

# A Guide to Mental Health and Employability

produced by  
**Service Users for Service Users**

**The Glasgow West Peer Support Group**





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# INTRODUCTION

Welcome to what we hope will be the First Edition of “A Guide to Mental Health and Employability – Produced by service users for service users.”

The ideas behind this booklet emerged from our experiences in the Peer Support Group established by Karen Wilson Work Development Coordinator, part of the West Referral Team in Glasgow West Regeneration Agency. The group provided the ten questions which formed the basis for the project. It is extremely important that service users have a say in what services they require and fully participate in their own unique journey back to health. This is crucial in the development of confidence and self-esteem.

This booklet has been created for service users by service users. We have visited every organisation cited in person. Our main objective is to help people like ourselves find their way through what can be a complex and sometimes intimidating pathway to that great big scary world out there – the WORLD OF WORK!

We realised early on, that we had no idea of the range and scope of what was available and quickly became determined to share what we had discovered. This booklet is by no means definitive, our timescale limited us to the number of organisations and agencies we could meet, but there is much more out there and it is our intention to continue to research the subject of Mental Health and Employability.

We found this project to be very illuminating and empowering and hope you will find answers to your questions within these covers, just as we did. Anyone wishing to contribute to revised and later editions of this booklet can submit contributions via Karen Wilson at the following e-mail address [karen.wilson@glasgowwest.org.uk](mailto:karen.wilson@glasgowwest.org.uk)

## **BACKGROUND**

Our names are Belinda Jenkinson and Karen Burt. We are service users, who have a history of mental health difficulties. We are members of a Glasgow West Regeneration Agency Peer Support Group established by Karen Wilson, Work Development Coordinator who is part of the West Referral Team at GWRA.

The creation of this booklet has been a journey of discovery for us and the other members of the group. We had no previous experience of the work we undertook which involved interviewing various support agencies and as a result we were quite overwhelmed on starting out on this project.

We started by going to interviews together and were quite intimidated by the thought of meeting people and asking them about what they did and what their organisation could offer us and others like us. Gradually, we discovered that it was very interesting, people were friendly and welcoming. They had so much to offer us in terms of information, advice and support. We had no idea just how much help was out there!

Our confidence grew and given the number of organisations and the time we had available, we began to attend interviews on our own and report back to each other.

The whole experience has been rewarding and empowering, we have become more confident with people and can cope much better with new situations and new places. With the knowledge of what is out there, we care passionately that other service users should know too!

Everyone is unique, one form of support may suit one person but not another, however, the range of support is wide and varied. This project has given us a change of outlook and we hope it will help you too!

**Karen Wilson**  
**Work Development Coordinator**  
**West Referral Team**  
**Glasgow West Regeneration Agency**

- The aim of the Work Development Co-ordinator is to work with individuals with mental health problems who are interested in obtaining employment or progressing along the employability pathway.
- Ongoing support will be given to individuals. Helping them overcome some of the problems that they feel are preventing them from gaining access to work.

**WHY THE SERVICE EXISTS**

- This service exists because people with mental health problems have been identified as one of the most excluded groups within the employment market.
- The approach taken will be holistic in nature so that a package of support will be put in place in order to maximise the chance and possibility of making employment a reality for those individuals who wish to obtain work.
- The approach will be multi-agency in nature, ensuring that all sectors have appropriate input.

**THE AIMS OF THE SERVICE ARE**

- A new service working within the aims and objectives set out by the Modernising Mental Health Task Group for Employment in Glasgow and developed in line with Equal Access to Employment Strategy.
- The Work Development Co-ordinator forms part of the West Referral Team. The Advisory Group includes Operations Managers from the priority community care groups; Sylvia Collumb, Employment Coordinator, Modernising Mental Health Task Group, Mental Health Partnership and Julia Abel, Head of Engagement Services, Glasgow West Regeneration Agency; Angie Black, West Equal Access Manager.
- The service will work in partnership with Health, Social Work, Glasgow West Regeneration Agency, voluntary sector, Careers Scotland and employment advisors.

## **HOW THE SERVICE WORKS**

- The Work Development Co-ordinator will carry out an initial Assessment of vocational needs and complete an Action Plan with the person referred.
- A person-centred planning approach will be used and reviews will be carried out regularly to ensure that the person receives the best possible help, in order to achieve their planned goals.
- The Work Development Co-ordinator will liaise with other professionals to ensure that the client's well being is at the forefront of any proposed action.
- One-to-one support and Peer Support Groups will exist in order to give the client access to regular and appropriate support; with the key focus in relation to support to include: the promotion of recovery, positive thinking and solution based approaches to barriers to employment.

## **CONTACT DETAILS**

For further information or to make a referral please contact;

Karen Wilson  
Work Development Co-ordinator  
Glasgow West Regeneration Agency  
The Open Gate  
44 Hecla Square  
Drumchapel  
Glasgow  
G15 8NH  
Tel no: 0141 949 4928  
Email: karen.wilson@glasgowwest.org.uk

## **Question One: What types of jobs might suit me?**

### **Careers Scotland**

A discussion with a Careers Adviser will help you explore the variety of options available to you, taking into account your interests, ability and experience. There are also some computer packages which you could try and you could also have a look at the Careers Scotland website.

*Hilary Clews, Careers Scotland*

### **Glasgow West Regeneration Agency**

Clients are assessed to discover their requirements and are referred on to the appropriate agencies and organisations.

Employability advisers can refer clients to a number of services based within the open gate and wider west area, such as Star, Momentum, Work Development, COPE, Shaw Trust, Workable, etc.

The advisers can help with CVs, application forms and interview skills. They can also source training for clients and provide assistance with job search via the Internet; refer clients to the Volunteer Centre for work experience or the Jobcentre for work trials; or college for taster courses.

Some sources for job-hunting include: Internet Jobsites, Jobcentres and newspapers.

