RESTART SCHEME

WELCOME TO THE RESTART SCHEME

Restart Scheme Handbook
Central & West London



ingeus

In partnership with Department for Work & Pensions

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WELCOME TO THE RESTART SCHEME

Ingeus and partners will be delivering the Restart Scheme across Central & West London on behalf of the Department for Work and Pensions. The Restart Scheme is a government scheme providing up to 18 months of enhanced support to help you find a job in your local area. It is designed to break down any employment barriers that could be holding you back from finding work.

We recognise that your journey and needs are unique to you, and we tailor the Restart Scheme to you as an individual. The aim is to help you find secure and sustainable work as soon as possible.

We will support you to take steps to make a positive change in your life and reach your goals. Our expert team of Advisors and Employment Specialists are here to help build your confidence, wellbeing, skills and motivation so that you're ready to move forward and succeed.



SUPPORT

You will be matched with a dedicated Restart Scheme Advisor who will support you on your re-employment journey. We have a wide range of services and resources available to you, and your Advisor can work with you to identify the most valuable elements for reaching your goals. You will have appointments with your Advisor every two weeks, to stay in touch and check on progress.



COLLABORATION

We're here for you. Working together with your Restart Advisor is the best way to get what you need out of the programme. Open and honest communication – in both directions – will enable us to provide you the right support, agree actions and find the best opportunities.



FEEDBACK

We are committed to providing you with the best possible service, and we want to know how we can improve, or what we're doing well. We welcome all suggestions and comments; if you think something could be improved, let us know and you'll be helping create better support for future Restart Scheme participants.

Together, let's make your time on the Restart Scheme count!



YOUR RESTART ADVISOR

You will have a dedicated Restart Advisor who will be your single point of contact during your time on the Restart Scheme.

They will spend time with you to understand your circumstances, your skills and any concerns you may have. They will work with you to develop a personalised plan of action to help get secure employment. They will meet with you regularly to stay in touch and provide you with the support you need to progress.

Being out of work can be a challenging time and that's why your Restart Advisor 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 together!

HOW TO CONTACT YOUR RESTART ADVISOR

Your Advisor will be your main point of contact with the Restart Scheme and will support you in your journey back to work.

While you'll have regular appointments, you may also want to contact them at other times to discuss your progress and actions you'd like to take. We've made it easy for you to do this, so you can get the support you need, when you need it.



EMAIL

During your Initial Appointment you will be provided with contact details for your Restart Advisor and local centre.

If you are unable to reach your Restart Advisor or local centre and have an urgent enquiry, please contact our Engagement Team.

By telephone
Freephone 0800 020 9989
Local 020 3438 8999

By email
RestartEngagementTeamCWL@ingeus.co.uk



ABOUT ingeus

Ingeus delivers services to help people improve their employment, skills, health and wellbeing. Our mission is to enable better lives. We work with government, supply chain partners, employers and community organisations, and have been delivering trusted and tailored solutions for customers across the UK since 1997.

Our values are at the heart of everything we do, the way we approach our work is what sets us apart.

TAKE PRIDE · DO THE RIGHT THING · BELIEVE IN EVERYONE · CARE AND RESPECT · OWN IT

For more information visit ingeus.co.uk/restartscheme.

ABOUT OUR PARTNERS

Ingeus are working with the following partners to deliver the Restart Scheme in Central & West London.

GET SET UK

Get Set UK delivers mainstream programmes on behalf of the Department for Work and Pensions and local authorities. Providing help to local residents including the recently unemployed, people with poor health, and older workers, they specialise in delivering employability and skills support.

SEETEC PLUSS

Seetec Pluss is an established provider of programmes to help unemployed adults to reskill and find work or self-employment. They are experts in helping people with health conditions and disabilities and is at the forefront of the Disability Confident movement, engaging employers who are sympathetic to the needs of disadvantaged jobseekers.

