

Welcome to Central London Works – Work and Health Programme Job Entry Targeted Support



**The CLW WHP
JETS programme
provides fast
paced continuous
support for up
to six months to
support you back
into employment.**

Employment Coaches

You'll have a dedicated Employment Coach who will spend time to understand your employment background, your skills and any concerns you may have.

Being out of work can be a challenging time in this current climate and that's why your Employment Coach will help you access the specialist support you need to get you back into work.

There's a job out there for you. Let's go find it!

Here are some of the things we can help you with:



Personalised
support



Job search
support



Achieving
goals



Exclusive job
vacancies



Identifying
skills



Communication
skills



Specialist
support



Dealing with
stress



Signposting
to specialist
services



Online
portal



Ability to meet
local
to you



Self-employment
advice



Your action plan

Action planning is a process that can help you to focus your ideas and decide what steps you need to take to achieve your goals.

Your Employment Coach will work with you to create an action plan with you at your first appointment. This plan will be personal to you and can address a wide range of areas including career goals and exclusive access to vacancies.

Listed below are some of the things we can help you with. To help build your action plan please tick the box next to the items which you would most like support with.

Personalised support

Job search support

Achieving goals

Identifying skills

Communication skills

External specialists

Mental wellbeing

Exclusive job vacancies

Digital careers platform

Self-employment advice

e-Learning courses

English language skills

IT/Digital skills

Travel and Childcare

CLW WHP JETS is mainly a remote service but if invited to a face to face appointment your travel can be reimbursed.

Travelling to appointments

Ingeus will refund your travel costs to and from pre-arranged appointments, using the most cost-effective method available.

To receive your refund, please provide your Employment Coach with a receipt for your travel journey.

Should you have any questions or concerns please ensure you discuss these with your Employment Coach before incurring the expense.

If you have a disability and have concerns about using a particular method of transport, or if you need some more information about this, please discuss it with your Employment Coach.

Travelling to employer interviews

We will support you with reasonable requests for travel to interviews.

Please remember to always discuss this with your Employment Coach in advance of the interview so we can advise you.

Childcare expenses

We will support you to explore your childcare options. Reasonable expenses towards childcare may be provided in certain circumstances. Please remember to discuss this in advance with your Employment Coach.





CLW WHP JETS Programme

On CLW WHP JETS we recognise that each person's journey and needs are different and we provide a personalised and tailored service to all.

The aim is to help you overcome any challenges that are preventing you returning to work and support you to gain meaningful employment as soon as possible.

We'll support you throughout the programme to reach your goals and take steps to make a positive change in your life in these challenging times.

Throughout your six months on the programme your Employment Coach will work with you to identify your needs and support you to achieve your employment goals.

Your dedicated Employment Coach will work with you to provide tailored support and help you to gain sustainable employment or will support you to enter into self-employment.

We will remain in contact with you fortnightly as a minimum by your preferred method of contact and if you miss an appointment, we will attempt to contact you within 2 working days.

When your time on the CLW WHP JETS Programme comes to an end, we will provide you with an exit report pack containing additional information that may help you and you can access this after the programme.

Our team of Employment Coaches and Employment Specialists can help build your confidence, wellbeing, skills and motivation so that you're ready to move forward.

CLW WHP JETS is delivered by a variety of organisations in Central London including:

ingeus



Privacy Notice

Ingeus UK Limited is committed to protecting your privacy. This information describes how we process your personal information in accordance within the General Data Protection Regulation (GDPR) and Data Protection Act 2018. It also contains important information about your rights and how to contact us. Further information is available on the privacy section of the Ingeus website (www.ingeus.com).

Who are we?

Ingeus UK Ltd has been commissioned by the Department for Work and Pensions (DWP) to provide Central London Works – Work and Health Programme Job Entry Targeted Support in Central London. Ingeus and our Delivery Partners, Groundwork, Get Set and The Salvation Army, with whom Ingeus has legal agreements, collect and use information obtained from yourself and DWP in order to deliver the CLW WHP JETS programme.

CLW WHP JETS supports individuals to find sustainable employment by providing an individual tailored package of support based on an individual's skills, experience and needs. Through assessment, action planning and working in partnership with specialist partner organisations we aim to progress people into work as soon as possible.

- Ingeus and the DWP are joint Data Controllers for the processing of personal data in relation to the CLW WHP JETS services.
- Ingeus is the Data Controller for any Health data provided directly to our Health and Wellbeing Team. Silvercloud and Elemental

How do we use your information?

All organisations must have a valid, lawful reason to process your information. Ingeus UK and its Delivery Partners will only collect and use your information for the lawful purposes of administering the services that we are contracted to deliver on behalf of DWP.

We will collect information about you initially from DWP and yourself. The information we collect includes your name, address, National Insurance Number and any other information relevant to the aims of the programme, to provide you with a service. We ask for your information so that we can support you, and identify services which we feel could benefit you on the programme.

