

Question	Answer
<p>What is WorkWell?</p>	<p>WorkWell is a DWP funded employment support programme. Participation in the programme is voluntary. It will focus on early interventions offering participants an expert assessment of their health and employment related barriers to work along with a tailored plan to address these and will serve as a pathway to other local services to help people get the support they need. WorkWell will also provide advice and support to employers where appropriate; triage, signposting and referrals to clinical and non-clinical support including wider community provision, for example, debt advice.</p>
<p>Who is eligible for WorkWell?</p>	<p>The programme will offer low-intensity interventions targeted at people in work who are struggling at work due to a health condition or disability, or recently unemployed people (within the last 6 months) facing a barrier to return to work due to a health condition or disability. Those eligible will need to have the right to live and work in the UK.</p>
<p>Where will WorkWell be delivered?</p>	<p>The programme will be delivered across NWL in: Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon, Hounslow, RBKC and Westminster.</p>
<p>When will WorkWell start and end?</p>	<p>The go-live date for referrals will be in early October 2024, referrals will end on 31st December 2025, and the project comes to an end on 31st March 2026.</p>
<p>How is WorkWell being funded?</p>	<p>Nationally, across 2024/25 and 2025/26, around £57 million is planned to be made available from DWP through a grants competition for 15 areas to design and deliver WorkWell Vanguard Services across both financial years. As a chosen area as a Vanguard for the WorkWell programme, there is £3.8 million available for NW London for the duration of the 18 month programme.</p>
<p>How does the WorkWell partnership fit together?</p>	<p>NWL NHS ICB has commissioned West London Alliance to lead on the delivery and implementation of the WorkWell project. WLA will be initially using Shaw Trust for delivery alongside the existing IPS PC service due to their existing experience working in primary care. Following this, the goal is to procure for a replacement Strategic Employment Contract that will include other employment support programmes in addition to the WorkWell service in March 2025. This will ensure an integrated approach for the NWL population who will require employment support.</p>

<p>What roles will make up the WorkWell programme?</p>	<p>The team for WorkWell will comprise of a Project Manager, a Learning & Change Manager, a team of Work & Health coaches (WHC's), and a Multi-Disciplinary Team (MDT), comprising allied health professionals and others, who can advise on the management of a wide range of health issues including hypertension, diabetes, obesity/nutrition and who can provide advice and access to mild to moderate mental health support and MSK provision.</p>
<p>How will residents access the WorkWell programme?</p>	<p>People not working due to health-related matters for 6 months or less will be eligible for the programme. They could be unemployed or absent from work. In addition, those who are at risk of falling out of work due to ill health will also be eligible. They can self-refer or be referred by a wide range of other people. For example:</p> <ul style="list-style-type: none"> • a health care practitioner • social prescriber • jobcentre plus • employers • local authority service • VCS • faith groups • community groups <p>The referrals will go to a triage point which will conduct a customer focused eligibility check and confirm WorkWell is the best service for the participant. The participant will then be assigned to a Work & Health Coach. Those not suitable for WorkWell, or better served by other services, will be referred onto another suitable service.</p>
<p>What types of interventions might be offered on WorkWell?</p>	<p>The WorkWell service will be built around providing personalised, holistic support delivered or facilitated by a Work and Health Coach guided by a MDT. All employment interventions will be focused on helping the individual to find work that they want to do, or return to their existing employer with the support they need. Where they do not wish to return to their existing employer the Health and Work Coach will help the participant to find a new job.</p> <p>The Work and Health Coach interventions could involve:</p> <ul style="list-style-type: none"> • vocational profiling, • cv writing, • confidence building, • job application support, • interview preparation, • return to work plans, • job carving, and • negotiating reasonable adjustments.

<p>When do residents exit the programme?</p>	<p>Participants will exit when:</p> <ul style="list-style-type: none"> • they have found/ returned to work • they reach their maximum time on the programme (which is expected to be 4 months). • they fail to attend appointments arranged 3 times without explanation.
<p>What KPIs and measures will be in place to monitor success?</p>	<p>Outcomes for WorkWell are likely to include:</p> <ul style="list-style-type: none"> • the number of people returning to employment before 26 weeks and before 10 months, • the number of people who are sustaining work (to be measured against a specific period of time or earnings threshold). • a measure of wellbeing at entry to and exit from the programme. We are exploring the use of Dialogplus. <p>The programme will also be measured against:</p> <ul style="list-style-type: none"> • the number of people referred into the service, • the number of people who start the service • the timeliness and appropriateness of referrals, • the timeliness of assessment, and provision of health and employment support • how people are being referred into other employment programmes or offers of support where this is needed. • equity measures, to ensure that the service is reaching into those communities or groups of people who might benefit the most. • compliance with minimum support levels and safeguarding arrangements, with clinical audits of health management advice and any provision • participant satisfaction conducted via a regular survey

How will residents find out about the service?

There will be a communications plan to support the programme. For example:

- possible text messaging from GP systems to people with relevant conditions
- possible use of JCP claimant journal to promote self-referral to WorkWell
- articles on WLA, Borough, and Shaw Trust websites to promote the service
- articles in Borough newsletters on WorkWell and how to apply
- social media campaign involving LinkedIn and other social media sites relevant to the target group
- inclusion of WorkWell messages in community leaflets and communications
- employer engagement via key forums and places, e.g. The Forge at Park Royal

We will also be working with community groups to ensure that we maximise all referral pathways. This will be evaluated throughout the programme.