



Department
of Health &
Social Care



Department
for Work &
Pensions

Webinar

Strengthening systems to support inclusion health through the work and health policy agenda in the North East and Yorkshire

10:30-12:00, Thursday 21st May 2026

Welcome

Rachel Johns, Deputy Regional Director Public Health Department of Health and Social Care / NHS England, North East and Yorkshire



Housekeeping



- Recording throughout to widen access to shared learning
- Please stay on mute and keep cameras off unless speaking
- Evaluation and presentations will be sent after the event

Agenda

Welcome (5 mins)

Rachel Johns, Deputy Regional Director Public Health
Department of Health and Social Care / NHS England,
North East and Yorkshire

Inclusion Health introduction and overview (10 mins)

Cathie Railton, Programme Manager, Department of Health
and Social Care , North East and Yorkshire

Work and Health Policy Context (10 mins)

Brian McCartan, Regional Programme Adviser, Joint Work
& Health Directorate, North East and Yorkshire

Insights from lived experience and considerations for practice (15 mins)

Louise Jardine, Disability Employment Advisor, Job Centre
Plus, Leeds

Case study 1: [Working Well North Tyneside](#) (15 mins)

Claire Dunn, Senior Programme Manager, Careers
and Employability, North Tyneside Council

Case study 2: Supporting inclusion health groups through [Families First in Leeds](#) (15 mins)

Cheryl Brehaut, Job Centre Plus, Families First
Leeds

Q&As (15 minutes)

Conclude and close (5 mins)

Rachel Johns Deputy Regional Director Public
Health, Department of Health and Social Care / NHS
England, North East and Yorkshire



Inclusion health introduction and overview

Cathie Railton, Programme Manager, Department of Health and Social Care ,
North East and Yorkshire



What do we mean by inclusion health?

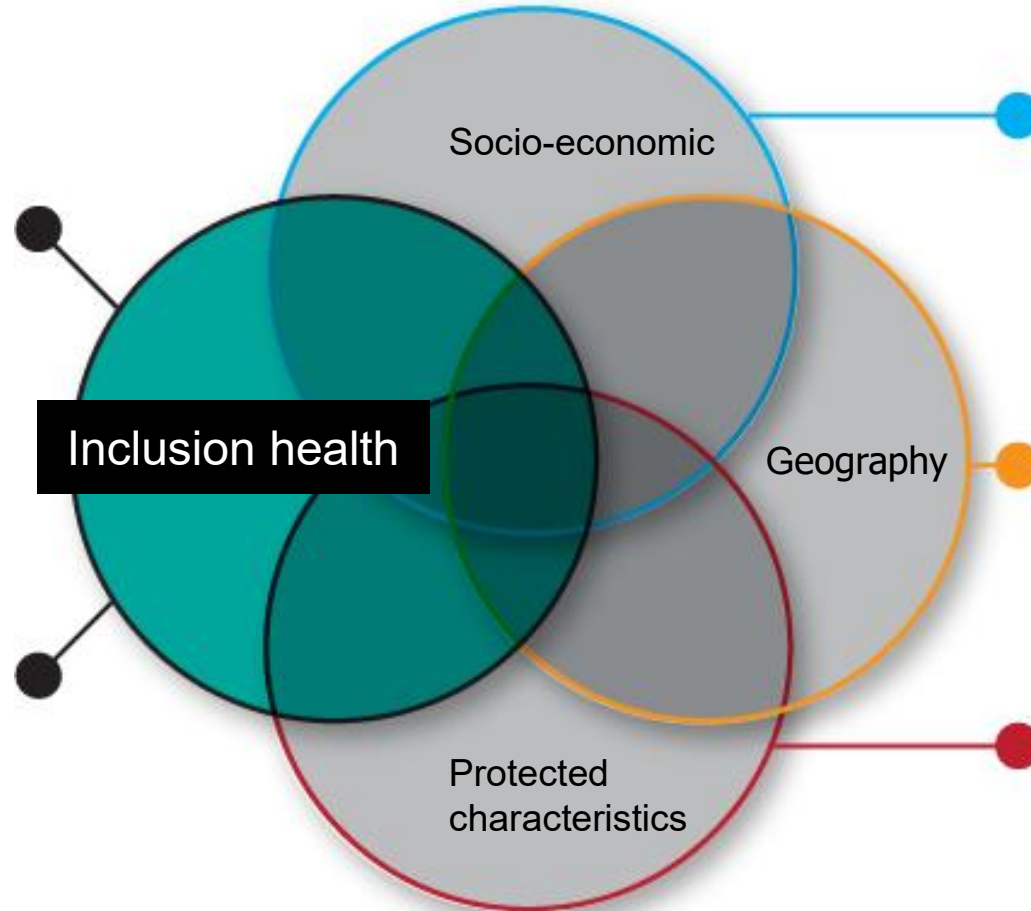
Inclusion health describes an approach to prevent and address extreme health inequities.

Populations are **diverse** but can share **common experiences** such as social exclusion, extremely poor health, and barriers in accessing services.

They are largely **absent in electronic systems** meaning their **needs can be overlooked**.

Includes

- People experiencing homelessness
- Gypsy, Roma and Traveller communities
- Sex workers
- Migrants in vulnerable circumstances
- People subject to modern slavery
- People in contact with the justice system
- People experiencing drug and/or alcohol dependence
- Among others e.g. people with experience of the care system



Impact of wider determinants such as education, income, employment and housing

Area you live: Population composition, built and natural environment, levels of social connectedness, and features of specific geographies such as access to green spaces and transport

Personal attributes: Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation

The health inequalities experienced by belonging to one or more inclusion health group can be further exacerbated if individuals also experience other domains of inequality as described above





Inclusion health: About more than health inequalities



Factors that influence health relate to multiple conditions - importance of whole systems approach



Biggest impact: Embedding inclusion health as an approach within existing work



A focus on inclusion health and work



Furthest away from having a good job and standard of living



Increased government focus and cross sector working: Opportunities to embed inclusion health whatever your role/organisation



Across NEY, worked with networks to raise awareness and build a narrative on work and inclusion health