TWIN TRAINING

Twin is a 25 years-established provider of Government-funded courses in welfare-to-work, education and training and has supported a wide range of customers. Partnership, performance and passion have long been cornerstones of Twin's success. They also provide travel and education experiences for students of varying ages from up to 90 different countries.

GROUNDWORK

Groundwork creates and delivers services to meet the needs of London and Londoners. Their priorities are to improve the prospects of participants, and promote and create better greener living and working spaces. Groundwork increase employability, improve health and wellbeing and support people to become actively involved in the way decisions are made about services in their local area.

AN OVERVIEW OF THE PROGRAMME

Following the initial face to face meeting, you will have regular and meaningful contact with your Restart Advisor.

1. ASSESSMENT

Our first joint task will be to rate your confidence to find and start work. Your Restart Advisor will discuss and capture your current circumstances. This will accurately identify your strengths, needs and areas of focus aligned to Ingeus' progression framework: My Life, My Skills, My Work, & My Aspirations.

2. GOAL SETTING

Following your assessment, you will review and rate your areas of focus to finding and securing work. With your Restart Advisor, you will agree realistic goals to address these areas during your time on the Restart Scheme.

3. ACTION PLANNING

With your goals set, together with your Restart Advisor you will agree actions and interventions to support you to become job ready to secure suitable and sustainable work.

4. AGREED ACTIVITIES

Your Action Plan will record your agreed activities, actions, and interviews that you will attend or access digitally and/or in person. These will be pre-booked and may be delivered by Ingeus or one of our local Restart Scheme Performance Fund Partners.

5. PROGRESSION & SUPPORT

Your Restart Scheme Advisor will invite you to a regular appointment to review your Action Plan, capture progress of your activities and goals, and agree further support.

6. IN-WORK SUPPORT

Once you have secured a job, you will continue to have access to your portal for ongoing learning and support, and your Restart Advisor will still be on hand to help you settle into your role.

7. FEEDBACK

During your time on the Restart Scheme we will ask for your feedback on the appointments and activities you attend and complete. Every three months an independent organisation will contact a random sample of participants to conduct a Customer Satisfaction Survey on behalf of the Department for Work and Pensions.

SUPPORT AVAILABLE TO YOU

The support you will receive depends on your individual needs and circumstances. Your Restart Advisor will talk you through the range of support available and agree with you an action plan to provide you with the specific support you need.

RESTART SCHEME OFFERS YOU



PERSONALISED SUPPORT



HELP TO ACHIEVE YOUR GOALS



SPECIALIST SUPPORT



MEETINGS LOCAL TO YOU



ONLINE SUPPORT PORTAL

IT CAN HELP YOU WITH



JOB SEARCH SUPPORT



EXCLUSIVE JOB VACANCIES



IDENTIFYING YOUR SKILLS



COMMUNICATION SKILLS



DEALING WITH STRESS



SELF-EMPLOYMENT ADVICE



FINDING LOCAL SPECIALIST SERVICES

Together with your Restart Advisor, our dedicated Restart Scheme team are here to help you. They include:

