



# PATHWAYS TO EMPLOYMENT IN LONDON

## A guide for drug and alcohol services





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*Pathways to employment in London:  
A guide for drug and alcohol services.*  
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Published by:  
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**This project is funded by Trust for London**

DrugScope is the national membership body for the drug sector. Our aim is to inform policy development and reduce drug-related harms - to individuals, families and communities.

DrugScope incorporates the London Drug and Alcohol Network (LDAN) which is a membership network for those providing drug and alcohol services across London. In 2009, LDAN merged with DrugScope.

LDAN currently supports over 200 services from across 33 London boroughs. LDAN members are responsible for the delivery of drug and alcohol treatment services as well as working across the wider health, criminal justice, homelessness and youth work sectors.

DrugScope is a registered and independent charity in the UK, number 255030, and a registered company limited by guarantee in England, number 926236

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# Foreword

## From Martin Barnes, Chief Executive, DrugScope

The London Drug and Alcohol Network (LDAN) launched a two year 'Pathways to Employment' project in 2009, with funding from Trust for London. At the core of this project has been the development of a pan-London network made up of people designing, delivering and using drug and alcohol and Education, Training and Employment (ETE) services in the capital.

The project has been supported by an expert group, bringing together statutory, private and voluntary sector providers, as well as service users, researchers and policy specialists. It has also sought to review the available literature on 'what works' in employment support for people affected by drug and alcohol problems and to start to map out relevant service provision across the capital.

This report sets out the findings from the literature review and key messages from network events. It includes a directory of services in London that have been identified by the project to date. While of particular relevance for London, I hope it will also be of interest to people in other areas.

The literature on what works in moving users of treatment services into education, training and employment is patchy and incomplete. However, there are some clear messages that can help to inform good practice.

Our map of service provision in London will inevitably have some gaps, and the picture is changing all the time. However, I believe that it provides an essential resource for both drug and alcohol and ETE services, and can help to facilitate the joined up work that is critical to improve outcomes for service users, families and communities.

Among the many barriers that prevent people who have been in drug and alcohol services from accessing training and work are stigma, low expectation and a lack of aspiration for this group. The process of production for this report is one of its messages: it has been researched and written by a DrugScope Policy Intern who has been a user of drug services. He tells his story in the author's preface - and has done a fantastic job for us.

The idea that drug and alcohol services should be aiming to move more of their clients into education, training, volunteering and paid employment has emerged as a key policy issue in the last few years. There is every indication that this will continue to be a dominant theme for drug policy following the change of Government in May 2010. For example, proposals to introduce a 'payment by results' approach to funding are likely to include payments for moving clients into education and employment.

I hope that this report can contribute to supporting policy-makers, commissioners and services to develop their practice in this area, at a time when they will be under pressure to make further progress. Above all, of course, this is about moving forward on the social integration agenda and delivering better outcomes for service users.

## Author's preface

This report was researched and drafted by Peter Simonson, working with Esther Sample, LDAN's Policy Officer. Peter has direct personal experience of using both drug and employment services. He was a policy intern at DrugScope/LDAN from May to October 2010.

Peter holds a BSc (Hons) in Social Sciences from London South Bank University and prior to DrugScope worked in the publishing industry. He is currently working for the UK Drug Policy Commission on a research project about stigma and its effect on users, those in recovery and their families. He sits on the business group of Frontline, the London Borough of Camden's service users group and is a member of the LDAN Employment Expert Group.

I've been engaged with treatment services on and off since 1994. For most of this time I was either in full time education or employment. I entered a Tier 4 treatment service in late 2008 after losing a job in a publishing company, and I was expecting to walk into another post when I left treatment in 2009. Unfortunately I hadn't factored the credit crunch into my personal care plan and had no formal after-care in place.

After an unsuccessful period of applying for jobs without support, I self-referred to a Skills for Life programme specifically aimed at those with drug and/or alcohol issues, and to a Progress2Work centre. My experience of the Skills for Life service wasn't entirely positive, partly because the focus was predominantly on clients attending on court mandated drug rehabilitation requirements. The employment support I was offered was 'hands off', mainly being sat in front of a PC for a few hours a week. However, the service did provide travel costs, meals, a laundrette service and yoga classes. Having structure to my week was important. The Progress2Work centre was also used mainly for PC access, although they offered various workshops on life skills, interview preparation and so on.

I eventually landed a temporary part-time job in a bookshop, after which the support from the Skills for Life programme and Progress2Work ended. The bookshop job lasted for eight months after which I began voluntary work, initially for a development charity and then for LDAN/DrugScope.

Working in a drug service is often seen as a career pathway for those leaving treatment, but I didn't particularly want to do this. Undertaking an internship at LDAN/DrugScope has been ideal in building on skills that I'd learnt at university while also using my own knowledge of drug treatment and policy to effect a change in my career goals. I have also been able to access sector relevant training and support through my local service users group.

Working on the LDAN employment project has given me a greater knowledge of what is on offer within London. All too often details of ETE services are just stuck on waiting room walls. We need a more proactive approach. ETE programmes should ideally offer individualised, tailored support. Some clients may need soft skills training or help getting Construction Skills Certification Scheme cards whilst others may need funding to enrol onto accountancy courses or IT courses.

Never underestimate the skills that the client group may bring to an organisation. For me the most positive part of my journey back to work has been volunteering. DrugScope recognised my abilities and were fully supportive of my ongoing treatment needs. For those with a chequered work history, volunteering is an excellent way of getting used to a workplace environment, gaining new skills and building that all important CV. They may be an ideal environment to work on disclosure of past/current treatment history issues too.

## Introduction

Many drug and alcohol services in London are working with training and employment support services to create positive pathways to employment for their service users. However, to date this work has not been significantly highlighted or promoted within London. LDAN has been funded by the Trust for London over two years to identify and collate good practice, to start building an evidence base on what works in employment support for people with drug and alcohol problems. This report brings together our research work so far.

The report is structured into a review of current issues and evidence, followed by a range of resources including a directory of employment support providers for drug and alcohol service users in London. Also included is a list of all Job Centre Plus District Partnership Managers. This is the first report and directory of this kind for London.

LDAN would like to thank our pan-London Employment Expert Group who have advised on this report and the project so far. The group is made up from key service providers, service user representatives, JobCentre Plus, National Treatment Agency, London Drug Policy Forum and the UK Drug Policy Commission among others.

To find out more about the project, including dates for our upcoming employment events and previous minutes and presentations, visit <http://www.ldan.org.uk/cms/view/employment.asp>

## Terminology and scope of the report

Much of the research literature on pathways to employment has a focus on 'problem drug users', who are defined in the UK as people using opiates (normally heroin) and/or crack cocaine. While service users with a history of opiate and/or crack cocaine problems may face particular barriers in accessing training, education and employment, we envisage that many of the key points made in the literature about their experiences will apply to people in treatment for other kinds of drug problems, including alcohol problems.

The research literature does not always distinguish between people who are currently problem drug users and people who are in treatment, and are either stabilised on medications (such as methadone) or abstinent from their drug of dependency. The focus of this report is on supporting people who are effectively engaged with drug and alcohol services.

A clear message of the LDAN pathways to employment project is that there are a variety of routes into employment and 'meaningful activity'. This report is not exclusively concerned with full-time paid employment, and recognises that this is not appropriate for everyone at every stage of their recovery journey. It recognises that training, education, volunteering and part-time work all have an important role to play.

Some of the research we have examined is for other countries and jurisdictions and this will affect its applicability to the United Kingdom.



## Policy context

In the last few years there has been an unprecedented policy focus on the benefits and challenges of helping people affected by drug and alcohol problems to access education, training and employment.

Since 2002, JobCentre Plus has operated Progress2Work schemes for clients with a history of drug problems across Britain. Progress2Work-Link Up works in many districts with a wider set of disadvantaged groups (specifically those with a history of alcohol misuse, the homeless and ex-offenders). These schemes are voluntary, and have focussed on people who have progressed through treatment and whose drug dependency is stabilised. They offer specialised advice and support on employment, training and education, along with other issues such as housing and debt. Progress2Work received initial funding of £40 million in the first three years. Expenditure across Great Britain was £12.7 million in 2008-09.

More recently, the former Government's second ten-year drug strategy 'Drugs: Protecting Families and Communities' (2008) promised a 'radical new focus on services to help drug users to re-establish their lives', with a particularly strong emphasis on welfare reform and employment. This new emphasis on social reintegration and recovery is evident in guidance and policy documents produced over the last two years - for example, the National Treatment Agency's 'Commissioning for Recovery' (2010).

A Welfare Reform Green Paper 'No One Written Off' was also published in 2008. It estimated that up to 240,000 'problem drug users' in England were in receipt of out-of-work benefits, and observed that access to work 'not only reduces the risks of poverty and exclusion and improves health but can be critically important, in itself, in helping individuals to recover from drug dependency'. The Green Paper underlined 'the importance of taking an integrated approach to drug treatment, employment support and the range of barriers that recovering drug users may face'.

To facilitate a more integrated approach, the Department of Health announced a £9 million investment in new drug co-ordinators in 2009. Working in JobCentres across England their role has been to improve pathways into employment, building relationships between JobCentre Plus, ETE providers and drug and alcohol services. Since the election of a new Government in May 2010, drug co-ordinators have been renamed District Partnership Managers and have acquired a broader remit, covering all socially excluded groups (including ex-offenders and the homeless).

In 2009, the former Government passed a Welfare Reform Act, which introduced a specific regime for people with drug and alcohol problems into Britain's welfare system for the first time. Initially it was intended to apply only to 'problem drug users'. Benefit claimants disclosing drug problems would qualify for a new 'treatment allowance', entitling them to individualised help and support and suspending the normal requirements to seek work or participate in work-related activity for a period while they focussed on addressing their drug problems.

More controversially, the Welfare Reform Act 2009 created new powers for JobCentre Plus staff to investigate claimants they suspected might have undisclosed drug problems, and to require people to participate in educational and motivational programmes or risk benefit sanctions. The new regime was to be piloted in five areas of the country, including Central London, from October 2010. DrugScope/LDAN has supported the principle of developing the benefit system to work more effectively with problem drug users, but has rejected the introduction of new investigative powers and the use of benefit sanctions.