Job vacancies are included within the following newspapers -

Daily Record - Thursdays  
Evening Times - Mondays & Fridays  
Glasgow Herald - Tuesday & Friday  
Sunday Mail

Advisors can assist clients with other difficulties e.g. money issues and childcare needs.

*Joe Bunton, Employability Advisor, Glasgow West Regeneration Agency*

### **Momentum**

Momentum work in partnership to enable and empower disabled and excluded people throughout Scotland to identify and achieve their goals. They develop and deliver programmes that promote equal choices, equal

chances and equal futures for over 1500 clients every year. They provide a wide variety of courses and programmes and clients can be referred through their Community Psychiatric Nurse (CPN) or Disability Employment Advisor (DEA) at their local Jobcentre Plus. They provide a number of courses such as –

## **FRESH START**

- Job seeking and interview skills
- Information and technology training
- Communication skills
- CV development
- Confidence building
- Individual programme planning

This course lasts for 20 wks and is run in a group setting. Clients can self refer to this course.

They also source job placements and work experience, through their work preparation programme. This course can last between 6 and 18 weeks depending on the individual's barriers to employment.

- Work placements
- Interview techniques
- Application form sessions
- Art therapy sessions
- Confidence building
- Job search activities
- CV building

*Sharon Coyle, Team Leader, Momentum*

## **The Shaw Trust**

Shaw Trust is a national charity that provides training and employment services for clients who have health problems, disabilities and are disadvantaged. It is a self-referral agency, and can only be accessed if the client is in receipt of a health related benefit.

They can provide In-Work Benefit Calculations and also training to prepare clients for employment. The Shaw Trust Advisers will help you to identify suitable career options, with their Adult Directions Programme.

*Paul McAvoy, Personal Development Adviser, Shaw Trust*

## **Question Two: What training will I need to ensure that I can do the job and be confident in my role?**

### **Anniesland College**

We have a full time Student Adviser who specialises in careers issues e.g. job seeking skills, application procedures, CV's and interview skills.

*Sandra Lumsden, Guidance Coordinator*

### **Central College of Commerce**

Central College of Commerce provides a diverse range of mainstream courses, with support for a wide range of people with disabilities.

### **Disability Equality Statement**

Central College of Commerce values all learners and staff equally and is committed to improving its practices, procedures and facilities in order to provide equality of opportunity and experience for all.

Central College of Commerce is committed to the development of an environment in which barriers to the effective participation of disabled learners, service users, visitors and staff are lowered or removed.

### **Support Needs**

If a client has disclosed a disability on their application form, it is the job of the learning services department to follow this up with a needs assessment, in order to generate a discussion with the client and find out what their individual needs are. Once the support plan has been agreed on, relevant teaching staff will be notified of what support needs the client has but not why they have them. Applicants who choose to disclose their disabilities have a better chance of gaining the support that they require.

Learners who have mental health difficulties have access to a range of support services to meet their individual needs. The college will work with you to identify your support needs and arrange suitable support. A personal learning support plan will also be put in place to ensure your course leader is aware of your needs.

Learners who have mental health difficulties may require:

- Reduced timetable.
- Extra Support and help with planning before or during exam and assessment periods.
- Exam officers to be aware that problems may arise during exam periods.
- Support from welfare and counselling staff.
- A named contact to go to for support when necessary.
- Academic staff to be clear about what they can expect from you.
- Flexibility in attendance and flexibility if treatments or therapies are tightly scheduled; and flexibility during times when difficulties are worse than usual.
- Contact from staff during any period of time away from studies.
- Maintenance of confidentiality about your mental health difficulties.
- Sufficient information and awareness to be disseminated to staff so that they know about your difficulties thus preventing major misconceptions.

The college also provides a range of Saturday morning taster courses which usually last 6 weeks, although a fee waiver does not cover these. They also have a wide range of part time/full time/evening classes available.

The staff at the college work in a very client-centered way, with learner support available throughout the year, it is totally at clients' discretion whether they choose to take up this service.

You can make an appointment for learner support by contacting the lecturer in core skills and learning support is located within the Allen Glens Campus.

*Gayle Gallagher, Learner Support Services  
Coordinator, College of Commerce*

## **Coach House Trust**

At Coach House Trust there is a strong emphasis on working with the local community, building mutual trust, respect and promoting integration.

They work with a diverse range of people, largely excluded from involvement in their local communities. They help support each person taking account of their individual problems and setting up a personal development plan. The plan identifies where the person is at and where they would like to be, the hurdles in their way and what has to be achieved to overcome their difficulties with the support from Coach House Trust.

The people who come to Coach House Trust want to learn, work and participate in community life. Workshops available include:

- Horticulture
- Computing
- Wood carving
- Landscaping
- Recycling
- Fabrics
- Ceramics

## **COPE**

COPE can help you acquire skills that can be used to help increase your confidence.

*Hilda Davis, Caring Over Peoples Emotions (COPE)*

## **Flourish House**

Flourish House supports people with enduring mental health problems. Staff and members work as an equal partnership to ensure the smooth running of the Clubhouse. People can be referred via clinicians or self-referral. Attendance is voluntary and members participate in the work ordered day of the House. There are three work units:

- Education and Employment Unit – takes responsibility for coordinating all the training, employment and education opportunities for members.
- Administration Unit – all clerical work of the centre, including reception.
- Catering and Maintenance Unit – plan weekly menu, order groceries, prepare food and manage café. Also negotiate with contractors and manage a weekly budget to keep the building in good repair.

Also available:

- Social Programme
- In-House Courses
- Transitional Employment Placements
- External courses at Local Colleges
- In-work support

*John Linn, Manager, Flourish House*

### **SAMH Glasgow North ESF Project**

Glasgow North ESF Project is a training and rehabilitation project for people with enduring and chronic mental ill health. They offer counselling and support, deliver core skills and vocational training. The main office is in Maryhill, but there are a number of training sites in the West of Glasgow, delivering vocational training leading to qualifications in the following areas:

- Business Administration
- Information Technology
- Horticulture
- Woodwork
- Picture Framing

The aim of Glasgow North is to help people build confidence, develop skills and move on with their lives. They hope to give their trainees the personal and communication skills necessary to cope confidently with day-to-day life, as well as skills that they can apply in the workplace or in their studies.