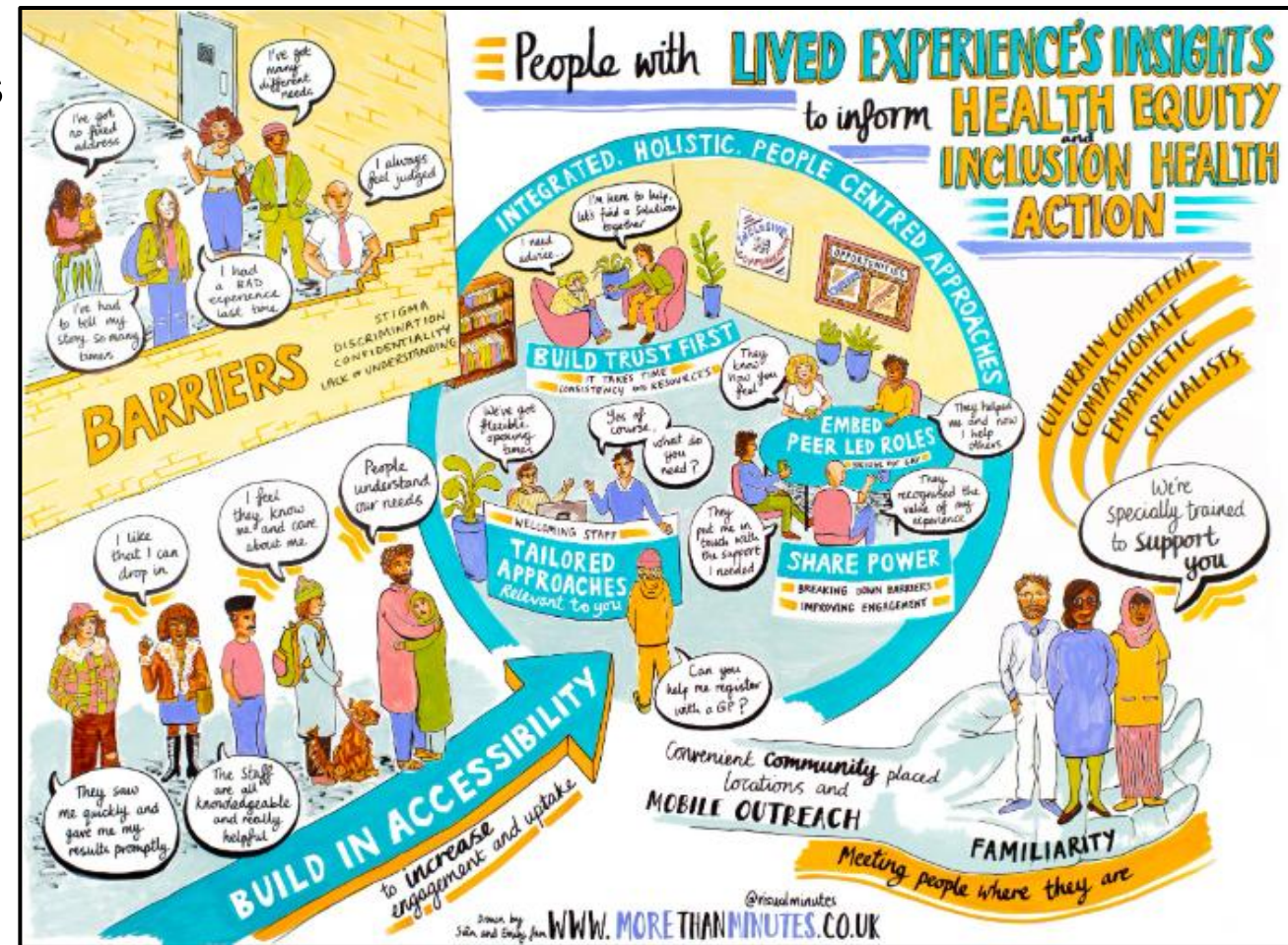
Comprehensive slide set available



So, what do we need to consider in our approach?

Report by UKHSA (2025) providing insights from people with lived experience, recommends any approach should be based on five principles:

- Build trust first
- Provide integrated, holistic, people centered approaches
- Build in accessibility to increase engagement and uptake
- Tailor approaches to increase relevance
- Embed peer roles