Following the 2010 election, the new Government announced that it would not proceed with the five pilots of the new welfare regime. This does not mean that the challenges of helping people affected by drug and alcohol problems to access employment are not a priority. On the contrary, the Government's consultation on a new drug strategy in Summer 2010 asked respondents 'What actions can be taken to better link treatment services into wider support such as housing, employment and supporting offenders?', about the opportunities for acquisition of skills and training for this group and about the use of the benefit system (including a possible role for benefit sanctions). It is also believed that plans to introduce 'payment by results' for drug and alcohol services in a number of pilot areas from 2012 will pay services for delivering employment related outcomes.

In the current political and policy environment, working with people with drug and alcohol problems to help them to access training, education and employment is likely to be a priority for JobCentres, employment support and drug and alcohol treatment services alike, reflected in targets and rewarded by new approaches to funding.

## Pathways to employment - issues and evidence

People in contact with drug and alcohol services face numerous issues that hinder their entry into employment, including part-time and voluntary work. These include lack of skills, mental health problems, offending histories, multiple forms of deprivation and the social stigmatisation of this group. Education, training and employment (ETE) programmes to support people in contact with drug and alcohol services aiming to (re)enter the jobs market have been reviewed in a number of research papers. It is difficult, however, to draw conclusions on the effectiveness of any one type of ETE approach because of the lack of evaluation carried out by many ETE projects. However, there is sufficient research to enable us to infer some of the key indicators of good practice, particularly where lessons are also drawn from the offender management, mental health and homelessness fields.

## Barriers to employment

A literature review conducted by the University of Loughborough<sup>1</sup> looked at 23 employment programmes for drug and alcohol users in the UK, Ireland, the European Union, Australia, New Zealand and the United States. Only 9 of the 23 projects had been evaluated. The major barriers highlighted were lack of education/skills for employment, poor health and mental health, a lack of supporting services and a fear of stigmatisation. These conclusions were echoed in a 2008 report by the UK Drug Policy Commission<sup>2</sup>. It identified problem drug users as among the most disadvantaged groups in society, often having physical and mental health issues, offending histories, limited skills and employment experience and being poorly housed. It concluded that these barriers needed to be addressed at the earliest stage of any ETE programme.

A 2010 Department of Work and Pensions report<sup>3</sup> suggested that a key barrier to employment is the accessibility of support services for problem drug users. For example, whilst treatment and employment support provision have grown in urban areas, problem drug users in rural areas found it difficult to obtain even the most basic services. The following barriers to employment have been identified across the literature:

- Physical health problems - for example, hepatitis C – because treatment can interfere with working hours.
- Poor self confidence sometimes due to an underlying mental health issue.
- Service users can be worried that the stress of work will lead to relapse.
- Stigma and negative attitudes to current and former drug users among employers and other ETE providers.
- Criminal records and anxieties about their disclosure (which can also discourage applications).
- Disclosure of drug and/or alcohol history, including accounting for gaps in work history due to drug use or treatment.
- Lack of education/skills.
- Managing on-going treatment in a work environment (for example, taking time off work for treatment sessions or to pick up substitute prescriptions).

The problems faced by those who were otherwise stable on substitute medication were particularly highlighted in the UK Drug Policy Commission's report:

**“Stability is a fundamental requirement for employers and some expect problem drug users to have been free from all drugs, including substitute medication such as methadone...for at least two years.”**

<sup>1</sup>Centre for Research in Social Policy, Loughborough University (2004) “Drug and Alcohol Use as Barriers to Employment: A Review of the Literature” Sutton, L. Cebulla, A. Heaven, C. Smith, N. Loughborough

<sup>2</sup>UK Drug Policy Commission (2008) “Working towards recovery: Getting problem drug users into jobs” London: UK Drug Policy Commission.

<sup>3</sup>Department of Work and Pensions (2010) “Problem drug users’ experiences of employment and the benefit system” Research Report No 640 Bauld et al. London: Department for Work and Pensions.

Unfortunately, many employers, including treatment agencies and public services, have indicated that they would require long periods of abstinence from all drugs, including methadone, before considering employing a recovering PDU, in some cases even in a voluntary or work placement capacity.”<sup>4</sup>

The report highlighted the immense hurdles faced by former heroin or crack users who are trying to find employment with the finding that two thirds of employers would refuse to employ a former heroin or crack cocaine user, even if they were otherwise suitable for the job.

## Employment and disclosure

The UKDPC’s report ‘Sinning and sinned against: the stigmatisation of problem drug users’ (2010)<sup>5</sup> concluded that methadone treatment is widely stigmatised. Those on methadone (and other medication) may conceal their status for fear of not being hired, being fired and/or the reactions of colleagues. On October 2010 the Equality Act comes into force which bans the use of pre employment health questionnaires. This may make it easier to disclose the information after a job has been offered but, in all likelihood, in the face of such widespread stigma, it is unlikely that this information will be offered without incentives to do so. The possible incentives for disclosure could be in the form of support for the prospective employee, for example, flexible working hours so that medication can be picked up, counselling attended etc.

The issue of disclosure also arises where people with a history of drug and/or alcohol problems have had contact with the criminal justice system. NACRO has produced useful advice on Criminal Records and Resettlement.<sup>6</sup> The 2010 UKDPC report highlighted uncertainty about the disclosure process and noted instances where employers inappropriately request CRB checks, and problem drug users “self excluded” themselves from positions where they believed a CRB check would reveal past convictions. They recommend that the Rehabilitation of Offenders Act should be reformed and, as in the USA where the Americans with Disabilities Act (1990) prohibits discrimination against persons with substance use disorders in the workplace, that the Government should consider whether problem drug users should be afforded some form of protection under the Equalities Act.

## Pointers towards better practice

The literature does identify some of the constituents of effective ETE programmes for people in contact with drug and/or alcohol services. The University of Loughborough’s review<sup>7</sup> identified the following points as indicators of good practice:

- programmes should work closely with local referral services.
- services should be customised to meet individual users’ needs through one-to-one support and the flexible provision of a diverse range of support services.
- support should continue after someone is in employment.

The review suggests that programmes should start by looking at rebuilding confidence and motivation, developing ‘soft skills’, such as social interaction and budgeting skills, and training in job search skills. The setting of realistic goals, development of trust between clients and support workers and effective communication between treatment services and employment support workers are essential.

Drug treatment has a positive impact on employability. The DWP looked at research carried out in the US that found that both length of time in treatment and treatment completion were strong indicators that subsequent employment would be obtained. To add to this, a Scottish study by McIntosh et al<sup>8</sup> found that the greatest predictor of employment was whether service users had received help from their treatment service to develop employment skills and access education and/or employment.

The DWP report concluded that few problem drug users were directly entering paid employment, and that the main source of employment was work within drug and/or alcohol services. Volunteering was identified as an important first step, and as intrinsically valuable, not least because of its contribution to recovery from drug dependency.<sup>9</sup>

A recurring theme in the literature is that many people in contact with drug and/or alcohol services have a range of problems that can prevent them accessing employment and these need to be addressed in a holistic way, and not in isolation. The Confederation of British Industry states in a report on the criminal justice system:

<sup>4</sup>UK Drug Policy Commission (2008) “Working towards recovery: Getting problem drug users into jobs” London: UK Drug Policy Commission.

<sup>5</sup>UK Drug Policy Commission (2010) “Sinning and Sinned Against: The Stigmatisation of Problem Drug Users” London: UKDPC.

<sup>6</sup><http://www.nacro.org.uk/search-services/resettlementplushelpline/advice-on-criminal-records-and-resettlement,407,NAP.html#1>

<sup>7</sup>Centre for Research in Social Policy, Loughborough University (2004) “Drug and Alcohol Use as Barriers to Employment: A Review of the Literature” Sutton, L. Cebulla, A. Heaver, C. Smith, N. Loughborough

<sup>8</sup>McIntosh, J. Bloor, M. Robertson, M.(2008) “Drug Treatment and the achievement of paid employment” *Addiction Research and Theory*, 16, 37-45 (2008).

<sup>9</sup> Department of Work and Pensions (2010) “Problem drug users’ experiences of employment and the benefit system” Research Report No 640 Bauld et al. London: Department for Work and Pensions.

**“A...strategy based on getting offenders ready for work needs to deal not only with skills deficits and training but also with the whole range of other barriers to employment such as drugs, accommodation and mental health issues. Offenders need to be treated as individuals – jobseekers with multiple needs – rather than as individuals with separate issues relating to education, drugs, benefits or health services. Only by dealing with offenders and making them employable will they be able to get, and hold down, jobs”.**<sup>10</sup>

This applies equally to people in drug and/or alcohol services.

## Learning from the LDAN employment project

The LDAN employment project has found that drug and alcohol treatment providers are well placed to provide training and employment preparation support from the start of treatment through to aftercare. At our London network events we have had a number of presentations from innovative drug sector ETE providers, including the life skills training course SUNDIAL run by Blenheim CDP, plus Phoenix Futures and Foundation 66<sup>11</sup>. Other services are highlighted in our *LDAN News Employment Special*.<sup>12</sup> At our first event in November 2009 we asked providers ‘*what works in employment support?*’ Key responses included:

- Continuity of employment support from pre-treatment through to in-work support.
- Personalised support programme.
- Training and apprenticeships for former service users to become drug workers and use invaluable personal experience to help motivate clients.<sup>13</sup>
- Volunteering/Supported work experience placements to develop skills and network with potential employers.
- Drug and alcohol services doing advocacy work with local employers.

Attendees suggested that investment in workforce development to improve drug and alcohol worker knowledge of ETE was crucial. Equally, many practitioners reported that other than providing support internally, sign-posting to appropriate external employment support providers was key to effectively supporting their clients into work. Many reported however that they were not aware of all the services available to them. A need for a directory of services for London was identified as a key priority that influenced the production of this report. The links we have made through London network events and the Employment Expert Group have helped us to collate the information included in this report.

<sup>10</sup>Confederation of British Industry (2008) “Getting back on the straight and narrow: a better criminal justice system for all” London: Confederation of British Industry. <sup>11</sup>Presentations can be accessed at <http://www.ldan.org.uk/cms/view/employment.asp>

<sup>12</sup>LDAN News Employment Special can be accessed at <http://www.drugscope.org.uk/Documents/LDANNewND09.pdf>

<sup>13</sup>An example is The Apprentice Programme run by Foundation 66:<http://www.foundation66.org.uk/pages/traindevelop.html> see page 22

<sup>14</sup>Centre for Economic & Social Inclusion (2003) “What work with offenders? European networking for the identification of successful practices in preparing ex offenders for employment integration” London: Centre for Economic & Social Inclusion.

