

SECTION B PART 1 - SERVICE SPECIFICATIONS

Mandatory headings 1 – 5. Mandatory but detail for local determination and agreement.

Optional heading 6. Optional to use, detail for local determination and agreement.

All subheadings for local determination and agreement.

Service Specification No.	<i>To be added by contracting</i>
Service	Employment Support Co-ordinator Service (ESC) WorkWise
Commissioner Lead	<i>Snr Commissioning Manager (MH NHSD and NHSB&P)</i>
Provider Lead	<i>Dorset Mental Health Forum</i>
Period	1 April 2012- 31 March 2013
Date of Review	N/A

1. Population Needs

1.1 National/local context and evidence base

1.1.1 In recent years in the UK mental health commissioning has concentrated on provision of services for those suffering with Serious and Enduring Mental Disorders (SMD), driven by the requirements of the National Service Framework (NSF) for Mental Health. More recently replaced by "No Health Without Mental Health", attention has turned to the issue of early detection and intervention and the growing body of evidence to show the beneficial effects of work and employment for a good mental health. As a National Pathfinder and First Wave Site for Improving Access to Psychological Therapies (IAPT) NHS Dorset, Bournemouth and Poole is able to take national and local good practice forward in the development and implementation fully developed Mental Health Access & Wellbeing services including talking therapies and employment support services.

1.1.2 The National Institute for Health and Clinical Excellence (NICE) has published guidelines for the management of depression, anxiety, obsessive-compulsive disorder (OCD), post traumatic stress disorder (PTSD), postnatal depression and body dysmorphic disorders (BDD). The guidelines provide a rigorous evidence base for providing care for this group. Their recommendations serve as a basis for providing Talking Therapies psychological interventions. NICE guidelines are based on a body of evidence that will continue to grow over time. The need for employment services has been developed alongside these treatment recommendations, as we know the work is important for maintaining good mental health

1.1.3 The NICE guidelines for the management of depression, anxiety and obsessive-compulsive disorder (OCD) recommend using a stepped care model, which is based upon the assumption that the most simple and time limited interventions are offered to those with mild problems and the most time and cost intensive are reserved for those with more complex difficulties. Therefore progression onto more intensive services is based upon increased need. This is articulated most clearly in steps 2 and 3 of the NICE depression model of care. This is reflected in the Dorset Stepped Care Model (see overleaf) in keeping with the development of a pan Dorset service specification for Any Qualified Provider (AQP) for of Primary Care Psychological Therapies (PCPT) service specification pan Dorset, hence Dorset have developed into the Dorset Stepped Care model (see overleaf).

1.1.4 The ESC service pan Dorset is called WorkWise, forming a key part of the development of the Mental Health Access and Well-being Pathway pan Dorset, linking with the proposed changes to develop a Primary Care Mental Health Services pan Dorset.

Step	Presentation	Intervention Stage	Intervention
Step 4	<p>Severe Mental Health Problems: Severe Complex Depression Severe Personality Disorder Complex treatment for Generalised Anxiety Disorder Severe Panic Disorder, OCD & PTSD Complex Co-Morbidity</p>	<p>Multi - Disciplinary Specialist Intervention</p>	<p>Highly Specialist Treatment including medication, high intensity psychological treatments with a multi-disciplinary/multi-agency approach, crisis intervention, in-patient treatment; complex risk assessment & management plans</p>
Step 3	<p>Moderate – Severe Mental Health Problems: Moderate - Severe Depression Mild - Moderate Personality Disorder Panic Disorder Moderate – Severe Post Traumatic Disorder (PTSD) Generalised Anxiety Disorder Obsessive Compulsive Disorder Phobias incl Social Phobias Other co-morbid mental health conditions where anxiety or depression is present Mild learning disability</p>	<p>High Intensity Interventions</p>	<p>Cognitive Behavioural Therapy (CBT) Individual or Group Interpersonal Therapy (IPT) Behavioural Activation Behavioural Couples Therapy Eye Movement Desensitising & Reprocessing (EMDR) Bibliotherapy based on cognitive behavioural therapy principles Counselling Risk Assessment & Management Plan</p>
Step 2	<p>Mild – Moderate Mental Health Problems: Mild – moderate depression Persistent sub threshold depressive symptoms Depression (with a chronic physical health condition) Depression (antenatal and postnatal) Generalised Anxiety Disorder Mild – Moderate Panic Disorder Obsessive-compulsive disorder Mild – Moderate Post Traumatic Disorder (PTSD) Social Phobia</p>	<p>Low Intensity Interventions</p>	<p>Cognitive behavioural therapy (CBT) Individual or Group Computerised Cognitive behavioural therapy (CCBT) Group-based peer support (self-help) programmes Psycho-educational groups Self-help (individual facilitated) Self-help (individual non-facilitated) Behavioural Activation Applied relaxation Bibliotherapy based on cognitive behavioural therapy principles Counselling Risk Assessment & Management Plan</p>
Step 1	<p>Early Signs of Mental Health Problems Recognition of Problem All Common Mental Health Disorders</p>	<p>Screening, Advice & Information</p>	<p>Identification Assessment Psycho-education Active Monitoring Peer Support Referral for further assessment & intervention</p>

