

Our service statement

Our Local Area Employment Service will provide a high-quality, personalised service to support you in achieving career ambitions and entering sustained employment.

Our Local Area Employment Service is fully accessible as:

- Your nearest centre will be a normal journey time of no more than 60 minutes driving or by public transport ride away;
- Our opening hours are 8.30am–5pm (Monday to Friday). We also offer flexible support outside of these times;
- You will have 24/7 access to our online learning and training modules using our Abintegro portal; and
- In our centres, you will have access to IT facilities for job searching. We will provide any necessary training to help you use these facilities effectively.

Throughout the programme, you will receive dedicated support from your individual, named expert caseworker. You will benefit from:

- A one-to-one, face-to-face meeting with your caseworker within 20 working days of your referral;
- An initial assessment, where you will complete a guided self-assessment questionnaire. Your answers will help us get to know you and enable us to support you more effectively;
- Creating a Personal Progression Plan (PPP) with your caseworker, who will assess your skills, experience, needs and work goals. Your PPP will be based on your unique support needs and employment goals, as well as the outcomes from your guided self-assessment questionnaire, and form your activity programme which will include a schedule of job-focused targets; and
- Formal review meetings with your caseworkers every 12 weeks. Reviews will enable us to work with you to update the PPP as your support needs and circumstances change.

We are here to support you as much as you need throughout the programme and will invite you to attend informal catch ups each month. These can be done more flexibly to suit your preferences – for example, by visiting us in your local centre or remotely via, telephone, email, or Microsoft Teams.

Core services: Your caseworker will work with you through our core range of services to support you and help you navigate the local job market to identify the most suitable roles. This support will include:

- Support and training to use various job search platforms effectively;
- Job coaching, job brokering services, and job matching (using our live database of job vacancies);
- One-to-one support and group sessions to develop your digital skills;
- CV writing workshops and interview preparation;
- Our in-work Buddy Scheme and access to our helpline to support you to adapt effectively in employment;
- Working with you to build your Passport for Work, which will evidence your readiness for work; and
- Regular contact from your caseworker once you enter employment.

Targeted services: We will provide more tailored and targeted support to help you overcome any additional needs and barriers to employment. This support includes:

- Mentoring and wellbeing workshops;
- Health and disability support;
- Peer sessions and support programmes;
- Access to local services directories in our centres and signposting to specialist community organisations (in line with your needs);
- Signposting to external training and work experience programmes in your community; and
- Developing Into Work Plans to ensure you have personalised support, information, advice, and guidance to prepare you for returning to work and enable you to thrive in your new role.

End of programme review: At the end of the programme, you will receive your final PPP for Passport for Work. This will include a moving on plan, with links to further support, a reference letter, and details of any work experience, employment or training you have completed during the programme. If you have not moved into work by the end of the programme, you will also have a review with your caseworker.

Structured feedback and complaints process: You will have regular opportunities to provide feedback on the service you have received through periodic online surveys, focus groups, and informal discussions with staff in our centres. Outcomes and actions on any feedback will be communicated to you. Our complaints procedure is displayed in our centres and on our website and is included in your welcome pack. When we receive a written complaint, we will acknowledge this within three working days and communicate outcomes (in writing) within 15 working days.