



Funded by  
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# West London Works

For you



Helping you to gain  
and retain work for the  
long term

**shaw trust**

**Twiningenterprise**  
mental wellbeing through work

**NHS**  
North Central London  
Integrated Care Board

 **North West London  
Integrated Care System**  
Working together for better health and care

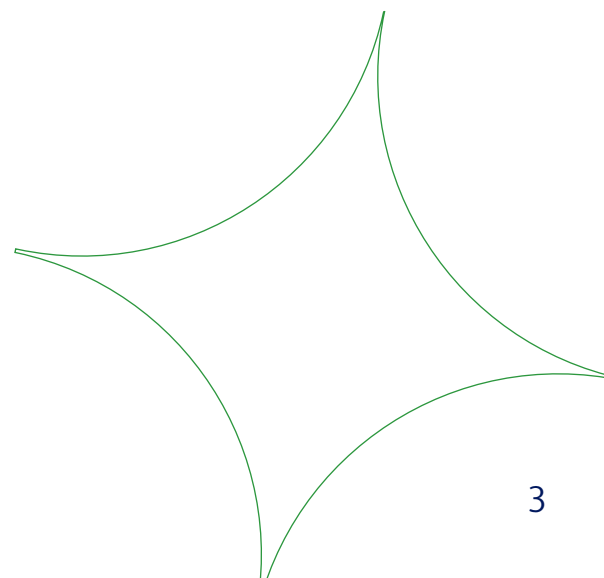
# West London



Good wellbeing should be accessible for everyone.

One way to get there is through rewarding and sustainable work; 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 West London Works?

West London Works is a voluntary 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:

- Over 18 years old
- Living or registered with a GP within Barnet, Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon or Hounslow
- Motivated to find and retain meaningful employment

Our team will work with you to help you find the right job fit and joining this service will not impact on your benefits. You can also opt out of the service at any time, if you don't feel it's right for you.

## Contact us

E: [info@westlondonworks.co.uk](mailto:info@westlondonworks.co.uk)  
T: 0800 987 4088



## How will West London Works support me?

Using the Individual Placement and Support (IPS) model, a dedicated Shaw Trust or Twining Enterprise Employment Specialist will work with you and your Health and Social Care Professional. We will provide you with a bespoke service tailored to your preferences and choices, and help you to identify employment goals and create a realistic employment plan.

Through your journey on the programme, you will be supported by the Employment Specialist, who will create a personalised approach with you to help you gain paid employment and then provide ongoing in-work support, including what adjustments and assistance you might need from an employer. This will help your new job role to be successful, to develop you in work and enable you to maintain your health and wellbeing.

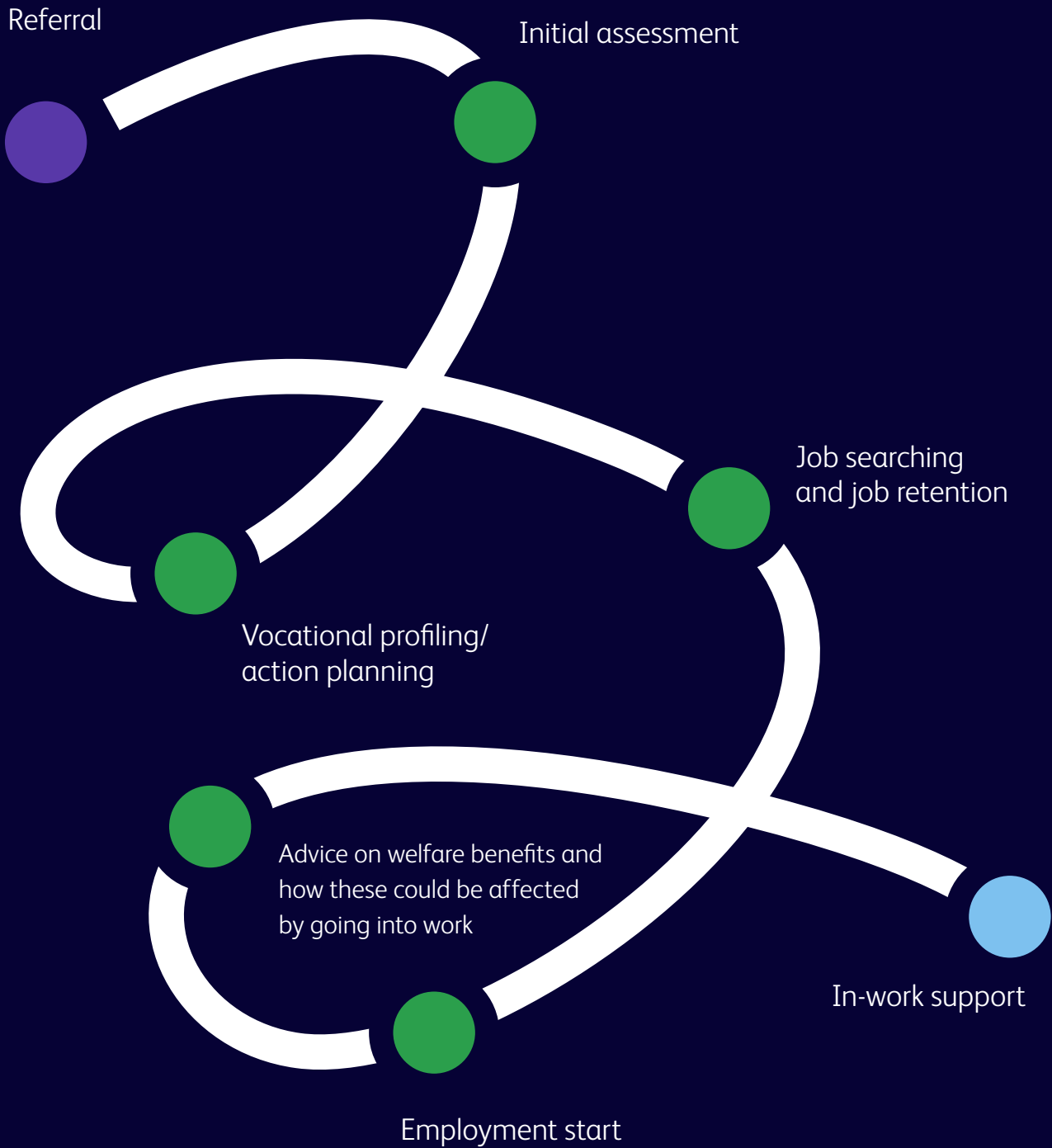
Your Employment Specialist can also help you with retaining an existing role that you may have started to find challenging. They will help you to explore your options and plan for your future in that organisation.