2. Scope

2.1 Aims and objectives of service

2.1 OVERALL OBJECTIVE OF SERVICE

The “WorkWise” service is directed to provide expert knowledge, information, advice and consultancy on mental health and employment issues to local employers and to mental health services. The service links with the developments in the national “Time To Change” campaign. It may also provide time-limited targeted support to individuals referred from mental health these services, who are experiencing difficulties relating to their employment. These three areas of focus (employers, talking therapies staff and individual clients) are of equal importance, and will be given appropriate levels of attention by the WorkWise service. By working strategically with local employers, WorkWise will aim to contribute, over time, to a decrease in work-related mental health difficulties in the local population, and an increase in the understanding among employers of the mental health and employment interface, leading to an increase in mentally healthy workplaces in Dorset, Bournemouth & Poole.

2.1.1 SERVICE PURPOSE

The overall purpose of the “Workwise” service is to ensure the strategic coordination of the mental health and employment services in order to facilitate the recovery process of:

- people in work and struggling
- people on statutory or employer sick pay
- people claiming out of work welfare benefits

2.1.2 SERVICE AIMS

- To provide employment support and co-ordination, while working in partnership with organisations/staff pan Dorset who provide psychological therapy services for common mental health problems and review changes that will need to be incorporated within care pathways on employment
- To provide expert knowledge that facilitates early and swift access to employment options in each identified locality
- to promote the interface between employment and mental health & well-being including the beneficial effects of work, for good mental health and recovery and improved quality of life
- to raise awareness among local employers of mental health issues and their impact in the workplace, including for carers, family and friends and what employers can do to support good mental health in the workplace
- to provide a service offering information, support and advice to talking therapies practitioners on employment issues and options, to form part of the delivery of talking therapy and primary care mental health services (PCMHS), as they develop.
- to provide a service that promotes choice of occupation and employment either paid or unpaid, full-time or part-time, which is cost-effective, signposting people to a range of employment options, based on positive and recovery-oriented practice.
- to build on the existing mental health skills of primary care clinicians working with common mental health problems alongside primary care mental health professionals and pilots as needed , whilst maintaining close relationships with Job Centre Plus and local employers.
- to reduce the need for referrals to specialist mental health services

- to offer a service that embraces innovation and strives to improve service delivery in partnership with the commissioners of mental health services in NHS Bournemouth, Poole and Dorset.
- to provide a service that links with providers of drug and alcohol misuse interventions and ensure seamless and joint working in relation to those patients who suffer from a common mental health and drug/alcohol problem.

2.2 Service description/care pathway

2.2 SERVICE DESCRIPTION

2.2.1 The service will:

- be available to anyone and accessible to everyone including ex-offenders, people with disabilities (learning and physical), older people, carers and hard to reach groups, that meet the service access criteria
- ensure equitable and timely access, based on presenting needs
- facilitate communication between the individual, the talking therapies services and employers, ensuring appropriate coordination of an individual's support

2.2.2 The service will help in the delivery for steps 1, 2 and 3 of the Dorset Stepped Care model, while linking with Job Centre Plus, employers, education and vocational services.