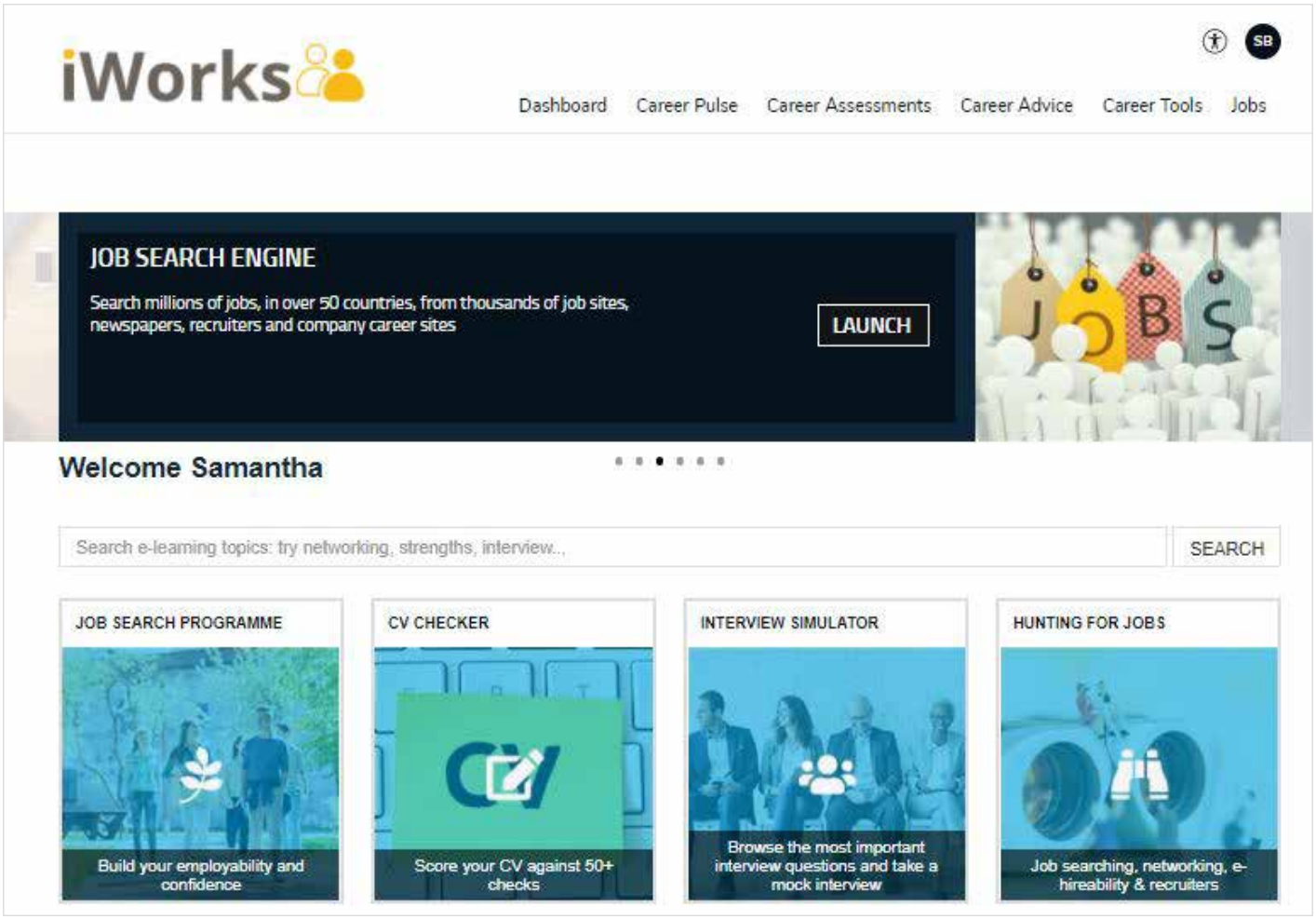
- Engagement Advisors
- Housing Advisors
- Trainers
- Career Coaches
- Job Brokers
- Employer Account Managers
- Local Integration Leads
- Wellbeing Officers
- Business Managers

YOUR RESTART SCHEME PORTAL

You will be offered access to a dedicated Restart Scheme portal. This provides you with digital access to your appointments, Action Plan, and two-way messaging with your Restart Advisor, as well as a huge range of support tools.

- Thousands of e-learning modules and career tools to support you to progress to become job-ready. With activities in multiple learning styles from short videos to podcasts and documents.
- Career tools such as CV360. Assess your CV and receive tailored feedback and recommendations on how to improve.
- Interview 360 to record both audio and video tailored mock interviews providing you with questions from your own CV too!
- Access to thousands of vacancies.

You can log on to your portal on a laptop, computer, tablet, or your smartphone at any time.





EMPLOYER SERVICES

As part of the Restart Scheme, you will get access to job opportunities that would not otherwise be available to you. Our expert Employer Services Team work with employers across the country to secure exclusive vacancies for Restart Scheme participants.

