

# Welcome to the Work and Health Programme Wales





# COVID 19 update

30 July 2020

The Health and Safety of our participants and employees is our number one priority. We are following Government guidance and have introduced strict processes within our branches and outreach locations to help combat the risk of infection and keep you safe.

We would be very grateful if you would observe the social distancing rules in place and familiarise yourself with information below.

## General information

- If you are displaying any symptoms or feeling unwell, please do not attend your appointment. Contact us to reschedule your appointment.
- Upon arrival, you will note that there are social distancing rules displayed. Please read these carefully and follow the instructions.
- Please sanitise your hands when you enter our premises, and periodically throughout your visit.
- No additional companions or participants can be brought into appointments. Do not bring baggage or bulky items with you. If someone has accompanied you to the appointment, we ask that they do not enter the office with you and remain outside.
- For health and safety reasons, our water coolers and other refreshments will not be available to use. Please do not bring any food or beverages on site during your visit.
- Your appointment will be booked in advance by your advisor for the most convenient time for you to attend. No drop-in meetings will be permitted. Appointments will last for a maximum of 30 minutes and will be on a one to one basis. Please arrive no earlier than five minutes before your appointment is due to start and if you are unable to attend please contact us.
- If you need more time, this can be arranged with a follow up appointment by phone, video or email communication.
- When leaving the premises, please make sure you apply hand sanitiser.

Your advisor will inform you of any specific local arrangements that need to be followed. Please feel free to ask any questions or provide us of with any information that you feel may be relevant.

We also have video appointment facilities available and would be happy to provide information on how this can support you. Please ask your advisor if you would be interested in this method of communication.

Your patience during this difficult time is gratefully appreciated. We look forward to supporting you in the months ahead.

# Contents

COVID 19 Update	2
Welcome	4
Work and Health Programme Wales	4
Online support	5
Our promise	5
Your role	6
Protecting your privacy	6
Safeguarding	7
Diversity, equality and inclusion	7
Health and safety	8
Fair treatment statement	9
Tax and National Insurance	9
Our complaints procedure	10
Declaration	11
Contact information	12





## Welcome

We believe work is a big part of having a happy life and that everyone has skills and abilities to offer an employer.

We want to make sure you are able to make your own choices about the support you need, to get into paid work and stay there, by working with local organisations.

We'll support you to find and stay in work by:

- Working with employers and our Community Partnership Network, so you have the same chance of getting a job as everyone else
- Letting you choose the support you need
- Giving you access to a Key Worker, in person and online
- Help you stay in work when you have a job
- Support you to make a career out of what you really want to do.

As the leading employment, skills and disability provider in Wales, we have been supporting disabled people into employment for more than 70 years. So far, we have found jobs for more than 20,000 disabled people across Wales since 2009, and are proud to be a Disability Confident Leader.



## Work and Health Programme Wales

Your Jobcentre Plus (JCP) Work Coach has referred you to the Work and Health Programme Wales. The service offers tailored, community-based support for people with a disability or health condition and the long-term unemployed to enter work. It is delivered on behalf of the Department for Work and Pensions (DWP) through Remploy Cymru's network of branches, field teams, community hubs and outreach locations.

Once you are on programme, one of our Specialist Key Workers will:

1. Get to know you
2. Put together a support package to help you find and stay in work, including:
  - Completing a wellbeing questionnaire
  - Advice on health, wellbeing, housing, money, debt and substance misuse management
  - Identifying your skills, abilities and job goal
  - Confidence and motivation building
  - Support in gaining work-related qualification
  - Job searching, interview preparation and CV
  - Access to volunteering, job taster sessions, work trials, local services and employers
  - Preparation for self-employment
  - Help with travel or childcare costs.

Once you are in work, we'll make sure you are happy in your new job.



## Online support

Remploy's online advisors will support you with:

- The wellbeing questionnaire
- Your employment journey
- Mock interviews and better off calculations
- Job searching and applications.

Speak to your Key Worker for more information or go to [www.remploy.co.uk](http://www.remploy.co.uk) and click 'start chat' to arrange an introductory call.