It is hoped that those who attend the Project will move into one of the following 3 areas:

- Paid Employment
- Voluntary Work
- Further Education

All trainees are encouraged to progress at their own pace, with training based on individual need. Once the trainee has been inducted and received advice and support from staff including Vocational Guidance Counsellors and the Employment Development Officer, achievable goals are set and reviewed every 8 weeks. There is access to careers guidance, job searching, and C.V. preparation, interview techniques, and benefit advice. Aftercare and in-work/further education support is available. Referrals to the Project are through health clinicians, social work, etc. The Project is not postcode specific.

*Steven Krausen, Project Manager, Glasgow North ESF Project*

### **The Shaw Trust**

Preparing for interviews can be daunting. The Shaw Trust understands this and can offer mock interviews and exploration of interview techniques. On-going support is provided through their aftercare service, which gives clients the confidence to remain in employment.

They have a small pot of funding that can be used if clients require extra training or qualifications in order to obtain employment. Jobcentre Plus can arrange some of the training courses.

If a client has a business idea they can also receive help and assistance to access small funding grants, supporting them on their journey towards employment.

Shaw Trust are also in contact with some large employers who help them in several ways to access work experience for clients or employment.

*Paul McAvoy, Personal Development Adviser, Shaw Trust*

### **Stow College**

Stow College ensure that your training will allow you to be able to access your chosen career and be confident in your role as they regard this as at the heart of college activity. Training in college is highly focussed on job-readiness, so it targets not just the specialist occupational skills you will need in the contemporary workplace, but also the “soft skills” like communication, personal planning, and working with other people, all of which are also highly valued in the workplace.

*Kenny Muir, Learning Support, Guidance & Inclusion, Stow College*

## **The Three Eyes Project**

The Three Eyes Project has volunteer opportunities available in administration and run short courses, for example, in computing. Further details regarding these courses are available.

They also provide access to computers and the Internet for C.V. production and job searches, outwith class times.

*Jackie Shields, Coordinator, The Three Eyes Project*

## **The Wise Group**

The Wise Group can access appropriate training for their clients either through their own organisation or appropriate partners.

They work with Jobcentre Plus who refer clients to In-Work Support for additional help after starting work. Under their New Deal for Disabled Programme (NDDP) they can help the client for up to 26 weeks after starting work.

*The Wise Group*

## **Question Three: How do I improve my chance of getting a job?**

### **Careers Scotland**

Careers Scotland can help by giving you some advice on your CV. They can also give you some tips about filling in application forms, give you some interview tips and may offer you a mock interview.

*Hilary Clews, Careers Scotland*

### **Coach House Trust**

Coach House Trust provides occupational, educational and employment opportunities through a wide range of workshops and activities. The ultimate aim is to help people into a job that suits, through the creation of social firms and enterprise based on the skills offered by their service.

### **DHP Scotland.**

DHP Scotland is funded by Scottish Enterprise. It provides training programmes in business start up for clients who are mainstream and clients who have long-term health problems and disabilities.

Jobcentre Plus, Shaw Trust and Business Gateway refer clients. Clients are then assessed on the first interview to find out about their business idea.

You can receive an in-works benefit calculation. They also provide on-going support for up to a year, covering issues such as book-keeping and the legal implications of being self-employed. Any training that they feel may benefit the client, they will signpost them on to. This may be offered by agencies such as Shaw Trust and Business Gateway.

They work with the client at the client's own pace and tailor their services to the individual's needs. Clients must be in receipt of certain benefits in order to qualify, there is also certain financial help available if they meet the criteria, and small grants.

Training is one day per week, which covers test trading and finding out if your business idea will be financially viable. DHP can set up a bank account into which the profits go until the client comes off benefits.

*Peter Carey, Business Able Start Up Adviser, DHP Scotland*

## **Jobcentre Plus**

When a client meets with a DEA (Disability Employment Advisor) they will undertake a personal development programme which will assess at what stage the client is and what they may be interested in doing.

The DEA can refer clients on to other agencies such as Momentum and Capability Scotland, for work preparation courses if this is what the client requires. These courses may include confidence building.

Part of the action plan may involve the client receiving In-Work Support. In-work Support is confidential; it is for an indefinite length of time and suits the client's needs. Individuals can apply for it if in receipt of certain benefits, such as, incapacity benefit (including credits only). Clients should check with a benefits adviser first.

These are the forms of In-Work Support available:

- Regular contact through an aftercare service
- Help from a job coach
- Support from a mentor
- Occupational health support
- More in depth support
- Financial support and debt counselling

Jobcentre Plus can refer clients onto agencies who will provide work experience which is shaped according to the needs of clients and can provide very flexible training. They also refer clients to employability agencies if help is needed with application forms, CVs, and interview techniques.

Momentum and Capability Scotland will give the client a one-to-one appointment to explore whether or not they should reveal their mental health issues, prior to filling out application forms.

The Disability Employment Advisors (DEAs) have access to a discretionary fund for clients facing extra expenses for clothing or travelling. A bus buddy can also be provided if the client highlights this in their action plan.

There is a work psychologist who will work with clients to find out what they would like to do.

DEAs cannot directly offer help with the Disability Discrimination Act (DDA), however they can act as an intermediary between employer and employee. They can also signpost the client to the Disability Rights Commission.

They provide in work benefits calculations, help to fast track claims for tax credits, and there are also financial incentives for anyone who is in receipt of incapacity benefit and wishes to start work.

Jobcentre Plus has a bank of job vacancies, which can be accessed instantly by anyone.

*Alan Rae, Disability Employment Adviser Job Centre Plus (Annie'sland)*

Jobcentres can provide information; job vacancies; work preparation; in-work benefit calculations; specialist help for specific client groups; and financial assistance.