LOCAL EMPLOYERS → LOCAL VACANCIES → LOCAL KNOWLEDGE

Our team of sector and occupational experts work with local, regional and national employers to access a wide range of job opportunities just for you. They offer:

- The latest labour market intelligence to help you find out where the jobs are in your local area
- Access to jobs with local small and medium enterprises, as well as national organisations
- Access to local recruitment agencies
- Support preparing for local vacancies
- Sector routeways with local employers.

PRIVACY NOTICE

How we use your information

Ingeus UK Limited is committed to protecting your privacy. This document describes how we process your personal information in accordance with the General Data Protection Regulation (UK 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 UK website at www.ingeus.co.uk/privacy.

Who are we?

Ingeus UK Ltd has been commissioned by the Department for Work and Pensions (DWP) to provide the Restart Scheme in the Central & West London Region. Ingeus and our Delivery Partners (Get Set UK, Seetec Pluss, Twin Training and Groundwork), with whom Ingeus has legal agreements, collect and use information obtained from you, DWP and Jobcentre Plus (JCP) in order to deliver the Restart Scheme.

The Restart Scheme supports individuals to find employment and remain in work, 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 develop skills and build confidence to support your journey into work.

Ingeus and the DWP are joint Data Controllers for the processing of personal data in relation to the Restart Scheme services.

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 you for information about you so that we can support you, and to 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.
- Referring you to partner organisations who provide specialist support, training or other services that will benefit you to gain employment as part of the action plan we will develop with you.

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. Additionally, DWP/JCP have engaged a third-party organisation to assess the satisfaction of participants on the Restart Scheme programme. You have the right to opt out of research and survey activities.

Sharing your Personal Information

When required to do so, we may share your information with 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.
- 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 visit: www.ingeus.co.uk/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 Advisor, 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 Restart Advisor who will start the process for you.
- You can send your request in writing to: The Data Protection Officer, Ingeus, Second Floor, 66-68 East Smithfield, Royal Pharmaceutical Building, London, E1W 1AW
- 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 national insurance 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
- www.ico.org.uk

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 26th May 2021.

CONSENT TO SHARE

Department for Work and Pensions 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 Restart Scheme; 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.

On-programme Support

Sending your CV and application forms.

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

We may also share your contact details with external providers in order that they can directly speak to you about specific services that they are delivering as part of the Restart Scheme. Your Restart Advisor will always discuss these opportunities with you prior to sharing any personal data and gain your consent.

COMPLAINTS

We are committed to providing a high-quality service to all our participants.

All complaints will be handled in the strictest of confidence.

If there are instances where you are not satisfied with the service we have provided and you wish to discuss any issues or concerns, you can follow our Complaints process as follows.

Please speak to your Restart Advisor in the first instance. You can also speak with the local team's Manager if you do not reach a satisfactory outcome with your Restart Advisor.

Where a satisfactory outcome cannot be reached with the Manager, your complaint will be escalated to the Ingeus Complaints Team. Please ask your Restart Advisor or the Office Manager for a copy of our feedback and complaints form. You can submit your completed form to the Complaints Team by email **feedback@ingeus.co.uk** or at the following address:

Customer Services
Ingeus UK
Livery Place
35 Livery St
Birmingham
B3 2PB

Please keep a copy of your form for your records.

You will receive acknowledgement of your complaint within three days of us receiving your complaint. The Complaints Team will send you a detailed written response to your complaint, including suggestions for resolving the matter, within 10 working days of the acknowledgement of your complaint.

If you feel that your issue has not been resolved to your satisfaction by the Complaints Team, please contact the team within 21 days. If we have not heard anything within two months of the date on this letter, we will consider the matter to be closed.

If you are not satisfied with the resolution by the Complaints Team, you have the option to contact the Independent Case Examiner at Independent Case Examiner - GOV.UK (www.gov.uk).

LOCATIONS

Restart Scheme centres are conveniently located close to local Jobcentres. They are accessible and Covid secure. Appointments and activities will take place at your Restart Scheme centre where you will meet your Restart Advisor and other members of the team.