Your information may also be used for:

- Performance monitoring and analysis to help us assess the quality and standard of our services
- Conducting investigations in response to a complaint or enquiry
- Accounting and record keeping e.g. keeping accounts related to business activities and financial management
- Research and evaluation such as participating in feedback surveys

Research and evaluation

In order to ensure that we provide you with the best possible service, we may from time to time conduct research and evaluation. Sometimes we will do this by aggregating and anonymising the data, which means that no one can identify you. On occasion we may ask you to take part in a new piece of research and provide additional information, or share your information with a third party for the purpose of research, this will only ever be done with your knowledge and consent.

Sharing your personal information

When required to do so, we may share your information with the DWP, JCP, your Local Authority, as per contractual obligations and in accordance with the GDPR.

- Where applicable, we may contact your employer to verify your employment information and share employment details with DWP (see Annex A).
- With your consent, we may share information with other services which we identify as being beneficial to you.
- When necessary, for example, in the unlikely event for emergencies or safeguarding concerns, it may be in your vital interest to share your information with your GP, other Health Professionals or refer to external services that will provide help.

We will not share your information with others unless required to do so by law and unless we obtain your consent.

We do not transfer your personal information outside the EEA.

How long will we keep your personal information?

Ingeus UK have defined retention periods for the information we hold and we will not keep your personal information any longer than we are legally and contractually required to do so. Once we are no longer required to keep your information, it will be securely destroyed, in accordance with destruction guidelines.

How the law protects you

The law protecting your personal information is the General Data Protection Regulation (GDPR). As custodians of your personal information, Ingeus UK are committed to ensuring that your personal data is processed lawfully and respectfully, and by ensuring that we are compliant with the GDPR.

In accordance with the GDPR, Ingeus UK and its partners must have a valid lawful reason to process your information. If you want to know what the legal basis is for processing your information, please go to: <https://www.ingeus.com/privacy> where you can find additional information.

Consent

Where we need your agreement to process your information, for example, by passing your contact details to someone offering a specific service, we will ask for your consent, and will clearly state why your information is needed and who we will share your information with. If you agree to your information being shared, we will record your consent on your record. We will regularly review consents to make sure that the relationships, and purposes for processing, have not changed.

Right to withdraw consent

Where you have provided consent for us to share your information with a specific organisation or individual, you have the right to withdraw your consent at any time. Should you wish to withdraw your consent, please tell your Employment Coach, or, send a written request to the Data Protection Officer (address below), who will process your request.

Keeping your information safe

We are committed to taking all reasonable measures to ensure we maintain the confidentiality and security of personal data for which we are responsible, whether electronically or on paper.

Our staff are required to undertake data protection training, and are subject to the Common Law Duty of Confidence which requires us to protect your information, inform you of how your information will be used, and to allow you in most cases to decide if and how your information can be shared.

Your rights in connection with personal information

You have a number of rights with regard to your personal data, including the right to:

- be informed of why and how we process your data
- request a copy of the information we hold on you
- have any incorrect information updated and put right
- deletion of information, once we have no legal right to hold it
- restrict processing in certain circumstances
- object to unwarranted processing

Information requests

If you have any questions in relation to your rights, or if you would like to receive a copy of your records, correct or request erasure of your personal information, or object to the processing of your personal data, please contact the Data Protection Officer.

To make a request:

- You can tell your Employment Coach who will start the process for you
- You can send your request in writing to:
The Data Protection Officer, Ingeus UK Ltd,
Fifth Floor, 18 Mansell Street, London E1 8AA
- You can email
DataProtectionOfficer@ingeus.co.uk

Please note: Your request will need to include sufficient information to enable us to correctly identify your records (e.g. full name, address, date of birth, and NI number if known).

Complaints and disputes

If you raise a query or complaint in relation to your data rights we will endeavour to respond as soon as possible. Requests for a copy of your information will be responded to within a one month period.

If you are not satisfied with how we have handled your complaint or request for information, you have the right to complain to the Data Protection Officer.

If you are still not satisfied with how Ingeus is processing your information, you can write to the Information Commissioner's Office at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Review of this privacy notice

We review this privacy notice to ensure we keep you up to date about what we are doing with your personal information and any changes in processing. This privacy notice was last updated on 23 May 2018.

Annex 1: DWP- Fair Processing Notice

We, the Department for Work and Pensions (DWP), need to record and share information about your employment activity. The information shared will be between DWP, employers and our contracted service providers.

This information will be used by DWP (and, where relevant, those contracted to provide auditing services to DWP):

- to validate and audit payment claims from employers and service providers, for the running of the CLW WHP JETS Programme; and
- in relation to job interview performance.

To corroborate details of your employment activity, where appropriate, we will need to confirm details with each of your employers.

For validating and auditing payment claims, the process is as follows:

Stage 1: DWP or our contracted service provider will give your name and national insurance number to your past or current employer as appropriate

Stage 2: The employer will use your name and national insurance number to identify you, so they can confirm to DWP, or our contracted service provider, some or all of the following information:

- the date you began each period of your employment;
- whether your employment is continuing;
- if not continuing, the date each period of your employment ended;
- whether you were employed during a specific period;
- the amount of your earnings each week;
- average monthly earnings; and
- your work pattern/shift;
- your employee number or other unique identifier.

