





#### **Context**

Greater Manchester has been selected as one of eight Trailblazer areas in the Government's Get Britain Working White Paper, which sets out reforms to employment support. Over the coming year, we have a unique opportunity to test and embed new ways of supporting people furthest from the labour market to move towards employment and training.

Each locality has developed a delivery plan to drive this ambition.

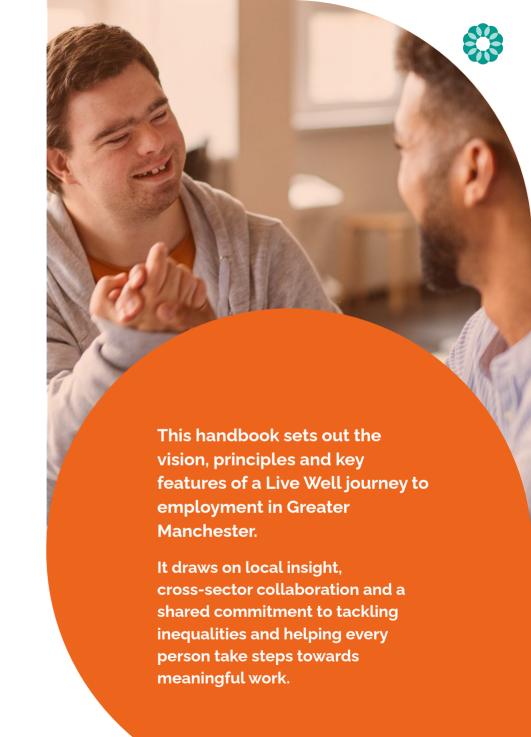
Alongside this, Greater Manchester Combined Authority, Local

Authorities, Greater Manchester Integrated Care, and voluntary sector
partners are co-designing a shared vision and framework for employment
support that reflects the values and strengths of our communities.

This work builds on Greater Manchester's Live Well movement — our approach to community-led health and wellbeing. Live Well is a Mayoral priority and part of a broader shift towards prevention, community power and public service reform. We are now applying these principles to employment and skills.

It also builds on over a decade of Working Well — Greater Manchester's flagship employment support programme — rooted in personalised, integrated support and local connection. This next phase represents an evolution of that work, shaping the future of employment support.

**Our ambition** is to ensure every resident has the resources and connections to Live Well — and we know that secure, meaningful work is central to that goal. We believe the best way to achieve this is through community-led approaches, backed by a system that enables them to thrive.





# Nearly half a million people are out of work in Greater Manchester, including 161,000 residents who are long-term sick.

We want this work to support working-age people who could benefit from community-led, multidisciplinary support — particularly those facing systemic barriers to good work, wellbeing and opportunity, such as:





People in insecure, poor quality, low-paid work that harms their health and wellbeing.





People without the qualifications or access to the learning opportunities needed to enter or advance in the labour market





Young people leaving school without essential skills, or without access to high-quality further learning, apprenticeships, or work support.

People who are neurodiverse or have learning needs that create additional barriers to finding and staying in work.



People from racially minoritised backgrounds and other marginalised groups who experience structural racism, discrimination, and unequal access to support.





People facing multiple disadvantage -, including substance misuse, housing insecurity or homelessness, often struggle to access the support they need.





# Our vision

A Live Well Journey to Employment is an empowering, community-based approach that helps me build confidence, develop skills and take ownership of my future.

It promotes and enables warm, personalised support rooted in my strengths, needs and aspirations — listening to my story, offering practical tools and encouragement, and connecting me to local networks and opportunities.

I want good work that's meaningful and part of a good life—supporting my health, wellbeing, independence, and benefiting my family and community.



#### Live Well vision for

## **Employment**

Relationships are safe, trusting and flexible, moving at a pace that works for each individual. Support is accessible and delivered in welcoming, trusted, community-led spaces.

Community led

People have real agency and control over their journey, growing confidence and skills to achieve their aspirations.

A Live Well journey to employment

Communities create
connection, purpose
and everyday
opportunities that
help people move
towards work.

It is **co-produced** with local

communities - reflecting

their priorities, identities

and ways of working.

good work,
volunteering or
enterprise that reflects
their strengths, goals
and diverse needs.

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Support is joined-up and easy to access, with multi-agency partners working together to meet people's holistic needs

Workplaces are supported to offer fair pay, flexibility, and inclusive environments that meet GM's Good Employment Charter

Support responds to the

whole person — including

health, wellbeing,

relationships and life

circumstances.

Local systems work with employers to shape opportunities and connect people to meaningful, secure employment.

Across Greater
Manchester, there is
a shared **purpose** to
help people **live**well and achieve
social and
economic justice.

Local leadership — including VCFSE partners — share insight, data and resources to get the most out of the system.

# 5 distinguishing principles of a Live Well journey to employment

1

# Strengths-led, purpose-driven

We begin with what matters to each person — their strengths, interests and aspirations. People have agency to shape their journey and move towards work that reflects their values and goals.