Key principles for inclusion health and work

Understand the concepts of inclusion health and social exclusion

Be trauma informed

Inclusive communication

Work collaboratively

Consider bespoke approaches

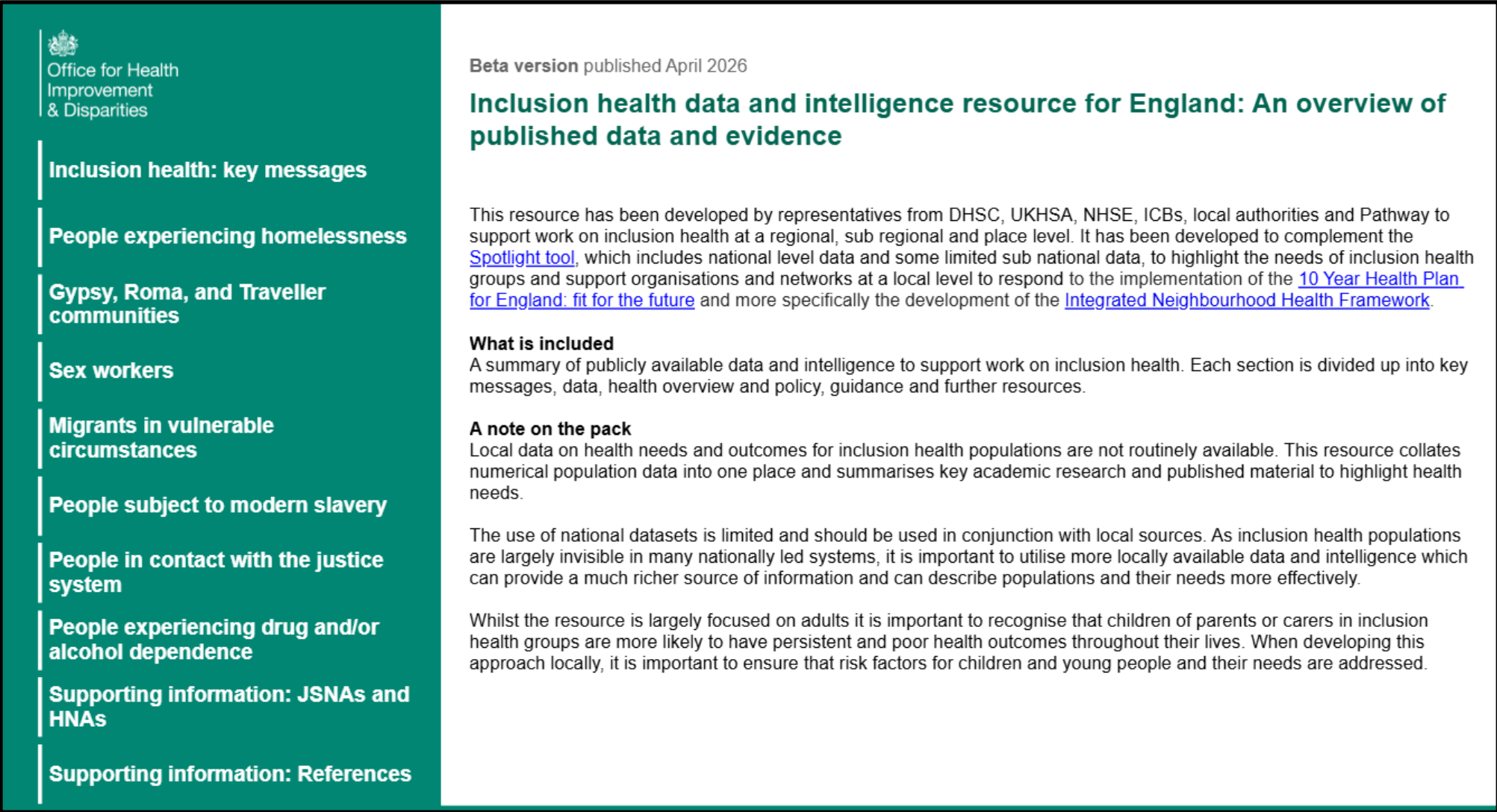
Engagement with local businesses


Work/volunteering settings



The **Inclusion health data and intelligence resource for England**: Summary of publicly available data and intelligence to support work on inclusion health at a local level.

Includes population level data which can be filtered by LA to help you to consider some of the communities to focus on where there may be higher levels of need.



 Office for Health Improvement & Disparities

- Inclusion health: key messages
- People experiencing homelessness
- Gypsy, Roma, and Traveller communities
- Sex workers
- Migrants in vulnerable circumstances
- People subject to modern slavery
- People in contact with the justice system
- People experiencing drug and/or alcohol dependence
- Supporting information: JSNAs and HNAs
- Supporting information: References

Beta version published April 2026

Inclusion health data and intelligence resource for England: An overview of published data and evidence

This resource has been developed by representatives from DHSC, UKHSA, NHSE, ICBs, local authorities and Pathway to support work on inclusion health at a regional, sub regional and place level. It has been developed to complement the [Spotlight tool](#), which includes national level data and some limited sub national data, to highlight the needs of inclusion health groups and support organisations and networks at a local level to respond to the implementation of the [10 Year Health Plan for England: fit for the future](#) and more specifically the development of the [Integrated Neighbourhood Health Framework](#).

What is included
A summary of publicly available data and intelligence to support work on inclusion health. Each section is divided up into key messages, data, health overview and policy, guidance and further resources.

A note on the pack
Local data on health needs and outcomes for inclusion health populations are not routinely available. This resource collates numerical population data into one place and summarises key academic research and published material to highlight health needs.

The use of national datasets is limited and should be used in conjunction with local sources. As inclusion health populations are largely invisible in many nationally led systems, it is important to utilise more locally available data and intelligence which can provide a much richer source of information and can describe populations and their needs more effectively.

Whilst the resource is largely focused on adults it is important to recognise that children of parents or carers in inclusion health groups are more likely to have persistent and poor health outcomes throughout their lives. When developing this approach locally, it is important to ensure that risk factors for children and young people and their needs are addressed.

Welcome



Work is good for our health and wellbeing



Opportunities - Government growth agenda focus on reducing economic inactivity



Across NEY, we wanted to focus attention on supporting those who can be furthest away from the labour market and prevent the widening of the inequality gap



Hosting today to bring together stakeholders working across the work, health and inclusion health agenda and to highlight how some areas are working to reduce the inequalities inclusion health populations can face



The Work and Health Policy Landscape

- 10-year Health Plan & Strategic Commissioning Framework
- Get Britain Working
- Pathways to Work
- Keep Britain Working

Get Britain Working in North-East & Yorkshire

Programme (funder)	West Yorkshire		South Yorkshire		Humber North Yorkshire				North East North Cumbria			
	WY ICB	WYCA	SYICB	SYMCA	HNY ICB	YNYCA	HEYCA	GLMCA	NENC ICB	NECA	TVCA	CCA
Health & Growth Accelerator (NHSE)	X		X						X			
Connect to Work & Get Britain Working Plans (DWP)		X		X		X	X	X		X	X	X
WorkWell (JWHD)	X		X	X*	X				X			
Economic Inactivity Trailblazer (DWP)		X		X		X				X		
Youth Guarantee Trailblazer (DfE)											X	
Employment Advice in Talking Therapies (JWHD)	X		X		X				X			

* WorkWell funding is channelled into local areas through ICBs, however in South Yorkshire the Mayoral Combined Authority lead on delivery of the programme.