## Our promise

We will:

- Deliver an excellent service
- Treat you with dignity and respect
- Contact you by phone within two working days of receiving your referral from Jobcentre Plus
- Agree your preferred contact methods and book in future sessions and activities
- Arrange a 'getting to know you' session
- Send you a welcome pack for your 'getting to know you' session
- Get a Wellbeing Advisor to contact you to discuss your wellbeing
- Contact you weekly to check your progress
- Regularly review your personalised plan to ensure you are receiving the right support
- Contact you within two working days if you miss a booked appointment and we haven't heard from you, to get things back on track so you can continue on the programme
- Give you the opportunity to explore work placements in a variety of sectors
- Provide information in plain English, Braille, easy read, audio and other languages if needed
- Keep your details safe in line with the Data Protection Legislation
- Stay in touch with you and your JCP Work Coach regularly
- Talk to your employer about your support needs when you start work
- Discuss your progress and future goals when you leave us
- Give you and your JCP Work Coach a copy of your report, where appropriate
- Contact you monthly to get feedback on your overall experience of the services provided by our team.



## Your role

To get the most from this service, you will need to:

- Tell us what is important to you
- Complete a wellbeing questionnaire
- Complete weekly activities, including training or learning programme
- Look for jobs and stay in touch with your Key Work
- Attend all appointments with your Key Worker
- Tell us if you can't attend, or if you don't want to go ahead with a job application or interview
- Let us know if you need support with your disability, childcare or travel
- Tell us if you have any restrictions when applying for vacancies
- Let us know if you move house or change your telephone number.



## Protecting your privacy

We will keep your information safe, such as your name, National Insurance number, address, work and education.

As part of our support, we may share your information with:

- **Employers:** your CV (safely by email), reasonable adjustments, job trials, or coaching
- **Charities and voluntary agencies:** specialist help, such as Mencap and Action on Hearing Loss
- **Education and training providers:** training courses
- **Jobcentre Plus:** if you've been referred from JCP, we'll let them know how you're getting on, or we may refer you to their services
- **Community Partner Network:** to let them know how you're getting on, or to refer you to their services
- **Relevant authorities:** if there is a safeguarding risk for yourself or others.

You can ask us about your data and need to tell us if anything changes. We need your approval to share your data to carers, family, etc. Please tell us if there are any organisations you don't want us to share your data with (see the declaration page).



## Safeguarding

We will provide a safe and secure environment for you. If you are worried about safety, please speak to your Key Worker as soon as possible. They will make sure you get the right advice, guidance and support.



## Diversity, equality and inclusion

We are committed to providing equality of opportunity for everyone, as part of the Equality Act 2010. This covers age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) and sexual orientation.

You will need to confirm that you are happy to accept this when dealing with other people, so that we have fairness in the workplace.








If you have any concerns, your Key Worker will make sure you get the right advice, guidance and support.





# Health and safety

We want you to be safe when you are with us. Please read the information below:

	<p>On arrival, go to reception and 'sign-in'. Your Key Worker will come and meet you.</p> <p>Some areas are for staff only. You are not allowed in these areas. If you are not sure, check with your Key Worker.</p> <p>Please 'sign-out' when leaving.</p>
	<p>If you have an accident or what could have been an accident:</p> <ul style="list-style-type: none"> <li>➤ Tell your Key Worker, or ask for a First Aider</li> <li>➤ Put it in the accident book.</li> </ul> <p>The First Aid box is at .....</p> <p>Your First Aid person is .....</p>
  	<p>In an emergency, you must leave the building.</p> <p>If you hear the fire alarm, or see flashing red lights on the walls, leave the building at the nearest fire exit, and go to your assembly point at:</p> <p>.....</p> <p>These are the fire exit signs:</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div> <p>If you see a fire, break the glass at the call point and leave the building. The call points are next to the fire exits.</p>
	<p>Smoking is not allowed.</p>





## Fair treatment statement

Remploy provides access to information, services and our offices. Everyone is welcome and will be treated with respect and fairness.