2

# Taking the right step, at the right time

We take a long-term view of people's health, recognising that crisis, poor housing or instability can make work harder — but that the right opportunity can also support recovery and wellbeing.

3

# Connecting talent to opportunity

We help grow good, sustainable jobs and career pathways that support people into work and help them progress. We connect people through supportive relationships, local networks, and trusted community spaces.

4

# Explore and experiment

Support builds confidence and self-belief, helping people gain momentum as they explore new opportunities and test new possibilities and ambitions through work, volunteering, or support.

5

# Tackling inequality head-on

We focus on those facing the greatest barriers to work — including poverty, racism, poor health, disability, and insecure housing. Our support actively removes systemic barriers and enables people to move forward.



# **Our Outcomes**

Below are the long-term outcomes we want to use to understand our impact. They build on what is already being gathered and are offered as a starting point for localities to use, adapt and co-develop.

Over the coming months, we'll work together to agree which outcomes should be measured consistently across Greater Manchester, through our existing outcome frameworks.



## Outcomes and impact **Person level Outcomes**



Outcomes being gathered by GMCA or DWP frameworks





Outcomes not currently being gathered by GMCA or DWP frameworks

			•	
Outcome area	Involvement and Control	Health and Wellbeing	Safety and Confidence to progress	Growth and Resilience
Outcomes	<ul> <li>I participate in planning and decision-making about the support I receive</li> <li>I feel more in control of my life and future</li> <li>I have the tools and confidence to move towards my goals</li> </ul>	<ul> <li>My physical and mental health have improved</li> <li>My physical and mental health are understood and supported as part of helping me prepare for, find, and stay in work</li> <li>I feel more connected and less isolated</li> </ul>	<ul> <li>I am more financially secure</li> <li>I can access support and opportunities suited to me</li> <li>I am able to earn, contribute, develop and thrive</li> </ul>	<ul> <li>I developed valuable skills and experiences</li> <li>I can maintain improvements beyond initial support</li> </ul>
GMCA	"Residents have voice and influence over the support they receive"	"Reduced Social Isolation – connectivity with their community"  "Self-reported health improvement"	"Increased employability through development of interpersonal skills"	"Number of people with basic skills following support"  "Number of people with Life skills following support"  "Number of people sustaining engagement with keyworker support and additional services"
DWP	"People feel involved in decisions about their support	"Improved wellbeing and mental health"  "I can manage my health in a way that supports work"	"I feel more confident, motivated and hopeful about my future"	"People improve their skills and readiness for work"
Data owner	Local hub / service provider	Health partners / service providers / employment team	DWP / Local Provider / LA	Training provider / LA





Outcomes being gathered by GMCA or DWP frameworks





Outcomes not currently being gathered by GMCA or DWP frameworks

Outcome area	Community-led	Reaching everyone	Involvement and coproduction
Outcomes	<ul> <li>Community organisations are delivering high-quality, trusted support that meets local needs</li> <li>Community spaces, services and opportunities reflect the strengths and diversity of the people they serve</li> </ul>	<ul> <li>Everyone feels welcome, respected and able to participate in community life and local employment support</li> <li>More residents with protected characteristics engage with local support and services</li> </ul>	<ul> <li>Communities shape the design and delivery of support</li> <li>Communities take action to improve support</li> </ul>
GMCA	"Place-based support that reflects community strengths"	"Inclusive services; equity of access"  "Improved take-up by priority groups"	"Residents co-produce services"  "Residents lead local change"
DWP			

Data owner

Local authority / VCFSE leads

Local equalities team / Provider organisation

Local co-production team / VCFSE



# Outcomes and impact System\* level Outcomes



Outcomes being gathered by GMCA or DWP frameworks





Outcomes not currently being gathered by GMCA or DWP frameworks

Outcome area	Adhering to shared values and common purpose	Locally-led	Joined-up, multi-agency support
Outcomes	<ul> <li>Professionals from across sectors collaborate to provide equitable support and work towards shared goals</li> <li>Data shows progress on interrelated outcomes, including employment, health, and social determinants</li> </ul>	<ul> <li>Local leadership uses data in order to target, learn and improve employment support</li> <li>The system proactively identifies, targets support, and removes access barriers for people and communities who face the greatest inequalities</li> </ul>	<ul> <li>Services are joined-up across health, work and social needs</li> <li>Barriers such as transport, housing and childcare are identified and addressed</li> </ul>
GMCA	"Whole-system, integrated, person-centred support"  "Shared outcome metrics across partners"	"Data-informed leadership"	"Integrated, multi-agency support"  "Enablers like housing and transport in place"
DWP		"Employment support responds to real-time local job market data"	"Services are joined-up and tailored"  "Support is easier to access and not duplicated"  "People are referred across services and take up support offers"
Data owner	Local authority / integrated care board / GMCA	Local authority / GMCA	LA

<sup>\*</sup>The network of organisations, services, partnerships, and policies across Greater Manchester that collaboratively support people into employment and enhance their overall wellbeing.