Get Britain Working in North-East & Yorkshire

Programme (funder)	West Yorkshire		South Yorkshire		Humber North Yorkshire				North East North Cumbria			
	WY ICB	WYCA	SYICB	SYMCA	HNY ICB	YNYCA	HEYCA	Gtr.L MCA	NENC ICB	NECA	TVCA	CCA
MSK Community Delivery Prog. (NHSE)	X		X		X				X			
IPS in SMI (NHSE) & IPS in Drug & Alcohol Services (OHID)	X		X		X				X			
Local Growth Fund, Pride in Place (MHCLG)		X		X		X	X	X		X	X	X
Neighbourhood Health Centres ¹ (DHSC)	X		X						X			
Jobcentre Plus Pathfinder (DWP) ²	X								X			

1: Four locations in the region: The Stone Castle Centre Conisbrough, Beeston Hill Leeds, Westbourne Green Bradford, Seaham Primary Care Centre

2: Four locations in the region: Wakefield (digital focus); Blaydon, North Shields, South Shields (health focus)

About Me

Disability Employment Advisor (DWP)

Irish Traveller Heritage

Experience of lower socioeconomic environment

Personal exposure to:

- mental health challenges
- substance use within family networks

Health Inequalities in Traveller Communities

Traveller communities experience significantly poorer health outcomes than the general population

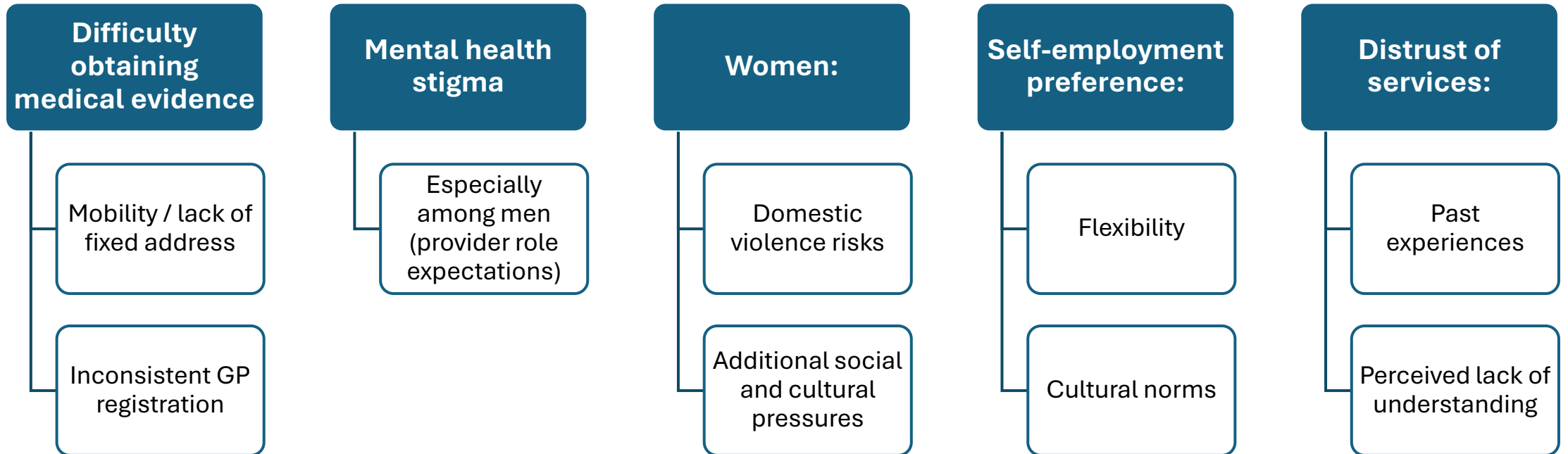
Higher prevalence of mental health challenges

Higher reported rates of suicide

Structural factors contribute:

- Poverty
- Housing instability
- Access Barriers
- Discrimination

Real-World Barriers



What This Means for Practitioners



Build trust before expecting disclosure



Avoid interpreting non-engagement as non-compliance



Ask: “What’s getting in the way?” rather than “Why haven’t you?”



Be flexible with processes and evidence where possible



Recognise instability as a barrier



Focus on strengths and incremental progress



Engagement itself is progress.

Rethinking Success – Distance Travelled



**Move beyond binary outcomes
(in work / not in work)**



**Consider progression-based
metrics:**

Engagement levels

Attendance consistency

Completion of agreed actions

Improved stability (health, housing,
readiness)

Movement towards employability over
time



**Success should reflect progress,
not just end outcomes.**

Key Takeaways

Barriers must be acknowledged and accommodated

Flexibility is essential in service delivery

Progress should be measured, not just outcomes

By recognising distance travelled, we create systems that are more inclusive, fair, and effective.

References & Further Reading

- Office for National Statistics (ONS) – Traveller population data:
<https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/ethnicity/articles/gypsyoririshtravellerpopulationsenglandandwales/census2021>
- Mental health inequalities in Traveller communities (BMC Psychiatry):
<https://bmcp psychiatry.biomedcentral.com/articles/10.1186/s12888-025-06752-0>
- Traveller health experiences and service access (PubMed study):
<https://pubmed.ncbi.nlm.nih.gov/22761349/>
- General NHS / public health inequality context (optional add): <https://www.england.nhs.uk/long-read/health-inequalities/>



North
Tyneside
Council

Working Well North Tyneside

May 2026

Claire Dunn

Senior Programme Manager

North Tyneside Council

claire.dunn@northtyneside.gov.uk



The aims of Working Well hubs

- To provide a shop front for Employment, Skills & Health services delivered by a range of partners – making these services more visible to residents and businesses
- To support engagement of residents who might not normally access support in more formal settings e.g. Jobcentres
- Helping to address high levels of social isolation through more informal engagement
- Supporting the regeneration of the Town Centre – creating opportunities and ensuring local residents have access to them
- ‘Health on the High Street’ – co-location and integration of services
- To support businesses to fill vacancies
- To encourage collaboration between agencies and providers
- To locally address gaps and to join up the system

Working Well North Tyneside

- Community-based Hubs across the borough
- Over 30,000 residents supported since 2022
- Wraparound services: health, housing, skills & employment
- Nationally recognised best practice model
- Aligned with key policy such as Keep Britain Working, NHS Fit for the Future, Pathways to Work, New Deal for North East Workers, North Tyneside Council Plan, NECA's Local Growth Plan and Equally Well – Health and Wellbeing Strategy



Equally Well:
A healthier, fairer future
for North Tyneside
2021 - 2025
North Tyneside Health and Wellbeing Board