The NHS Condition Management Programme is a short course designed to help you understand and manage your health conditions better; improve your quality of life; and help you to return to work. Participating does not affect benefit entitlement

*Susan Mackie, Incapacity Benefits Adviser Job Centre Plus (Drumchapel)*

## **Question Four: How do I find out what jobs are available in the job market?**

### **Careers Scotland**

Careers Scotland staff are up-to-date with Labour Market Information and their centres buy in a variety of jobs newspapers. In addition they work with relevant website addresses which are becoming the main source of vacancies.

*Hilary Clews, Careers Scotland*

### **Flourish House**

Flourish House has an Education and Employment Unit which takes responsibility for co-ordinating all the training, employment and education opportunities for members. They also have Transitional Employment Placements which can provide work experience for members.

*John Linn, Manager, Flourish House*

### **Glasgow West Regeneration Agency**

Information is available on job vacancies, such as access to relevant websites, newspapers, etc. Advisors will support you to look for jobs that suit your skills and experience.

*Joe Bunton, Employability Adviser Glasgow West Regeneration Agency*

### **Jobcentre Plus - Partick**

It is advisable to register with Jobcentre Plus even at the early stages of considering training or employment because it is crucial to have benefits assessed in order to access certain training schemes and agencies.

Opportunities for training and support from various agencies are often post code specific or group specific e.g. Lone parents.

*Robert McCann, Lone Parent Adviser Job Centre Plus (Partick)*

### **Jobcentre Plus- Drumchapel**

Job Broker services provides one to one contact with specialist help and advice in seeking employment, including CV and application forms; interview techniques; short training courses; work placements; work trials; financial incentives; Return to Work Credits and follow-up support.

*Susan Mackie, Incapacity Benefits Adviser Job Centre Plus (Drumchapel Jobcentre)*

## **Question Five: Should I reveal my mental health issues to an employer?**

### **Drumchapel Law and Money Advice Centre**

#### **The Disability Discrimination Act**

Under the DDA, employers are now legally bound not to negatively discriminate against people with disabilities who apply for jobs. This includes mental illness.

#### **You are disabled if:**

- You have a mental or physical impairment
- This has an adverse effect on your ability to carry out normal day-to-day activities
- The adverse effect is substantial
- The adverse effect is long-term i.e. 12 months or longer.

You have to ask yourself “Do I consider myself to have a disability?”

If someone with a disability is employed, then employers must, by law, make all reasonable adjustments for that person’s needs.

#### **Employers:**

The employer is responsible for the discrimination that staff show to employees, people on work placements, contract workers and apprentices and the employer has a duty to respond to complaints.

All employers have a duty to make reasonable adjustments.

#### **So, to tell or not to tell....**

The employer does not need to know of the worker’s disability (even if this is questioned in an application form)

#### **BUT**

If the employer does not know and could not reasonably be expected to know, there may be lesser obligations to make reasonable adjustments.

If you do tell a prospective employer in writing, then you have proof of advising the employer and this, in turn, brings the protection of the DDA.

A good employer would then talk through how widely you wanted your disability known about in the organisation.

If you feel your application has been treated unfairly because you have declared your mental health issues, you can take this up formally as an application to the employment tribunal or, if now in a job/employed, as a grievance.

*Amanda Pringle & Lindsay Paterson, Manager,  
Drumchapel Law and Money Advice Centre*

### **Momentum**

Momentum provide one to one sessions, if required by the client, these sessions can also cover whether to reveal mental health issues to an employer or not.

*Sharon Coyle, Team Leader*

### **Scottish Trades Union Congress**

The amount of information you reveal about your mental health problem to your employer or colleagues can depend on how good your relationship is with them.

You may not choose to discuss your health needs with your manager or colleagues but you may need some support when working.

### **Discrimination**

If you feel you have been discriminated against because of your mental health you may have a case under the Disability Discrimination Act.

For more information on general rights at work go to:

<http://www.worksmart.org.uk/rights/>

For more information on rights for those with a mental health issue go to

[http://www.drc-gb.org/about\\_us/drc\\_scotland.aspx](http://www.drc-gb.org/about_us/drc_scotland.aspx)

*Dave Moxham, General Secretary, STUC*

## **West Glasgow CHCP Health Improvement & Inequalities Team**

There is no single answer here. If people hide the fact that they have or have had a mental health issue, then that keeps it hidden and the stigma of mental illness continues. Also, if you apply for a job and are asked about your medical history and do not declare your mental health issue and it comes out later, there may be some instances where this goes against you.

It also depends on the condition and the post being applied for, e.g. if you have a work-related stress history, it may be better to declare it.

You could also consult your trade union for advice in what to disclose.

### Sources:

1. Drumchapel Law and Money Advice Centre
2. Scottish Trade Union Congress

### Websites to visit:

Outside The Box

<http://www.otbds.org/>

Scottish Recovery Network

<http://www.scottishrecovery.net/content/>

Disability Rights Commission

<http://www.drc-gb.org/>

*Dorothy Morrison, Health Promotion Officer, West CHCP*

## **Question Six: Will I have enough money to live on?**

### **Drumchapel Law and Money Advice Centre (DLMAC)**

There is a specialist money advice service based in Glasgow West Regeneration Agency to assist clients through the transition of being on benefits and moving into employment and aims to make this transition as smooth as possible.

The advisor can carry out in work benefits calculations and assists clients who wish to apply for financial help such as, job grants. They can examine what benefits you are entitled to e.g. Tax credits, council tax rebates and housing benefit. They can also look at the practical considerations involved in the transfer to work, or training.

Clients can also be referred onto other agencies for training and confidence building.

There is also help from DLMAC if you have debt problems which need addressed.

Training in budgeting skills and advice on money saving tips for those who require that type of service can also be provided.

*Christina Young, Drumchapel Law and Money Advice*

### **Jobcentre Plus**

They provide in work benefits calculations, help to fast track claims for tax credits, and there are also financial incentives for anyone who is in receipt of incapacity benefit who wishes to return to work.