We will say 'stop' to any discrimination, harassment or bullying behaviours. Unacceptable behaviour will not be accepted.



## Tax and National Insurance

Once in work, you will pay tax and National Insurance on your wages. Your employer will take care of this for you under Pay as You Earn (PAYE). If we give you any clothing or protective equipment (PPE), we will pay the tax for you.

If you want to talk about this, please call Her Majesty's Revenue and Customs (HMRC) on freephone 0300 200 3300 (the Income Tax helpline), or visit their website: [www.gov.uk](http://www.gov.uk).





## Our complaints procedure

We will provide you with the best service. If you are unhappy or want to give us your feedback, you can tell us by:

- ▀ Speaking to your Key Worker or their Manager
- ▀ Emailing [quality.matters@mail.remploy.co.uk](mailto:quality.matters@mail.remploy.co.uk)
- ▀ Using our website; [www.remploy.co.uk](http://www.remploy.co.uk)
- ▀ Writing to your local branch, Community Hub or Quality Matters at:  
18C Meridian East, Meridian Business Park, Leicester LE19 1WZ.

Your feedback is important to us; it helps us improve the service we deliver to you.

There are four stages to our complaints procedure. You can stop your complaint at any time:

- 1. Informal stage:** Talk to your Key Worker or their Manager. They will try to understand why you are unhappy and sort it out within 10 working days.
- 2. Formal stage:** If you are still unhappy with how your complaint was looked at, or if you want to complain directly to Remploy, please get in touch with Quality Matters. We will let you know we have got your complaint within two working days. We will try to reply within 20 working days.
- 3. Advanced stage:** If you are still not happy, we will take your complaint to a more Senior Manager. You should get a reply within 20 working days. We will let you know if this time will be longer.
- 4. Director review:** If you are still unhappy, you can ask for your complaint to be looked at in more detail. We will reply within 10 working days. Once you are happy, the Quality Team will close the complaint.

If you have complained to Remploy and are still not happy with the answer, you can go to the Independent Case Examiner (ICE). ICE is independent, and can help both you and Remploy.

**ICE will only look at complaints that have been through the four steps above.**

Their contact details are:

Independent Case Examiner  
PO Box 209,  
Bootle  
L20 7WA

 0845 606 0777

 [www.ind-case-exam.org.uk](http://www.ind-case-exam.org.uk)



# Declaration

Your Key Worker will ask you to agree to the declaration below, for your approval to share your information and take part in the Work and Health Programme Wales.

Section	Declaration	Please tick ✓
About us	I understand Remploy will support me to move closer into work.	
The service	I understand: I can get help with my travel and childcare costs while I am on the Work and Health Programme Wales.	
	Remploy will need to work with me and my employer.	
Diversity, equality and inclusion	I understand and accept Remploy's principles.	
Customer promise	I know what to expect from Remploy's services and will tell you if I have any barriers for work.	
Paid/unpaid work experience placement	I understand I will have the opportunity to undertake a paid or unpaid work experience placement when available	
Health and safety	I have completed Remploy's induction and agree to the health and safety guidelines and process.	
Protecting your privacy	I understand that Remploy will keep my data safe, and will tell you about any organisations I don't want my data shared with.	
Safeguarding	I know how to report any safeguarding concerns.	
Complaints procedure	I understand the complaints procedure and the feedback process.	
HMRC advisory note	I am happy with the HMRC advisory note and for Remploy to pay any tax due for me.	

Your name: .....

Signed: ..... Date: .....



## Contact information

Key Worker's name: .....

Branch address: .....

.....

 Telephone: .....

To find out more about Remploy and our locations, visit: [www.remploy.co.uk](http://www.remploy.co.uk).

**Remploy Cymru**  
Operated by MAXIMUS®

**Work and Health  
Programme Wales**

For alternative formats, contact:  
[communications@remploy.co.uk](mailto:communications@remploy.co.uk)  
quoting Ref.R665-Aug20