INGEUS CENTRES

1. Ingeus Brent
2. Ingeus Islington
3. Ingeus Lambeth
4. Ingeus Barnet
5. Ingeus Ealing
6. Ingeus Hackney
7. Ingeus Hammersmith
8. Ingeus Haringey
9. Ingeus Lewisham
10. Ingeus Tower Hamlets
11. Ingeus Wandsworth
12. Ingeus Harrow
13. Ingues Hounslow

SUPPLY CHAIN PARTNER CENTRES

- A Seetec Pluss
- B Get Set UK
- C Get Set UK
- D Groundwork
- E Twin



TAX AND NATIONAL INSURANCE

Ingeus may at its discretion provide you with financial support once you enter into employment. Once you have entered into employment, you must report any expenses paid for by Ingeus to HMRC in line with your tax and National Insurance obligations – we cannot do this on your behalf. Failure to account for Tax and NICs that are due on payments may be subject to penalties in accordance with current HMRC regulations, so it is important that you report this.

TRAVEL AND CHILDCARE EXPENSES

When you are invited to a face-to-face appointment, activity or job interview, your travel or care costs will be reimbursed.

TRAVELLING TO APPOINTMENTS

- We 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 Restart Advisor with a receipt for your travel journey.
- Should you have any questions or concerns please ensure you discuss these with your Restart Advisor before incurring the expense.
- If you have concerns about using a particular method of transport, or if you need some more information, please contact your Restart Advisor.

TRAVELLING TO EMPLOYER INTERVIEWS

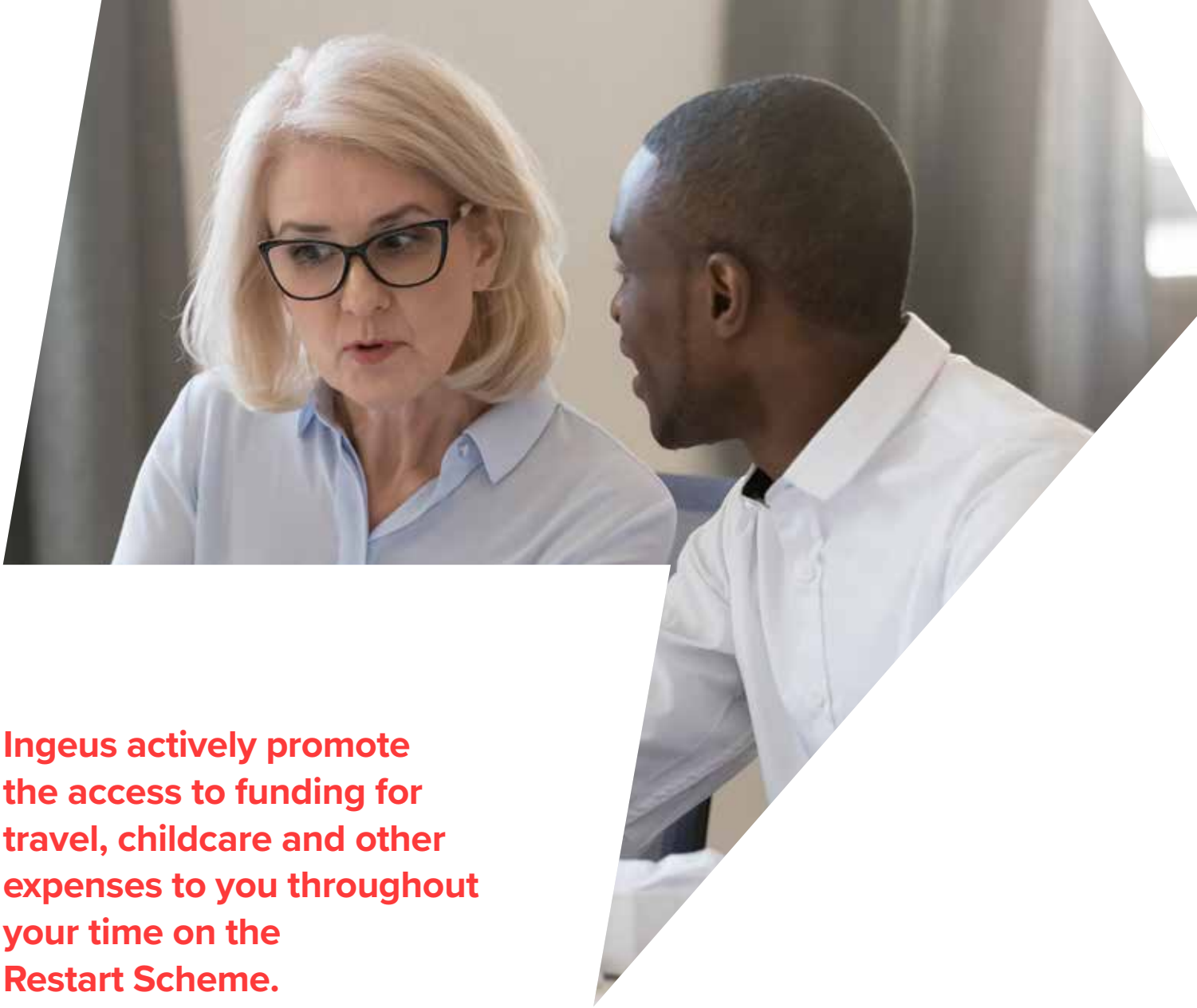
- We will support you with reasonable requests for travel to interviews where this is not already covered by Department for Work and Pensions or Jobcentre Plus policies.
- Please remember to always discuss this with your Restart Advisor in advance of the interview so we can advise you.