Additional Local Partners

Killingworth JCP
Justice Prince

Workingwell
NORTH TYNESIDE
NORTH WEST

Workingwell
NORTH TYNESIDE
NORTH EAST

Additional Local Partners

Barnardos (The Base)
Whitley Bay Big Local
Whitley Bay Islamic Centre

PARTNERS

NTC Employability Service
Jobcentre Plus
Social Prescribing Service
National Careers Service
Rapid Response Service
Kings Trust
Connexions
Newcastle United Foundation
The Business Factory
Reed in Partnership
Wise Group / VODA
IPS Services
Barnardos ETSN
Karbon Homes / Thirteen Group
North Tyneside Carers
Citizens Advice
Family Hubs
NTC Adult Learning Service
Tyne Met College
Newcastle College



CLIENT GROUPS

Young People / NEET
Carers
BAME
Care Leavers
Economically Inactive
50+
Health (including mental Health)
Domestic Abuse victims
Ex-offenders
SEND
Homeless
LGBT+
Parents

Additional Local Partners

Wallsend JCP
Family Gateway
St Paul's

Workingwell
NORTH TYNESIDE
SOUTH WEST

Workingwell
NORTH TYNESIDE
SOUTH EAST

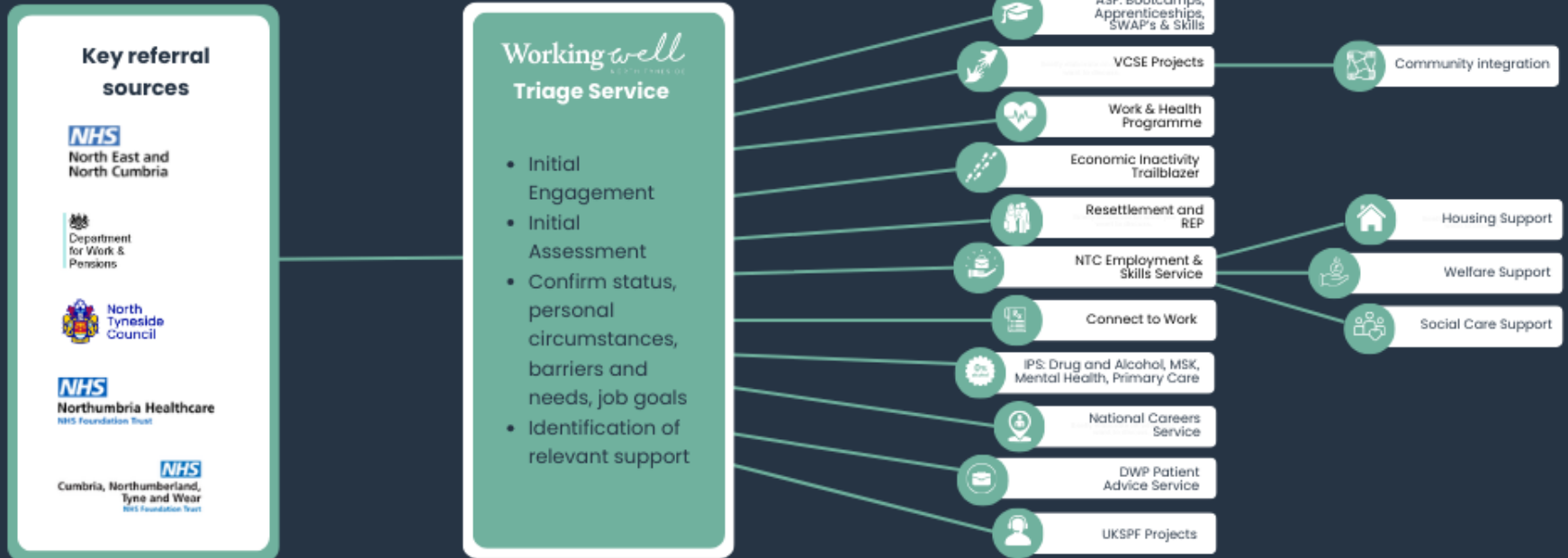
Additional Local Partners

North Shields JCP
The Meadows
Cedarwood Trust
Northumbria Youth Action (NYA)
Phoenix Detached Youth Project
YMCA North Tyneside

A successful local model of good practice

- One stop shop driven by local opportunities and needs
- First Hub: Beacon Shopping Centre, North Shields
- Second Hub: Wallsend Community Hub
- Multiple satellite sites:
 - Dudley
 - Killingworth
 - Forest Hall
 - Whitley Bay





KEY COMPONENTS

Multi Agency Team – representation and resources from the LA, ICB, DWP, Housing providers, VCSE providers, citizens advice etc. working cross organisational to break down barriers and address multiple issues via a community and co-location approach

Funding – a mix of relevant funding to support delivery of the model including coordination, delivery staffing and physical Hubs.

Strategic Partnership – relationship building with resources to support coordination and collaboration and appropriate governance

Data sharing – enabling effective triage, referral and signposting to fully integrate support for residents and business

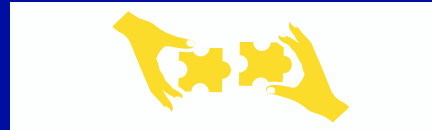
Labour Market Information – ensuring support to residents and business addresses local needs

Business Development – coordinated employer engagement, a shared CRM and appropriate representation of business with North Tyneside Strategic Partnerships including the Employment Partnership and SEND Employment Forum.

MULTI AGENCY RESOURCES

- Working Well Programme Manager
 - Employment Partnerships Coordinator
 - Employer Engagement Officer
 - Working Well Navigators
 - Working Well Employment Advisers.
- Working Well Hubs:**
- Four Main Hubs – North Shields, Wallsend, Whitley Bay and North West
 - Community – drop-in sessions and events held in local community venues
 - Health – drop-in sessions and events held in relevant primary and secondary care settings e.g. GP surgeries to raise awareness and provide employment support.