2.2.3 The service will be offered to all individuals being assessed by the talking therapies providers for those who are eligible and could benefit from support from the "Workwise" service.

2.2.4 The "Workwise" service will provide:

- links to Job Centre Plus, vocational services, local employers, educational opportunities, community, peer support groups and Peer Specialists.
- ESC's with the knowledge, skills and attitudes to listen, detect, assess and make decisions about the most appropriate level of employment support.
- knowledge of a range of effective and accessible local employment information and support appropriate to each individual and their employment status.
- Give education and support to Talking Therapies staff on employment to enable ongoing employment retention of service users within the Talking Therapies services.

GENERAL SERVICE PRINCIPLES

2.2.5 The "Workwise" service will have a particularly close relationship with significant local employers and with Local talking therapies services

2.2.6 The "Workwise" service will forge links with employers via Human Resources and Occupational Health staff, and via networks such as Chambers of Commerce and Business Link.

2.2.7 A pathway and signposting process of informing and advising on employment support options will be developed by the ESC's to assist the staff in psychological therapy providers in their roles and increase their skills and confidence to deal with mental health and employment issues.

2.2.8 Services will be available to people aged 18 plus on the basis of eligibility

- 2.2.9 People using the "Workwise" service via their psychological therapies worker will be given a choice of venue including being seen at the talking therapy service base, GP Practice or other location. Flexibility will also be offered in terms of appointment times including outside office hours, and the manner in which contacts are made, i.e., by telephone, internet and email, according to preference.
- 2.2.10 Appropriate publicity for the service will be developed, distributed and updated regularly by Dorset Mental Health Forum, the provider.
- 2.2.11 The service will be responsive to internal and external audit and evaluation, and allow the necessary access to data and information when required by external reviewers.
- 2.2.12 The service will record the following information and report quarterly to the commissioner: age, gender, ethnicity, locality.

KEY ELEMENTS OF THE SERVICE

- 2.2.13 The service will provide information, advice and support on employment issues to people experiencing common mental health problems, and to therapists working in the Talking Therapies service.
- 2.2.14 The service will be delivered by a team of 5 part-time Employment Support Coordinators (ESC's) and an administration post. The ESCs currently work to 3 areas (west of Dorset, east of Dorset and Bournemouth & Poole), receiving referrals from the current Talking Therapies teams and will link with the five primary care psychological therapies locality teams, when set up, as AQP PCPT.

The role of the ESC's will be to offer information, advice, co-ordination, signposting, referral, and training on employment and mental health, both to people experiencing common mental health problems and needing employment support, and to staff in the PCMHS (as it develops) and the wider primary care services.

2.2.15 ESC's will offer the following services:

- Education of employers and Talking Therapies staff regarding mental health and employment issues
- Signposting to appropriate agencies and services
- Problem-solving, with individuals experiencing complex and/or protracted job retention difficulties, including negotiation with an individual's employer where appropriate.
- Referral to a range of employment support services e.g. job clubs
- Referral to Job Centre Plus
- Referral to Citizens Advice Bureau for debt counselling/benefits advice/legal advice
- group sessions will be offered by the ESC for people, on getting back to work and staying in work, as referred by the talking Therapies Services

Dorset Mental Health Forum, the provider, will be responsible for ensuring that ESCs communicate appropriately with employers, professionals involved in the individual's care in relation to their employment needs, including the primary care team/GP, other specialist services outside the Talking Therapies, CMHTs, drug and alcohol community teams, and learning disability community teams.

SUPERVISION AND MANAGEMENT

- 2.2.16 Dorset Mental Health Forum (DMHF), the service provider, will ensure management and supervision of all staff in the service.

SCOPE

- 2.2.17 Services will be delivered via 13 localities across the pan Dorset PCT cluster, six covering

Bournemouth and Poole area and seven in Dorset. Information collated and broken down by each of the localities will be made available

The 13 locality clusters cover Practice-Based Commissioning locality groups, 2 Unitary and 1 Local Authority areas pan Dorset . The expectation is that whilst the localities work to meet local need they will be managed as a whole service. All will work flexibly across localities to ensure equity of access and skill sharing.