<sup>15</sup>Department for Work and Pensions (2001) “Barriers to employment for offenders and ex-offenders” Metcalf, H. Anderson, T.Rolf, H. Research Report No 155, London: Department for Work and Pensions

<sup>16</sup>The Young Foundation (2010), Briefing: Offender Employment, June [http://www.youngfoundation.org/files/images/Offender\\_Employment\\_Briefing\\_\\_June\\_2010\\_.pdf](http://www.youngfoundation.org/files/images/Offender_Employment_Briefing__June_2010_.pdf) viewed on 18th August 2010

## Lessons from other sectors

### Offender employment

In 2003, the European Offender Employment Programme (EOEF) published “What works with offenders?”<sup>14</sup> a report that sought to find the common factors which help offender employment programmes succeed in the EU. They identified five points as critical to the success of any project:

- Adequate funding: Most projects identified funding as being of major importance.
- Management: A broad set of management, social work and administrative skills is required to develop, manage and maintain an effective programme.
- Qualified staff: The skills and experience of the staff mattered as much as staff to participant ratios.
- Effective partnerships: Successful projects developed strategic relationships with key local partners.
- An individual approach: A flexible individualised response to the needs of participants was a major factor in the success of projects.

Research carried out for the Department of Work and Pensions (2001)<sup>15</sup> suggested that the development of general, transferable skills should be the priority, before focussing on more job specific training. Job brokerage and close links with employers were also seen to be indicators of successful projects.

The Young Foundation is currently researching pathways to employment for offenders and ex-offenders,<sup>16</sup> and has highlighted the problem of gaps in service co-ordination at local level, the need for reform of the Rehabilitation of Offenders Act (1974) and the limitations of current funding models. The Young Foundation is focussing on the Individual Placement Support model (IPS) as a framework for good practice and highlights a number of current employer-led partnerships (See page 14 for more information on IPS).

The Young Foundation has identified the Blue Sky Development and Regeneration Project – which is employer-led – as an example of good practice. Blue Sky, which is a subsidiary of the Thames Valley Groundwork Trust, was founded in 2005 to help people leaving prison to find secure paid work. Participants are offered six months paid employment in grounds maintenance, along with practical support (for example, with housing or motivation). Three months after completing the Blue Sky programme, 48 per cent of former participants were in full time employment. This project exemplifies the following elements of ‘good practice’:

- a holistic and individualised approach to each participant;
- individually tailored support;
- supervisory styles tailored to the participant's particular background and circumstances;
- team building approaches to strengthen social and group skills.

Blue Sky currently has projects in Hillingdon and Ealing employing approximately 20 people, and is setting up programmes in Hounslow and Wandsworth. When the project was evaluated in 2007<sup>17</sup>, 72 per cent of participants were classified as drug and/or alcohol users, and a third of participants were engaged with treatment services. Because of the high incidence of drug and alcohol issues amongst participants, Blue Sky is working on developing links with substance misuse treatment providers and other agencies. They are also one of the partner organisations in a new project, called PIANO (Providing Innovation and New Opportunities), which is being led by London Probation, with funding from the National Offender Management Service and European Social Fund. PIANO will provide mentoring, training and advice as well as employment opportunities to ex-offenders through Blue Skies.

Other projects identified by the Young Foundation as exemplifying good practice include Through the Gates (St Giles Trust) and Toolkit for Life (Construction Youth Trust). Through the Gates provides high-level support to clients on their release from prison, helping with practical issues such as housing and income. Clients are helped to find accommodation and offered support with issues such as benefits, and to engage with probation and – where appropriate – substance misuse services. St Giles Trust also run a skills and employment support project that offers basic skills training, National Vocational Qualification level 3 in 'Advice and guidance' with work placements, teacher training and Construction Skills Certification Scheme training.<sup>18</sup>

Toolkit for Life works with the prison service to support young offenders to train and access employment in the construction industry. The project helps young offenders to obtain the general skills and confidence (and to build personal support networks) to enable them to make the transition from prison to employment, providing employability training and careers advice and guidance. They arrange meetings and events to bring construction industry partners and training providers together with former young offenders to explore opportunities in the industry.

## Mental health

Many of the barriers that people in drug and/or alcohol treatment can face in accessing employment are shared by those with a history of mental health problems. In 2004, the Social Exclusion Unit<sup>19</sup> report 'Mental Health and Social Exclusion' found that fewer than four in ten employers would consider employing someone with a history of mental health problems, compared to six in ten for physical disabilities. The report identified seven barriers to employment:

- The impact of mental health problems on the individual.
- Fear that work would lead to worsening mental health.
- Low expectations of staff.
- Employer attitudes.
- People with mental health problems lacking awareness about available support.
- Benefit reviews.
- Financial implications of leaving benefits.

The SEU asked people with experience of mental health problems and those working in supporting sectors to identify the main barriers to employment for this group. The two most frequently mentioned issues were:

- Impact of stigma/lack of understanding of mental health issues (83 per cent of respondents).
- Support to gain employment/overcoming barriers to getting a job (72 per cent of respondents).

The issues and barriers are identical to those faced by people with drug and alcohol problems.

Indeed, many people experience multiple problems, which will tend to reinforce these barriers. For example, a high proportion of people in drug and alcohol services will also have mental health problems. A 2002 Department of Health/National Treatment Agency study<sup>20</sup> found that 74.5 per cent of drug service users and 85.5 per cent of people in alcohol services had a mental health problem. It added that nearly a third of all drug service users (30 per cent) had 'multiple morbidity' (or complex needs such as housing, offending, mental and physical health support needs alongside substance misuse).

People with substance misuse and mental health problems do appear to face similar barriers to employment, but people in drug and alcohol services are less well-supported by the wider policy and legislative frameworks. Firstly, there has been substantial investment in tackling stigma in the mental health field. Since 2004, the Department of Health

<sup>17</sup>ARCS (UK) Ltd, 2007, Evaluation of Blue Sky Development and Regeneration <http://www.blueskydevelopment.co.uk/pdf/evaluationreportssummary07.pdf> viewed 18th August 2010

<sup>18</sup>[http://www.stgilestrust.org.uk/what/208676/skills\\_and\\_employment\\_support.html](http://www.stgilestrust.org.uk/what/208676/skills_and_employment_support.html)

<sup>19</sup>Office of the Deputy Prime Minister (2004) "Mental Health and Social Exclusion", Social Exclusion Unit Report, London: Office of the Deputy Prime Minister.

<sup>20</sup>Department of Health/National Treatment Agency (2002), *Co-morbidity of substance misuse and mental illness collaborative study (COSMIC)*, London: Department of Health/National Treatment Agency.

has funded the Shift<sup>21</sup> initiative which aims to tackle stigma and discrimination around mental health issues in the workplace. The Big Lottery and Comic Relief funded 'Time for Change'<sup>22</sup> project also campaigns with employers on discrimination towards people with mental health problems. Secondly, people with mental health issues are protected against discrimination in employment under the terms of the Equality Act. At present drug dependency and addiction are specifically excluded.

## Mental health and Individual Placement and Support (IPS)

The IPS model is an evidence based model recommended by the Social Exclusion Report (2004)<sup>23</sup> and endorsed by the Department of Health and the previous administration's Social Exclusion Task Force<sup>24</sup>. Research studies suggest that this approach is more successful in placing participants into competitive employment than the traditional "train and place" approach<sup>25</sup>, where an individual has a long period of vocational training and voluntary work experience before attempting to access paid work, even where this is their own preference.

The key principles of IPS are:

- It aims to get people into competitive employment.
- It is open to all those who want a job.
- It tries to find jobs consistent with people's preferences.
- Job search is rapid.
- Employment specialists are located within clinical teams.
- It provides time-unlimited individualised support for both employer and employee.
- Welfare benefits counselling is included.

Research into offender employment would appear to reinforce the value of projects where ETE projects work with local employers to get ex-offenders placed into paid jobs, rather than necessarily involving long periods of job preparation and training. Whilst the UKDPC report refers to IPS, the majority of the programmes that we have identified in the drug and alcohol field are using a 'train and place' model'. An exception is the User Employment Project at the Central and North West London NHS Foundation Trust (see appendix 4). There is the potential to further develop IPS models in the drug and alcohol sector. For more information on this model see The Centre for Mental Health resource page: [http://www.centreformentalhealth.org.uk/employment/ips\\_resources.aspx](http://www.centreformentalhealth.org.uk/employment/ips_resources.aspx)

## Homelessness

The homelessness sector has an extensive range of employment support services in London that are accessible to people with drug and alcohol problems. Two of the major providers are Thames Reach and St Mungos. For more information and contact details for projects see Appendix 3.

<sup>21</sup><http://www.shift.org.uk/index.html> viewed 23rd August 2010.

<sup>22</sup><http://www.time-to-change.org.uk/home/> viewed 18th October 2010

<sup>23</sup>Office of the Deputy Prime Minister (2004) "Mental Health and Social Exclusion", Social Exclusion Unit Report, London: Office of the Deputy Prime Minister.

<sup>24</sup>Sainsbury Centre for Mental Health (2009) "Doing what works: Individual placement and support into employment" Briefing 37, London: Sainsbury Centre for Mental Health.

<sup>25</sup>ibid.

## Conclusion: diverse needs, diverse projects

From the literature we can safely assume that there is no “one size fits all” policy that will help all PDUs, in and out of treatment, in getting work. We also face the problem of the paucity of projects in the UK that have been evaluated. However, the UK Drug Policy Commission’s report provides a framework, borrowed from the mental health field, of an “employment continuum” that looked at the range of support needed getting drug users into employment. The continuum starts at long-term unemployment (“worklessness” in the report), through treatment of health problems, working on motivation, stabilising a person’s drug use, ensuring that they are in appropriate accommodation, developing soft skills often through volunteering, formal training/skills development, help with budgeting, work trials and ending at in work support (23-24). The Individual Placement Support (IPS) model also provides significant learning for the drug and alcohol sector, and has the potential for further development, shaped by the evidence emerging from the mental health field and the experience of the Central and North West London NHS Foundation Trust scheme that is currently working with substance misuse clients.

## Service user survey

As part of our employment project we distributed a survey to DAAT service user representatives through the NTA London Service User Council. The questionnaire was completed by 17 representatives from across London. Some key findings are listed below.

