

Reference: FOI.ICB-2627/157

Subject: WorkWell Programme: Budgets, Commissioning Model and Approach

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE																
1. Please confirm whether the ICB is currently: - participating in a WorkWell Pilot and the details of this pilot that can be shared (e.g. provider, contract value, number of referrals, performance outcomes)? - Planning or actively engaged in a WorkWell rollout, and if so, when (please express the procurement timelines of such rollout)?	a. Provider: Collaborative between BNSSG ICB and Bristol City Council b. This is a partnership and as such expenditure is reported as a single organisation. Performance outcomes satisfaction scores: Yr1: <table border="1"> <thead> <tr> <th colspan="2">13) Satisfaction scores</th></tr> <tr> <th>Outcome</th><th>Number of participants</th></tr> </thead> <tbody> <tr> <td>Very dissatisfied</td><td>1</td></tr> <tr> <td>Fairly dissatisfied</td><td>1</td></tr> <tr> <td>Neutral (neither dissatisfied nor satisfied)</td><td>4</td></tr> <tr> <td>Fairly satisfied</td><td>16</td></tr> <tr> <td>Very satisfied</td><td>53</td></tr> <tr> <td>No. of responses</td><td>82</td></tr> </tbody> </table>	13) Satisfaction scores		Outcome	Number of participants	Very dissatisfied	1	Fairly dissatisfied	1	Neutral (neither dissatisfied nor satisfied)	4	Fairly satisfied	16	Very satisfied	53	No. of responses	82
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	Yr2: <table border="1"> <thead> <tr> <th colspan="2">13) Satisfaction scores</th></tr> <tr> <th>Outcome</th><th>Number of participants</th></tr> </thead> <tbody> <tr> <td>Very dissatisfied</td><td>26</td></tr> <tr> <td>Fairly dissatisfied</td><td>18</td></tr> <tr> <td>Neutral (neither dissatisfied nor satisfied)</td><td>31</td></tr> <tr> <td>Fairly satisfied</td><td>119</td></tr> <tr> <td>Very satisfied</td><td>735</td></tr> <tr> <td>No. of responses</td><td>929</td></tr> </tbody> </table> Participant numbers: Yr 1: 900 Yr2: 1906	13) Satisfaction scores		Outcome	Number of participants	Very dissatisfied	26	Fairly dissatisfied	18	Neutral (neither dissatisfied nor satisfied)	31	Fairly satisfied	119	Very satisfied	735	No. of responses	929
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2. If a WorkWell rollout is planned, - please confirm which organisation holds commissioning authority for WorkWell related services (e.g. ICB, Local Authority, VCSE organisation(s), Prime Contractor)? - please confirm the commissioning route through which WorkWell roll out will be brought to market	- BNSSG ICB is the commissioning authority on behalf of NHS Gloucestershire ICB. BNSSG will contract Bristol City Council (BCC) to operate the service, in turn BCC may contract with other parties to deliver aspects of it. - The route through which the ICB contracts with BCC is via Section 256 funding - Anticipated value of contract is circa £4,234,000 over three financial years (2026/27 to 2028/29)																

(e.g. competitive procurement, framework call-off, grant funding, contract variation or extension)? c. what will be the value (anticipated or actual) of that contract and over what timeframe? d. Please confirm the number of referrals you would expect to receive into this WorkWell pathway.	d. Number of target referrals is: Year 1: 1,350 Year 2: 1,520 Year 3: 1,610
3. What has been the total value of WorkWell funding received by the ICB and, where held, a high-level breakdown of WorkWell expenditure, for the following financial years? a. 2024/25 b. 2025/26 c. 2026/27	a. 2024/25 – please see table below* b. 2025/26 - please see table below* c. 2026/27 Expenditure is not established as of this point
4. Please confirm which elements of the WorkWell programme are required to be delivered a. in person? b. digitally/remotely?	Both digitally and in person
5. Please confirm which organisations will be referring into the WorkWell Programme (e.g. PCNs, GP Practices, etc) and which organisation will be signposted to from the WorkWell programme?	Anyone will be able to refer, including; GPs, Health Workers, Employers, Job Centres, Individuals. Engagement and communications.

The information provided in this response is accurate as of 11 August 2026 and has been approved for release by Jo Hicks, Chief Transformation, People and Organisational Development Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.

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Question 3 – 2024/25

7) Expenditure (£)						
Administration costs	Staffing costs	Advertising, marketing and communications	Training of staff	Transport costs	Participant interventions	
£ 35,318.89	£ 288,656.30	£ 28,697.96	£ 2,678.00	£ 271.71	£ 368,340.12	
DBS checks	Location costs	Auditor/accountant fees	Government meetings	Learning and Change Manager salary	Other	Total (£)
£ 324.00	£ 568.59	£ -	£ 1,185.65	£ 21,976.54	£ 45,550.92	£ 793,568.68

Question 3 – 2025/26

7) Expenditure (£)						
Administration costs	Staffing costs	Advertising, marketing and communications	Training of staff	Transport costs	Participant interventions	
£ 80,437.91	£ 795,084.89	£ 72,195.52	£ 36,989.07	£ 4,522.61	£ 592,731.65	
DBS checks	Location costs	Auditor/accountant fees	Government meetings	Learning and Change Manager salary	Other	Total (£)
£ 627.50	£ 35,067.20	£ 15,000.00	£ 981.13	£ 19,202.03	£ 122,143.04	£ 1,774,982.55