

**\_able  
futures**



# **\_Welcome to Able Futures**

Helping you manage your mental health  
at work so you can enjoy more good days

# Welcome to the Access to Work Mental Health Support Service

You will meet a dedicated Vocational Rehabilitation Consultant (VRC) who will spend time with you to understand any mental health issues that are affecting your time at work.

They will help you create a support plan that is tailored to your needs and, with regular meetings and telephone catch-ups scheduled over the nine month support programme, together you will work through advice and guidance towards a more enjoyable future at work.

## Able Futures will give you:



Reliable personalised support from a dedicated mental health professional



Access to information and resources 24hrs a day on an online portal



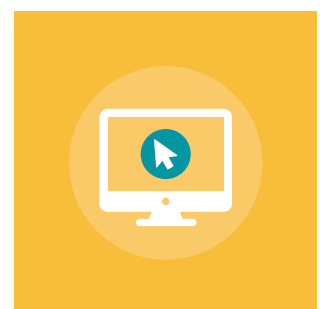
An out of hours service



Signposting to specialist support



Confidentiality



Regular support via telephone and online meetings



# Your support plan

With your Vocational Rehabilitation Consultant (VRC) you will agree a plan of action that will help you identify challenges to your mental health at work and learn how to cope better with issues so that you can move forward to have more good days.

This support plan will be personal to you and at any time you can access a copy of it on your Able Futures Hub as well as using the information and resources available to take action to help your mental health. Your VRC will also provide advice and guidance on where you can access support on

topics including health management, skills development and financial management.

**Please put a tick beside topics where you would like some support, so that you can talk about them with your VRC:**

Communication skills

Wellbeing

Time management

Self-employment advice

Anger management

Anxiety

Dealing with stress

Assertiveness

Bereavement

Health management

Sleep problems

Coping with change

Financial management

Depression

PTSD

Achieving goals

Motivation

Benefits advice



# Delivering Able Futures

**The aim of Able Futures is to help people living with mental health difficulties have more good days than bad ones at work.**

It is delivered by a nationwide specialist partnership set up to provide the Access to Work Mental Health Support Service on behalf of the Department for Work and Pensions. Partners include Ingeus, Case-UK, Health 2 Employment and Salus, who will provide a dedicated health care professional to people experiencing mental health difficulties that could affect their work.

We recognise that every person will need something different from the Able Futures programme, and have designed a personalised and integrated service to reflect this.

The aim is to help you manage your mental health concerns, support you to reach your goals and improve your mental wellbeing so that you can feel more confident and capable at work.

Your VRC will work with you over the next nine months to provide the right support and guidance at the right time, helping to build your confidence, wellbeing, skills and motivation so that you're ready to move forward to a more enjoyable future at work.

# What Able Futures will do for you



## We will provide you with:

- ✓ Nine months support through regular phone calls and online meetings
- ✓ A flexible service
- ✓ A personalised package of support that is tailored to your needs
- ✓ 24-hour access to an online hub of information and resources
- ✓ Access to an out-of-hours telephone service
- ✓ Respect at all times and support with setting your own goals

## What we will do for you:

- ✓ Keep in regular contact with you
- ✓ Ensure you can easily contact us
- ✓ Encourage and act on your feedback
- ✓ Protect your personal information
- ✓ Provide you with equality of opportunity
- ✓ Focus on your safety and welfare

# **Additional information**

## **Protecting your privacy**

We use your information to help you access suitable support for your mental health at work, and if you give us permission may share some of your information with external partners, your employer or GP where appropriate. We comply with the General Data Protection Regulation 2018 and handle personal data properly.

You can find more information about your rights on the Information Commissioner's website: [www.ico.gov.uk](http://www.ico.gov.uk)

## **Safeguarding**

We aim to provide a safe, supportive and welcoming environment for all participants, staff and partners. If you have any issues you feel we can help with in terms of your physical and/or mental wellbeing, you can speak to someone privately.

We pledge to take any disclosure seriously, we will never dismiss any allegation of abuse, we will support each case as required and we will engage with appropriate support agencies when necessary.

## **Equality and diversity**

We ensure that our services can be accessed by everyone and that they are free from prejudice and discrimination. We are committed to creating and maintaining a culture where differences are recognised, respected and valued, and to ensuring all our staff and participants are motivated and treated fairly. We comply with the Equality Act 2010 and will do everything we can to ensure everyone has access to the same range of advice and information. We always listen to individual circumstances and we encourage everyone to demonstrate a positive attitude to difference and treat others with respect.

## **Feedback and complaints**

We do all we can to listen to feedback from everyone who participates on the programme and will share feedback with staff and participants and make improvements or changes where appropriate.

If you have a complaint about the service or wish to provide feedback, please speak to your Vocational Rehabilitation Consultant and ask for a copy of our feedback and complaints procedure and form.

Alternatively you can call our feedback and complaints team on **0800 321 3148** or email them at [complaints@ingeus.co.uk](mailto:complaints@ingeus.co.uk)

# **Remember, you can contact us at any time**

General enquiries and  
out of hours support:

**Freephone 0800 321 3137**  
**[www.able-futures.co.uk](http://www.able-futures.co.uk)**