<b>What types of support are most important for helping service users move towards employment?</b>	
Training Courses	76%
Motivational and Life Skills	71%
Peer led Businesses/ Social Enterprises	71%
Volunteering	65%
Apprenticeships	59%
Support once in Employment	53%
Work Trials/Job Placements	53%
Job Search and CV Support	35%

(figures indicate percentage of clients who rated type of support as 4 or 5 in a scale of 1-5, with 5 being most important)

Within the above categories, many respondents referred to their involvement in service user groups as a source of support that also helped with confidence building and motivation, and which enabled access to training courses. To see the full list of service evaluations see appendix 3.

### **What do you think is needed in London to help more drug and alcohol service users move towards employment?**

*“The drugs field needs to lead the way in employing users – do we really need three years clean time?”*

*“Better coordination is needed between Drug and Alcohol Action Teams and employment services.”*

*“Action with employers to reduce prejudice around alcohol and drug misusers. Better support from the Department of Work and Pensions around addiction issues. Better education in alcohol and drug misuse treatment, around how important work is to self esteem and how that leads to a better rate of recovery.”*

*“A broader understanding of issues by staff at the Department of Work and Pensions and publicity of what is on offer to treatment naive members of the public e.g. poster campaigns in job centres.”*

*“Help in moving from benefits into work.”*

*“More aftercare and help and support when you’re clean!”*

*“More individual help. People do not need to be pushed into things they are not ready for as this normally ends up making things worse.”*

## Service evaluation survey

LDAN contacted all services in our list of providers to ask for information on how they evaluate their service, and outcomes data and service user testimonials where available. We received six responses from Blenheim CDP, Hanley Road Education and Employment Project, Central and North West London NHS Foundation Trust User Employment Service, Southwark Works, New Hanbury Project, Spitalfields Crypt and Single Homeless Project Aftercare. All projects do quarterly monitoring of their outcomes for their commissioners on a range of Key Performance Indicators, apart from Single Homeless Project who do this on a monthly basis. Every project uses service user evaluation as part of their monitoring. Case studies from the survey can be found in the purple boxes throughout the report.



# Employment preparation and support - directory of London provision

This section provides details of ETE providers in London offering a range of programmes from soft skills to in-work support. This directory is based on services researched in October 2010. We aim for the list to be as comprehensive as possible. If you are aware of a service that we have not included, please contact Esther Sample, LDAN Policy Officer at [esthers.ldan@drugscope.org.uk](mailto:esthers.ldan@drugscope.org.uk)

## Motivational and soft skills

**Tasha Foundation** – Unit 14, Windmill Place Business Centre, Windmill Lane, Hanwell UB2 4NJ T: 0208 571 9981  
E: [enquiries@tasha-foundation.org.uk](mailto:enquiries@tasha-foundation.org.uk)  
W: [www.tasha-foundation.org.uk/services/educationtraining\\_\\_employment/](http://www.tasha-foundation.org.uk/services/educationtraining__employment/)

Tasha provide 8-week Life Skills Programme (goal-setting, motivation, time-management), IT for beginners, European Computer Driving Licence training, Maths and English Levels 1 & 2, CV writing, interview skills, employment and housing support, advice on CRB checks and disclosure, and advice on funding and childcare. Eligibility: For clients accessing drug and alcohol services in Ealing.

**Croydon Against Alcohol and Drugs** – c/o Croydon Probation – 51 Wandle Road, Croydon CR0 1DF Contact: Dot Wootton T: 020 8686 4441  
E: [Dorothy.wootton@london.probation.gsi.gov.uk](mailto:Dorothy.wootton@london.probation.gsi.gov.uk)

Project offering information, advice and guidance. Clients can access the following training (via Red Kite Learning): employability workshops, CV writing, disclosure of criminal convictions, goal setting, interview skills, Construction Skills Certification Scheme card training and tests, food hygiene National Vocational Training level 2 training, IT and skills for life training. They also act as a job brokerage service for a number of local employers. Eligibility: For residents of Croydon age 18 and over being supervised by probation and with a substance misuse issue.

**WDP Catalyst Aftercare (Barnet)** – 82 High Road, East Finchley, London N2 9PN T: 0208 883 7292 Project Manager: Craig Middleton  
E: [cmiddleton@wdp-drugs.org.uk](mailto:cmiddleton@wdp-drugs.org.uk)  
W: [www.wdp-drugs.org.uk/page.builder/catalyst\\_aftercare\\_barnet.html](http://www.wdp-drugs.org.uk/page.builder/catalyst_aftercare_barnet.html)

Project offering information, advice and guidance. Clients can undertake the following: skills for life training, ETE groups, food hygiene training, Construction Skills Certification Scheme testing and training, CV and application support, interview techniques and disclosure of criminal convictions. Eligibility: For residents of Barnet 18 years or over, abstinent after completing a drug treatment programme or on substitute medication and stable.

**Education and Employment Project (E.E.P)** - 75 Hanley Road, London N4 3DQ Contact Francine Haagman T: 020 7281 6221  
E: [francine.haagman@candi.nhs.uk](mailto:francine.haagman@candi.nhs.uk)  
W: [www.candi.nhs.uk/our\\_services/services/education\\_employment\\_community\\_support\\_service.asp](http://www.candi.nhs.uk/our_services/services/education_employment_community_support_service.asp)

Funded through Camden and Islington NHS Trust to work with those with mental health and/or substance misuse issues to support and develop new skills for personal development and/or (re)joining the workforce. Particular courses that are aimed at self motivation include Personal Development, which is a weekly 2 hour course looking at clients' individual needs and qualities, how to respond to negative thoughts, goal setting, identifying goals and planning a strategy for achieving them. Eligibility: For residents of Camden and Islington.

**Foundation 66** – People's Project – 7 Holyrood Street, London SE1 2EL Kirsty Jackman T: 020 79407126  
E: [kjackman@foundation66.org.uk](mailto:kjackman@foundation66.org.uk)  
W: [www.foundation66.org.uk/pages/pp.html](http://www.foundation66.org.uk/pages/pp.html)

F66 in a consortium with Horizon, Genskill Ltd, London Metropolitan University and JW Business Solutions offer a range of courses to service users in Wandsworth, Redbridge, Lewisham and Croydon, including 'Confidence Building', 'Identifying your Potential', 'Skills for Future Employment' and National Centre for Further Education (NCFE) accredited courses in drug and alcohol awareness and peer mentoring. They aim to ensure that this training is integrated into clients' care/support plans through working with key workers

**Central and North West London NHS Foundation Trust Employment Project** – Crowther Market, 282 North End Road, London SW6 1NH Contact: Kyriacos Colocassis T: 020 7381 7748  
E: [gary.colocassis@nhs.net](mailto:gary.colocassis@nhs.net)

CNWL offer CV writing and interview skills training, job search facilities, work experience placements, in work benefit calculations and in work support. They also offer clients support to gain employment within the trust through a User Employment Programme. CNWL use the Individual Placement Support approach as outlined on page 14. Eligibility: For CNWL service users.

### Central and North West London NHS Foundation Trust User Employment Programme

CNWL were unique in our survey as the only organisation using the Individual Placement and Support (IPS) model of employment support that has been developed in the mental health sector that involves rapid job search and minimal pre-vocational training- see page 14 for an outline of this model. The User Employment Programme has positively influenced the work of the Trust which includes a positive statement on all job adverts and 'experience of using mental health services' is listed as 'desirable' on job specifications within recruitment packs. Also, applicants are advised that if they have used addictions or mental health services they can access support when applying for jobs, preparing for interviews and managing the transition into work. A Trust-wide work experience programme has also been developed and neighbouring local authorities and Primary Care Trusts have agreed to work in partnership with the programme to offer work placement opportunities.

#### Michael's Story

*"I had wasted 5 years of my life to heroin addiction. Before this I was working for an export company but I was dismissed from this role because of my drug use. I was referred to the employment specialist after seeing an advert at the drug service's waiting room. It was only when I had a chat with Rebecca, the employment specialist, that I realised how much I missed work and how I had forgotten about what I had achieved in my life. Rebecca arranged an interview for a position as an Export Manager for a small Import/export company. I successfully secured the position and was able to discuss my drug addiction in confidence and Rebecca also talked to my manager to give them a little insight into my past and it was great to have their support. My first day was nerve racking but having Rebecca at the end of the phone was a great help. My transition into employment has been a success and not as daunting and frightening as I first thought."*

**Single Homeless Project** - Camden Aftercare Service 245 Gray's Inn Road, London WC1X 8QY T: 020 7520 8660  
Project Manager: Jamie Mills E: [jmills@shp.org.uk](mailto:jmills@shp.org.uk)  
W: [www.shp.org.uk/service/camden-aftercare-service](http://www.shp.org.uk/service/camden-aftercare-service)

This service works with people who are resident in Camden's Pathway hostels, or are Camden residents who have a history of substance misuse. The service specifically aims to support clients to take up education, training and employment and looks at flexible ways to achieve this through developing social skills, peer mentoring and improving self esteem. Outreach workers from SHP also visit Camden based drug and alcohol services promoting engagement with the aftercare service. Eligibility: For residents of Camden.

**Single Homeless Project** - Fuchsia Day Programme - 245 Gray's Inn Road, London WC1X 8QY T: 020 7520 8660  
Project Manager: Natasha Warn  
E: [nwarn@shp.org.uk](mailto:nwarn@shp.org.uk)

Fuchsia is a living skills and peer mentoring day programme which lasts for four weeks. It aims to build confidence and self esteem, develop goal setting and motivation-building skills, and provide help with education, training and employment. Debt management and benefits advice is available and the programme includes sessions on anger management and relaxation techniques. Eligibility: For residents of Camden.

#### Single Homeless Project Aftercare

Currently 40% of SHP's clients go onto further ETE, volunteering, employment or work placements. Significantly, 18% of these clients have entered part or full-time employment. Whilst they are targeted to support about 30% of clients into full or part time employment, SHP are given a certain amount of freedom in relation to the remaining 70%. This has enabled staff to create client centred action plans that have seen them all engage in something that they find meaningful and therefore sustainable. Whilst hard outcomes such as gaining employment are important, SHP feel that for clients who may not have the confidence to enter employment or voluntary work, soft outcomes are of equal importance. Activities such as acting as peer mentors, working as "ambassadors" to promote the service and helping in other practical ways with the running of the day programme gives clients a sense of responsibility and commitment to the project that they may not have experienced for some time.

