

An introduction to
**WorkWell in
Lancashire and South
Cumbria**
Blackpool Council

The logo features the text "WorkWell" in white, bold, sans-serif font, centered within a bright pink rectangular box. This box is positioned in the center of a large, stylized circular graphic. The graphic is composed of several concentric, wavy bands in shades of light blue and light green, creating a sense of movement and depth.

WorkWell

What is WorkWell?

WorkWell is a new pilot that aims to help people with physical and mental health conditions to start work or if they are currently off work sick, stay in work.

This service is free and voluntary, and as part of the offer, participants will have access to a Work and Health Coach.

Together, they will agree realistic and reasonable next steps that can form part of a personalised support plan.

Work and Health Coaches will consider the full range of available local support and provide signposting, tailored to individual need.

Districts in Lancashire and South Cumbria

- Barrow
- Blackpool
- Blackburn with Darwen
- Burnley
- Lancaster
- Preston
- West Lancashire

Who is WorkWell aimed at?

1. Unemployed with a low-level health condition

- Individuals who are currently unemployed and living within Blackpool Council area. Target group is recently out of work i.e. 3 months or less although could be up to 6 months providing the person does not have complex issues.

2. In work - inactive

- Staff who don't have an occupational health offer *they can use* and are currently off work (ideally off for 1-3 months but maybe up to 6 months providing the person does not have complex issues).

3. In work - active.

- Staff who don't have an occupational health offer and who have a reported health condition or health concern, who are in work but are at risk of dropping out of the workforce.

To be eligible participants must meet one of the above and either live in or be registered with a GP in the South Cumbria and Lancashire ICB footprint.

For apprenticeships as long as the person has a work based apprenticeship and they live in or are registered with a GP in the ICB footprint, and meet 2 or 3 above, they are eligible. Anyone in F/T education maybe working 1 day a week to support studies, would *not* be eligible.

Who is WorkWell not suitable for?

1. Individuals with complex health needs or conditions.
2. People who have been unemployed for longer than six months.

Benefits to employers

- **Reduce absence, reduce the number of staff working when unwell, achieve greater productivity:** WorkWell has been designed to address the needs of staff who are in danger of falling out of work. The programme aims to empower your employee with the knowledge and the support needed to overcome obstacles to ensure they remain in work and be productive.
- **Stay competitive and profitable:** Retention of staff knowledge and experience is becoming increasingly critical in a competitive jobs market. WorkWell could support employers to retain valuable staff, which can help reducing retraining and recruitment costs as well as protecting organisational knowledge from being lost.
- **Support staff and build understanding:** WorkWell gives support to employers of all sizes and helps fill knowledge gaps around how to support an employee who is unwell.
- **Get help and funding:** WorkWell can help managers understand and access a wide range of free support available both nationally and locally to support their staff.
- **Make your business stand out:** Diversity in the workplace inclusive of people with disabilities and/or health conditions is a win-win. Different perspectives and experiences aid workforce understanding and cohesion. Consideration of people with disabilities can make businesses more appealing for consumers and for prospective talent in the labour market.

How do I refer?

Referrals will be accepted from employers, GPs and other healthcare services, and voluntary sector organisations and partners.

[WorkWell early support service \(blackpool.gov.uk\)](https://blackpool.gov.uk)

What will participants get?

- **Gain insight**

When a participant joins WorkWell, they will be allocated a Work and Health coach who understands both health and work and the impact they can have on each other.

- **Time to talk**

Participants can discuss the impact their health condition has on their life as well as any challenges they face with managing their health in work. Their coach will listen and talk through any concerns or questions they may have in confidence. The aim is to understand their needs and hopes for the future so they can be better supported.

- **A personalised plan**

Their coach will work with them to identify and agree realistic and appropriate next steps as part of a tailored support plan. It will be up to them to decide whether they take up these suggestions.

- **Ongoing support**

Their coach can continue to provide support as needed and help them understand and access the services or resources that are available. This could include healthcare professionals, community sector services, health promotion programmes, more intensive employment support, and much more.

What is included within the coaching programme?

The Work and Health Coaches will offer individualised support for up to 12 weeks which will include:

- A person-centred, holistic initial assessment to identify barriers to employment
- Return-to-work/thrive-in-work planning, with clear objectives that address physical, psychological and social needs
- Employer liaison, if the participant consents, to share the work plan and provide work related advice
- Advice for employers on workplace adjustments
- Personalised work and health support through low intensity appointments to take stock of progress and recommend further actions and activities

The rights of the participant

- Participants do not have to take part in the programme – it is voluntary and entirely up to them.
- Their right to claim benefits will not be affected whether they choose to take part or not.
- If participants agree to take part but change their mind at a later stage, they have the right to withdraw and don't have to give a reason as to why.
- Participants have the right to see any of the personal information that is stored about them.
- They can request that their personal information is amended if it is inaccurate or incomplete.
- They have the right to report any concern about how their information is handled to the Programme Data Controllers.
- Participants can also report any concerns to the Information Commissioner's Office (ICO) – and will be told how they can do this.
- If they are in employment, participants can choose to share support plans with their employer, which could include advice on how they can best be helped to return to and stay in work.

This information will be shared with participants when they access the programme.

Stakeholders involved

NHS audiences

- ICB staff
- Place staff - Blackpool, Blackburn with Darwen, Lancashire and South Cumbria
- GP members, practice staff and PCNs
- Targeted NHS community services

Key partner audiences

- Integrated Care Partnership board
- Councils – Lancashire County Council, 12 District councils, Blackpool, BwD, Westmorland and Furness
- VCFSE Alliance leaders
- NHS England regional/national teams
- DWP – local links for each Job Centre Plus and regional team
- Employees
- Representative bodies – local Employers

Wider audiences

- National WWPP team/Joint Health and Work Unit
- Local/regional/national media
- Local councillors / elected members / health and social care / public health / community
- Health overview and scrutiny committee members and / or health and wellbeing board
- General public

Next steps



The programme has been launched in Blackpool.



You will receive a referral pack and relevant participant information leaflets.



If you would like more information, please contact
Chris.mcnally@blackpool.gov.uk



You can find out more [WorkWell early support service \(blackpool.gov.uk\)](https://blackpool.gov.uk/workwell)