CHILDCARE EXPENSES

- We will always aim to book appointments and activities, where possible, around childcare. If this is not possible, we will provide funding for childcare for your child(ren) up to the age of 16 that reside with you, when you undertake Restart Scheme activities.
- It is your responsibility to find childcare that is registered with Ofsted or a carer accredited under the Childcare Approval Scheme. Reasonable expenses towards providing childcare will be provided. Please remember to discuss this in advance with your Restart Advisor.

REPLACEMENT CARE EXPENSES

- If you spend a significant proportion of your life providing unpaid support to relatives, partners or friends who are ill, frail, disabled or have a mental health or a substance misuse problem, and this as a barrier to you returning to work, it is important to share this with your Restart Advisor, who will aim to book appointments and activities around the care you provide.
- If this is not possible we will fund replacement care. It is your responsibility to organise the care and ensure it is provided by a Local Authority Registered Provider, a Local Authority Preferred Provider, or a recognised care organisation within the local area.



Ingeus actively promote the access to funding for travel, childcare and other expenses to you throughout your time on the Restart Scheme.

- You can claim travel, care, and childcare expenses from your initial meeting.
- You are offered reimbursement of any appropriate pre-approved expenses at all future interventions whilst you attend Restart Scheme appointments, activities, or interviews.
- All funding must be discussed and pre-approved with your Restart Advisor.
- You will need to provide evidence to claim refunds for all expenses. Failure to provide evidence may result in us not being able to reimburse you.

JOINT PLEDGE: Our mutual agreement

Our commitment to you, and what we ask in return.

WE WILL PROVIDE YOU WITH

- A flexible service that is convenient and accessible.
- 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 and activities.
- Funding for childcare or alternative care pre-arranged appointments and activities.

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 cannot attend.
- Treat our staff, premises and other participants with courtesy and respect.
- Tell us if you need to communicate with us in a different way.
- Give us feedback on our support and services so we can continuously improve.
- You are required to update Jobcentre Plus regarding any changes to your circumstances – don't forget to let us know about any such changes that may affect your employment or benefits including:
    - Work availability requirements – your availability for work and able and willing to take up paid work immediately.
    - Work search requirements – these are reasonable activities that you should be taking to look for work, for example carrying out work searches.
    - Work preparation requirements – these are activities that prepare you for work and make it more likely that they will obtain work, for example taking part in training.
    - Work focused interview requirements – these require you to take part in work focused interviews to improve their chances of finding work, for example to identify training opportunities.