Projects



Economic Inactivity Trailblazer



NENC Health and Growth Accelerator:
Working Well Triage Service



All Age Careers Service (including NEET Outreach)



Individual Placement and Support:
People in drug and alcohol treatment



Resettlement Employment and Skills Support



Connect to Work: IPS and Local Supported Employment

Monday



Tuesday



Wednesday



Thursday



Friday



What we offer

FOR INDIVIDUALS

- One-to-one confidential, tailored advice and support
- Workshops and courses to build your skills
- Advice from health professionals
- Help with job search, applications and interview coaching
- Opportunities to meet with local employers
- Computer access and digital support
- Health and wellbeing advice and support services
- Career planning and support to build your professional network

FOR EMPLOYERS

- Free support with recruitment and retention
- Access to our local, motivated and skilled talent pool.
- Bespoke routeways into local job roles



Example activities: Employers

Working well

NHS

Wednesday 12 July 2023
12pm - 3pm
The Exchange 1856
North Shields

NHS
Northumbria Healthcare
NHS Foundation Trust

Careers

BOOK HERE

Get in touch

0191 643 2288

- Working Well North Tyneside, The Beacon Centre, North Shields
- employability.skills@northtyneside.gov.uk

GET INTO TV

WITH North East Screen

16 April 2025
12pm - 3pm
The Exchange 1856
North Shields

Register here:

Working well **North East Combined Authority**

Get into Commercial Cleaning

with Inside Contracts

SCAN ME!

INSIDE CONTRACTS **Working well** **North Tyneside Council**

get into ACCENTURE

6 February 2025
09:30 - 14:40

North East Combined Authority **accenture** **Working well**

Get into Cobalt

COMMENCING 31. MARCH 2025

With many leading employers: **DXC** **NHS** **Sage**

Would you like to discover the careers at Cobalt Business Park?
Join us for a 5 day programme to get your foot in the door!
Scan the QR code to register.

Cobalt **Working well** **North Tyneside Council**

Get into Tynemouth Castle Inn

(formerly The Park Hotel)

Working well

Get into Spanish City

10 - 14 March 2025
9.30am - 3.30pm

YMCA North Tyneside, North Shields

North East Combined Authority **SPANISH CITY** **Working well**

Get into Civil Enforcement

31 July 2025 | 10am
Working Well, North Shields

Come along for a chat about the role and how to apply.

You must hold a valid driving licence to apply for this job.

Book now!

North East Combined Authority **North Tyneside Council** **Working well**

Get into GoNorthEast

Part of GoAhead

30 July 2025 | 10am
WallSEND

North Tyneside Council **Go** **Working well**

one **landscapes**

Guaranteed interviews for completers

Get into One Landscapes

AWESOME ONE WEEK PROGRAMME

- Hands on practical training
- Site visit and design principles
- Key roles with a landscape specialist
- Employability.skills@northtyneside.gov.uk

Book Now 0191 643 2288

Working well **TBC**

Working well

RETAIL READY

Poundland **brm** **Heron Foods**

PEACOCK

10 April 2025
10am - 1pm

Working Well North Tyneside, North Shields

BOOK NOW!

North East Combined Authority

Get into EIFFAGE SMULDERS

FIND YOUR SPARK!

- 8 weeks welding training in Wallsend
- Amazing opportunities with excellent pay rates
- Long term contracts
- All expenses paid for training w/c 26th of Sept
- Location: Smulders, Hadrian Way, Wallsend, NE28 6HL (opposite Hadrian Road metro station).

BOOK YOUR PLACE NOW!

Interviews Wednesday 21st of September
Email: employability.skills@northtyneside.gov.uk

nordic **EMPLOYMENT AND SKILLS** **North Tyneside Council**

Foster with NORTH EAST **Working well** **North Tyneside Council**

Want to learn more about Fostering?

Drop in for chat at Working Well, The Beacon Centre, North Shields

We will have an expert on hand to talk you through the process, training and benefits.

11th March 2025
7th May 2025
10am - 2pm

Open your heart, change a life.

North East Combined Authority **Working well**

NORTHUMBRIA POLICE

Get into Northumbria Police

Non-uniformed roles

28th June 2025 | 10am
Working Well, North Shields

Northumbria Police will be in the building to talk to you about non-uniformed job opportunities within the force.

Scan the QR code to get booked in.

North East Combined Authority **Working well**



Example activities: Health

HOW'S YOUR HEART?

Quick, **free** and painless blood pressure and atrial fibrillation checks.
No appointment necessary.

- 9. October 2023
- 10am - 2pm
- Working Well North Tyneside
Wallsend Customer First Centre

active Working well NORTH TYNESIDE

BETTER TO KNOW?

Free, confidential and non-judgemental S.T.I testing.

No appointment necessary.

- Working Well North Tyneside, The Beacon Centre., North Shields
- Wednesday 29. November 2023
- 10am - 2pm

JOIN US!

Free **GREGGS** voucher for each test

NHS Northumbria Healthcare NHS Foundation Trust Working well NORTH TYNESIDE

EAT well FEEL well

Join our Healthy Eating Session:

24. February 2025
10.30am - 11.30am

Working Well,
 The Beacon Centre, North Shields

active Working well NORTH TYNESIDE

Working well NORTH TYNESIDE

Health & Wellbeing Event

17TH JULY 2023
10AM - 2PM

Working Well, The Beacon Centre,
 North Shields
 E: employability.skills@northtyneside.gov.uk

- Breast Cancer Screening
- Smoking Cessation
- C-Aware with the Fisherman's Mission
- Face Yoga
- Alcohol Awareness



Example activities: Support

Workingwell
NORTH TYNESIDE

Left school or college?
Struggling to figure out where you want to go and what you want to do?
WE CAN HELP!

Young People
NEED SOME CAREER INSPO?

FRIDAY 5TH OF AUGUST 2022, THE BEACON SHOPPING CENTRE, NORTH SHIELDS
11AM - 3PM

JOIN US!

Call in to us • 0191 643 2288 • employability.skills@northtyneside.gov.uk • info@northtyneside.gov.uk

Workingwell
NORTH TYNESIDE

Social Media

Use social platforms in your jobsearch

0191 643 2111 • employability.skills@northtyneside.gov.uk • @NTEmployment • @NTESkills

Workingwell
NORTH TYNESIDE

BIG CHANCE

Choosing your next job
WORKSHOP

SUPPORT WITH JOBS, SKILLS, CONFIDENCE, MONEY, HEALTH AND HOUSING

TELEPHONE 0191 643 2111
EMAIL employability.skills@northtyneside.gov.uk

English

NEED HELP WITH ENGLISH? COME TO AN ESOL ADVICE SESSION

Every Thursday 12pm to 1pm here!
Sessions also available in Wallsend and Killingworth.