## Individual Placement and Support. The Eight Principles

1. Focus on competitive paid employment
2. Open to those who want to work
3. Job search is consistent with individual preferences
4. Rapid Job Search
5. Co-location/partnership working with clinical teams
6. Develops relationships with local employers
7. Provides ongoing, individualised support once in work
8. Provides benefits advice



# My journey with West London Works



## Individualised in-work support

We understand that once you find employment, the journey doesn't stop there. Managing the demands of a job can be challenging if you have mental or physical health barriers, or if you run into any other types of difficulties that may affect your ability to remain in employment. This is why we will check in with you regularly to see how things are going and we will always encourage you to let us know if you are finding things difficult. We can talk through options with you, help you write or speak to your employer, weigh up alternatives with you or just listen. We understand that workplaces can be difficult, especially if you are in situations where you feel like you can't talk to your employer. You are not alone and there are always options available to you.

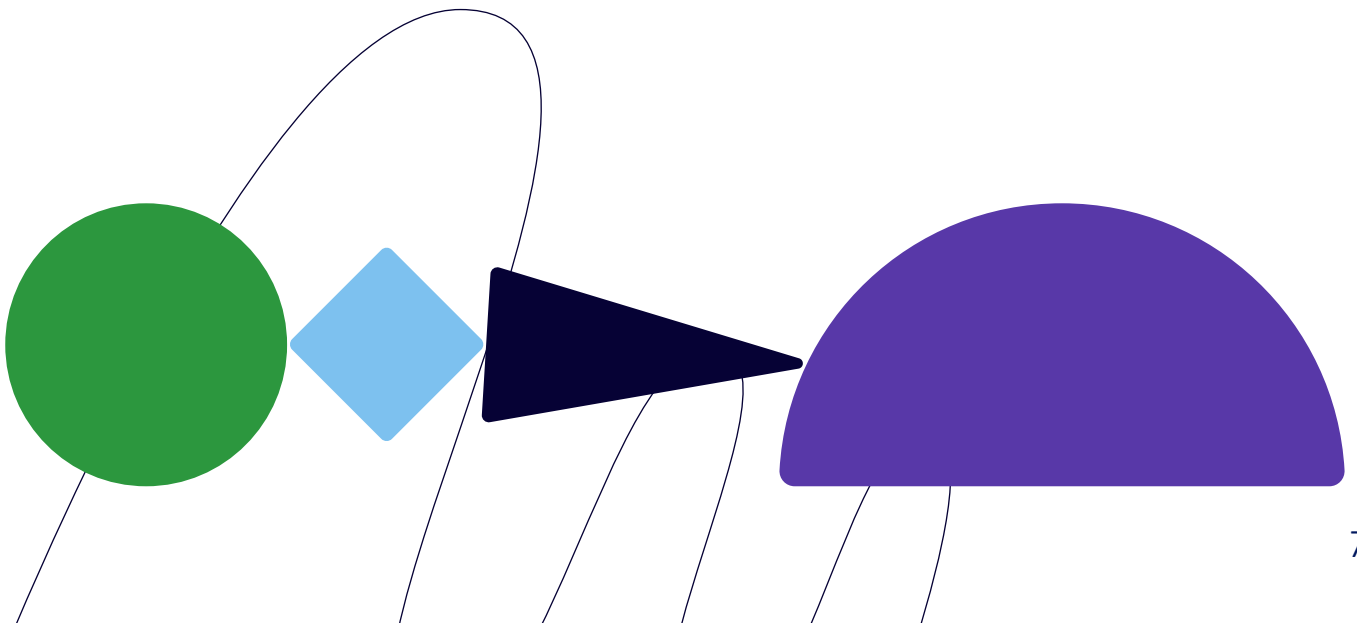
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## What happens now?