#### Mary's Story

Mary had been unemployed for more than five years and had a lack of motivation and self belief which led her to leave things "half finished". Through engagement with the aftercare team and regular key working sessions, the client developed a time specific action plan. She now volunteers at a day centre for people with alcohol problems and is working towards an NVQ in Social Care. She is also training as an ambulance worker with St Johns Ambulance. She has been volunteering for over 3 months and has started to reduce her prescribed medication.

Mary says:

*"I am really happy about things at the moment. I am no longer acting upon my impulses and emotions: I am now more committed to the things that I do."*

#### Blenheim CDP – Education, Training & Employment: Kensington and Chelsea

321 Portobello Road, London W10 5SY T: 020 8960 5599  
Project Manager: Laraine Start  
E: [l.start@blenheimcdp.org.uk](mailto:l.start@blenheimcdp.org.uk),  
W: [www.blenheimcdp.org.uk/pages/education\\_training\\_employment.html](http://www.blenheimcdp.org.uk/pages/education_training_employment.html)

The purpose of this project is to place clients into suitable education, training and employment opportunities. The programme aims to improve clients basic, life and soft skills. The SUNDIAL (Service User Network Development in Adult Learning) course, accredited by the Open College Network, aims to develop soft skills, such as confidence and self es-

teem, anger management, negotiation skills, mentoring and coaching and supervision. Clients are encouraged to do the SUNDIAL course alongside a volunteer placement. Eligibility: For residents of Kensington and Chelsea.

#### **Blenheim CDP**

From March 2009 to March 2010 Blenheim CDP worked with between 102 and 113 clients in each quarter. During each period, between 1 and 6 found employment, between 2 and 13 started voluntary placements, and between 5 and 28 entered into further training. The in-house course, SUNDIAL, which is written by service users and accredited by the Open College Network, has around 10 new starters each quarter.

#### **Jane's Story**

Jane had been struggling with dependency on crack cocaine for over a decade during which she had received a number of prison sentences. After accessing a stimulant day programme, she was referred to Blenheim CDP ETE service in 2008. Whilst in this service she has completed a number of courses including peer mentoring and a health and social care NVQ. She also undertook a volunteer placement at a residential rehabilitation centre. A major barrier for Jane in engaging in employment was childcare arrangements for her two young children. Blenheim was able to gain funding from a local charity to help with childcare arrangements and other work related costs. Jane is currently applying for paid work in the treatment field and Blenheim will continue to support her when she starts employment.

#### **SUNDIAL**

The SUNDIAL course, which provides training in anger management, mentoring, communication and interpersonal skills, assertiveness and self esteem, is seen to provide the necessary soft skills required prior to going onto training or employment:

*"I now feel really motivated and want to start a Health and Social Care course and do some voluntary work with the elderly."*

**Spitalfields Crypt Trust** - New Hanbury Project, 3 Calvert Avenue, London E2 7JP T: 020 7613 5636 Project Manager: Sheona Alexander  
E: sheona.alexander@sct.org.uk,  
W: www.sct.org.uk/projects/the-new-hanbury-project

The aim of the New Hanbury Project is to build motivation, structure and a sense of belonging through a series of training activities which help clients to build the personal skills to enable them to move onto volunteering, training or employment. Training offered includes: computing, carpentry, painting and decorating, tiling, furniture repair/restoration and plumbing. They also have Aftercare and Family support groups and a service-user led social club in the evening. Eligibility: For all regardless of borough of residency.

#### **New Hanbury Project**

The New Hanbury Project focuses on the development of soft skills which bring purpose and structure to a client's day. This process raises clients self-esteem and confidence to a level where engagement with training, voluntary work or employment does not seem such a daunting task. In the last quarter that was evaluated, 24 per cent of clients had gone on to voluntary work or paid employment.

#### **John's Story**

John had been drinking for more than 30 years and had also developed a dependency on prescription benzodiazepines. He had previously been in rehab but had relapsed. He is now back in third stage supported housing with the Spitalfields Crypt Trust and also attending the New Hanbury Project. He says third stage is "a platform to work from, to get myself back into a normal life". He has thrown himself into the Project reacquainting himself with old passions such as drumming, and also learning new skills:

*"At the moment I'm doing a computer course and I'm loving it. I'm nearly 60 and I thought, 'no way will I ever master the computer.' You know that old thing about 'You can't teach old dogs new tricks'? But you can, you can! I can talk computer lingo to my kids now. I come out with all the technical terms and all that and it's really good."*

**Turning Point Adult Counselling and Alcohol Provision Service (ACAPS) – Next Steps** – 2-6 Atlantic Road, Brixton, London SW9 8HY T: 020 7738 3427 Project Manager: Jayne Hunnabal  
E: jayne.hunnabal@turning-point.co.uk  
W: www.turning-point.co.uk/servicesthatchangelives/Pages/ServiceInfo.aspx?ct\_id=182

This is a six week course covering IT, communications and numeracy run in conjunction with Lambeth College, which also offer mentoring, counselling and other motivational programmes with the aim of getting clients prepared for volunteering, education and employment. Eligibility: For residents of the boroughs of Lambeth, Lewisham and Wandsworth.

**Foundations Westminster Aftercare Service** – 1st Floor, 209 Harrow Road, London W2 5EH T: 0207 286 8001 Project Coordinator: Francesca Blackburn  
E: Francesca@wdp-drugs.org.uk  
W: www.wdp-drugs.org.uk/page.builder/foundations\_westminster.html

Assessment and aftercare planning, coping strategy workshops, CV/job application support, peer support and mentoring. Food hygiene training and Construction Skills Certification Scheme testing training. Eligibility: For residents of Westminster, 18 years or over, abstinent after completing a drug treatment programme or on substitute medication and stable.

**KINESIS - Haringey Advisory Group on Alcohol** – 590 Seven Sisters Road, London N15 6HR T: 020 8801 3999  
E: [admin@haga.co.uk](mailto:admin@haga.co.uk)

W: [www.haga.co.uk/work\\_training.html](http://www.haga.co.uk/work_training.html)

This project helps clients identify career goals and offers soft skills training, CV support, interview techniques and computer skills. They also help clients find suitable voluntary posts and work placements. Eligibility: For residents of Haringey. Primarily focussing on those with alcohol problems.

**Going the Distance – Waltham Forest DAT** – Sycamore House, Town Hall Complex, Forest Road, London E17 4JF T: 020 8496 1789

W: [www.walthamforest.gov.uk/index/safety/drugs/going-the-distance.htm](http://www.walthamforest.gov.uk/index/safety/drugs/going-the-distance.htm)

This project provides support and access to short courses, skills workshops, volunteering, CV and application support. Eligibility: For residents of Waltham Forest

**Casa – Moving On Project** - 75 Fortess Road, London NW5 1AG Contact: Humphrey Apafo T: 020 7428 5955

E: [moving.on@casa.org.uk](mailto:moving.on@casa.org.uk)

W: [www.casa.org.uk/service-mop.html](http://www.casa.org.uk/service-mop.html)

One-to-one support to clarify work and training options. Help to find and enrol on college or training courses. CV and job application workshops. Access to volunteering opportunities. Training in interpersonal, communications and IT skills. Support to find help with debt, housing and other issues affecting health and well being. Eligibility: For residents of Islington.

**Drug and Alcohol Service for London (DASL)** – Capital House – 134-138 Romford Road, London E15 4LD T: 020 8257 3068

E: [suekten@dasl.org.uk](mailto:suekten@dasl.org.uk)

W: [www.alcholeast.org.uk/index.html](http://www.alcholeast.org.uk/index.html)

DASL and AIR Football work to increase the numbers of disadvantaged people in employment, education and training. The project provides informal sports training for volunteers and increase the numbers of disadvantaged individuals involved in coaching, officiating and assisting with sports activities. DASL also use KINESIS at Haringey Advisory Group on Alcohol (see above) to offer ETE support to its clients. Eligibility: For residents of Newham and Redbridge.

**AIR Football Contact:** T: 07962 374021 E: [info@airfootball.co.uk](mailto:info@airfootball.co.uk)

AIR Football also run courses in the boroughs of Barking & Dagenham and Barnet. For more information:

W: [www.airfootball.co.uk/](http://www.airfootball.co.uk/)

## Volunteering

**Single Homeless Project** - Camden Aftercare Service 245 Gray's Inn Road, London WC1X 8QY T: 020 7520 8660  
Clients in the aftercare service who express an interest in volunteering are guided through the opportunities in their local area using the "Do-It" online database at <http://www.do-it.org.uk/>. Eligibility: For residents of Camden.

**Project Aspire** – Hillingdon Action Group for Addiction Management – Old Bank House, 64 High Street, Uxbridge UB8 1JP Contact: Rachel Yearwood T: 01895 20 7788

E: [r.yearwood@hagam.org.uk](mailto:r.yearwood@hagam.org.uk)

W: [www.hagam.com/index.php?page=32&ln=1](http://www.hagam.com/index.php?page=32&ln=1)

Project Aspire is a supported volunteering programme offering individual support, structured training, organised social activities and volunteering opportunities for service users. The project pathway is comprised of the following stages: Individual needs assessment / Individual action plan / Motivational work / Pre-vocational training including key skills / Access to vocational training / Placement search support / Volunteering experience / Exit guidance and post project support. Eligibility: For residents of Hillingdon.

**Westminster Drug Project** – 103 Kingsway, London WC2B 6QX T: 020 7421 3195

E: [volunteers@wdp-drugs.org.uk](mailto:volunteers@wdp-drugs.org.uk) Chula Goonewardene

E: [Chula@wdp-drugs.org.uk](mailto:Chula@wdp-drugs.org.uk)

WDP have volunteer opportunities in the following areas: administration, facilities management, IT, finance and drug work. Candidates must be a minimum of one year drug free (including substitute medication). WDP is planning to establish a peer mentoring course.

**CRI** - 140-142, Kings Cross Road, London WC1X 9DS Contact: Joe Vincent T: 0207 833 7975

E: [joe.vincent@cri.org.uk](mailto:joe.vincent@cri.org.uk),

W: [www.cri.org.uk/London/volunteering](http://www.cri.org.uk/London/volunteering)

CRI have approximately 16 projects in the London area where you may find volunteering opportunities. These include administration and reception, peer mentoring and housing support work. An up to date list of volunteering placements can be found on the CRI website. Eligibility: Pan London.