JOIN US!

Workingwell
NORTH TYNESIDE

Workingwell
NORTH TYNESIDE

Interview Skills
WORKSHOP

SUPPORT WITH JOBS, SKILLS, CONFIDENCE, MONEY, HEALTH AND HOUSING

TELEPHONE 0191 643 2111
EMAIL employability.skills@northtyneside.gov.uk

Workingwell
NORTH TYNESIDE

7th-11th of November 2022

Young People's Advice Week

Discover local training and employment opportunities.

Drop in anytime between 10am and 3pm

Call now

0191 643 2288

The Beacon Centre, Bedford Street, North Shields

EVERY MONDAY MORNING

DIGITAL DROP IN

Workingwell
NORTH TYNESIDE

employability.skills@northtyneside.gov.uk

Every Thursday

WEEKLY ADVICE AND SUPPORT ARE YOU A NORTH TYNESIDE COUNCIL TENANT?

RENT • TENANCY • REPAIRS • SUPPORT

Workingwell
NORTH TYNESIDE

Workingwell
NORTH TYNESIDE

SUPPORT WITH

JOBS | SKILLS | CONFIDENCE
MONEY | HEALTH | HOUSING

TELEPHONE 0191 643 2111
EMAIL employability.skills@northtyneside.gov.uk

Workingwell
NORTH TYNESIDE

Money Matters
WORKSHOP

SUPPORT WITH JOBS, SKILLS, CONFIDENCE, MONEY, HEALTH AND HOUSING

TELEPHONE 0191 643 2111
EMAIL employability.skills@northtyneside.gov.uk

Workingwell
NORTH TYNESIDE

Learn more about the town centre plans with

WILMOT DIXON

0191 643 2111 • employability.skills@northtyneside.gov.uk • @NTEmployment • @NTESkills



Wider benefits of health integration with employment services

- Increased access to information and advice
- Reduced rent arrears / reliance on benefits
- Improved health and wellbeing through increased promotion of healthy and active lifestyles
- Reduction in Poverty including Child Poverty (and reliance on free school meals)
- Reduced demand for Social Care, NHS and health costs
- Provide residents with more disposable income – being able to access other services (sport, leisure, culture etc.)
- Tackling inequalities
- Impact on GDP

"Before I didn't think I could work due to my health. Now I have a part-time job that suits my condition."

"The support has been life-changing — I feel like myself again and have purpose."

"They helped me build my confidence and believe I could work again despite my mental health issues."

"I was listened to for the first time. They didn't just see me as unemployed — they saw the whole person, and I feel better than I have in years."

"Without Working Well, I would still be stuck. Now I have a routine, income, and I'm proud of myself."

"I've had more help from this service in a few months than I've had in years from anywhere else."

"I felt like they understood my health issues and didn't judge me. They helped me find something flexible that works for me."

"The service helped me build a plan around what I could realistically do, not what people thought I should do."

Why Working Well Works

Integration: A single, visible gateway where residents, employers and partners connect – removing silos and making support easy to access.

Community Visibility: Hubs in the heart of communities reach people who are excluded from traditional services, creating trust, walk-ins and early engagement.

Biopsychosocial Approach: Holistic, person-centred support that brings together health, housing, skills and employment – addressing the real factors that shape people's lives.

Real-Time Partnership: Local authority, NHS, ICB, DWP, VCSE and employers working side-by-side, sharing intelligence and solving problems together.

Inclusive Growth Impact: Widening participation, supporting disadvantaged communities, strengthening labour market intelligence and ensuring local people benefit from local opportunities.

Questions and Comments?

Follow us on social media



 @NTESkills



 ntemploymentandskills

 North Tyneside Council's Employment and Skills Service

 www.skillsnorthtyneside.org.uk

 workingwell@northtyneside.gov.uk

 0191 643 2288

Why this matters

- Growing need for work-related health support
- Prevents long-term unemployment and isolation
- Early intervention improves patient outcomes
- Supports NHS and ICB Health & Growth Accelerator goals
- Holistic, person-centred support reducing reliance on clinical services as well as wider public services



Local context

- In North Tyneside we have 5,100 unemployed and 10,800 workless households.
- Nearly 1 in 3 economically inactive individuals in North Tyneside cannot work due to long-term health issues—amounting to over 9,300 people (29.8%).
- Among all inactive residents, a significant number (11%, around 3,400 people) would like to work but are not actively searching or available.
- Based on the UK report* there is roughly £280 million per year in lost output alone, or up to £550 million+ including NHS, benefits and lost taxes, is attributable to the 9,300 inactive people in North Tyneside prevented from working for health reasons.
- Additionally, there could be a further £100–£200 million of unrealised economic capacity.

*<https://www.gov.uk/government/statistics/the-cost-of-working-age-ill-health-and-disability-that-prevents-work/the-cost-of-working-age-ill-health-and-disability-that-prevents-work>

For residents

About Working Well

A one-stop-shop

We make it easier for you to access employment, health and skills services from a wide range of organisations. You can view the latest jobs, improve your skills and receive support around housing, finance and debt.

Where you will find us:

WALLSEND
Wallsend Customer First Centre
16 The Forum
Wallsend
NE28 8JR

NORTH SHIELDS
The Beacon Centre
North Shields
NE29 6QF

We're open Monday - Friday, 9.30am - 3.30pm. No appointment necessary.



Jenny from Wallsend was feeling down and had lost her purpose in life.

Her children were less reliant on her as they were growing up and she hadn't worked since being made redundant, six years earlier.

The Working Well team helped Jenny to rediscover her passions. She loved to be organised and was renowned for her household spreadsheet!

She was supported to identify her transferable skills and brushed up on other skills with online courses.

With renewed confidence, Jenny enjoyed her weekly chats and became more focused on what she wanted to do. We carried out tailored searches to find the best opportunities.

Following an interview coaching session, Jenny was over the moon to secure a Shift Planner job for a local haulage company. This meant she could book her first holiday abroad in years!

How we can help

- Confidential, tailored advice & support.
- Workshops and courses to build your skills.
- Help with jobsearch, applications and interview coaching.
- Links to opportunities with local employers.
- Computer access and digital support
- Health and wellbeing advice and support services.
- Career planning and support to build your professional network.