Once referred onto the programme, you will meet with one of our highly trained Employment Specialists who will:

- Get to know you
- Create an employment action plan based on what you want to do
- Prepare your CV / practice for interviews
- If required, support with how to positively disclose your mental health condition to an employer
- Job search and engage with employers
- Ongoing in-work support

With the right amount of practical and emotional support we are confident we can help you on your journey into work.



## The West London Works promise:

Our team pride themselves on delivering an excellent service to all our service users. Discover what you can expect from us and how you can get the most out of the support provided by the West London Works service.

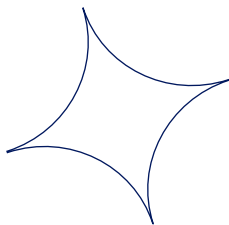


## Our commitment to you

We believe that the most effective way to enable people with mental and physical health needs back into employment is by coaching, supporting and developing people in the workplace.

We are committed to helping you identify what kind of work you are interested in (by creating your Vocational Profile) and then actively supporting you to start looking for jobs. We will be there for you every step of this journey, including once you have started your new job role.

- Our support and advice will be tailored to you to help you find and stay in work that matches your interests and choices
- 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 and willing to explore the idea of paid employment



# Your commitment to the programme

By accessing the service, you are committing to actively engage with your Employment Specialist. This will involve attending meetings at agreed times and locations, and 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 are able to continue to provide you with support.

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

- Help us to understand the barriers you are facing to get into work.
- Attend agreed appointments with your Employment Specialist or let us know if you are unable to attend
- Actively take part in meetings/contacts with your Employment Specialist
- Stay in regular contact with your Employment Specialist on how your job search actions are going
- Inform us if you have achieved a new job role while on the West London Works 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

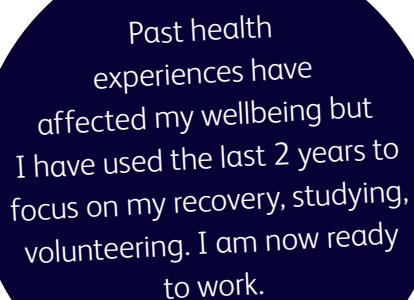
You may opt out of the service at any time, if you feel the service is not right for you or if you no longer want to look for work.





## Sharing your mental health experiences

Deciding whether or not to tell your new or prospective employer about your mental health need can be difficult. Some people say being able to talk openly with their employer has really helped them. Others may not agree. At West London Works service we believe that it is up to you to choose whether to share your mental 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 employer. Your Employment Specialist will use the pros and cons worksheet to help you to decide whether you would like to share your mental health need to your new employer.


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



Past health experiences have affected my wellbeing but I have used the last 2 years to focus on my recovery, studying, volunteering. I am now ready to work.



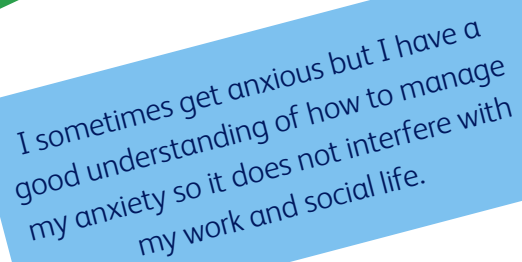
During that period, I was going through a difficult time in my life, but am now fully recovered and hopeful of a positive future.




I have personal experience of mental health issues, which I feel has helped me to grow as a person and empathise with other disadvantaged people.



I am dyslexic and have been aware of this for 3 years. In this time I have been able to enhance my ways of working.



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.



# West London Works

## 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 Twining Enterprise to meet the 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 and 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
- potential or actual employers
- 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:

Shaw Trust and Twining Enterprise are working together in partnership, with Shaw Trust assigned as the data controller and therefore any liaison over data access will be managed via Shaw Trust.