*Alan Rae, Disability Employment Adviser Job Centre Plus (Anniesland)*

### **The Three Eyes Project**

The Three Eyes Project Offers support and advice to all members of the community. They can carry out in-work benefit calculations and assists in the application for tax credits and DLA.

They also accommodate outreach workers from Drumchapel Law and Money Advice.

## **Westgap**

Westgap provide a variety of services all connected to poverty issues. They have welfare rights workers who will assess client's benefits to ensure that they are receiving their full entitlement. They help with issues such as fuel bills, council tax, housing problems and social work issues. They will assist clients with claim forms for rebates and benefits. They also have money advice clinics on a Tuesday. The service is open to all client groups from the west and citywide. It is a self-referral scheme but they also receive referrals from agencies such as Jobcentre Plus and the Social Work Department.

The length of support will depend on the client's needs. If they cannot help with a specific request, they will be happy to signpost the client onto other relevant organisations.

Their office is relaxed and homely.

*Dermot Coyle, Money Adviser, Westgap*

## **The Wise Group**

Staff carry out in-work benefit calculations to advise clients of the possible financial benefits of employment.

*The Wise Group*

## **Question Seven: How will my childcare needs be met?**

### **Glasgow West Regeneration Agency – Working For Families**

Working for Families is part of the Scottish Government's strategy for eliminating child poverty and aims to assist parents and carers facing barriers to employment or move closer to employability or training.

The project has two elements to it with Guidance staff offering a holistic approach to goal setting. Issues of confidence, improving skills sets and offering specialist money and debt advice are all part of the process that help people to achieve their goals.

The Childcare Mentor will assess the family's childcare needs and put together a package that would enable the clients to take part in training and are also able to assist parents with financial support with childcare when they make the transition into employment.

The support that is given to clients prior to engaging in education, training or employment continues beyond reaching their personal goals for at least six months, adding to the overall sustainability.

The Working For Families Team have excellent working relations with the rest of the operational team within GWRA and with Jobcentre Plus, Health Visitors, Social Work, Careers Scotland, Childcare Providers, Pathways to Progress to name but a few.

*Tricia McGovern and Billy McGuire, Working for Families, Glasgow West Regeneration Agency*

## **Question Eight: How do I deal with stress in the workplace?**

### **COPE**

COPE can help you acquire stress management skills.

*Hilda Davis, COPE*

### **Glasgow West CHCP Health Improvement and Inequalities Team**

#### **What is stress?**

Some pressure is normal, good and even necessary in order to meet deadlines at work or outwith.

You are not alone in feeling pressurised!

However, there can be too much pressure or it can go on for too long. If we don't get the opportunity to be refreshed and recover from daily stresses and when we have more pressure than we can cope with, it can affect our health. Stress is the unpleasant reaction we can have in the face of too much pressure or too many demands placed on us.

#### **What can you do if you are stressed?**

##### **Talk to someone.**

Don't suffer in silence. Perhaps someone else in your workplace is feeling the same way about a particular issue.

Although some managers think that staff bring their problems from home into work, it is much more the case that people take their work worries home. All the more reason for having work-related stress issues dealt with at work.

Simply telling someone how stressed you feel can help

##### **Take action early**

It is often a gradual build-up of stress from various different sources that can take us to breaking point, rather than one obvious trigger. One seemingly small event can prove just too much. This is another reason why it is really important and healthy to deal with stresses as they arise and not let them become bigger and bigger.

## **Review what is really causing stress for you**

We all have expectations of what we should be able to do.

Stress Management is the ability of an individual to manage the perceived pressures they face on a day-to-day basis. Who has said that everything has to be done? If you work to a “to-do” list, perhaps your list, whether at work or home, could not be achieved by anyone! Or not in the time scales you have set yourself. If deadlines at work seem unrealistic, discuss this with your line manager or supervisor.

Take a long hard look at your expectations of yourself in general. You could be surprised! Ask yourself if what you look for from yourself and others is unmanageable.

Through a variety of techniques such as reducing or re-appraising the pressures and enhancing your coping abilities and resources to help you, you may be able to reduce your own stress.

Ideally, we get job satisfaction from carrying out meaningful activities within a manageable workload in a pleasant environment.

## **Reduce or cut out the tea, coffee and fizzy drinks containing caffeine**

As this can make us more anxious and feel edgy. In excess caffeine can make us irritable and angry.

## **Keep a supply of tasty fresh fruit handy at work and home**

That way, you'll be less inclined to eat fatty foods or high fat / high salt foods. Also, drink lots of water – it's very good for your digestion and helps your body's overall stress balance.

## **Change your environment where and when you can**

If it's an office, can you occasionally work at another desk?

If you find it hard to concentrate e.g. in an open-plan office, are there quiet rooms that you can book out?

Perhaps there is a policy for working from home, which you can access when you have to work on something that demands a lot of concentration

## **Make sure you have quality time for yourself outwith work**

If possible, try to vary your route to and from work – small changes in routine can help. Use the journey time to leave the job behind for the day

## **Get plenty of sleep and rest**

Avoid caffeine in the evenings and try to go to bed at the same time. Having enough sleep on weeknights does you more good than having less sleep through and then long lies at the weekend.

## **“Laughter is the best medicine”**

Find a style of comedy or light relief that makes you laugh!

## **Be good to yourself**

Explore new interests, have creative outlets.

## **Have some physical activity regularly**

Activity can include gardening, brisk housework, as well as walking and exercise. There’s plenty of evidence to show that physical activity boosts mental health. And it can be sociable!

## **Connect with the people around you – your partner, family, friends, and people with interests in common with your own**

A sense of connectedness is really good for your mental health and helps to put things in perspective.

### **Sources:**

1. Royston Stress Centre, Glasgow (2007) *Managing Your Stress* (leaflet)
2. International Stress Management Association website; [www.isma.org.uk](http://www.isma.org.uk)
3. Health Scotland (2006) *Talking About Stress*, booklet produced by Health Scotland.