## Outcomes and impact

# **Employment and Economy Outcomes**



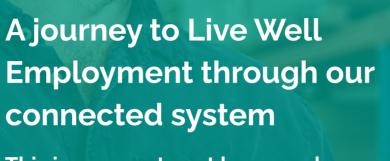
Outcomes being gathered by GMCA or DWP frameworks



Outcomes not currently being gathered by GMCA or DWP frameworks

Outcome area	Employment and growth opportunities	Good employment	Economic and Social Prosperity
Outcomes	<ul> <li>People with protected characteristics take up and sustain work</li> <li>People take up and sustain opportunities to work or volunteer</li> </ul>	<ul> <li>More employers meet the Good         Employment Charter, improving             disability accessibility and flexible             work     </li> <li>Local partners create and adapt             good jobs that meet people's needs</li> </ul>	<ul> <li>More high-quality, well-paid jobs in the area</li> <li>Employment support aligns with economic development to grow inclusive opportunities</li> </ul>
GMCA	"Number of people in volunteering/work opportunities"  "Number of people in employment, including self-employment, following support"	"Employers aligned with Charter principles"  "Inclusive and flexible job design"  "Reduced structural barriers into employment and into skills provision"	"Growth in high-quality jobs"  "Work and skills strategy aligned with inclusive economy"
DWP	"Reduced employment gaps across groups"	"More employers adopt inclusive recruitment practices"  "More employers adopt inclusive recruitment practices"  "More employers collaborate with local support services"	





This journey sets out how employment support is delivered across Greater Manchester's connected system—not just through trailblazer activity, but through the combined efforts of VCFSE organisations, public services, local employers, health and care teams, skills providers, and communities.

For the people moving through it, support is flexible and responsive—shaped by individual goals and pace. People may move forward, pause, or return to earlier steps in the journey. That's okay—the system is designed to offer support whenever and wherever it's needed.

#### **Getting started**

"Taking the first step — knowing I won't be doing it alone."



#### Proactive outreach

People are identified and engaged by trusted professionals—e.g. GPs, Live Well centres, housing, health, community or employment services.

#### Introduction

People seek support themselves—through a community venue, online, or someone they trust.

#### Thriving in work

"Feeling supported to grow, and thrive in whatever I choose to do"

#### **Supporting others**

Encouraging people to support others—through mentoring, peer support or co-production — opening up new opportunities for growth and impact.

#### Growing in your role

Offering coaching, mentoring, training and health-related support—enabling people to manage challenges, and sustain long-term employment, progress and pursue their aspirations.

#### Settling in and staying steady

Providing practical and emotional support as people start a new role—through informal check-ins, workplace adjustments, buddying and space to reflect, celebrate and build confidence.



Exploring support: "Getting the right support in place so I can focus on what's ahead"

#### Personalised planning

Building trust and getting to know the person—their strengths and goals - and understanding what they would like to achieve and who can support them.



#### Laying the foundation

"Getting the right support in place so I can focus on what's ahead"



#### Growing Confidence

"Building on my strengths, growing my skills, and trying new things."

#### **Finding opportunities**

"Exploring options that align with my talents, interests, and hopes."

#### Addressing basic needs

Supporting people to get the help they need with challenges they're facing—like health, housing, finances or relationships—and helping them navigate a complex system of services.

#### Improving health and wellbeing

Supporting people's mental and physical health—through community connection, enjoyable activities, healthy living, trauma-informed approaches, and access to specialist support

#### **Developing self-belief**

Supporting people to recognise their strengths, build confidence, and try new things—while also addressing emotional barriers and building positive coping strategies.

#### Learning new skills

Building confidence and connections through courses, volunteering, training and opportunities to give and receive peer support—creating chances to learn, connect and contribute.

#### **Growing positive futures**

Helping people explore what makes them tick—their strengths, passions and goals—including imagining what work could look like and offer, and the steps to get there.

#### **Trying things out**

Supporting people to explore a range of education, training and employment opportunities—through careers guidance and real experiences like taster sessions, placements and volunteering—without risking the benefits they rely on.

#### **Practical preparation**

Providing hands-on support with CVs, applications, interview practice, researching employers, Debt and Welfare advice, negotiating offers, preparing for the challenges of starting a new job, and supporting the transition from claiming to earning.

#### Shaping the right role

Planning with employers to shape roles that support success—exploring adjustments, training needs (for the person or the team), and any physical or emotional support required in the workplace.

#### **Finding work**

Supporting people to grow networks, connect with local employers, undertake guided job searches, and explore opportunities—including self-employment and roles not widely advertised.

#### **Celebrating success**

Securing a new role — whether employment, education, an apprenticeship or self-employment — and celebrating progress, confidence, and the exciting opportunities to come.

#### **Building relationships of support**

Helping people build confidence in connecting with others—through community groups, peer support and social activities—while strengthening the support networks around them.



# That is why our approach brings together four key hallmarks:

# Key hallmarks of a journey to Live Well employment

Good work, health and skills are all essential parts of the support people need in order to Live Well.