WORKFORCE

2.2.18 The "Workwise" workforce will

- work in partnership with psychological therapies staff, who deliver the psychological interventions as recommended in the NICE guidelines for Depression and Anxiety and the other common mental health conditions.
- offer expert advice, consultancy, training and support on employment and work related issues to employers, and psychological therapies staff who treat people experiencing common mental health problems.
- ESCs will have the following skills and abilities:
- knowledge and competence in developing collaborative relationships with people experiencing common mental health problems.
- understanding of stepped-care approaches to managing common mental health problems in primary care, including ongoing risk management.
- ability to provide information to local employers in order that increased understanding on positive mental health in the workplace is carried out to an increased level of awareness of the mental health and employment interface so creating and sustaining mentally healthy work places in Dorset, Bournemouth and Poole
- work to keep and support service users retention of their paid employment
- knowledge of a range of employment, occupational and well-being strategies for personal recovery.
- knowledge and competence in liaison with and signposting to other agencies who deliver employment, occupational and other advice and services.
- knowledge of a range of health, well-being, occupational, employment options and advice.
- capacity to adapt the service in response to feedback, derived from employers and client/patient surveys and knowledge of the benefits system and positive problem solving approaches.
- ability to work creatively in a recovery style and evidence positive outcomes.
- commitment to ensure equitable access for people from diverse cultures and communities
- keep accurate and up to date records of work undertaken, and record in line with relevant policies and procedure.
- will communicate effectively with employers, psychological therapies staff and service users,
- ability to transfer knowledge and skills to provide education on employment issues to psychological therapies staff.

2.3 Population covered

2.3.1 People age 18 plus

2.3.2 Pan Dorset Psychological therapies service providers

2.3.3 Pan Dorset Employers

2.4 Any acceptance and exclusion criteria

Always reference PCT individual cases (prior approval) policy
<http://www.dorset.nhs.uk/WS-Pan-Dorset/Downloads/NHS-Dorset/Policies/Commissioning/joint-individual-cases-policy.pdf>

2.5 Interdependencies with other services

Links to the pan Dorset Draft MH Employment Strategy and Employment Pathway.
Links with Talking Therapies Services and Staff
Pan Dorset Employers and Education Colleges
Pan Dorset Job Centres and Job Centre Plus
Pan Dorset GP practices

3. Applicable Service Standards

3.1 Applicable national standards eg NICE, Royal College

3.1.1 NICE guidance – common mental health disorders

- No Health Without Mental Health
- The Economic case for improving efficiency and quality in mental health
- Talking therapies – A four year plan

4. Key Service Outcomes

Outcome Measures

The following specific outcome measures will be used:

- Economic Status Questions
- Work and Social Adjustment scale
- Patient Experience Questionnaire (post-treatment)
- DMHF//DHUFT Patient Satisfaction Surveys (currently in development)

These outcome measures will be used in order to monitor employment outcomes in terms of choice; patient experience; health and well-being, and inclusion. ESC's will audit service provision in terms of access, equity and choice. DMHF will implement a data collection and reporting system for activity and outcomes recording

5. Location of Provider Premises

The Provider's Premises are located at:

29-29a Durngate Street, Dorchester. Dorset. DT1 1JP

6. Individual Service User Placement

[Insert details including price where appropriate of Individual Service User Placement]

N/A

Performance framework and reporting requirements:
Provide a quarterly report by GP Locality to include:
<ul style="list-style-type: none">• Number of people referred to ESC service, including referral source• Number of people joining the programme by:<ul style="list-style-type: none">○ Age○ Gender○ ethnicity• Number of people who opt in to the service• Number of people who complete the programme• Number of Raising awareness contacts with local employers• Number of training sessions with employers, including locality of employer• Number of liaison visits to JCP• Number of referrals to JCP• Number of people referred for:<ul style="list-style-type: none">○ Benefit advice○ Debt counselling○ Legal advice• Number of people who have changed job role/employer• Number of people moving off of sick-pay and benefits• Number of people retained in employment• Number of people referred to "Return to Work" of other employment placement schemes• Number of people attending<ul style="list-style-type: none">○ Voluntary work○ Training or education• Agreed outcome measures as follows:<ul style="list-style-type: none">○ TBA