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 at 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 participants, their children, staff and partners. If you have any issues 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 Restart Advisor know in advance if you are unable to attend.
- Keep our centres alcohol and drug free by not consuming alcoholic beverages/drugs on the premises and not attending our premises if you are intoxicated.
- Keep our centres safe; unlawful activities and offensive weapons are not permitted.
- Keep our centres 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 & 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 centre.
- 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.
- 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 with the details of any treatment given.
- Conduct regular risk assessments on each site.
- Provide trained Fire Marshalls and First Aiders in every centre.
- Provide a first aid box in every centre.
- Provide a copy of our Health and Safety Policy on request.

MANDATION

Our focus will be to engage and encourage you to attend appointments and activities. We will discuss and arrange all appointments and activities together. Should you fail to attend appointments or activities that have been set for you without good reason future appointments may be subject to Mandation. Your Restart Scheme Advisor will share this information with your Jobcentre Plus (JCP) Work Coach. If you continue to miss appointments without good reason, JCP may apply a sanction. A sanction is a financial reduction that is imposed on a Universal Credit or income based Jobseekers Allowance claimant who doesn't comply with their requirements without good reason.

Good communication is essential to make the most of your time on the Restart Scheme.

WHISTLEBLOWING

Whistleblowing relates to 'wrongdoing' by Ingeus, its supply chain partners or its employees. Whistleblowing is a report made in the public interest by someone who has a reasonable belief that any of the following are being, has been, or is likely to be, committed:

- a criminal office
- a miscarriage of justice
- an act creating risk to health and safety
- an act causing damage to the environment
- a breach of any other legal obligation (including Corporate Malpractice, fraud and bribery)
- an act causing radicalisation or extremism
- concealment of any of it above.

If you believe any of the above have taken place, please report it directly to our Public Disclosure Coordinator through https://ingeus-uk.whispli.com/lp/speakup

FEEDBACK

Please let us know what we are doing well and what we could improve to make your Restart Scheme experience as successful as possible. Use the online feedback options, ask for a feedback card, and complete the participant surveys sent to you by Ingeus, one of our partners, or an independent organisation on behalf of DWP.

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.

JOINT PLEDGE: Declaration

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 joint pledge
- Protecting your privacy
- Equality and diversity
- Safeguarding
- Acceptable behaviour
- Health & Safety
- Mandation
- Whistleblowing
- Feedback
- Complaints

Your Signature

Your Name

Date

RESTART SCHEME TRAVEL AND CARE EXPENSES

Please sign to confirm your Restart Advisor has made you aware you can claim Travel and Care expenses and that you are aware of your Tax and National Insurance obligations once you have started in work (page 19). You understand and agree that you are required to discuss and agree funding in advance of any claim and provide evidence.

Your Signature

Date

CONSENT TO SHARE

Department for Work and Pensions Fair Processing Notice and On-programme support (page 16). Please sign to confirm that you consent to Ingeus and our Delivery Partners sending your CV and application forms via email to necessary recipients (including employers) in order to support you into employment.

Your Signature

Date

Restart Advisor Signature

Restart Advisor Name

Date



Disclaimer

Ingeus is commissioned by DWP to deliver the Restart scheme. We support participants to access vacancies and obtain work but we are not an employment agency. Employers do not pay us fees for any participant they recruit. Employers and their recruiting managers decide whether to offer to employ or employ participants, not Ingeus. Any resulting employment contract will be entered into directly between the employer and the participant, to the exclusion of Ingeus.

REMEMBER, YOU CAN CONTACT US AT ANY TIME.

Local Telephone: 020 3438 8999
Freephone: 0800 020 9989

MORE INFORMATION

For more information about Ingeus and our range of services, visit us at ingeus.co.uk or on social media

This information is available in alternative formats such as Braille and large print on request.



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