

Welcome Guide

better  
**working**  
futures  
WORK AND HEALTH PROGRAMME



Every 15 minutes we help  
someone to start working

**Reed** in Partnership  
●●●

  
Department  
for Work &  
Pensions  
In  
partnership  
with

# Welcome

**Better Working Futures will support you to find a job.**

**Our friendly Employment Advisers are experts at helping people into work.**


**We provide personal advice and guidance, skills training and health support - all to help you find the right job.**

**By working together, we will help you to achieve your potential.**

**This booklet will give you more information about our service.**

**We look forward to meeting with you!**

**If you require this information in any other format, please contact us**



**“The support was inspirational. And without it I would never have come out of my shell to succeed in a career.”** Sue



**“I’ve already let a couple of friends know about the service because I think it’s really useful for people - especially all the training that you do.”**

**Daniel**

# What happens next?



## 1. Getting to know you

Your Adviser will provide you with personal support. They'll start by getting to know you and understanding your circumstances.



## 2. Making your plan

You and your Adviser will make a plan to help you start working. Your Adviser will coordinate all the support we can offer you.



## 3. Better Off Calculation

This shows how working will affect your benefit payments and personal finances. We want to ensure your new job will result in you being financially better off.



## 4. Managing your health

If you need support with a health condition, our Health and Wellbeing Advisers are able to help.



## 5. Personalised training

Our training courses will help you to develop the right skills for the job you want.



## 6. Applying for jobs

When you're ready, we'll help you start applying for jobs and preparing for interviews.



## 7. Personal support

We'll be on hand to help you with difficult issues, like housing and financial problems, caring responsibilities and disclosing convictions.



## 8. Starting work

Once you're in work, we'll keep in touch to make sure you're happy and progressing.

# Reed in Partnership Portal

## Your interactive career centre – on your phone!

Better Working Futures gives you access to the Reed in Partnership Portal.

Videos, podcasts, interactive learning and more – all designed to help you access ongoing support with finding and staying in work.

- Interactive tools – CV Builder, Interview Simulator, Job Alerts, Careers Quiz
- Learning modules – CV Guide, Application Writing, Job Hunt Techniques, Interview Training, Staying in Employment
- Video – Hundreds of films from experienced hiring managers and career coaches
- 90 second podcasts on tackling key issues, hot tips and tutorials
- Also available on computers in Reed in Partnership offices or at home

Search for Reed in Partnership Portal.





## What we ask of you

To ensure that you get the most out of your time with Better Working Futures, we ask you:

- To be honest and open with us
- To be committed to the programme, fully take part and actively look for employment
- To let us know if your personal circumstances change in any way
- To treat our staff and other participants with respect
- Report to your Adviser if you witness unreasonable behaviour by other Participants or staff
- Attend agreed appointments and training sessions on time, or call in advance if you are going to be late or cannot attend

# Customer Service Standards

- Your Adviser will contact you within 2 working days of receipt of your referral from the Jobcentre to arrange your initial appointment
- We will send you a Welcome Pack before your Initial Appointment
- Your Adviser will meet you face-to-face within 20 working days of referral and conduct a full review of your circumstances and create an Action Plan with you
- Whilst you are on the programme, and before you start work, we will contact you weekly
- Whilst you are on the programme, and before you start work, we will meet you face-to-face at least every month to review your action plan
- We will contact you by close of business on the next working day if you do not attend an appointment
- We will offer you an Into Work Meeting before you start work to help you understand your new role and agree in-work support
- We will offer you a review meeting within your first 3 calendar months of starting work to understand your circumstances and support your progression

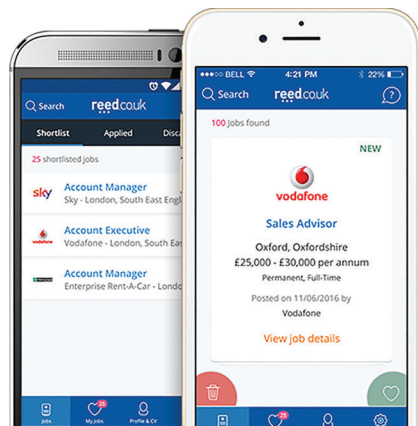


- You will be invited to an Exit Review during the last 4 weeks of the programme
- We will send a detailed Exit Report to the Jobcentre within 10 working days of you completing the programme so you can continue your journey to work with them

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# Complaints policy

## How we will deal with any complaints

If you wish to discuss any issues you have with the way you are treated on our programme, or the advice or information you have been given, please talk in the first instance to your Employment Adviser.

Most complaints can be sorted quickly and easily by following this procedure.

- If you are unable to reach a solution with your Employment Adviser, your complaint, made in writing, will be passed to the local Business Manager who will investigate the complaint and aim to write back to you with their findings within five working days
- If the issue remains unresolved, it can be escalated to the Operations Manager, Programme Director, Operations Director and then Managing Director. At each escalation, the Operations Manager, Programme Director, Operations Director and Managing Director will complete an impartial assessment and provide written feedback within 10 working days
- We will seek confirmation that you are happy with the outcome and look to provide a positive resolution to all issues presented to us. Please inform your Adviser when you are satisfied with the outcome

- We will investigate complaints thoroughly and look to provide a positive resolution to all issues presented to us

If you are not satisfied with our resolution of your complaint, you have the option of taking the case to I.C.E, the Independent Case Examiner. To contact I.C.E, visit: [www.gov.uk/government/organisations/independent-case-examiner](http://www.gov.uk/government/organisations/independent-case-examiner)



# Appointments

Your Adviser: .....

Telephone: .....

Email: .....

Date:	Time:	Action or appointment
/	:	
/	:	
/	:	
/	:	
/	:	
/	:	

