

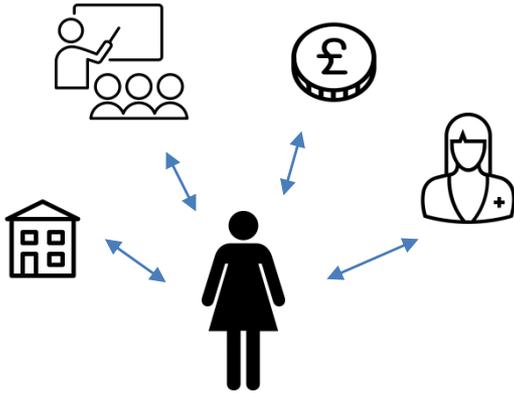
## What is Working Well?

Since it was set up, Working Well has helped thousands of people like you improve their lives. Working Well is a programme which aims to help you to tackle the problems that are stopping you from starting work.



Your Jobcentre Plus Work Coach or GP has referred you to Working Well because they think it could help you. This appointment is your first step toward getting this extra help. If you join Working Well, the same person (your Caseworker) will help you for up to two years.

## What help can I get?



Your Caseworker will help to 'join up' the other services who work with you. They will make sure everyone is working to the same plan.



Your Caseworker will also work one-on-one with you. They will help you to plan your journey back to work. They can support you with things like writing your CV, finding work experience and planning childcare.



You can also get help with other issues that might be stopping you from getting back to work. For example, we can help you get mental health support if you need it.

## Collecting your information

We will collect some personal information from you so that we can help you. This will include:



Keeping information about other services you are currently working with



Keeping records of the conversations you have with your Caseworker



Asking you to complete questionnaires or surveys

## Sharing your information

We will ask if we can share your information between services. This will help us to work together to help you. For example, it means we can make sure that different people don't ask you to do different things. We would like to share information like:

- What appointments you have coming up
- What other activities you are completing or what services you are using
- Whether your circumstances have changed

We won't share any information without your permission, and we will only share information that people need to know to help you find work.

Can I just check that Ben's mental health appointment is still happening next Tuesday?

We have managed to help Sam get booked on a training course next week. This means she will miss her next JCP meeting with you. Can I check this is OK?

Al has told me that he is worried about how he is going to pay his rent this month because his benefits have been delayed. Could I come over with Al to talk to you about what we could do?

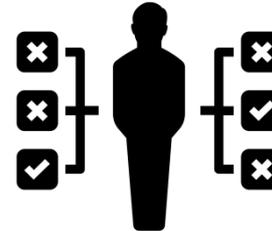
## Who will you share my information with?

1.



We will ask you if you are happy for us to share your information with your Jobcentre Plus Work Coach

2.



We will ask you if you are happy for us to share your information with other services you are already using

3.



Unless you tell us you don't want to, we will share your information to help us measure how well the Programme is working overall

4.



If we refer you to a new service later on, we will ask you if we can also share your information with them

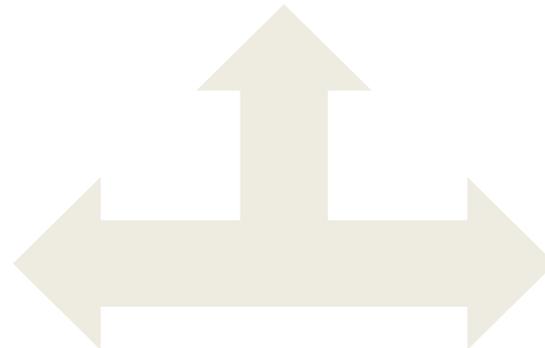
## What we will and won't do with your information

We will	We won't
Ask you before we share your personal information (unless we have to share it by law)	Share more of your information than is necessary to help us support you
Only collect information relevant to helping you find work	Keep your information longer than we need it
Only share your information with the services you have agreed to share with. You don't have to agree to share with everyone	Share information that is not relevant to helping you to find work
Check with you before sharing anything that is personal or sensitive	Talk about you without you
Share some of your information with an organisation helping us to evaluate the Working Well programme	Stop you from changing your mind later on

Manchester Growth Company (MGC) in partnership with: The Work Company and Pathways CiC deliver Working Well in Trafford, Salford and Manchester



Department  
for Work &  
Pensions



TRAFFORD  
COUNCIL

DWP and your local council (Trafford Borough Council) are the two government bodies who are responsible for the Programme. They are also the people responsible for keeping your personal information safe.

## What happens next?

Your Caseworker will now ask you to complete a consent form. On this form you can tell us which services you are happy for us to share your information with.



Most people choose to share their information with all the services they use. If you choose to do this, you won't miss out on any of the help we can offer. However, it is your choice and you don't have to share.

**Any questions?**



If you have any more questions about the Working Well Programme, or how your information is kept safe, you can visit:

<http://www.manchestergrowth.co.uk/about-us/working-well-personalised-support-service/>