### **Other resources:**

The guide below is written by members of the Newcastle, North Tyneside and Northumberland Mental Health Trust.

Web: [www.nnt.nhs.uk/mh/](http://www.nnt.nhs.uk/mh/)

Note: this is not just a leaflet but a longer self help guide written by clinical psychologists with examples and exercises.

*Dorothy Morrison, Health Improvement Office, West Glasgow CHCP*

## **Jobcentre Plus**

The NHS Condition Management Programme is a short course designed to help you understand and manage your health conditions; improve your quality of life; and help you to return to work. It does not affect benefit entitlement.

*Susan Mackie, Incapacity Benefit Adviser*

## **Momentum**

Work Step provides on-going support to the employee and the employer where the duration and type of support varies for each individual. This can help deal with a range of problems from suffering from stress in the workplace, depression, long term medical or neurological conditions, to recovering from a physical injury. This programme covers the following aspects:

- Advice and awareness
- Emotional support
- One to One support
- Promoting independence
- Confidence and stamina building
- Personal development

Momentum has a friendly open and relaxed atmosphere. They recognize that for many clients it is a big step just to be able to come through their doors.

*Sharon Coyle, Team Leader, Momentum*

# **Question Nine: What are my employment rights and how will company policies affect me?**

## **Scottish Trades Union Congress (STUC)**

### **Your Rights at Work Timetable**

#### **Unfair Treatment**

The law protects everyone at work from being discriminated against because of their race, their sex or a disability. This protection covers pay and conditions, promotion and all treatment at work, including the job interview.

#### **From your first day at work you are entitled**

To a statement showing how much you earn and any deductions that will be made from your pay. When you will be paid and the method of payment (e.g. into your bank account).

To a minimum wage – for current rates go to <http://www.dti.gov.uk/employment/pay/national-minimum-wage/index.html>

A weekly or monthly pay slip (depending on how you are paid) showing your earnings and any deductions.

To working-time rights (including holiday pay entitlement).

To equal pay with members of the opposite sex doing the same or a comparable job to you.

Not to be discriminated against for reasons of your sex, race or any disability or for being a member of a trade union.

To work in a place which is safe.

#### **After a month**

One week's notice of dismissal.

Payment if you are suspended on medical grounds.

Wages if you are laid off.

#### **After two months**

A written statement of your terms of employment. This must include your pay, hours, where you are expected to work, holidays and other benefits such as pension entitlement.

## **After one year**

You are entitled to claim unfair dismissal.

You can return to work after 40 weeks maternity leave.

## **After two years**

You can claim redundancy pay if your job has ended and no one has been taken on to do it.

## **Reasonable Adjustments**

Many people think of reasonable adjustments as physical, for example installing a ramp for a wheelchair user - but there are many different types of adjustment. There are no definite rules about what is a 'reasonable' adjustment. What may be reasonable for one company may not be for another. A few examples that might be considered are:

Flexible working (for example, some medication may make you sleepy in the morning so perhaps start your working day a few hours later)

Can some tasks be given to another employee for the short-, medium- or long-term?

Is a colleague available to help you? - Some people find it useful to talk to a trusted colleague weekly, daily or when needed if work seems difficult.

Is there a place where you can take a break if you need to?

## **Help while in work**

### **Counselling**

Some larger companies offer services like counselling to employees, free of charge. This is often run by an outside company who supply face-to-face or telephone counselling sessions. All conversations or calls are confidential. Your employer can't ask the counselling company what you talk about or how often.

Companies that provide this service will have different procedures for getting this help. For more information ask your Human Resources (HR) department (if there is one) or a trusted colleague.

Some HR departments have people who are trained to listen to employees as a counsellor. If you do not have an HR department, your doctor (GP) would be able to advise on counselling services in your area.

## **Mentoring - support from another employee**

Some larger companies have mentoring schemes. This is when you are partnered with a person, usually a senior person in a different part of the company, who can talk to you about aspects of your work.

Companies have different ways of doing this but you may meet your mentor once a month and talk about any problems or issues you have with staff, working patterns or workload. The mentor will usually be able to advise you on how to deal with these issues without being directly involved.

## **Review meetings**

You may have regular 'catch up' or review meetings with your manager. You could use this time to talk about any difficulties you are having at work.

## **If you have to take time off.**

If you take time off, keep in contact with your employer (or ask someone else to do it for you). Let them know how long you are likely to be away from work. You may find some of the points above useful but when you are ready to return to work, you could also ask your employer if you can:

Work up to your former hours (for example, work a few days a week until you are confident working full time).

Have more feedback to provide reassurance and reduce any anxiety you may have.

Meet more frequently to look at your workload and help prioritise and set agreed deadlines.

## **Discrimination**

If you feel you have been discriminated against because of your mental health you may have a case under the Disability Discrimination Act.

For more information on general rights at work go to:

<http://www.worksmart.org.uk/rights/>

For more information on rights for those with a mental health issue go to

[http://www.drc-gb.org/about\\_us/drc\\_scotland.aspx](http://www.drc-gb.org/about_us/drc_scotland.aspx)

*Dave Moxham, STUC*

## **Question Ten: How do I get support when I am in a job?**

### **Disability Employment Advisor Jobcentre Plus**

Part of a person's action plan may include that the client should receive in work support.

In work support is confidential; it is for an indefinite length of time and suits the client's needs. You can apply for it if you receive certain benefits, such as, incapacity benefit (including credits only). Do check with a benefits adviser first.

These are the forms of in-work support:

- Regular contact through an aftercare service
- Help from a job coach
- Support from a mentor
- Occupational health support.