# Live Well centres and space

A welcoming place within your community offering joined-up support for employment, skills, health and everyday life.

# Community-led support

Support shaped by communities and enabled by a resilient VCFSE sector rooted in everyday relationships and local life.

#### Neighbourhood employment support model

Neighbourhood-based teams providing joined up, person-centred support across all the factors that shape someone's journey to work.

#### Enabling Employment, skills and health system

A system that works with residents and employers to learn, remove barriers, and improve support so more people can move into, stay in, and thrive in good work.



Live Well centres are welcoming, friendly places where people can connect with others and get support with the wide range of challenges they may be facing — from health and housing to isolation and employment.



They act as a 'front door' into a system of person-centred, holistic support, delivered by multidisciplinary teams and shaped through strong partnerships between public services and VCFSE organisations.

#### **Key features**



Live Well centres bring together multiple organisations from across statutory and voluntary sectors, offering support grounded in expertise across employment, health, social and practical needs. Centres work with individuals to identify the organisation best placed to lead their support, coordinating with partners to ensure they receive joined-up help, tailored to their interconnected needs — and delivered in the right order, at the right time.

Welcoming inclusive community spaces

Live Well centres are warm, friendly, and inclusive — more like a living room than a waiting room. They're designed to bring people together, nurture relationships, and foster peer support. Access is simple and flexible: people can connect by phone, email, or walk in face-to-face. Staff also reach out through proactive outreach, drop-in days at trusted venues, and support offered in local spaces. Centres make it easier for people to access the help they need — and to connect into wider networks of support.

Strength based person centred practice

Organisations working within Live Well centres commit to a collaborative, person-centred way of working. Support starts with each person's goals, values, and what matters most to them, and is built on trusted relationships. It is inclusive, trauma-informed, and focused on recognising strengths, building confidence, and developing skills. People are supported — alongside their loved ones — to make decisions that are right for them. Feedback is regularly gathered, and people are actively involved in shaping and improving the offer.

#### **Structures and Spaces**

Oldham

Oldham is developing a 'one front door' model to coordinate employment, health and community support. Employment advisers, social prescribers and volunteering roles work together to co-design personalised plans and connect people to holistic support.

Rochdale

The Lighthouse is a welcoming drop-in hub offering person-centred, solution-focused support in the heart of the community. The centre creates a safe space where people can access a wide range of services, alongside support with job searching, digital skills, and volunteering.

Wigan

VCFSE providers will recruit keyworkers in Wigan's neighbourhoods as part of a wider shift towards a more system wide strengths-based, person-centred approach. This model will be rooted in trusted community relationships, with links to specialist services when needed.



Our community is made up of people and local organisations — from community centres and peer networks to specialist services and local businesses.



Community-led support is rooted in the knowledge, relationships, and strengths that improve wellbeing, build confidence, enable meaningful engagement, develop skills, and help people move towards employment in ways that feel right for them.

#### **Key features**

#### Communities create pathways to work

Communities play a direct role in helping people move towards employment. Everyday opportunities — such as volunteering, peer-led groups, social connections, social action projects, community enterprises— offer people a sense of belonging, a chance to contribute, and a route into skills, experience, and work. These spaces help people build relationships, grow confidence, and take steps forward

#### A vibrant and sustainable VCFSE sector

Community-led support depends on a strong, well-connected VCFSE sector who play a vital role in supporting people to build confidence, access help, and take steps towards work. Sustained investment, including core funding and strong links with statutory partners, enables these organisations to offer inclusive and responsive support over the long term.

#### Communities in control of support

Support is designed and delivered with communities. People have real influence over what local employment support looks like, where it happens, and how it connects with other forms of help. Approaches like co-production, community organising, and participatory funding put power in the hands of local people — ensuring that employment support reflects community priorities, draws on lived experience, and is genuinely accessible.

#### **Structures and Spaces**

Salford

Elevate Salford is a place-based programme delivered by 19 VCFSE organisations. It supports people furthest from the labour market to build skills and move into employment. Delivery connects communities of geography, identity and lived experience.

Trafford

Trafford is investing in community-based job clubs and employment support, aligning them with its advice hub model. By integrating these with social prescribing and an enhanced VCSE offer, Trafford is ensuring residents can access holistic, community-led support for both employment and wellbeing

Rochdale

Rochdale is strengthening the VCFSE role in identifying need and shaping support. The New Pioneers programme offers multilingual, peer-led coaching to tackle underemployment. Services are co-designed with residents and rooted in community connection.



In the neighbourhood model, multidisciplinary teams — including public services, the VCFSE sector, Live Well centres and specialist employment and skills providers — work together to provide joined-up support.



Every service has a role in introducing employment support as part of people's wider journey — recognising work as a potential health and wellbeing outcome. Support is relational and easy to navigate.

#### **Key features**

#### A multi-agency network of support

Neighbourhoods bring together public services and VCFSE organisations into a coordinated network that takes shared responsibility for supporting people into work. Strong relationships and warm introductions help ensure people are connected to the right support at the right time — from community-based activity to specialist employment support and skills provision. A 'no wrong door' approach means all services take responsibility for helping people reach the right place.

