

West and North London update

WorkWell

September 2026





What is WorkWell?

A DWP-funded, ICB-commissioned programme:

- a **health and employment support service** providing integrated holistic **early help** for people with health-related barriers to work
- aimed at anyone with a **disability or health condition** who is in work or who could move into work with the right support
- **Voluntary** support open to people whether they are in work or not, and regardless of benefit entitlement.
- **Open** to self-referrals or referrals or signposting via their GP, local Jobcentre Plus, employer, other local services'



What's been delivered in North Central London to date?

- Pilot Phase 1 Oct 2024 – 31 Mar 2026
Delivered health-focused employment support to **3018** local residents across 5 NCL boroughs on the WorkWell programme, over 100% of the agreed target.

44% of starts were referred to WorkWell from Job Centre Plus

32% were referred from GP practices

11% were self-referred, often after a visit to a GP practice

13% were referred from voluntary and community organisations, NHS secondary care services, local authority services or employers



What has been delivered in North Central London to date?

Each resident has received:

- A **health-focused assessment** by a work and health coach to inform a tailored action plan to support the individual to be in work
- Development of a **Positive Health Declaration** to support discussions with employers on reasonable adjustments if required
- **Tailored interventions** to enable the person to be in work despite a disability or health condition. This could include a reduced fee gym membership, access to specific equipment or a short course of health treatment.
- **1:1 work and health coaching** for 6-8 weeks to support someone back into work, with referrals to longer term employment support if then required. This could include, for example, Connect to Work.



Who gained support?

Primary health barrier to work:

- **34%** of residents accessing WorkWell identified **depression or anxiety** as their primary health barrier to work. This is higher in young people.
- **23%** of residents accessing WorkWell identified **musculoskeletal** conditions as their primary health barrier to work. This is higher in people aged 50+.

Secondary health barrier to work:

- **27%** of residents accessing WorkWell identified either **depression / anxiety** or **musculoskeletal** conditions as their secondary health barrier to work.



What are the outcomes for residents?

1. Short-term: Dialog+ scores

92% of residents accessing WorkWell achieved improvements in Dialog+ scores from the beginning to the end of the programme, measured across 11 categories:

Mental Health	Physical Health	Safety	Job	Leisure	Relationships
Friendship	Accommodation	Medication	Support	Meetings with clinicians	

2. Longer-term: National evaluation

- DWP has commissioned a national evaluation partner to monitor the longer-term impact of WorkWell on these residents, including tracking of earnings to measure return on DWP financial investment. Initial findings indicate a positive return.



Outcomes for residents: local example (1/2)

Lauren is a full-time Teaching Assistant. Lauren was referred to WorkWell via the Fit Note Pilot MDT based in her GP Surgery.

Lauren has Sickle Cell Disease, which was having a significant impact on her day-to-day life, causing fatigue, pain and considerable challenges in managing her physical symptoms. Lauren was also struggling with her mental health – which further impacted her confidence, wellbeing and ability to sustain her employment.

Lauren received a wide range of tailored support, including referrals to NCL Red Cell Community and the Sickle Cell Society for support in managing and discussing her symptoms with other individuals impacted. Lauren was supported to access NHS Talking Therapies, but as there was a waiting list, WorkWell were able to support with interim therapy for immediate, short-term support. Lauren received help with Mindfulness exercises, and a personalised nutrition plan to support her wellbeing. A referral was also made to BOOST Barnet, to support Lauren in further enhancing her employability skills to help meet her longer-term employment goals.



Outcomes for residents: local example cont... (2/2)

Lauren was supported to produce a Positive Health Statement, empowering her to communicate her health needs in the workplace with confidence. She received support with Adjustments, Disciplinary, and Occupational Health Assessment.

With support, Lauren made significant progress across all key life areas. She successfully returned to full-time employment. Through interim therapy, she saw improvements in her mental health. Lauren also established a consistent sleep and rest routine, reporting feeling physically and emotionally stronger than she had in a long time.

“I honestly cannot express how grateful I am for everything my coach and the Work Well Programme have done for me. In such a short period of time, I have received all the support I needed to truly change my life. I feel so much better as a person – mentally, physically and emotionally. My Coach gave me so much knowledge about myself and my health that I didn’t have before, and I now feel fully equipped to manage my condition and thrive in my job. Joining the Work Well Programme is one of the best decisions I have ever made.”



WorkWell rollout 1 April 2026 onwards

- North Central London and North West London legacy ICBs both delivered a successful WorkWell pilot. Funding has been secured to continue delivery from 1 April 2026 until at least 31 Mar 2029
- WorkWell will be rolled out nationally from Nov 2026 to all areas of England
- DWP has agreed a transition year in 2026/27 for WNL ICB including:
 - WorkWell to continue to be delivered by Shaw Trust in NCL boroughs.
 - WorkWell to continue to be delivered by Ealing Borough Council (West London Alliance subregional partnership) in NWL borough
 - The Council subcontract Shaw Trust to deliver.
- WNL ICB aims to commission one WorkWell service across all 13 boroughs from 1 April 2027 onwards