

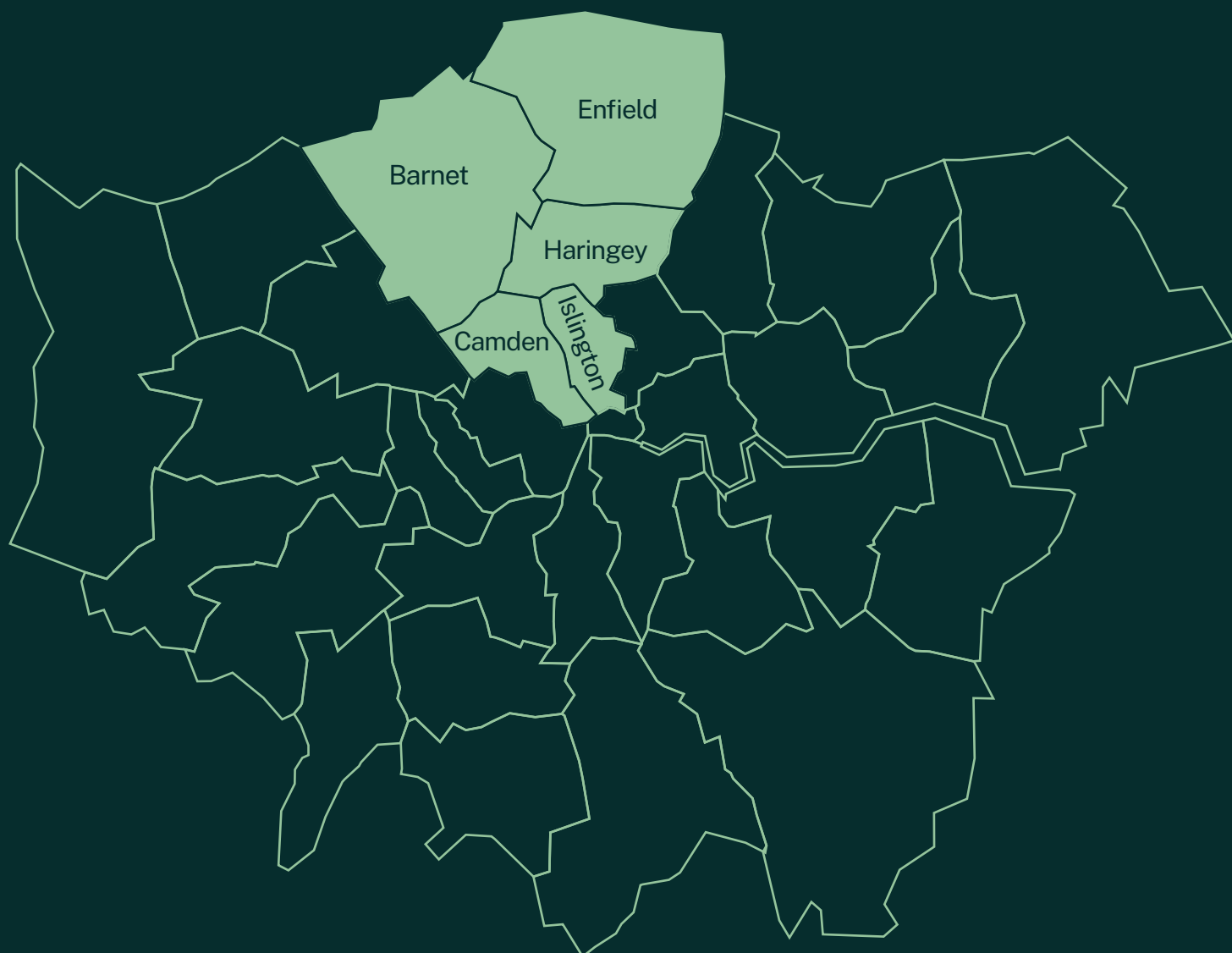
# WorkWell

North Central London



Supporting your  
recovery journey towards  
meaningful employment

# North Central London



# Good health and happiness should be accessible for everyone.

One way to get there is through rewarding and sustainable work, with a job that's right for you. Finding the right job with the right support can provide structure, social networks and a sense of achievement, as well as improved mental health, confidence and self-esteem.

Let's get started!