#### Making every contact count

Every team and service has a role in supporting people to think about work and skills as part of their wider goals and wellbeing. Employment is framed as something that can bring meaning, stability and connection — not as a standalone offer. We make every contact count, embedding conversations about skills and work within the relationships people already have.

#### Enabling connection and collaboration

Neighbourhoods create opportunities for organisations to learn and grow together — strengthening relationships and sharing knowledge, resources and insights to enable effective joint working. This could include co-location of staff, joint work with people they support, or more formal approaches such as shared learning events, joint training, or collaborative development sessions.

#### **Structures and Spaces**



Wigan's model puts the resident at the centre of a connected system that integrates health and learning opportunities. It recognises that services need to build out from residents' strengths and experiences and that VCFSE providers are more likely to build positive trusted relationships with residents who are underserved by statutory services.

#### Stockport

Dedicated navigator and keyworker roles are being developed to provide personalised support and improve coordination across neighbourhoods. Plans include recruiting additional navigators aligned to neighbourhood footprints, alongside strengthening the connector role of social prescribers.

#### Bury

(%)

Bury's neighbourhood 'hub' model brings together services like Early Years, Live Well and employment and skills. Public service leadership is embedded in each neighbourhood to ensure deeper integration and identify and re-engage people at risk of exclusion.



# An enabling employment, skills and health system

Our enabling employment and skills system removes structural barriers, connects people to opportunity and employers to talent, and ensures support is in place at every step of the journey into work.



The system actively identifies and engages people who are out of work — particularly those facing the greatest inequalities — and coordinates support around their holistic needs.

#### **Key features**



Our employment system includes VCFSE, public, and private sector organisations, ranging from micro-businesses to larger employers. We work in partnership to shape the quality and inclusivity of local employment and create opportunities that are fair, flexible, and offer progression. This includes co-investment to influence employers to recruit people who have experienced multiple disadvantage; the development of intermediate labour markets; job trials; inclusive recruitment approaches; phased and flexible paid placements that accommodate health and caring responsibilities; longer-term pathways into sustainable work; and delivering tailored learning and training programmes that build confidence and support in-work progression. We also provide health and wellbeing support to remove barriers to work and help partners improve workplace practices that enable retention.

#### Proactive and inclusive outreach

We use data, local insight and proactive outreach to identify and engage those furthest from the labour market — particularly those facing the greatest inequalities — and connect them to personalised, welcoming support that helps people move closer towards work.

#### An enabling system

The system is united by shared vision for inclusive employment, skills and health support. It enables collaboration across sectors by nurturing culture, aligning leadership, implementing policy and funding enablers, and using learning to improve support and tackle inequalities.

#### **Structures and Spaces**



#### Manchester

Manchester is leading proactive outreach to increase access and support for priority groups, focusing on those facing racial disadvantage. This includes VCFSE-led pilots, partnering with specialists, providing trauma-informed training, and engaging people in secondary care seeking employability support.



#### **Tameside**

Tameside Futures supports young people not in education, employment or training (NEET) through a growing model of tailored placements. Employers are supported to create opportunities that build confidence and experience while opening up access to local talent.



#### **Bolton**

Bolton is combining data with local insight to reach residents currently disconnected from the labour market. A multi-agency partnership is supporting first steps English and digital skills for marginalised groups, such as migrant women, to build confidence and access to work.



# Key shifts and enablers

Realising the Live Well journey to employment requires a set of conditions, culture and infrastructure. This section describes some of the key shifts we have been working towards, to enable our vision.



### Key system shifts and enablers to realise our vision

#### Outcomes

An outcomes framework that demonstrates the impact of people sustaining meaningful employment alongside a broader set of person-centred, holistic outcomes capturing wellbeing, confidence, connections, and progress.

**Enabled by:** Adopting a consistent outcomes framework across the 10 localities that defines core measurements to prioritise across Greater Manchester, while allowing local adaptability within this shared framework."

#### Joint working

Improved joint working across organisations through shared understanding of people's needs and progress, enabling seamless, coordinated support.

**Enabled by:** Implementing shared data agreements and systems that reduce duplication, enable joined-up, whole-person support across partners, and respect privacy. Bringing health and employment support closer together, building on Working Well, which has established integrated referral pathways, co-location, and MDTs/

# Person centred support

Flexible, person-centred, strength-based support that meets the whole person's needs, where individuals are in control of their journey and support is driven by their goals and readiness.

**Enabled by:** Workforce development programmes based on a shared understanding of person-centred support, embedding coaching, relational practice, and trauma-informed approaches across all partners.

# Community-led support

Protecting and valuing the unique role and identity of VCFSE organisations as trusted connectors, while supporting them to contribute to employment support without imposing extra burdens or compromising the trust and distinctiveness of their offer.

**Enabled by:** Flexible funding that shifts resources directly to communities, streamlined measures that capture impact without adding bureaucracy or undermining support, and workforce development and training that equip communities to effectively introduce employment support.