More Information

We can help you explore your options, and support you to reach your goals.

Telephone:
0191 643 2288

Email:
employability.skills@northtyneside.gov.uk

Social Media:



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Kim McGuinness
North East
Mayor



Families First Partnership Programme

Cheryl Brehaut and Rachel Walker

When it all started

Following **the 2008 financial crisis**, there was a growing focus on supporting families with multiple needs.

The Troubled Families Programme (2011–2012) was introduced to provide joined-up support, with DWP joining in **2013**.

The programme has since evolved into:

- **Supporting Families Programme (2021)**
- **Families First Partnership Programme (from 2025)**

The aim was to support families more effectively by recognising their **complex and overlapping needs**, with an ambition to **turn around 120,000 families by 2015**.



Model & Partners

A joined-up, **whole-family model**

- Strong focus on **outcomes and accountability**
- Delivered through a **multi-agency partnership**
- **A lead practitioner coordinates support across services**

Partners include:

- Local authority early help teams, social workers
- Health, schools and police
- **DWP / Jobcentre Plus (JCP)**

Employment & Barriers

Employment remains a key goal

- Part of a wider support journey
- **Not achieved in isolation**

Common barriers include:

- Health and wellbeing
- Housing
- Caring responsibilities
- Skills and confidence

What works in practice

A stylized illustration of a family sitting on a green sofa. On the left, a man in a light blue shirt and dark pants sits with his hands clasped. In the center, a young girl in a white dress with a red skirt sits with her hands on her lap. On the right, a woman in a light blue shirt and white pants sits with her hands on her lap. An orange cat is perched on the sofa behind her. To the left of the sofa, a pink lamp with a white shade stands on a small table.

- A personalised, **holistic approach**
- Focus on **trusted relationships**
- Support tailored to the whole family
- Not just job search activity
- Plans include **employment goals**
- Support aligns with **the family's wider situation**

The Current Direction

A stylized illustration of a family sitting on a brown sofa. On the left, a man with grey hair and a beard, wearing a light blue shirt and dark trousers, sits with his hands clasped. In the middle, a young girl with dark hair, wearing a white top and a red and white striped skirt, sits with her legs crossed. On the right, a woman with dark hair tied up, wearing a light blue top and white pants, sits with her hands on her lap. An orange cat is curled up on the sofa behind her. To the left of the sofa, a pink lamp with a white base and a pink shade stands on a small table.

A personalised approach

- People furthest from work **need** holistic, tailored support
- Built on **trusted relationships**
- Not just job search activity
- Plans include employment **goals**
- **Support aligns** with the family's wider situation

Jobcentre's role

- Turn **stability into progression**
- Turn **support into employment**
- **Work in partnership, not isolation**

The West Yorkshire Way

A stylized illustration of a family sitting on a green sofa. On the left, a man in a light blue shirt sits with his hands clasped. In the middle, a young girl with dark hair in a white top and red skirt sits with her legs crossed. On the right, a woman in a light blue top and white pants sits with her hands clasped. A brown dog is curled up on the sofa behind her. To the left of the sofa is a pink lamp with a white shade and a pink base.

Our mission

- Drive growth and **reduce child poverty**
- Provide **holistic support** to families with multiple needs
- Help families **secure and sustain employment**

Our offer

- Delivered by **Family Community Work Coaches**
- Supporting wider needs such as Child Maintenance
- **NEET (young people not in education, employment or training)**
- Parental conflict

Aligned to **Get Britain Working** and child poverty priorities

A stylized illustration of a family of three sitting on a brown sofa. On the left, a man with short blonde hair and a light blue sweater sits with his legs crossed. In the middle, a young girl with dark hair and a red and white striped skirt sits with her legs crossed. On the right, a woman with dark hair in a bun and a light blue sweater sits with her legs crossed. An orange cat is perched on the sofa behind the woman. To the left of the sofa is a pink lamp with a striped shade. The background is plain white.

How we work

Work alongside:

- Family support workers
- Social workers
- Lead practitioners

Creating **one plan for the family** (including learning and earning opportunities)

Where we deliver support

We work from local outreach settings, including:

- Children's centres
- Baby banks
- Libraries
- Community / family hubs
- Schools
- Probation offices
- Charities

Making support accessible, visible and joined-up



A stylized illustration of a family sitting on a light green sofa. On the left, a man with short brown hair, wearing a light blue shirt and dark trousers, sits with his hands clasped. In the middle, a young girl with dark hair and a red and white striped skirt sits with her hands on her lap. On the right, a woman with dark hair tied up, wearing a light blue top and white pants, sits with her hands clasped. An orange cat is curled up on the sofa to the right of the woman. To the left of the man, a pink lamp with a white shade and a wooden base stands on a small table. The background is a plain light color.

We learned

The importance of a strengths-based, non-stigmatising approach

Focus on both individual and wider circumstances

Emphasis on early help and prevention

Supporting families earlier and more effectively

Working towards long-term, sustainable outcomes

Whole-family keyworker model remains central

Strong multi-agency working

Improved data sharing and outcomes tracking

Aim to embed prevention across services

Make earning and learning everyone's business

An illustration of a family of three sitting on a brown sofa. On the left, a man with short grey hair, wearing a light blue sweater and dark pants, sits with his hands on his lap. In the middle, a young girl with dark skin and short black hair, wearing a white top and a red and white striped skirt, sits with her hands on her lap. On the right, a woman with dark skin and her hair in a bun, wearing a light blue sweater and light blue pants, sits with her hands on her lap. An orange cat is curled up on the sofa to the right of the woman. To the left of the sofa is a floor lamp with a pink and white striped shade and a wooden base. The background is plain white.

Any Questions?

A stylized illustration of a family sitting on a brown sofa. On the left, a man with a beard and a light blue shirt sits with his hands on his lap. In the middle, a young girl with dark hair and a white top with a red skirt sits with her hands on her lap. On the right, a woman with dark hair in a bun and a light blue top sits with her hands on her lap. An orange cat is curled up on the sofa to the right of the woman. To the left of the sofa, a pink lamp with a striped shade stands on a small table. The background is plain white.

Get in touch if you want

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