Connect to Work Agreement to Participate

(To be completed by the Employment Specialist with the resident (participant))

Unique ID:_____

Delivery Partner:_____

Date EOI completed(Optional):_____

About the Resident

Title: ☐ Dr ☐ Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Mx ☐ Other

First Name:_____

Middle Name:_____

Last Name:_____

Do you have the right to work in the UK?
☐ Yes ☐ No (not eligible)

Proof of National Insurance Number seen?
☐ Yes ☐ No

Do you have the right to access public funds (Not mandatory for Connect to Work)?
☐ Yes ☐ No

Please confirm the evidence seen to support the right to reside and work in the UK. (To be completed by the Employment Specialist)

Please refer to the indicative list of evidence below. Please note this is not exhaustive.

- British Citizenship
- UK Passport
- UK Birth / UK Adoption Certificate
- Certificate of naturalisation or registration as a British citizen

Indefinite Leave to Remain/Settled Status/Pre-settled Status

- Non-UK passport endorsed with Indefinite Leave to Remain (ILR)
- Digital immigration status (eVisa) confirming Settled Status or Indefinite Leave to Remain (ILR) and access to public funds via GOV.UK “View and Prove” system
- Home Office letter confirming Indefinite Leave to Remain (ILR) or Settled Status
- Pre-settled status granted under the EU Settlement Scheme (EUSS): digital status can be checked via GOV.UK online service

Type of Evidence seen:_____

Document number:_____

Please confirm the evidence seen to support additional eligibility criteria. (To be completed by the Employment Specialist)

☐ Proof of address (dated within last 3 months)- At least one of the following:

- Utility bill
- Council tax bill
- Bank statements
- Government correspondence (HMRC, DWP or Local Authority)
- Rental agreements
- Letter from GP
- Full or provisional UK driving licence
- Benefit statements
- If other- Please specify:

_____

In Work Retention Support Evidence Criteria. (To be completed by the Employment Specialist)

☐ Proof of 3 months payslip or contract of employment (confirming 3 months in employment) has been collected and retained.

How We Use Your Information

Connect to Work (CTW) is a voluntary programme funded by the UK Government. It supports people to:

- Find work
- Stay in work
- Get help if they are at risk of losing their job

We collect some information about you so we can:

- Provide you with support
- Check your progress
- Make sure the programme is working well
- Confirm your work or eligibility when needed
- Improve the service through research and evaluation

Your information is always stored safely and shared only when needed with organisations involved in delivering or checking the programme. These may include:

- Your delivery partner
- South London Partnership
- Croydon Council
- Greater London Authority (GLA)
- Department for Work and Pensions (DWP)
- Approved research or evaluation teams
- The organisation that referred you (when needed to support your journey)

We will only contact other organisations (such as your GP or other support organisation) if:

- They referred you, or
- You give consent, or
- There is a safeguarding concern

To understand more about how your information is used:

Please see our full privacy notice https://ingeus.co.uk/privacy_policy/ctw

You can read the DWP Personal Information Charter

https://www.gov.uk/government/organisations/department-for-work-pensions/about/personal-information-charter

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

We also aim to help prepare you for working in a diverse workplace, where people may have different backgrounds, experiences, or needs.

Safeguarding – Keeping You Safe

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 promise that:

- 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

We want our spaces to feel safe, respectful, and comfortable for everyone.

What we ask from you

- Be courteous and respectful to other clients and staff members
- Arrive for appointments on time and let your Employment Specialist 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

We take health and safety seriously and aim to keep everyone safe while they are in our buildings.

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

Whistleblowing

Whistleblowing relates to “wrong doing” by Ingeus, its employees or its supply chain. It can cover concerns such as criminal acts, fraud or bribery, breach of safety law. If you feel that you have observed any of these concerns you can report them to us anonymously to us through Whispli.

https://ingeus-uk.whispli.com/lp/speakup

Sharing Your CV

To help you find a job, your Employment Specialist may send your CV or application forms to employers.
This is your choice. You can change your mind at any time.

I agree to my CV being shared with employers:

Full Name:_____

Signature:_____

Date:_____

Your Agreement to Take Part

By signing below, you confirm that:

- The Connect to Work programme has been explained to you in a way you understand
- You know what the programme expects from you
- You agree to take part
- The information you have given is correct
- Your information may be stored and shared securely with organisations involved in delivering or checking the programme
- You may be contacted in the future to check if you are in work or training
- If you receive benefits, you must tell the office that pays you about any changes that may affect your claim
- You may be asked to provide proof of work or earnings, and not providing this may affect your place on the programme

Full Name:_____

Signature:_____

Date:_____

Delivery Partner Declaration

(To be completed by your Employment Specialist)
I confirm that the information in this form is correct and that I have supported the participant to complete it in an accessible and inclusive way.

Delivery Partner:_____

Employment Specialist Full Name:_____

Employment Specialist Contact No.:_____

Employment Specialist Email Address:_____

Signature:_____

Date:_____

Complaints

We want to make sure you receive a high-quality service from your Employment Specialist.

If you are unhappy with the service you have received, or if something does not feel right, you have the right to raise a concern or make a complaint. We will listen and take your concerns seriously

How to make a complaint

Please follow the steps below:

Step 1 – Speak to your Employment Specialist

- In the first instance, please talk to your Employment Specialist about your concern.
- If you are not happy with the outcome, you can also speak to the local Team Manager.

Step 2 – Contact the Ingeus Complaints Team

- If the issue is still not resolved after speaking with the Manager, your complaint will be passed to the Ingeus Complaints Team.
- You can ask your Employment Specialist or the Office Manager for a feedback and complaints form.
- Once completed, you can send the form by email or post to:

Email: complaints@ingeus.co.uk
Post:
Complaints Officer
Ingeus UK
35 Livery Street
Livery Place
Birmingham
B3 2PB

Step 3 – Keep a copy

- Please keep a copy of your completed form for your own records.

What happens next

- We will acknowledge your complaint within 3 days of receiving it.
- The Complaints Team will send you a written response within 14 calendar days of the acknowledgement.
- This response will include details of how we suggest resolving the issue.

If you are not satisfied with the response:

- Please contact the Complaints Team again within 21 days.
- If we do not hear from you within this time, we will consider the complaint to be closed.

Confidentiality
All complaints are handled in the strictest confidence.

If you are still not satisfied with the outcome of your complaint:-

You can escalate your complaint to Making a complaint | Croydon Council