**Personal Best:** Contact: Martin Snowdon T: 0208 960 6798

W: [www.personalbestprogramme.co.uk/home](http://www.personalbestprogramme.co.uk/home)

Part funded by the ESF (European Social Fund) this is a government-training scheme offering people who have experienced homelessness or other forms of social exclusion the chance to gain a Level 1 Preparation for Public Events Volunteering qualification awarded by the National Open College Network and further employment and training support. Students who complete the course are guaranteed an interview to volunteer at the London Olympics in 2012. Eligibility: Pan London.

## Formal training and skills development

**Education and Employment Project (E.E.P)**, 75 Hanley Road, London N4 3DQ.

The EEP in association with City and Islington College run a number of courses including IT, Reception and Administration, Horticulture plus introductions to Health & Beauty and working in the Care Field. Eligibility: For residents of Camden and Islington.

**Positive Futures 2** - Portobello Business Centre – 11/12 Barley Shotts Business park, 246 Acklam Road, London W10 5YG Contact: Norman Lamb T: 020 7460 5050  
E: [norman@pbc.co.uk](mailto:norman@pbc.co.uk)

This programme offers numeracy and literacy skills, job club, peer mentoring, Information Advice and Guidance, a CV workshop, health and safety at work, NVQ level 2 drugs awareness and support. Clients are offered the opportunity to take up voluntary posts and work placements. Clients must attend six one hour face to face meetings before going onto the training programme. Eligibility: For residents of Kensington & Chelsea, Hammersmith & Fulham, Southwark and Camden.

**Milton Community Programmes – Skills for Life** – 28B King Henry's Walk, London N1 4PB Service Manager: Ralf de Horn T: 020 7923 8021  
E: [rdehorn@cranstoun.org.uk](mailto:rdehorn@cranstoun.org.uk)  
W: [www.cranstoun.org/](http://www.cranstoun.org/)

The 16 week Skills for Life programme provide financial support for clients to access appropriate formal training programmes. Eligibility: For residents of Hackney, Haringey, Islington and Camden.

**Foundation 66 – Horizon Training & Assessment Centre**  
Contact: Anne Hipwell  
W: [www.foundation66.org.uk/pages/traindevelop.html](http://www.foundation66.org.uk/pages/traindevelop.html)

This is a City & Guilds and National Centre for Further Education (NCFE) registered assessment centre which offers clients the following; NVQ level 3 & 4 Technical Certificate in Health in Health and Social Care, Continuing Personal Development awards and certificates, business administration NVQ, peer support and mentoring, drug and alcohol awareness.

**Inspirit – SMART Scheme** – Unit 3 Temple Yard, Temple Street, London E2 6QD Contact: Linda Bush T: 020 7739 7376  
E: [l.bush@inspirit-training.org.uk](mailto:l.bush@inspirit-training.org.uk)  
W: [www.inspirit-training.org.uk](http://www.inspirit-training.org.uk)

One year professional training is available to anyone interested in working in the field of substance misuse. The SMART (Substance Misuse and Reflective Practitioner Training) Scheme entails 1 days training per week and 3 days on a work placement. On successful completion of the course trainees will have a Level 3 Diploma in Health and

Social Care.  
Eligibility: For all regardless of borough of residency.

**Addaction – NEXT Project** – 67-69 Cowcross Street. London EC1M 6PU Contact: Bob Bharij T: 020 7251 5860  
E: [b.bharij@addaction.org.uk](mailto:b.bharij@addaction.org.uk)  
W: [www.addaction.org.uk/?page\\_id=226](http://www.addaction.org.uk/?page_id=226)

The NEXT Project is a 12 week foundation level course to prepare participants to support substance misusers and people affected by another's substance use, such as carers. It offers a Level 1 or 2 Qualification in Progression to Work evaluated by the QCF (Qualifications and Credit Framework). It is a career oriented, developmental aftercare service for people completing treatment who are considering a career in the field. As well as 24 days' training, one-to-one support, and QCF qualification, the NEXT Project includes an administrative focused placement in a substance misuse agency as a way of improving administration skills and to offer experience of interacting with other workers in the field. Eligibility: Currently, the NEXT programme has a very limited number of places and can only accept applications from people in the London boroughs of Greenwich, Harrow, Islington and Wandsworth.

## Work trials and job placements

**Foundation 66 – Start Well Project** – 7 Holyrood Street, London SE1 2EL T: 020 7234 9940 Contact: Kirsty Jackman

Those progressing successfully through the Start Well Project are offered the chance to take on a work placement. These have included working with the drug and alcohol misuse sector. Eligibility: For all regardless of borough of residency.

## Job search/CV support

**Milton Community Programmes – Skills for Life** – 28B King Henry's Walk, London N1 4PB T: 020 7923 8010

The Skills for Life programme includes Employability Workshops which help clients with job searching, CV design, completing application forms, job interview skills and workshops on soft skills. Eligibility: For residents of Hackney, Haringey, Islington and Camden.

## Apprenticeships

**The Apprentice Programme** – run by Foundation 66 Contact: Sharon Carroll  
W: [www.foundation66.org.uk/pages/traindevelop.html](http://www.foundation66.org.uk/pages/traindevelop.html)

This programme is for clients who want to become professional workers within the drug and alcohol field. The training lasts for between 12 and 18 months, including a 9 month work placement. Successful clients gain the following qualifications: Skills for Life Level 2, technical certificate 3 and the NVQ in Health and Social Care level 3.

## Social enterprises

**The Small Business Consultancy** – Contact Amar Lodhia T: 07777 666 608  
E: [amar@thesmallbusinessconsultancy.co.uk](mailto:amar@thesmallbusinessconsultancy.co.uk)  
W: [www.thesmallbusinessconsultancy.co.uk](http://www.thesmallbusinessconsultancy.co.uk)

The Small Business Consultancy is a social enterprise that works with hard to reach social groups. At the end of the 2 ½ month programme participants should have the skills to start their own business or social enterprise. The Small Business Consultancy will provide follow on advice and support for 12 months in return for 5% of the firm's first year turnover.

**Recovery Resources Foundation** – The Corner Store, 149 Canterbury Road, Leyton, London E10 6EH Contact: Christina Ball T: 020 8558 2121 ext 28  
E: [admin@recoveryresourcesfoundation.org](mailto:admin@recoveryresourcesfoundation.org)  
<http://recoveryresourcesfoundation.org/>

This charity and social enterprise is committed to achieving and maintaining abstinence from drug, alcohol and other addictions. Its aim is to create jobs, volunteering and other opportunities for men and women in recovery from addiction, and to support others in recovery through developing a range of innovative projects and social enterprise initiatives. The Corner Store is a 'recovery link up' cafe run by and for people in recovery from addiction. It is open every Tuesday from 18.30 – 22.00.

## In-work support

**Milton Community Programmes – Skills for Life** – 28B King Henry's Walk, London N1 4PB T: 020 7923 8010

Clients who have moved onto work after completion of the Skills for Life course are still able to access the support of their key worker at the programme. This continues for up to 6 months. Eligibility: For residents of Hackney, Haringey, Islington and Camden.

## Homeless employment projects

The homelessness sector has a wide range of employment projects in London, which are accessible to people with drug and alcohol and housing problems:

### Thames Reach

Gem House, 122-126 Backchurch Lane, London E1 1ND The Employment Project - Contact: Laura Beeby T: 0207 096 7060  
E: [laura.beeby@thamesreach.org.uk](mailto:laura.beeby@thamesreach.org.uk)  
W: [www.thamesreach.org.uk/what-we-do/training-and-work](http://www.thamesreach.org.uk/what-we-do/training-and-work)

1 year training and support programme offering soft and office skills training. Linked in with local employers. If clients move into formal training or employment before the end of the year, the project will continue to provide support. Eligibility: For residents of Southwark and Lewisham.

**GROW Programme** This Thames Reach programme is aimed at those who have previously been homeless, which disproportionately affects substance users. Its aims are to offer former service users the opportunity to work within the sector as influential and positive role models for current service users. The GROW scheme has now moved on to providing a national consultancy to other organisations within the homeless sector. It has also received internal and external evaluation.

### SHiFT Decorating, /painting-and-decorating-business/

Started by graduates of Thames Reach's 6 month painting and decorating course, Moving In, Moving On (MIMO). They undertake renovation and repairs for Thames Reach office buildings and accommodation.

**StreetShine** Another Thames Reach project where "shiners" provide footwear cleaning, pick up/drop of shoes for repair, and accessories. Shiners receive training in customer service as well as the art of shoe care. They can progress in the company or are supported in finding other employment opportunities.

**"Travel" Volunteering scheme** Contact: Ben Hennessy 020 7702 4260 E: [Ben.hennessy@thamesreach.org.uk](mailto:Ben.hennessy@thamesreach.org.uk)

Clients attend an 8 week volunteering training course which covers a range of office and interpersonal skills. They then progress to two months voluntary placement, picked to match the client's skills and interests, within Thames Reach. Clients are given support by their tutor and a "buddy" who works at their placement. Participants are helped to identify their future goals whether that is further volunteering, education or moving onto paid employment.

## St Mungos

To find out more about the below services, contact Rod Cullen, Group Manager - Skills & Employment Services on 07801 034 847 or by email to [Rodc@mungos.org](mailto:Rodc@mungos.org)

**Bricks and mortar** Plastering and bricklaying course combined with personal development courses, opportunities to take up accredited training, support in moving on to further training or employment.

**Putting Down Roots** Gardening and horticulture project combined with personal development courses, opportunities to take up accredited training, support in moving on to further training or employment.

**WoodWorks** Wood workshop offering six months training and work experience in a commercial production setting.

### Hospitality Training Programme

18 month programme supporting trainees in building their confidence and developing professional hospitality skills so they can move on into fully-paid employment.

### Pathways to Employment

Comprehensive employment training programme offering basic/soft skills, vocational guidance, volunteering and accredited training.

### Endell Street Studio

Clients use the studio facilities to work towards an Open College Network qualification in sound recording, and also have the opportunity to play and record music as part of their recovery from homelessness.

### Painting and decorating programme

Trainees spend six to eight weeks learning a variety of painting and decorating techniques. Those who finish the programme are awarded an Open College Network qualification and are given the further opportunity of a 'taster session,' working with St Mungo's painting and decorating social enterprise company, Revive, on a live project.