### Key system shifts and enablers to realise our vision

# **Employment** opportunities

Employers as proactive partners across all sectors, co-creating accessible, fair, flexible, and future-proof job opportunities that reflect people's skills and lived experiences in a rapidly changing labour market.

**Enabled by:** Employer engagement strategies, co-investment in sustainable job creation and retention, flexible and inclusive recruitment reforms, and welfare support to prevent financial loss when finding and entering work.

#### Aligned leadership and governance

Long-term, integrated budgets aligned across the Live Well agenda, with shared outcomes that cut across traditional departmental boundaries and reflect community needs and priorities.

**Enabled by:** Devolved powers that enable Greater Manchester to align funding streams, align leadership and connect governance around shared Live Well goals and ensure collective accountability to support sustained, community-led transformation.

# System learning

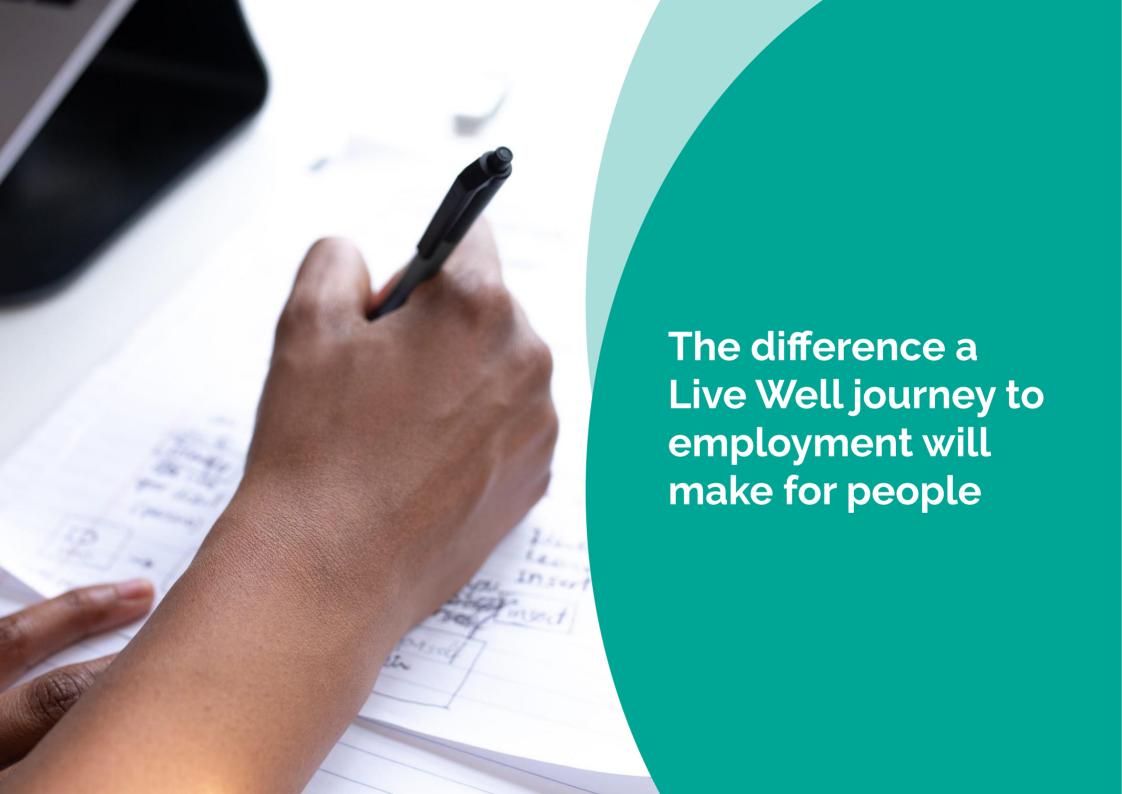
A culture of active collaboration and shared responsibility across sectors, focused on using data and lived experience to identify and tackle inequalities in employment and health.

**Enabled by:** Strong, aligned leadership and governance structures; clear accountability; and joint investment in policies, funding, and innovation that embed continuous learning and system improvement.

## Cross system rollout

A coordinated, cross-system rollout of a Live Well journey to employment, with aligned priorities and shared commitment across local authorities, GMCA, and partner organisations.

**Enabled by:** Clear commissioning frameworks aligned to Live Well principles; HR, workforce development teams, legal, financial, and procurement teams equipped to support change; and regular, transparent communication and engagement that builds buy-in among local leaders and providers.



# Madison

24



**Clifton** (Salford)

"I'm trying to separate my worth from my traumatic employment journey.

I am stronger than I realise, I can take a lot more than I realise - but I shouldn't have to."



#### Vision

To be happy by healing, recovering, then finding good work and living a nice life



#### **Passion**

Music, art, cooking, making my voice heard, being informed, debating bigots online, and designing protest banners





#### Strengths

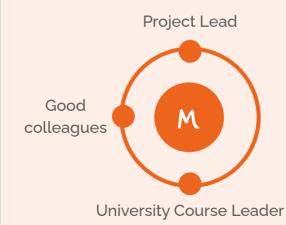
Standing up for people, creative, connecting with people, oomph!