*Alan Rae, Disability Employment Adviser Job Centre Plus (Anniesland)*

### **Momentum**

Workstep provides on-going support to the employee and the employer where the duration and type of support varies for each individual. The support can help if you are suffering from stress in the workplace, depression, long term medical or neurological conditions, to recovering from a physical injury. This programme covers the following aspects:

- Advice and awareness
- Emotional support
- One to One support
- Promoting independence
- Confidence and stamina building
- Encouraging personal development

*Sharon Coyle, Team Leader, Momentum*

### **Wise Group**

Jobcentre Plus refer clients to the Wise Group's In-Work Support Service for additional help after starting work. Under our New Deal for Disabled Programme (NDDP) we are available to help the clients for up to 26 weeks after starting work.

*The Wise Group*

## **Acknowledgements**

We would like to thank all our colleagues in the Peer Support Group. Without them, there would not have been a Booklet. We would especially like to thank Marion Cosimini who designed the booklet cover and Peer Support Group Logo.

Many thanks to those people we interviewed who took the time and trouble to talk to us and show us round their organisations.

We would particularly like to thank Dorothy Morrison, Health Promotion Officer, West Glasgow CHCP and Karen Wilson, Work Development Coordinator, Glasgow West Regeneration Agency for their patience and good humour, as we found our feet, as novice researchers.

Karen Wilson in particular deserves our special thanks. Karen has many years of experience in the field of Mental Health and feels passionately about the importance of client-centred work with service users, assisting their own development and supporting their own unique journey back to health. She is our mentor and this project would not have come about without her.

## **Useful Contacts**

### **Employment Agencies**

Action for employment (A4E)  
3rd Floor  
49 Bath St.  
Glasgow  
G2 2DF  
0141 331 1902  
Fax 0141 353 6596  
E-mail [enquiries@a4e.co.uk](mailto:enquiries@a4e.co.uk)  
[www.a4e.co.uk](http://www.a4e.co.uk)

Careers Scotland  
3 Byres Road  
Partick  
Glasgow  
G11 5RD  
0141 357 6250  
[byres.road@careers-scotland.org.uk](mailto:byres.road@careers-scotland.org.uk)  
[www.careers-scotland.org.uk](http://www.careers-scotland.org.uk)

Glasgow West Regeneration Agency  
The Open Gate  
44 Hecla Square  
Drumchapel  
Glasgow  
G15 8NH  
0141 949 4949  
[www.glasgowwest.org.uk](http://www.glasgowwest.org.uk)

Jobcentre Plus  
67 Kinfauns Dr  
Drumchapel  
Glasgow  
G15 7TG  
0141 800 2611  
[www.jobcenterplus.gov.uk](http://www.jobcenterplus.gov.uk)

Jobcentre Plus  
21 Herschell St  
Anniesland  
Glasgow  
G13 1HT  
Tel 0141 950 5100  
[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

Jobcenter Plus  
20 Benalder St  
Partick  
Glasgow  
G11 6QN  
[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

Shaw Trust  
46 Gordon St  
Glasgow G1 3PU  
[www.shaw-trust.org.uk](http://www.shaw-trust.org.uk)

More organisations are listed in the Employability Services Directory for Glasgow West which can be obtained at Glasgow West Regeneration Agency or online at [www.easglasgow.com](http://www.easglasgow.com)

## Education and Training Agencies

Anniesland College  
19 Hatfield Dr  
Anniesland  
Glasgow  
G12 0YE  
0141 357 3969  
Email [reception@anniesland.ac.uk](mailto:reception@anniesland.ac.uk)  
[www.anniesland.ac.uk](http://www.anniesland.ac.uk)

Anniesland Library and Learning Centre  
Crow Rd  
Glasgow  
0141 954 5867  
[www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
Other Branch Library and Learning Centres  
details available at above web site.

Business Links@  
Business Gateway (City Centre)  
170 Buchanan St  
Glasgow  
G1 2LW  
0141 221 9798  
[www.businesslinks.co.uk](http://www.businesslinks.co.uk)

Central College of Commerce  
300 Cathedral St  
Glasgow  
G1 2TA  
[www.centralcollege.ac.uk](http://www.centralcollege.ac.uk)  
[learner.support@central-glasgow.ac.uk](mailto:learner.support@central-glasgow.ac.uk)

Community Learning (Glasgow City Council)  
The Mitchell Library  
North St  
Glasgow  
G3 7ND  
0141 287 2960  
lil@cls.glasgow.gov.uk  
www.glasgow.gov.uk

Drumchapel Library and Learning Centre  
65 Hecla Ave  
Glasgow  
G15 8LX  
0141 944 5698  
www.glasgow.gov.uk

Enable  
7 Buchanan St  
Glasgow  
G1 3HL  
0141 226 4541  
enable@enable.co.uk  
www.enable.org.uk

Glasgow Council for the Voluntary Sector  
11 Queens Crescent  
Glasgow  
G4 9AS  
0141 332 2444  
www.gcvsv.org.uk

Glasgow Metropolitan College  
60 North Hanover St  
Glasgow  
G1 2BP  
0141 566 6222  
enquiries@glasgowmet.ac.uk  
www.glasgowmet.ac.uk

Momentum  
80 Oswald St  
Glasgow  
G1 4LP  
headoffice@momentumscotland.org  
www.momentumscotland.org  
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Pathways to Progress  
The Open Gate  
44 Hecla Square  
Glasgow  
G15 8NH  
0141 949 4934

SAMH Glasgow North ESF Project  
21-29 Hathaway Street  
Maryhill  
Glasgow  
G20 6DT  
0141 945 0563

Stow College  
City Campus  
Shamrock St  
Cowcaddens  
Glasgow  
G4 9LD  
[enquiries@stowcollege.ac.uk](mailto:enquiries@stowcollege.ac.uk)  
[www.stowcollege.ac.uk](http://www.stowcollege.ac.uk)

The Three Eyes Project  
52 Knightscliffe Ave  
Glasgow  
G13 2TE  
0141 954 8432

The Volunteer Centre  
84 Millar St  
Glasgow  
G1 1DT  
0141 226 3431  
[www.volunteerglasgow.org](http://www.volunteerglasgow.org)