### Apprenticeship Scheme.

Contact: E: [apprenticeshipscheme@mungos.org](mailto:apprenticeshipscheme@mungos.org)

W: [www.mungos.org/careers/trainee\\_scheme](http://www.mungos.org/careers/trainee_scheme)

The St Mungo's Apprenticeship Scheme provides a career pathway into the homeless sector. It offers apprentices the opportunity to gain the skills and experience needed to equip them to work in front-line services and in the sector. The scheme is open to people with a previous history of homelessness and to those currently engaged in homelessness services. Eligibility: Pan London

## Generic Services

These services provide soft and basic skills training along with job search, CV and job application support to unemployed clients. We contacted the projects and ascertained that they had dealt with clients with drug and/or alcohol issues.

**Southwark Works – Elephant & Castle:** Unit 239, Elephant & Castle Shopping Centre, London SE1 6TE T: 020 7740 8200  
Bermondsey: 146 St James' Road, London SE1 5BW  
T: 020 7740 0880 Project Manager: Jayne Couchman  
E: [jayne@southwarkworks.org.uk](mailto:jayne@southwarkworks.org.uk)

Multi agency initiative offering information, advice and guidance. Based at two sites in Southwark, they also provide access to the following training (via Red Kite Learning): employability workshops, CV writing, disclosure of criminal convictions, goal setting, interview skills, CSCS card training and tests, food hygiene level 2 training, IT and skills for life training. They also act as a job brokerage for a number of local employers. Eligibility: For residents of Southwark aged 18+, unemployed with a history of substance misuse and/or offending.

### Southwark Works

Southwark Works operates from two premises, one at the Elephant & Castle and the other in Bermondsey. They offer a range of support including: employability workshops, CV writing, disclosure of criminal convictions, goal setting, interview skills, IT and skills for life training. Although they have clients from a number of disadvantaged groups, during the last quarter evaluated 73% had been affected by substance misuse. Of 238 clients seen during the quarter 18% entered paid employment and 45% entered training.

### Louis' Story

Louis was referred to Southwark by his probation officer. He attended pre-employment workshops and looked at rebuilding his confidence, setting personal goals and at disclosure issues to increase his awareness of the Rehabilitation of Offenders Act. He identified his primary goal as entering full-time employment and whilst at Southwark Works was offered a post with a local branch of a national retailer. His long-term goal is to become a Community Interpreter and whilst working he is also looking to improve his literacy so that this goal will also be achievable.

**Pecan Workout Project – Southwark** – 121 Peckham High Street, London SE15 5SE – contact Steve Rawlins  
T: 020 7732 0007

E: [steve.rawlins@pecan.org.uk](mailto:steve.rawlins@pecan.org.uk)

A six to eight week course focuses on life skills training covering topics such as ‘Workplace Behaviour’, ‘How to disclose criminal convictions’, and ‘Skills and Goal Setting’. The project offers help with job applications, CVs and interview preparation and support to achieve weekly goals. Eligibility: For residents of Southwark. Clients must have been released from prison in the last 6 months, referred from prison, probation service or Job Centres.

**Remploy – London North:** 101 Euston Road, London NW1 2RA T: 0300 456 8035 London South: 202-206 Union Street, Southwark, London SE1 0LH T: 0300 456 8047

W: [www.remploy.co.uk/employmentservices.ashx](http://www.remploy.co.uk/employmentservices.ashx)

Remploy provides a comprehensive range of employment services to support disabled people and those experiencing complex barriers to work into gaining and retaining sustainable employment. Eligibility: Pan London.

## Jobcentre Plus support for problem drug users

Clients should speak to their Job Centre Plus adviser in the first instance, to explore what support schemes would be appropriate to them; however we list the most relevant for drug or alcohol service users below.

### Progress 2 Work

Progress2work (P2W) is a voluntary scheme run by Job Centre Plus in partnership with local service providers, specifically designed to help support those with drug problems gain jobs and training. A caseworker supports clients through drug treatment and provides help in accessing training needed to go back to work (plus housing, debt advice, etc). In Greater London it is run in the following locations:

<b>Central and West London</b>
progress2work/Turning Point
Suite 14, Cameo House, 13-17 Bear Street, London WC2H 7AS Contact: Robert Davis T: 020 7766 5226 M: 07792 176884 E: <a href="mailto:robert.davis@turning-point.co.uk">robert.davis@turning-point.co.uk</a>
For residents of Islington, Camden, Westminster, Kensington, Hillingdon, Brent, Harrow, Ealing, Hounslow and Hammersmith.
<b>City and East London</b>
progress2work/Working Links – 259-263 High Road, Stratford, London E15 2LS Contact: Omar Richards T: 07697 215054
For residents of Tower Hamlets, Hackney, City of London and Newham.
<b>North and North East London</b>
progress2work/Working Links– 259-263 High Road, Stratford, London E15 2LS Contact: Omar Richards T: 07697 215054
For residents of Waltham Forest, Havering, Barking & Dagenham, Redbridge, Haringey, Enfield and Barnet.
<b>South London</b>
progress2work/Shaw Trust
For residents of Bexley, Greenwich and Lewisham.
progress2work/Eco-Atif – 46 Throwley Way, Sutton SN1 4AF T: 0208 640 3131 Contact: Lee Paige
For residents of Bromley, Croydon, Kingston, Richmond, Sutton and Merton.
<b>Lambeth, Southwark and Wandsworth</b>
progress2work/Eco-Atif – Unit CC1.08 Canterbury Court, 1-3 Brixton Hill, Kennington Park, London SW9 6DE T: 020 3176 0957 Contact: Lee Paige
For residents of Lambeth, Southwark and Wandsworth.



Other training and support programmes that can be accessed through Jobcentre Plus referrals include:

- **P2W-LinkUP** – This programme targets claimants who have an offending background, including those under probation supervision.
- **Relapse** – clients attending P2W who relapse into problematic drug use may benefit from a relaxation in programme rules such as benefit sanctions not being applied for non attendance. This is intended to help maintain participation and re-engage with P2W providers after a period of relapse. Relapse periods are at the discretion of the P2W.
- **Programme Centres** – mainstream provision for jobseekers usually aged 25 and over, who have been unemployed for six months and receive a qualifying benefit, for example, Job Seekers Allowance, Employment and Support Allowance and Incapacity Benefit. The centres offer individually tailored assistance to clients in need of specific help in overcoming barriers to finding and keeping work. Clients who are referred to a Programme Centre could either be employer ready or, with additional support from the centre to overcome barriers, are expected to become job ready. Early entry for recovering/stabilised problem drug users may be allowed at the personal adviser's discretion if they consider the client faces a severe disadvantage in their search for work.
- **Work Trials** – a trial period in an actual job, for up to 30 working days. These offer clients the opportunity to prove themselves to an employer without giving up the security of benefit, and to confirm that the job is appropriate before committing on a permanent basis. Work Trials can also help employers overcome doubts about the suitability of a client. Work Trial is available to clients generally considered to be furthest from the labour market and includes disadvantaged groups such as problem drug and alcohol users. Participants continue to receive their benefits in full and can also claim certain expenses. Work Trials are principally aimed at claimants on JSA and provision is geographically variable.
- **Pathways to Work** - national back-to-work programme available to all customers claiming incapacity benefit or Employment and Support Allowance. It is mandatory for new Employment and Support Allowance clients in the "Work-Related Activity Group" and is available on a voluntary basis for existing clients. Support is offered to: help the client to remain focused on their ability to work, develop a personal action plan to the client get the job they want, discuss work opportunities, explain the support that may be available to address key health and non-health related obstacles - for example, managing debt, advice about any financial benefits the client may be entitled to once he or she starts work, and to work out how much better off financially the client would be in work.
- **Work with employers**- JobCentre Plus encourage local employers to sign up to offering a pre agreed number of their vacancies to their hardest to help clients and facilitate the application and training process (previously called 'Local Employment Partnerships').
- **Apprenticeships** – Open to all aged over 16. For more details visit: <http://www.apprenticeships.org.uk/>



# Appendix 1

## JobCentre Plus District Partnership Managers

Formerly called 'Drug Coordinators', JobCentre Plus District Partnership Managers are responsible for building relationships between the job centre and external agencies in the drugs field including treatment, prison and probation services. They are now responsible for joining up partnership work for all socially excluded groups. Any difficulties that users encounter in regards to ETE attendance, treatment and benefit conditionality, as it currently stands, should be resolved by the Partnership Manager in liaison with ETE/treatment providers. Guidance on developing partnerships between Jobcentre Plus and drug treatment providers was produced by the National Treatment Agency in 2009<sup>26</sup>. Contact details for Partnership Managers are below:

### London District Partnership Manager Breakdown from April 2010

Amanda McLeish Regional Lead, London Amanda.mcleish@jobcentreplus.gsi.gov.uk Tel: 0207 342 3089	No boroughs
Sukhpal Grewal Partnership Manager, Central London District Sukhpal.grewal@jobcentreplus.gsi.gov.uk Marylebone JCP/DO Tel: 0207 853 4752	Islington
Mark Browne Drug Co-ordinator, Central London District Mark.browne@jobcentreplus.gsi.gov.uk Marylebone JCP/DO Tel: 0207 853 4610	District Lead
Nisar Shaikh Partnership Manager, Central London District Nisar.Shaikh@jobcentreplus.gsi.gov.uk Marylebone JCP/DO Tel: 0207 853 4754	Camden
Sue Harris Partnership Manager, Central London District Sue.harris@jobcentreplus.gsi.gov.uk Marylebone JCP/DO Tel: 0207 941 6737	Westminster Kensington & Chelsea
Cecily Wint Partnership Manager, City & East District Cecily.wint@jobcentreplus.gsi.gov.uk City JCP/DO Tel: 0207 301 8307	Hackney
Anesha Ahinakwa Partnership Manager, City & East District Anesha.ahinakwa@jobcentreplus.gsi.gov.uk City JCP/DO Tel: 0207 301 8381	Newham

<sup>26</sup>National Treatment Agency for Substance Misuse (2009) "Planning, commissioning and delivering the training and employment pathway for problem drug users" DH Gateway reference number: 11144 London: NHS

