

WELCOME STATEMENT

Welcome to the Work Programme.

We hope that the time you spend with us is enjoyable and leads to success in securing sustainable employment.

INTERSERVE WORKING FUTURES MISSION STATEMENT

"To deliver effective training and recruitment solutions for individuals and business, providing a positive economic impact across our communities."

WHAT YOU CAN EXPECT FROM THE WORK PROGRAMME

- A thorough assessment of your barriers to work and needs; an Individual Action Plan, setting out the activities you need to undertake to help you overcome your barriers to work and move into work.
- Confidentiality unless it relates to Child Protection, serious criminal activity and potential harm to self or others
- A minimum of fortnightly review intervals, to discuss your progress, make any modifications required to the Action Plan and agrees further actions.
- Access to careers guidance and practical assistance in your search for employment.
- Fair and equal treatment to all regardless of race, religion, gender, age, sexual orientation, disability or geographic location.
- The right to be consulted about, and involved in, all aspects of the programme including reviews and evaluation of the programme.
- A service delivered in a safe environment with regards to everyone's personal Health and Safety.

WHAT WE EXPECT FROM YOU

- Provide our staff with relevant personal details, information on employment, training and education.
- Attend regularly and on time and maintain contact with us - failure to do may result in benefit sanction action being taken.
- Use safe working practices ensuring you do not endanger yourself or others.
- Refrain from any form of physical, verbal or mental abuse.
- Advise us of any changes in your personal circumstances.
- Abide by The Interserve Working Futures Partnership Policies and procedures, including Equality and Diversity, Safeguarding, Anti Bullying, Health and Safety. Full copies are available on request at your local branch.
- Abide by the Code of Conduct outlined below.
- Continue to sign at the Jobcentre and actively seek employment - if you are claiming Jobseeker's Allowance (JSA).

CODE OF CONDUCT

It is unacceptable for you or any member of our staff to:

- Damage/misuse of company property
- Give verbal or written abuse, including those of a discriminatory nature;
- Bully or harass;
- Use 'bad language'
- Be intimidating and use threatening behaviour;
- Physically assault or attempt to physically assault another person;
- Attend meetings whilst under the influence of alcohol or non-prescribed drugs.

If this code of conduct is breached, the interview will be terminated and benefit sanction action may be considered.

BENEFIT SANCTIONS

- The Work Programme is a mandatory programme for JSA customers and for some ESA customers.
- Sanctions may occur if you do not participate fully in The Work Programme - this includes missing appointments, failing to complete any mandatory activity without good cause.
- There may also be occasions where a 'doubt is raised' about your entitlement to JSA. This may occur when it would appear that you are not available for or actively seeking work. In such cases you will be notified and the doubt will be submitted to Jobcentre Plus.
- The JCP Decision Maker will decide on whether to impose a sanction or not and both you and The Work Programme provider will be notified of any action taken.
- You have the right to ask for reconsideration and appeal against the sanction decision.

TRAVEL

If you incur travel costs, travelling from your home to your appointment, they will be reimbursed at the equivalent of public transport costs (whether you use public transport or not) on production of a valid ticket or travel pass for each visit.

CHILDCARE

We aim to meet you at a time convenient to you, with the appointment lasting no longer than 1 hour, so childcare costs should not usually be incurred.

If you expect to incur childcare costs, please speak to a member of our staff before you make the arrangements.

EQUALITY AND DIVERSITY

We are committed to Equality of Opportunity:

- The programme recognises and values uniqueness and diversity.
- Dignity, respect and recognition are basic rights of all customers and members of our staff.
- Every member of staff and customer has a responsibility to act in a manner that upholds and follows the spirit and intention of equality and diversity.
- All forms of harassment and discrimination will be challenged.
- All customers are entitled to a programme that meets their individual needs and is challenging yet achievable.

SAFEGUARDING

We are committed to ensuring that your experience while at Interserve Working Futures is inclusive, enjoyable and in a safe environment in which you feel respected and valued. All staff and subcontractors share the objective to keep child and vulnerable adults safe.

GRIEVANCE PROCEDURE

The programme welcomes any comments and constructive feedback. If, for any reason, it does not meet your expectations please:

- Discuss the matter with a member of our staff in the first instance.
- If you are still not satisfied ask to speak to branch manager.
- If your complaint is not dealt with to your satisfaction you should then report it to the Interserve Working Futures Regional Quality Manager, Dale Robinson.
- If this does not resolve your complaint, you should write to Andrea Cook, Interserve Working Futures Operations Director.
- The final stage of our complaints process is referral to Michelle Manson, Managing Director, Interserve Working Futures
- Please ask your Work Coach for details on how to contact each person.

EMERGENCY PROCEDURE/HEALTH & SAFETY

We aim to make any visit to our premises as safe as possible. We carry out Health and Safety risk assessments at regular intervals in all our offices.

If you notice anything that may be considered a potential risk, please draw it to our attention and we will strive to remove or minimise the risk.

We ask that, while on our premises, you ensure that you do not act in a way that makes you become a risk to yourself or others in the office.

If you do have an accident, please report it to us, no matter how small or trivial you may consider it to be. We have a person nominated on each site for administering first aid, and first aid boxes available locally. You will be told who that person is.

You will be informed of the day and time when fire alarms are tested and the individual escape routes and assembly points for our branches. If the alarm sounds at any time other than the planned time, please evacuate the building quickly and orderly using the nearest escape route and wait at the assembly point, so that we can check that everyone has left the building safely.

CUSTOMER SATISFACTION

During your time on the project you will have the opportunity of raising concerns about your programme. This could be through your regular review sessions with your Work Coach or through the grievance procedure that is detailed above.

Interserve Working Futures and our partners will also assure that customers are receiving, or have received at least a satisfactory level of support. To be able to do this, we have developed a number of ways that includes on-going evaluation questionnaires.

Where we find that customers have left the programme and successfully gained employment, we will, as a matter of course, ask for some details regarding the job. During your period of employment we will arrange regular contact with you to help you remain in work and support you in returning to work, should the employment end.

This project is part-financed by the European Union.



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European Social Fund
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