- **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's 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 Employment Specialist. 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. Shaw Trust 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 and Twining Enterprise. Shaw Trust and Twining Enterprise cannot accept responsibility for the loss or theft of your personal data if caused by your own negligence.



## West London Works sustainability commitment

The West London Works 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 West London Works service. We constantly promote the need to treat everyone with respect and equally 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.

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## Complaints and feedback

At Shaw Trust and Twining Enterprise 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:

**0800 987 4088**

or email: [info@westlondonworks.co.uk](mailto:info@westlondonworks.co.uk)

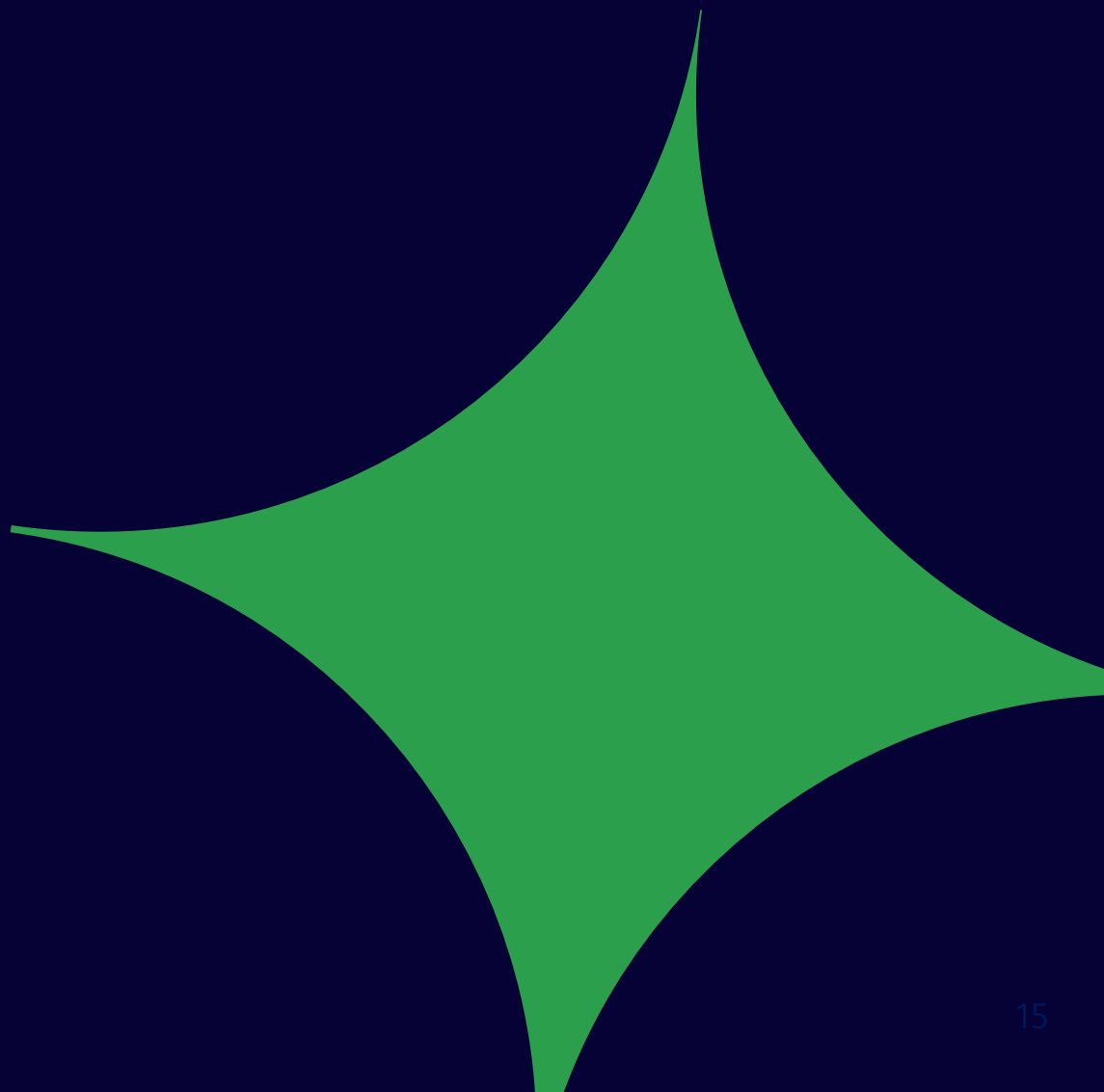
If you need to raise a concern about a Twining Enterprise representative please contact us on:

**0208 840 8833**

or email: [complaints@twiningenterprise.org.uk](mailto:complaints@twiningenterprise.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!



# shaw trust

**Twining**enterprise  
mental wellbeing through work