	Performance Reporting				
Number of people pending (I.e. awaiting our services)	0	0	0	0	0
Number of people actively being supported by ESC	20	16	7	14	4
Number of people now completed/ closed	5	10	9	10	2
Number of people who did not engage **	2	12	4	4	4
Number of unsuitable referrals	0	2	0	1	0
Number of awareness-raising visits / training sessions delivered to employers.	2	14	0	0	1
Number of liaison visits and referrals to Job Centre+, including pathways to work etc.	5	10	0	0	1
Number of people referred for other advice eg : benefit advice, debt counselling and legal advice.	4	32	9	0	3
Number of people who have changed job/ role within current employment.	0	7	0	1	0
Number of people moving off sick pay & benefits.	0	16	1	0	0
Number of people retained in employment.	1	17	3	1	1
Number of people referred to employment placement scheme.	0	7	0	0	0
Number of people referred to WorkWise training.	6	24	0	0	2
Number of people who have changed employer.	0	7	0	0	0
Number of people attending voluntary work.	0	5	4	1	1
Number of people becoming self employed.	1	2	0	0	0
Number of people undertaking supported/ permitted work.	0	2	0	0	0
Number of people who enter re-training .	0	5	0	6	0
Number of people undertaking a career change.	0	8	4	9	0
Number of people entered education.	0	3	0	4	0

Number of people supported into early retirement.

0

2

0

0

0

**Note : People who did not engage are included under closed cases

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WorkWise Business Case – April 2012 to March 2013

Introduction

WorkWise is the Employment Support Coordination (ESC) service for Dorset, Bournemouth and Poole, delivered by Dorset Mental Health Forum (DMHF), working in partnership with local Primary Care Psychological Therapies (PCPT) services. This paper will describe the service and make proposals for a further 12 month's provision and expansion of the service from April 2012.

Context for ESC Service

There is a wealth of evidence to demonstrate that work is, in general, good for our mental health, including for people with mental health conditions such as anxiety and depression. There is also evidence to show that the longer people are out of work, or on sickness absence from their employment, the more likely they are to experience anxiety and/or depression.

WorkWise: A Peer-Led Service

Dorset Mental Health Forum is a local peer-led charity, run by and for people who experience mental health problems/mental illness. We exist to improve people's lives by promoting wellbeing and recovery, influencing local service provision, and providing a range of specialist peer led services. WorkWise is one such service; our ESCs all have lived experience of mental health difficulties, as well as a wide variety of employment histories, including research scientist, project manager, Job Centre advisor, careers advisor, undertaker, musician, arts tutor with people with learning disabilities, alcohol and drugs family support worker, and vocational advisor.

As far as we know, we are the only ESC service in the country to be explicitly peer-led. The job description and person specification for our posts include the requirements for our ESCs to model and promote mental health recovery and wellbeing, and to demonstrate awareness of how to manage and support one's own mental health. Not only does this mean our staff are "walking the walk", it also offers a powerful message of hope and encouragement to people referred from the PCPT services who are experiencing employment problems.

Commissioning Context

The original service specification has been revised (but not yet finalised by commissioners), and sets out the following proposed direction for service provision during 2012-13:

The WorkWise service is directed to provide expert knowledge, information, advice and consultancy on mental health and employment issues to local employers and to mental health services (especially Primary Care Talking Therapies (PCTT) services).



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It may also provide time-limited targeted support to individuals referred from these services, who are experiencing difficulties relating to their employment. These three areas of focus (employers; PCTT staff; and individual clients) are of equal importance, and will be given appropriate levels of attention by the WorkWise service.

In practice this means the ESC's will spend less time than previously directed on one-to-one client work, and more time on employer engagement, as well as enabling PCPT staff to improve their knowledge and skills on employment issues.

Key Performance Indicators

The KPI's for the WorkWise service for 2012-13 in the draft revised service specification are as follows:

- numbers of people referred to the ESCs, and rates of take-up and throughput.
- numbers of awareness-raising contacts/training sessions delivered to employers.
- numbers of awareness-raising contacts/training sessions delivered to PCPT staff
- numbers of liaison contacts and referrals to Job Centre Plus.
- numbers of people referred for benefits advice, debt counselling and legal advice.
- numbers of people who have changed job role or employer.
- numbers of people moving off sick pay and benefits.
- numbers of people retained in employment.
- numbers of people referred to Return to Work or other employment placement schemes.
- numbers of people attending voluntary work, training or education.
- breakdown of people using the ESC service by age, gender, ethnicity and other equality groups.
- referral sources.