The Wise Group  
72 Charlotte St  
Glasgow  
G1 5DW  
0141 303 3131  
[enquiries@wisegroup.co.uk](mailto:enquiries@wisegroup.co.uk)  
[www.thewisegroup.co.uk](http://www.thewisegroup.co.uk)

## Support Services

ACAS  
151 West George St  
Glasgow  
G2 2JJ  
0141 248 1400  
[www.acas.org.uk](http://www.acas.org.uk)

The Annex Healthy Living Centre  
9a Stewartville St  
Partick  
Glasgow  
G11 5PE  
0141 357 6767  
[www.theannexhlc.org](http://www.theannexhlc.org)

Capability Scotland  
38-60 Eliot St  
Glasgow  
G3  
0141 248 2510  
[enquiries@capability-scotland.org.uk](mailto:enquiries@capability-scotland.org.uk)  
[www.capability-scotland.org.uk](http://www.capability-scotland.org.uk)

Caring over People's Emotions (COPE)  
20 Drumchapel Rd  
Glasgow  
G15 6QE  
0141 944 5490  
[lindadrumchapel@aol.com](mailto:lindadrumchapel@aol.com)  
[www.drumchapel.org.uk/cope](http://www.drumchapel.org.uk/cope)

DHP Scotland Ltd  
Merchants House  
30 Georges Square  
Glasgow  
G2 1EG  
Tel no; 0141 221 9798  
[www.dhp-scotland.co.uk](http://www.dhp-scotland.co.uk)

Disability Rights Commission  
[www.drc-qb.org/scotland](http://www.drc-qb.org/scotland)  
(October 2007 will be known as Equality & Human Rights Commission on  
[www.cehr.org.uk](http://www.cehr.org.uk))  
08457 474747

Flourish House  
Ashley Street  
Glasgow  
G3 6DR  
0141 333 0099  
[info@flourishhouse.org.uk](mailto:info@flourishhouse.org.uk)  
[www.flourishhouse.org.uk](http://www.flourishhouse.org.uk)

SAMH  
Cumbrae House  
Carlton Court  
Glasgow  
0141 568 7000

Scottish Recovery Network  
Baltic Chambers  
50 Wellington St  
G2 6HJ  
[www.scottishrecovery.net](http://www.scottishrecovery.net).

Scottish Trades Union Congress  
333 Woodlands Rd  
Glasgow  
G3  
0141 337 8100  
[enquiries@stuc.org.uk](mailto:enquiries@stuc.org.uk)  
[www.stuc.org.uk](http://www.stuc.org.uk)

Shelter  
1st Floor Suite  
2 Breckenridge House  
274 Sauchiehall St  
Glasgow  
G2 3EH  
enquiries@shelter.org.uk  
www.shelter.org.uk

Turning Point  
54 Govan Rd  
Glasgow  
G51 1JL  
0141 427 8200  
www.turningpointscotland.co.uk

WellScotland.info  
Scottish Executive  
St Andrews House  
Edinburgh  
EH1 3DG  
wellscotland@qsi.gov.uk  
www.wellscotland.info

## **Family Services**

Drumchapel Early Years Centre  
16 Kinfauns Dr  
Glasgow  
G15 7TS  
0141 944 70951  
[www.drumchapel.org.uk](http://www.drumchapel.org.uk)

Family Learning Centre  
15 Kilcloy Ave  
Glasgow  
G15 3455  
[www.drumchapel.org.uk](http://www.drumchapel.org.uk)

The Fasque Family Centre  
9 Ladyloan Pl  
Glasgow  
G15 8HU  
0141 944 0566  
[www.drumchapel.org.uk](http://www.drumchapel.org.uk)

Gingerbread Scotland  
1014 Argyle St  
Glasgow  
G3 8LX  
0141 576 5085  
[www.gingerbread.org.uk](http://www.gingerbread.org.uk)

Yoker Family Support  
Yoker Resource Centre  
10 Yoker Place  
Glasgow  
G14 0LL  
0141 952 6845

Working for Families  
Glasgow West Regeneration Agency  
Open Gate  
44 Hecla Square  
Drumchapel  
Glasgow  
G15 8NH  
[www.glasgowwest.org.uk](http://www.glasgowwest.org.uk)

## **Money and Legal Advice**

Drumchapel Citizens Advice Bureau  
196a Drumry Rd East  
Drumchapel  
Glasgow  
G15 8NS  
0141 944 2612  
[www.cab.co.uk](http://www.cab.co.uk)

Drumchapel Law and Money Advice Centre (DLMAC)  
Units 10 & 28  
42 Dalsetter Ave  
Glasgow  
G15 8TE  
Phone: 0141 944 0507/0281  
Email: [law@dlmac.co.uk](mailto:law@dlmac.co.uk)  
[www.dlmac.co.uk](http://www.dlmac.co.uk)

West Glasgow against Poverty (Westgap)  
65-67 Hyndland St  
Glasgow  
G11 5PS  
0141 342 4343  
E-mail [westgap@talk21.com](mailto:westgap@talk21.com)  
[www.moneyadvicescotland.org.uk/debtadvice/agency](http://www.moneyadvicescotland.org.uk/debtadvice/agency)

Glasgow West Credit Union  
434 Dumbarton Rd  
Glasgow  
G11 6SB  
0141 339 7070  
[www.gwcreditunion.btik.com](http://www.gwcreditunion.btik.com)

Money Advice Scotland  
Suite 306  
Pentagon Centre  
36 Washington St  
Glasgow  
G3 8AZ  
0141 572 0237  
[info@moneyadvicescotland.org.uk](mailto:info@moneyadvicescotland.org.uk)  
[www.moneyadvicescotland.org.uk](http://www.moneyadvicescotland.org.uk)

## Notes

## Notes



**For more information on the Glasgow  
West Peer Support Group and the  
Services of the West Referral Team.**

**Contact:  
Work Development Coordinator  
The West Referral Team**

**Main Reception: 0141 949 4949  
Email: [info@glasgow.org.uk](mailto:info@glasgow.org.uk)  
Freephone: 0800 027 5661**