#### Proudest achievement

I was involved in a lived experience project. I got to make a change for people who have been homeless so they can have a better experience than I did.

#### My key supporters

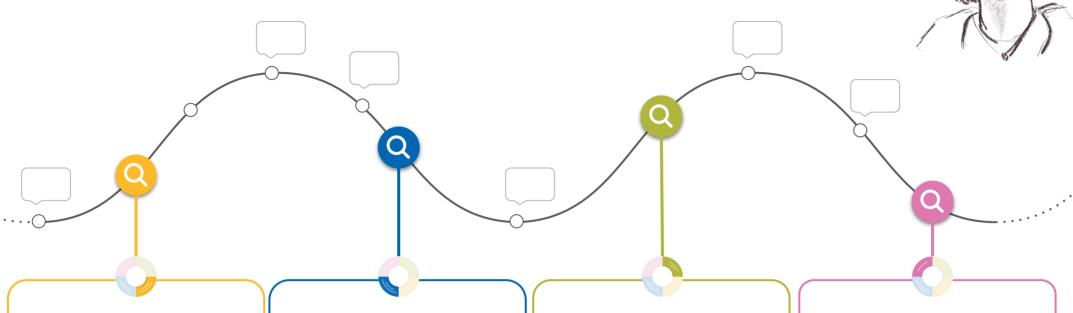






Regaining my independence with a new house and having a symbolic big clear out as well as figuring out how to spend my time without a pressure to work.

## How Live Well could have supported Madi



"Through the JobCentre, I secured a role on the Restart scheme. I did not realise but this affected how temporary accommodation was funded and I was now liable for the social care element so it was £1400 a month. Despite earning a good wage I was now in debt with temporary accommodation and had no deposit to rent private so I was homeless again."

A joined up system would see housing and employment working together, with Madi in control of her support, as they work together to help her find employment and housing.

Madison was dismissed from her job following sexual assault; she struggles to bounce back as her next role exploited free labour and expected employees to top up 'commission only' wages through Universal Credit.

A Live Well journey would support **good**, **inclusive employment**. Employers would be supported to offer fair pay, flexibility, and inclusive working environments. "As part of a community project, I spoke on a panel, and a lead from Salford University spoke to me at the end about a policy course and gave me her email. She told me to email her ASAP. I got alternative entry and started University in September."

There would be more of this for people; more local opportunities to contribute and find meaning as well as **connecting communities** to people who can introduce them to the opportunities on their doorstep.

"[My course leader] also spoke to me about taking some time out because I clearly wasn't doing well so I got a fit note from the Doctor to get time off."

A strengths-based and person-centred approach would give Madison greater involvement and control over decisions about her - she would feel involved in decisions about her capacity to work, without compromising her health or confidence.

# Carly





"I was born and raised as a grafter - you work hard for nice things. I'm so ambitious and not being able to work has been soul destroying. I'm still on my journey to feel valuable again."



#### Vision

Be and feel as healthy as I can and to stay away from abusive people. I'd love an amazing career but that feels so far away with my health. Oh and some land, chickens, and home grown food



#### **Passion**

Honestly things I struggle to do anymore dancing, cooking, travelling, and people



#### Strengths

Good listener, good friend, creative thinker. making people feel at ease, community projects



### Proudest achievement

Dancing at big theatres in Manchester in 2014 and choosing to leave a college course I loved to care for my Mum (and siblings) after she got a terminal diagnosis

### My key supporters

Aunt and uncle when I needed a place



Business partner (at one point)



**Secure housing** 

Supportive colleagues

Work that suits me

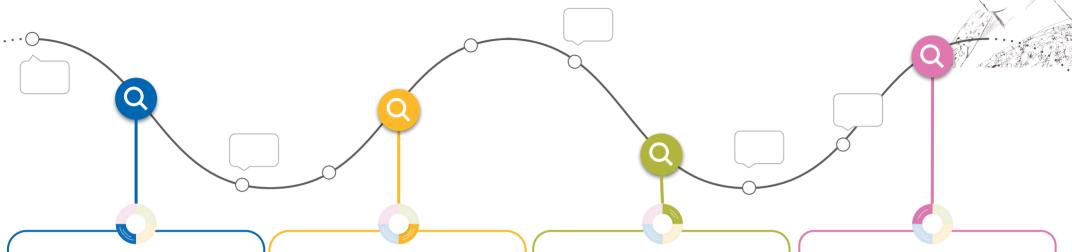
My strengths



#### Current focus

My health, my healing, my nieces and nephews, and getting real rest.

## How Live Well could have supported Carly



"I've moved back from Dublin now and I'm working with disabled adults in social services. I loved it and I was really good at it. I declared my criminal damages offences when I started. I felt secure because people could see how good I was. A new governance came in which were stricter on checks which meant I was gone."

