

What you can expect from Employment Support Services

Easy Read

**Our**

**Charter**

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| Introduction - No One Left Behind | |
| Employment supportCouncil Building | No One Left Behind is the name of Scottish Government and Local Government’s new way of creating and providing employment support services. |
|  | The aim of this is to put the needs of the person who is getting the support first and so they have a say in their own support. |
| Council Building | This plan will be carried out by the Scottish Government, Local Government, charities and other service providers. |
|  | This plan will make services easier to understand and access by making the number of different employment support programmes smaller. |
| Aim | Current services will be replaced with a clearer way of getting support. |
|  | Some employment support services will still be delivered by the Department for Work and Pensions. |
| Council Building | This charter will be used for services funded by the Scottish Government and councils. The support could be provided by local council, charities and other organisations. |
|  | If a service gives you this charter that means that it is used in the support you are getting. If you are not sure you should ask the service. |
| Employment support | This charter will make big changes to employment support services to make sure people get the support they need when they need it. |

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| What is our Charter and why do we need it? | |
|  | A charter is a document that sets out what the Government is going to do.  This charter will set out a number of commitments to you. |
|  | It will tell you what to expect when you use No One Left Behind employment services. |
|  | The “our” in the charter means everyone from any background in Scotland who might need employment support services. |
|  | The Scottish government want employment support to be available to everyone in Scotland when they need it. |
| Speech bubble1 | The charter will also tell you how to give feedback on employment support or complain if you feel the commitments are not being met. |
| Who created this Charter? | |
|  | Listening to the people who use employment support was the most important thing when creating this charter. |
|  | A Lived Experience panel was used in order to create the charter. |
|  | This is a group of people who use employment support services who met every month to help write the charter. |
| Inclusive research | The Scottish Government felt it was important to include groups who are less likely to be employed in creating this document. |
|  | The Scottish Government did research to find out who these groups were and used organisations who speak for these groups to find out who should be on the panel. |
| Speech bubble1 | Each of the different groups had an equal voice on the panel. |

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| Who will be responsible for making sure the Charter commitments are being met? | |
|  | The people who will make sure that the commitments in the charter are followed are Scottish Government, Councils and employment support services. |
|  | Everyone should make sure that the commitments in this charter are followed. |
|  | This includes people who use the employment support services. |
| Meeting 9 | If you are receiving employment support you should work with them to help them understand the situation you are in. |

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| How can you give feedback about the services delivering the Charter Commitments? | |
| Rating GoodCQC Requires Improvement | As part of the charter the Scottish Government want you to give feedback on you experiences of employment support. |
| CQC Requires Improvement | You can also let people know if you feel the charter is not being followed.  If you have feedback or a complaint you should contact the service providing the employment support or the Scottish Government. |
|  | You can phone the Scottish Government to give feedback using this number:  0800 804 8108  This line is open 10 am to 4 pm Monday to Friday. |
| Email | You can email the Scottish Government to give feedback using this address:  [EmployabilityFeedback@Gov.Scot](mailto:EmployabilityFeedback@Gov.Scot) |
| C:\Users\N210542\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\28580231.tmp | You can contact the Scottish Government by using the employability feedback form on [www.employabilityinscotland.com/contact/](http://www.employabilityinscotland.com/contact/) |

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| TelephoneC:\Users\N210542\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\28580231.tmp | If you are still unhappy please contact the independent Scottish Public Services Ombudsman (SPSO) by visiting [www.spso.org.uk](http://www.spso.org.uk) or calling **0800 377 7330**. |

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| Commitments | |
|  | The 3 commitments in the charter are listed below. |
| A Service that treats you with Dignity and Respect. | |
|  | The first commitment is **A Service that treats you with Dignity and Respect.** |
| What this means: | |
| You choose | This means that staff will think about how you feel when they give you support. |
|  | Services will always listen to you and treat you as an individual person. |
|  | Services will always respect your privacy. |
|  | It will be made sure that everyone is able to use the service. |
|  | Adjustments will be made to make sure the service works for everyone and that everyone’s individual needs are taken into account. |
|  | Staff should know about the problems each person faces and know the different needs of each individual person. |
| Employment support | Services will work with employers to make sure you have the best start at your new job. |
| Employment supportPlace Workplace | You should be able to keep getting support after you start your new job if you want it. |
| How you can help employment support services: | |
| Respect 3 | You can help by respecting the staff, and treating them well. |
| Languages | You can also help by telling staff if there are any adjustments which have to be made because of your culture. |

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| A Service that works for you | |
| Employment supportIndiana points you | The second commitment is **A Service that works for you.** |
| What this means: | |
| Everyone | Services should be made easy for people to take part in. |
| Talk and listen | Staff will take into account the experience you already have and work closely with you as you try to find suitable and fair work. |
| Checking Support | Staff will always work to find other support for you if you need or want it. |
| Easy Read Logo | The service will try to get information to people in the simplest way they can. |
| Information signEveryone | They will try to do things in the simplest way they can and make it easy for everyone to understand. |
| You choose2 | It will be made sure that you will be able to use services in the way that you want to. |
| Handshake 7 | The employment support services will work together with other groups and services to make sure they have the right skills and talent to help you. |
| Employment support | Work will be done to make sure that the charter is always followed across all services which give employment support. |
| How you can help employment support services: | |
|  | You can help the services by working with them so they understand the situation you are in. |
|  | You can help by being honest with people so they help you work out the best way forward for you. |

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| A Service that learns and improves | |
|  | The third commitment is **A Service that learns and improves.** |
| What this means: | |
| CQC Requires ImprovementRating Good | You will be asked for feedback so that services can learn from you how to get better. |
| Rating GoodEmployment support | Changes will be made when they are needed to make sure you get the best service possible. |
|  | People who have used the service will be able to take part in looking at how well it worked. |
| Co-Training 1 | It will be made sure that staff and the different groups and organisations from across Scotland will learn from each other. |
| Flipchart 8 | It will be made sure that staff are well trained and know enough to support you well. |
| Speech bubble1 | People who are working in services will be asked to speak out when they feel something could be made better. |
|  | Services will be open and always tell the truth.  They will always be clear about what changes have been made because of feedback. |
| How you can help employment support services: | |
| Rating GoodCQC Requires ImprovementSpeech bubble1 | You can help by telling people what you feel about the service so that the service can get better. |
| Cross NoSpeech bubble1 | However you will never be forced to do this. |