DWP will store your information securely for audit purposes.

Annex 2: On Programme Support

Sending your CV

In order to support you into employment we may need to send your CV / application forms via email to employers or to your own email account.

Please sign to confirm that you consent to Ingeus and our Delivery Partners sending your CV/ application forms via email to necessary recipients (including employers) in order to support you into employment.

Signature

Name

Date

Our participant pledge

We will provide you with:

- A flexible service that is convenient and accessible. Which may include support over the telephone, email or in person in your closest office
- A personalised package of support that is tailored to your needs
- Support to help you develop and progress in work
- Priority access to exclusive job vacancies and job market information
- Respect at all times and support with setting your own goals
- Refunds for travel costs to and from pre-arranged appointments

What we will do for you:

- Keep in regular contact with you
- Ensure you can easily contact us

- Give you access to the tools and information you need
- Encourage and act on your feedback
- Protect your personal information
- Provide you with equality of opportunity
- Focus on your safety and welfare
- When you start work we will discuss any support you may need in your job

What we ask in return:

- Keep your appointments with us, and let us know as soon as possible if you can't attend
- Tell us about any changes that may affect your employment or benefits
- Treat our staff and other participants with courtesy and respect
- Tell us if you need to communicate with us in a different way



Protecting your privacy

We use your information to help you find suitable work, and in doing so, may share some of your information with external partners where appropriate. We comply with the GDPR and Data

Protection Act 2018 and handle personal data properly. You can find more information about your rights on the Information Commissioner's website – www.ico.gov.uk



Equality and diversity

We ensure that our services can be accessed by everyone and that they are free from prejudice and discrimination. We are committed to creating and maintaining a culture where differences are recognised, respected and valued, and to ensuring all our staff and clients are motivated and treated fairly. We also aim to prepare you for working in a diverse workforce. We comply with the Equality Act 2010.

Our pledge to you:

- Everyone has access to the same range of opportunities
- We always listen to individual circumstances
- We encourage everyone to demonstrate a positive attitude to difference and treat others with respect
- We will provide you with information about your rights in the workplace
- We ensure that everyone can feed back about our service

Safeguarding

We aim to provide a safe, supportive and welcoming environment for clients, their children, staff and partners. If you have any issues you feel we can help with in terms of your physical and/or mental wellbeing, you can speak to someone privately.

Our pledge to you:

- We take any disclosure seriously
- We will never dismiss any allegation of abuse
- We will support each case as required
- We will engage with support agencies when necessary

Acceptable behaviour

What we ask from you:

- Be courteous and respectful to other clients and staff members
- Attend appointments on time and let your Employment Coach know in advance if you are unable to attend
- Keep our offices alcohol and drug free by not consuming alcoholic beverages/drugs on the premises and not attending our premises if you are intoxicated
- Keep our offices safe; unlawful activities and offensive weapons are not permitted
- Keep our offices free of violence; harassment and discrimination of staff or other clients is not permitted
- Be aware of the language you use; swearing and offensive language is not permitted
- Be respectful of the facilities on offer; Do not use

our computers to view inappropriate or offensive websites or to enter chat rooms. Do not use our phones to make personal calls

Health and safety

What we ask from you:

- Take responsibility for your own health and safety as well as for any children you bring with you onto the premises
- Be aware of the fire exits and safety procedures in the event of fire
- Be mindful not to obstruct any fire escapes or emergency exits
- Do not attempt to move heavy items or equipment in the office
- Report any incidents or potential hazards to a member of staff

What we will do for you:

- Provide and maintain a safe and healthy environment for staff and participants
- Review our health and safety policy (minimum annually) and comply with all relevant legislation (e.g. Health and Safety at Work Act 1974)
- Record all accidents on an incident form along with the details of any treatment given
- Conduct regular risk assessments on each site
- Provide trained Fire Marshalls and First Aiders in every office
- Provide a first aid box in every office
- Provide a copy of our Health and Safety Policy on request



Our participant pledge

To let us know what we are doing well, ask a member of staff for a feedback card.

If you have a complaint about the service or wish to provide feedback, please speak to your Employment Coach or a manager and ask for a copy of our feedback and complaints procedure and form. Alternatively you can call our feedback and complaints team on **0800 321 3148** or email them at **complaints@ingeus.co.uk**

Our pledge to you:

- To listen to everyone who participates on the programme
- To make improvements or changes when appropriate
- To share feedback with participants and staff

To ensure you get the most out of the service, it is important that the pledges listed above are adhered to by both parties.

Please sign, date and print your name below to acknowledge that you have read and understood the customer pledge, Protecting your privacy, Safeguarding, Equality and diversity, Health and safety, and Feedback and complaints sections.

Your signature _____ Name _____ Date _____

Employment Coach
signature _____ Name _____ Date _____





Remember, you can contact us at any time.

Telephone

0203 437 0012

Freephone

0800 020 9986

Web

www.ingeus.com/jetsCL

If you would like to make a complaint about the service you receive, please speak to your Employment Coach and ask for a copy of our complaints procedure. This information is available in alternative formats such as Braille and large print on request.