"After some help from a project we appealed my 'fit to work' decision from years earlier and they awarded me in full for everything. This was so hard for me because I was born and raised as a grafter ... you know I work hard for nice things and for a better life. I'm ambitious and I felt like I wasn't valuable anymore."

There are very few moments in Carly's journey where she interacts with formal or public services though she is very involved in community projects.

A community-led approach would help make sure the people who Carly trusts are equipped with the resource and knowledge to help her and that support reflects the communities priorities and ways of working.

"I realised I hadn't got any care despite being hurt myself and was admitted to A&E. They found my spine was severely damaged and had been for a long time - more consistent with my experiences of violence than this attack but the attack did affect me and I guess it tipped my body over the edge. I was told not to do anything that put pressure on my spine, not to dance, and to spent a lot of time resting. I felt like I'd lost my identity."

A preventative approach would shift the focus from people and look to employers too. More employers with inclusive practices would mean people like Carly can thrive in work that they are good at - preventing them from ever needed to seek employment support.

A shared purpose to help people live well and to achieve social and economic justice would mean Greater Manchester is confident in giving people time to heal and recover because they know it is better for the person, and the system, in the long term.

A whole person approach across the entire system would understand Carly might struggle with adjusting to rest and recovery as well as needing mental health support. The right support at the right time here might have helped with a different outcome for Carly in the long term.

# Phil





"I think the main secret to success is staying in your own lane and focusing far more on your strengths. Don't compare yourself to other people, focus on developing what you do have and can do, and change your language to slowly change negative self talk into positive. Be positive and make other people smile."



#### Vision

Using my autistic strengths such as intense focus and attention to detail to create a ripple of good in my life



#### **Passion**

Making positive difference to autistic people's lives and continually bettering myself



#### Strengths

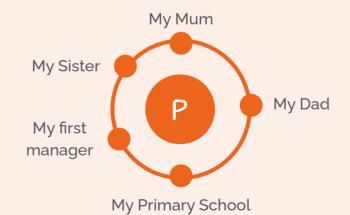
Autism, positivity and spotting strengths in challenge, spotting strengths in people, evaluating problems from other people's perspectives, report writing and research, synthesising information, and public speaking including planning presentations



## Proudest achievement

My University results (first class honours degree and a Masters with distinction in very challenging circumstances), the report I produced in my first job, and the award named after me which I give out at my old youth group every year.

#### My key supporters





A reference

**Belief in myself** 

**Short and clear** documents

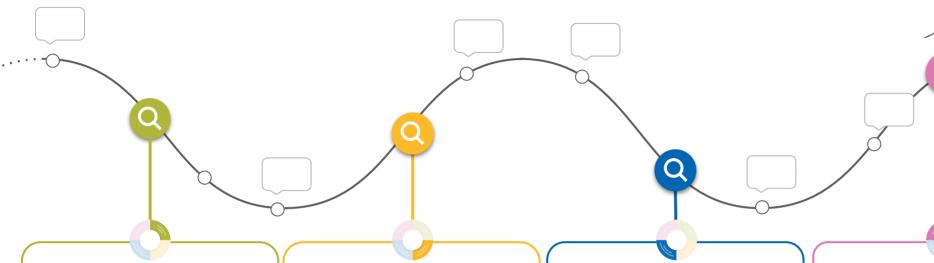
**Supportive network** 



#### Current focus

I am developing a suitable fitness campaign and I am 10 months into a 12 month detox from foods I might have eaten emotionally or out of boredom. I have lost nearly 3 stone.

## How Live Well could have supported Phil



"I read the job advert and I just knew that I really wanted this job. There was two clear pages about the job although some of the job role itself was a bit abstract that I found hard to understand. My Mum reassured me throughout because this was my first step in my career path. I then wrote up an application."

Phil's family were key in supporting him - giving him both confidence and practical support. A Live Well approach would offer that blend for people who might not have that - with support is welcoming and trusted. Accessible support would also mean that people can seek knowledge to support their friends and family.

Phil is autistic and describes this as his key strength.

By sharing insight, data, and resources - a Live Well approach would recognise that employment rates are lower for autistic people. Leaders would pool together insight and resource, including VCFSE partners, to make get the most out of the system together for people.

"In between my college and degree and then between my masters degree and even afterwards I did work experience in construction. I did this with my Dad helping in his self employed business. I learnt so many transferable skills and I have a lot of respect for the career. The practical work was not really suited to my strengths."

More people would have access to opportunities like this under Live Well as more people can access good work or volunteering. For Phil, a Live Well approach would mean he was also able to access opportunities that better suited his skills.

"I liked that I got to choose where I could do the interview and I chose in the office. I could even pick online. It made me feel better that they said it was an informal interview and then on the day they said conversation. I had this red folder with all my ideas and I felt relaxed and got very passionate. It was meant to be 1 hour but it was 2 hours in the end."

A strengths-based and person centred approach would help create more moments like this for people - where they are confident ask for adjustments they need and where they can grow confidence and experience through doing and trying.