

# WorkWell

## What is WorkWell?

WorkWell is a voluntary programme that will focus on early interventions and support, offering participants an expert assessment of their health and work related barriers. WorkWell will also provide advice and support to employers, triage, signposting and referrals to clinical and non-clinical support.

## Who is eligible for WorkWell?

The programme will offer low-intensity health and work interventions targeted at people in work who are struggling at work due to a health condition or disability, those at risk of falling out of work or those recently (6 months or less) unemployed facing a barrier to return to work due to a health condition or disability.

## Where will it be delivered?

The WorkWell programme will be delivered in: Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon, Hounslow, Westminster and RBKC.

It will be live between early October 2024 and March 31<sup>st</sup> 2026.

## How will WorkWell be accessed?

There will be an email, phone number, and website through which individuals can self-refer. They can also be referred by a wider range of others e.g.

- Health care practitioners
- Jobcentre
- Employers/OHPs
- Local authority service
- VCS
- Faith groups

## What support can residents expect?

The Work and Health Coach interventions could involve:

- Vocational profiling
- Job application support
- Interview preparation
- Return to work plans
- Job carving and reasonable adjustments
- Health Management advice and support

## Customer Journey

1. Referral or self-referral

2. Triage to check eligibility & current situation

3. Allocation to WorkWell Coach

4. WorkWell Coach assessment & vocational profile

5. MDT consideration of managing health advice & support

6. WorkWell coach organises agreed health provision

7. Back to work plan with at least one meeting per week

8. Exit from programme