any actions agreed during your appointments. By doing this, you will have the best opportunity to succeed with your goals and ensure we are able to continue to provide you with support.

To get the most from the support we provide, we ask you to:

- Help us to understand the barriers you are facing to get into work
- Actively take part in meetings/contacts with your Employment Specialist
- Attend agreed appointments with your Employment Specialist or let us know if you are unable to attend
- Keep regular contact with your Employment Specialist on how your job search actions are going
- Inform us if you have achieved a new job role while on the Thrive into Work service
- Be respectful to our staff and others in the offices or community venues where we meet you to ensure everyone experiences a safe and welcoming environment
- Look to collect information on your sustained employment throughout your journey

You may opt out of the service at any time, if you feel the service is not right for you or if you no longer need to look for work.



Sharing your health experiences

Deciding whether or not to tell your new or prospective employer about your health needs can be difficult. Some people say being able to talk openly with their employer has really helped them, others may not agree. At Thrive into Work we believe that it is up to you to choose whether to share your health condition to prospective employers or not, and whichever option you choose our team will be there to assist you with deciding when and what to share with your new employer. Your Employment Specialist will use the pros and cons worksheet to help you to decide whether you would like to share your mental health needs to your new employer or not.

Below are some examples of positive health statements used with employers or written in application forms our service users have found useful:

"Past health experiences have affected my wellbeing but I have used the last two years to focus on my recovery, studying and volunteering. I am now ready to work."

"During that period, I was going through a difficult time in my life, but I am now fully recovered and hopeful of a positive future."

"I have personal experience of mental health issues, which I feel has helped me to grow as a person and empathise with others who may be in a similar situation."

"I sometimes get anxious but I have a good understanding of how to manage my anxiety so it does not interfere with my work and social life."

"I am dyslexic and have been aware of this for three years. In this time I have been able to enhance my ways of working."

Thrive into Work data protection information

We take the security of your personal data very seriously.

The information Shaw Trust will collect from or about you will include your name, address, NI Number, email address and telephone number(s). We may also include other data, including demographic and sensitive data, that you provide. It will be used for the purposes of assisting you to progress your journey while participating in the programme, to collate management information, for evaluation purposes and for Shaw Trust to meet the contractual delivery requirements for our commissioners.

Storing and processing your data

Your data will be stored on databases that have been tested for electronic and physical security and access will be permitted only to those with a need to know. We will undertake the processing of your data in compliance with the Data Protection Act of 2018.

Sharing your data

To enable you to gain the maximum benefit from the programme and to comply with our legal obligations we may need to share the minimum necessary of your personal details with:

- specialist organisations.
- potential or actual employers.
- other organisations necessary for your full participation in the programme e.g. the organisers of courses or sessions which you wish to attend.

- other parties, as is necessary for the purpose of, or in connection with, any legal proceedings (including prospective legal proceedings).

Your data rights:

- **The right to access** the personal data Shaw Trust processes about you; if you want to exercise this right you need to submit a request in writing to the Customer Care Manager at Shaw Trust's head office or by email to stfeedback@shaw-trust.org.uk or request a form via your Employment Specialist. Shaw Trust will respond to the request within 40 days of receipt of the request.
- **The right to request** Shaw Trust to rectify, block, erase or destroy inaccurate information; if you want to exercise this right you need to write to the Customer Care Manager setting out the information and the reasons you wish it to be rectified etc. Shaw Trust will consider the request and respond within 21 days to confirm whether the request is accepted.

Your responsibilities:

- To ensure the security of your own data (including printed material such as CVs or disclosure sheets) at all times, including when on Shaw Trust's premises. Shaw Trust cannot accept responsibility for the loss or theft of your personal data if caused by your own negligence.

Thrive into Work sustainability commitment

Thrive into Work is committed to sustainable development and for us it is about meeting the needs of the present, without compromising the ability of future generations to meet their needs. We are committed to:

- Promoting a reduction in emissions by raising awareness with you of the issues and how we can together reduce our energy footprint
- Promoting the use of sustainable transport by encouraging you to use public transport and using technology to communicate with you to reduce travel
- Using natural resources in an efficient way by reducing waste and recycling where we can
- Improving the quality of your environment by assisting you to explore ways of using your local natural environment to improve your health and wellbeing



Our commitment to gender equality and equal opportunities

We are committed to promoting equal opportunities and are non-discriminative in all areas of the Thrive into Work Service. We constantly promote the need to treat everyone with respect and equally regardless of race, sex, gender reassignment, age, religion and belief, sexual orientation, marital status, pregnancy and maternity, or disability. Our commitment in this area is in line with the Equality Act 2010.

Complaints and feedback

At Shaw Trust we always look at ways to improve our service to you. If you need to raise a concern with us please contact our Customer Care team on:

0300 30 33 117 or email **stfeedback@shaw-trust.org.uk**.

Our team will send you an acknowledgement of your complaint within two working days.

We're always happy to hear good feedback too, so be sure to let us know when you've had a positive experience with the service as well!

For more information please contact:

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