<p>Tina Maynard Partnership Manager, City &amp; East District Tina.maynard@jobcentreplus.gsi.gov.uk City JCP/DO Tel: 0207 301 8285</p>	<p>Tower Hamlets City of London</p>
<p>Penelope Hamil-Baker Partnership Manager, Lambeth, Southwark &amp; Wandsworth District, Penelope.hamil-baker@jobcentreplus.gsi.gov.uk Tel: 0207 820 3087</p>	<p>Lambeth</p>
<p>Nilam Jadhav Partnership Manager, Lambeth, Southwark &amp; Wandsworth District Nilam.jadhav@jobcentreplus.gsi.gov.uk Kennington Park JCP Tel: 0207 820 3052</p>	<p>Wandsworth</p>
<p>Edward Dean Partnership Manager, Lambeth, Southwark &amp; Wandsworth District Edward.dean@jobcentreplus.gsi.gov.uk Kennington Park JCP Tel: 0207 820 3086</p>	<p>Southwark</p>
<p>Sue De Souza Care, Mental Health and Drug Partnership Manager, North &amp; North East London Sue.de-souza@jobcentreplus.gsi.gov.uk Barking JCP Tel: 0208 258 8841</p>	<p>Haringey Waltham Forest Barking &amp; Dagenham Redbridge Havering Enfield Barnet</p>
<p>Chris Hobrough Partnership Manager, South London District Chris.hobrough@jobcentreplus.gsi.gov.uk Bromley DO Tel: 0208 271 5181</p>	<p>Lewisham</p>
<p>Emma Jarnell Partnership Manager, South London District Emma.jarnell@jobcentreplus.gsi.gov.uk Bromley JCP/DO Tel: 0208 271 5188</p>	<p>Greenwich</p>
<p>Elaine Williams Partnership Manager, South London District Elaine.williams4@jobcentreplus.gsi.gov.uk Sutton JCP Tel: 07554 330626</p>	<p>Sutton</p>
<p>Colm Cronin Partnership Manager, South London District Colm.cronin@jobcentreplus.gsi.gov.uk Croydon JCP Tel: 07768 377123</p>	<p>Croydon</p>

<p>Ailsa Whitmarsh Partnership Manager, South London District Ailsa.whitmarsh@jobcentreplus.gsi.gov.uk Bexley JCP Tel: 07837 034263</p>	Bexley
<p>Amanda Grice Partnership Manager, South London District Amanda.grice@jobcentreplus.gsi.gov.uk Bromley DO Tel: 07920 783642</p>	Bromley
<p>Ian Curry Partnership Manager, South London District ian.curry@jobcentreplus.gsi.gov.uk Kingston JCP Tel: 07775 024460</p>	Kingston Richmond
<p>Anne Hoblyn Partnership Manager, South London District Anne.hoblyn@jobcentreplus.gsi.gov.uk Mitcham JCP Tel: 07920 782588</p>	Merton
<p>Michael Begley Partnership Manager, West London District Michael.begley@jobcentre.gsi.gov.uk West London DO Tel: 0208 210 8196</p>	Ealing
<p>Sue Moran Partnership Manager, West London District Sue.moran@jobcentreplus.gsi.gov.uk West London DO Tel: 0208 210 8259</p>	Harrow
<p>Anita Anand Partnership Manager, West London District Anita.anand@jobcentreplus.gsi.gov.uk West London DO Tel: 0208 210 8196</p>	Hounslow
<p>Terry Dackombe Partnership Manager, West London District Terry.dackombe@jobcentreplus.gsi.gov.uk West London DO Tel: 0208 210 8180</p>	Brent
<p>Jill Collins Partnership Manager, West London District Jill.collins@jobcentreplus.gsi.gov.uk West London DO Tel: 0208 210 8176</p>	Hammersmith & Fulham
<p>Anu Bilon Partnerships Manager, West London District Anu.bilon@jobcentreplus.gsi.gov.uk West London DO Tel: 0208 210 8225</p>	Hillingdon

## Appendix 2

### Benefits and PDUs

The 2010 National Audit Office report on 'Tackling Drug Use' estimated that around 270,000 people in England (80 per cent of heroin/crack cocaine users) claim state benefits (including JSA, ESA/IB and IS).<sup>27</sup>

A DWP report<sup>28</sup> on employment, benefits and problem drug users identified barriers to benefit uptake by problem drug users. Whilst some viewed the benefits system as an important safety net, others survived without benefits as they felt they did not qualify or because the income they needed exceeded benefit levels. Problem drug users on Jobseekers Allowance who have to show that they are actively seeking work and attend regular appointments with benefit office staff may fail to comply with these requirements because of their drug use. Other barriers included: poor communication with job centre staff, confusion due to the complexity of the system, problems moving from one benefit to another, and problems in completing application forms. The report suggested that the wider availability of advocacy services for PDUs would help remove some of these barriers.

Problem drug users on benefits which have availability to work conditions attached may find it difficult to attend ETE programmes which offer voluntary work, work placements and/or training. The Home Office 2010 Drug Strategy Consultation Paper has reintroduced the possibility of sanctions based conditionality. This was part of the previous administration's proposed Social Security (Welfare Reform Drugs Recovery Pilot Scheme) Regulations 2010. The powers to introduce the pilots remain on the statute books. Where voluntary work is undertaken that may possibly breach the 16 hour rule, e.g. as part of progress-2work, this may be considered as a work focused activity and will be viewed as satisfying Jobseeker Allowance requirements. However, it is advisable that anyone considering voluntary work that exceeds 16 hours per week should discuss this with a benefits advisor or a District Partnership Manager.

<b>Job Seekers Allowance (JSA)</b>
You must be available for and actively seeking work or in work for less than 16 hours per week.
<b>Employment Support Allowance (ESA)</b>
You do not have to be available for work. You can do permitted work as long as it is for less than 16 hours per week.
<b>Income Support (IS)</b>
You do not have to be available for work. You can do permitted work as long as it is for less than 16 hours per week.
<b>Incapacity Benefit (IB)</b>
You do not have to be available for work. You can do permitted work as long as it is for less than 16 hours per week.
<b>Disability Living Allowance (DLA)</b>
You do not have to be available for work although the benefit is payable to those in work.

<sup>27</sup><http://www.official-documents.gov.uk/document/hc0910/hc02/0297/0297.pdf>

<sup>28</sup>Department of Work and Pensions (2010) "Problem drug users' experiences of employment and the benefit system" Research Report No 640 Bauld et al. London: Department for Work and Pensions.

## Appendix 3

### Service user survey results table

Information on services accessed by a group of 17 service user representatives from across London who sit on the London NTA Service User Council:

Motivational and life skills support	Name of Project	Borough	Comments on project you accessed
	St Mungo's	Lewisham	Very helpful
	Blenheim CDP ETE	Kensington & Chelsea	Very helpful
	Frontline - Camden Service Users Group	Camden	Great
	CRi	Havering	Very helpful
	Gateway service	Barking & Dagenham	No comments received
	Daybreak Drug Service	Barking & Dagenham	No comments received
	The Service User Drug Reference Group and the Sundial Course run by Blenheim CDP	Kensington & Chelsea	Good
	CRi	Southwark	No comments received
<b>Volunteering</b>	Release		All round support
	St Mungo's Peer Mentoring & Research	Lewisham	Very helpful
	The Service User Drug Reference Group (SUDRG)	Kensington & Chelsea	Very helpful in my recovery and for training and confidence
	Lewisham Service Users Council	Lewisham	Really important
	Health Ideas	Islington	No comments received
	Service User Involvement Project. Peer Led User Group (PLUG)	Croydon	Very good
	Frontline - Camden Service Users Group	Camden	No comments received
	Mainliners	Lambeth	Excellent
	CRi	Havering	No comments received
	Gateway Service	Barking & Dagenham	No comments received
	Daybreak Drug Service	Barking & Dagenham	No comments received
	CRi	Southwark	Working as a peer advocate helped motivate me towards looking for a job in this area
	Service Users Group	Southwark	No comments received
	Lambeth Peer Support	Southwark	Project in progress

<b>Training courses</b>	<b>Name of Project</b>	<b>Borough</b>	<b>Comments on project you accessed</b>
	Thames Valley University		No comments received
	Liverpool John Moores University		No comments received
	Sundial Course run by Blenheim CDP	Kensington & Chelsea	Really helpful in moving towards work
	Lewisham DAAT	Lewisham	Great!
	Islington Voluntary Action Council	Islington	very good
	PLUG – Facilitation, mentoring and drug and alcohol awareness courses	Croydon	No comments received
	Frontline – Camden Service Users Group, Equinox	Camden	I now train Equinox staff
	Lambeth Council	Lambeth	Attended various courses, some good some not.
	Daybreak Drug Service	Barking & Dagenham	No comments received
	Foundation 66 (Mentoring Course)	Southwark	Very good
	Lambeth College	Lambeth	No comments received
	Red Kite Training	Southwark	No comments received
<b>Work Trials and Job Placements</b>	Foundation 66		Work placement leading to NVQ 3 in Health & Social Care
	Daybreak Drug Service	Barking & Dagenham	No comments received
<b>Job search and CV support</b>	Reed Employment	Hounslow	Provided help with writing CV's and accepting realistic employment targets
	Equinox	Camden	No comments received
	Daybreak Drug Service	Barking & Dagenham	No comments received
<b>Social enterprises / Service user led businesses</b>	Lighthouse Social Club	Lewisham	No comments received



# Appendix 4

## Additional Directories

- London Drug and Alcohol Network. Includes a directory of London drug and alcohol services, a funding FAQ page with a list of London funders, and details of how to become an LDAN member.  
<http://www.ldan.org.uk>
- DrugScope HelpFinder directory of drug treatment services  
<http://www.drugscope.org.uk/resources/databases/helpfinder>
- Alcohol Concern services directory  
<http://servicesdirectory.alcoholconcern.org.uk/>
- Homeless UK service finder  
<http://www.homelessuk.org/details.asp?id=LP124&ds=1>
- Homeless London service finder  
<http://www.homelesslondon.org/details.asp?id=LP123>
- The Pavement – magazine for the homeless with service directory  
<http://www.thepavement.org.uk/>

## Notes



DrugScope and LDAN, Suite 204, Prince Consort House  
109/111 Farringdon Road, London EC1R 3BW

T: 020 7520 7550 F: 020 7520 7555 E: [info@drugscope.org.uk](mailto:info@drugscope.org.uk)  
[www.drugscope.org.uk](http://www.drugscope.org.uk)

DrugScope charity no: 255030 A company limited by guarantee,  
registered in England no: 926236