# What is WorkWell?

WorkWell is a free service, which aims to support people with mental health and physical health conditions to find and sustain paid employment. To be eligible for the programme, you must be:

- 16 years of age or older
- Live in OR be registered with a GP in one the following boroughs:
  - Barnet, Camden, Enfield, Haringey, or Islington
- Must be in one of the following categories:
  - Currently unemployed for less than 6 months
  - Currently employed but off sick for less than 6 months
  - Currently employed but at risk of going off sick

Our team will work with you as a true “No Wrong Door” approach to your support needs. You can also opt out of the service at any time, if you don’t feel it’s right for you.



## Contact Us

Telephone: 0808 196 2386

Email: [workwellnorth@shaw-trust.org.uk](mailto:workwellnorth@shaw-trust.org.uk)

Website: [shawtrust.org.uk/workwell-north-central-london/](http://shawtrust.org.uk/workwell-north-central-london/)



## How will WorkWell support me?

A dedicated Work and Health Coach will work with you to complete an expert assessment of your health-related barriers. We will provide you with a bespoke action plan tailored to your preferences and choices. We will help you to identify your work and health goals and create a realistic plan.

Through your journey on the programme, you will be supported by the Work and Health Coach, who will create a personalised approach with you to help you achieve your goals and ensure you have the follow support needed to achieve them. They will also look at what adjustments and assistance you might need from an employer. This will enable your new job role to be successful, to develop you in work and enable you to maintain your health and wellbeing.

The WorkWell programme brings together all of the local employment support services in your local area ensuring any follow-on support is done with seamless transition.

## My Journey with WorkWell

● Referral

● Dialog+ Assessment

● Action Planning

● Health Barrier Removal

● Onward Support Transition





# What if my health conditions are complicated?

Regardless of the complexity of your health conditions we are prepared to support you fully. Our teams are made up of a variety of roles specifically designed to help you overcome any challenges. Your Work and Health Coach is your guide on this journey and along the way you have access to others. WorkWell has an Occupational Therapist, Mental Health Practitioner and Employment Retention Specialist on hand to provide clinical and specialist support. These three roles are referred to as our Multi-Disciplinary Team (MDT) and is composed of professionals who are registered with respected bodies in their relative fields of speciality. Do not hesitate to ask your Work and Health Coach for more information on these assets who stand ready to support those who need it.

## What happens now?

Once referred onto the programme, you will meet with one of our highly trained Work and Health Coaches who will:

- Get to know you
- Undertake an expert assessment of your health barriers using the Dialog+ assessment tool
- Create an action plan that is tailored to your needs
- If required, support you with how to positively share your health condition with an employer
- Work towards removing your health barriers directly with pace and urgency
- For those with more complex needs our Multi-Disciplinary Team (MDT) will be on hand to provide clinical support
- Plan your next steps once your health barrier is removed
- Empower you to return to meaningful employment

With the right amount of practical and emotional support, we are confident we can help you on your journey to overall wellbeing and meaningful employment.

# The WorkWell Promise

At WorkWell we are dedicated to empowering you by providing comprehensive and personalised support. We are committed to:

## Connect

you with the right healthcare services to remove your health related barriers

## Support

you through every step of the process ensuring you understand each one.

## Advocate

for your well-being, ensuring you are fully supported and understood.

**Your success is our  
priority, and we are here  
to help you thrive in life.**





## Our commitment to you

We believe that the most effective way to enable people with health needs back into employment is by coaching, supporting and developing people. We are committed to helping you identify what support you need and then actively working with you to achieve your goals. We will be there for you every step of this journey, ensuring you do not walk alone.

- Our support and advice will be tailored to you specifically, one size does not fit all
- We will treat you with dignity and respect
- We will ensure you are listened to and your questions are answered in a clear manner
- We will handle your personal details in line with the Data Protection Act 2018
- We will ensure our programme is accessible to all who are eligible



# Your commitment to the programme

By accessing the service, you are committing to actively engage with your Work and Health Coach. This will involve attending meetings at agreed times and locations, taking responsibility for any actions agreed during your appointments. By doing this, you will have the best opportunity to succeed with your goals and ensure we can continue to support you.

To get the most from the support we provide, we ask you to:

- Help us to understand the barriers you are facing getting into work
- Attend agreed appointments with your Work and Health Coach or let us know if you are unable to attend
- Actively take part in meetings/contacts with your Work and Health Coach
- Stay in regular contact with your Work and Health Coach on how agreed actions are going and we will do the same with our agreed actions
- Inform us if you have achieved a new job role while on the WorkWell Service
- Be respectful to our staff and others in the offices or community venues where we meet you to ensure everyone experiences a safe and welcoming environment

You may opt out of the service at any time, if you feel the service is not right for you or if you no longer want to look for work.





