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**NHS**

Black Country Healthcare  
NHS Foundation Trust



# WorkWell

*Together with partners to support the  
Black Country to start, succeed and stay in work.*

Service Level Agreement Leaflet



*This scheme proudly incorporates partnership working and expertise from a variety of organisations within the Black Country Integrated Care System to improve the lives of people who live and work in the Black Country.*

## Who is WorkWell for?

WorkWell is available for anyone who is:

- 16+ years old
- Lives or is registered with a G.P. or local Jobcentre Plus that falls within the Black Country
- Has the right to work within the UK
- Anyone experiencing barriers to employment due to health conditions/disabilities.

WorkWell will support those who are in work, need support returning to work or are out of work up to 6 months who require early intervention due to facing health related barriers. However, we also link participants needing more complex support to return to work who have been out of work longer with services who can provide longer term support.

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WorkWell is not a crisis service and if you feel you need support you can contact the following services:

The WorkWell team are available Monday – Friday 9am to 5pm (unless otherwise directed by your WorkWell Health Coach). During this time we are likely to be engaged in other activities and with other participants. Should you require emergency support please text or email your Work and Health Coach for an urgent call back and they contact you as will then are able.

If your WorkWell Health Coach is not available and you require emergency support, please contact the office on **0800 952 6955** and request a call back or email **bchft.workwellteam@nhs.net**.

If you or the person your are referring is in need of urgent mental health care or support please contact **NHS 111 and select Option 2**.

You can also find out more about by visiting

**[www.blackcountryhealthcare.nhs.uk/contact-us/help-crisis](http://www.blackcountryhealthcare.nhs.uk/contact-us/help-crisis)**



### What we expect from you:

- Attend appointments on the agreed time and date
- If unable to attend your appointment please contact your Work and Health Coach directly (please note that if you do not attend three appointments you may be discharged for the service)
- Be open and honest to enable us to best support you in achieving your goal
- Share all relevant information that will support us in achieving your goal
- Provide us with updates on any progress/developments you make with your job retention circumstances.
- Provide constructive feedback to enable us to continually improve. Our colleagues will not deal with participants who are under the influence of alcohol or illegal substances, or who exhibit violent or threatening behaviour.
- Discriminatory, threatening behaviour, physical, verbal abuse or violence will not be tolerated towards our colleagues.

### What you can expect from us:

- **Initial Assessment:** Work together with you on a one to one basis discussing strategies for returning to employment, finding work or training by overcoming barriers.
- **Advice and Guidance:** Tailored information to meet your needs.
- **Emotional Support:** Will be non-judgemental, impartial and supportive.
- **Work-related Reasonable Adjustment:** Provide advice and guidance to support in securing reasonable adjustments.
- **Regular Meetings:** To discuss progress towards agreed goals and any challenges.
- **GDPR Legislation:** Staff will abide by the organisation's GDPR, confidentiality, equal opportunities and complaints policies.



## How to contact us?



0800 952 6955



[bchft.workwellteam@nhs.net](mailto:bchft.workwellteam@nhs.net)



[www.blackcountryhealthcare.nhs.uk/workwell](http://www.blackcountryhealthcare.nhs.uk/workwell)

You can also scan the QR code to the right with the camera on your mobile device to view our website



If you require this leaflet in another language or format such as large print, braille or easy read please contact [\*\*bchft.workwellcomms@nhs.net\*\*](mailto:bchft.workwellcomms@nhs.net)