Our IT providers have designed and built a custom-made database, which will enable us to report as fully as possible on the activity and outcomes of the WorkWise service, to meet the reporting requirements set out in the draft revised service specification.

Service Outcomes to date

The WorkWise service in the west of Dorset and east of Dorset was set up in January 2011, and started taking referrals of individual clients from IAPT services from the beginning of March 2011. Referrals from Bournemouth and Poole started in September 2011.



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By extrapolating from activity and outcomes figures to date, we can predict that, with the service funded to continue until 31 March 2013, the following outcomes will be achieved:

- Over 600 individuals referred by PCPT services, helped to retain or return to employment, or to make active choice to engage in education or voluntary work, in furtherance of their wellbeing and recovery.
- Over 50 local employers engaged in mental health awareness-raising and/or healthy workplace sessions.
- Over 18 client courses on 'returning to work' and 'staying well in work' run in different localities pan-Dorset.

Project Evaluation and Service Development

We have undertaken an evaluation of current staffing, including self-appraisals and skills audit, and considered alongside predicted future demands, in the context of the revised service specification for 2012-13, as well as the need to expand the service further in Bournemouth and Poole. Our learning from this evaluation process carried out between April and July 2012, has informed the proposed future staffing structure for the service. As a result, we have re-organised the service staffing around the following mini-teams:

- | | |
|--|-------------------|
| • Employer engagement and training: | 35 hours per week |
| • One-to-one client work (job retention): | 30 hours per week |
| • Unemployed client signposting (phone or email) | 20 hours per week |
| • Client training courses: | 20 hours per week |
| • Provision of advice/consultancy/resources to PCPT teams: | 25 hours per week |

TOTAL ESC hours: 130 hours per week

- | | |
|---------------------------------------|------------------|
| • Administrative support to ESC team: | 8 hours per week |
|---------------------------------------|------------------|

The mini-teams will deliver the service across localities; however, we will maintain a named ESC as a lead link with each PCPT team. We have increased the hours worked by the B&P lead ESC from 15 per week to 25 per week, with effect from 1 August 2012, and we now have a dedicated employer engagement mini-team which will proactively engage with employers (particularly large employers) across Dorset, Bournemouth & Poole, linking strategically with the new Time to Change funded Tea & Talk project. We are putting significant resources into the development of the mini-teams and we propose to review their operation on a quarterly basis, in the light of actual demand and any changes to service priorities within the revised service specification.



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There will be a transitional period during which the ESCs will move away from their previous roles, and into their specified roles within the mini-teams, to achieve the balance of hours as set out above. There will also be a period of adjustment for the PCPT teams with regard to the reduced provision of one-to-one client work by ESCs; however, they will be assisted by WorkWise to develop their own skills and knowledge of employment issues. This process will enable PCPT staff to better assist their clients with employment issues, including signposting directly to appropriate sources of help. Complex job retention clients will continue to be assisted by ESCs.

Cost of Service from 1 April 2012 to 31 March 2013

We expect the cost of running the re-configured WorkWise service for a further 12 months from April 2012 to March 2013 to be as follows:

	£
Employment Support Coordinators	85,920
Travelling and communication expenses	11,000
Publicity and publication costs	2,000
Staff training costs	1,500
Workplace and educational activities	2,000
Administration	4,780
Database creation	2,500
Project development	4,870
Miscellaneous costs	800
Management fee	<u>10,000</u>
Total costs for 12 months:	<u>£125,370</u>

Conclusion

We have taken the learning from the first full year of operation of the WorkWise service, and considered the requirements of the draft revised service specification for 2012-13, in order to propose the above re-configuration and expansion of the service, particularly to enhance the level of service to Bournemouth & Poole clients and employers. The proposals include a significant increase in the number of ESC hours, and dedicated administrative support, both of which will enable us to develop and consolidate this valuable peer-led resource.

Sue Forber
Development Manager