# Sharing your health experiences

Deciding whether to tell your new or prospective employer about your health needs can be difficult. Some people say being able to talk openly with their employer has really helped them; Others may not agree. At WorkWell we believe that it is up to you to choose whether to share your health experience to prospective employers or not.

Whichever option you choose, our team will be there to assist you with deciding when and what to share with your new or current employer. Your Work and Health Coach will use the pros and cons worksheet to help you to decide whether you would like to share your health needs with your employer.

Below are some examples of Positive Health Statements used with employers or written in application forms our service users have found useful:

- 1: Past health experiences have affected my wellbeing, but I have used the last two years to focus on my recovery, studying, volunteering. I am now ready to work.
- 2: During that period, I was going through a difficult time in my life, but am now fully recovered and hopeful of a positive future.
- 3: My health condition is a part of my life but it does not define me. I am successfully managing my condition, and I am ready to be an essential member in your team.
- 4: I have ADHD which means I thrive in environments that require multiple tasks to be completed simultaneously. With clear and concise directions, I will achieve excellence.
- 5: I sometimes get anxious, but I have a good understanding of how to manage my anxiety, so it does not interfere with my work and social life.





# WorkWell Data Protection information

We take the security of your personal data very seriously.

The information we will collect from or about you will include your name, address, NI Number, email address and telephone number(s). We may also include other data, including demographic and sensitive data, that you provide. It will be used for the purposes of assisting you to progress your journey while participating in the programme, to collate management information, for evaluation purposes and for Shaw Trust and Working Word Trust to meet contractual delivery requirements for our commissioners.

## Storing and processing your data

Your data will be stored on databases that have been tested for electronic and physical security. Access will be permitted only to those with a need to know. We will undertake the processing of your data in compliance with the Data Protection Act of 2018.

## Sharing your data

To enable you to gain the maximum benefit from the programme and to comply with our legal obligations we may need to share the minimum necessary of your personal details with:

- specialist organisations
- healthcare providers
- Local employment support providers
- other organisations necessary for your full participation in the programme e.g. the organisers of courses or sessions which you wish to attend
- other parties, as is necessary for the purpose of, or in connection with, any legal proceedings (including prospective legal proceedings).

### Your data rights

- The right to access the personal data we process about you; if you want to exercise this right you need to submit a request in writing to the Customer Care Manager at Shaw Trust head office or by email to [stfeedback@shaw-trust.org.uk](mailto:stfeedback@shaw-trust.org.uk) Alternatively you can request a form via your Work and Health Coach. We will respond to the request within 40 days of receipt of the request.
- The right to request Shaw Trust to rectify, block, erase or destroy inaccurate information; if you want to exercise this right you need to write to the Customer Care Manager setting out the information and the reasons you wish it to be rectified etc. We will consider the request and respond within 21 days to confirm whether the request is accepted.

### Your responsibilities:

To ensure the security of your own data (including printed material such as CVs or disclosure sheets) at all times, including when on the premises of Shaw Trust. Shaw Trust cannot accept responsibility for the loss or theft of your personal data if caused by your own negligence



# WorkWell sustainability commitment

The WorkWell Service is committed to sustainable development and for us it is about meeting the needs of the present, without compromising the ability of future generations to meet their needs.

## We are committed to:

- Promoting a reduction in emissions by raising awareness with you of the issues and how we can together reduce our energy footprint
- Promoting the use of sustainable transport by encouraging you to use public transport and using technology to communicate with you to reduce travel
- Using natural resources in an efficient way by reducing waste and recycling where we can
- Improving the quality of your environment by assisting you to explore ways of using your local natural environment to improve your health and wellbeing





## **Our commitment to gender equality and equal opportunities**

We are committed to promoting equal opportunities and are non-discriminative in all areas of the WorkWell Service. We constantly promote the need to treat everyone with respect and equality regardless of race, sex, gender reassignment, age, religion and belief, sexual orientation, marital status, pregnancy and maternity, or disability. Our commitment in this area is in line with the Equality Act 2010.

**Complaints and feedback** At Shaw Trust, we always look at ways to improve our service to you. If you need to raise a concern about a Shaw Trust representative, please contact us on:

0300 30 33 117 or email: [stfeedback@shaw-trust.org.uk](mailto:stfeedback@shaw-trust.org.uk)

Our teams will send you an acknowledgement of your complaint within two working days. We're always happy to hear good feedback too, so be sure to let us know when you've had a positive experience with the service as well!

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Shaw Trust Registered Charity No. England and Wales: 287785, Scotland: SC03985

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