

FACING REDUNDANCY?

We'll help you with all the advice and support you need

PACE

Redundancy can be one of the most challenging and stressful things you'll ever face. And you'll understandably feel daunted and unsure of what to do next. Thankfully, PACE can help.

PACE (Partnership Action for Continuing Employment), a Scottish Government initiative, is a partnership of organisations dedicated to providing you with the advice and guidance you may need if you are made redundant or are facing redundancy. We can help you take stock, consider your options, and make the decision that's right for you.

Through our partnership organisations, you will receive free, impartial advice and support to help you:

- **Understand the redundancy process, as well as your rights and entitlements**
- **Check what benefits you may be entitled to and review your tax calculations**
- **Look for jobs**
- **Write CVs, application forms and covering letters and prepare for interviews**
- **Identify future career and training opportunities**
- **Start up a business**
- **Make the most of your money**
- **Get help with reading, writing and numbers**
- **Cope with redundancy-related stress**

You can phone the Scottish national redundancy helpline on **0808 100 1855** or visit www.redundancyscotland.co.uk and we'll point you in the right direction.

Alternatively, you can use this guide to find out what's available from each of our PACE partnership organisations.



Redundancy Support Helpline
0808 100 1855
www.redundancyscotland.co.uk

1. Understand the redundancy process, as well as your rights and entitlements



Acas, The Advisory, Conciliation and Arbitration Service

Confidential advice and guidance to employers, employees and their representatives on a comprehensive range of employment relations matters.

The Acas service includes all aspects of employment relations and rights including, redundancy pay, redundancy handling and unfair dismissal. In addition to the provision of information and advice, Acas offers an independent and trusted service for dealing with disputes between groups of workers, their representatives and their employers. Acas also assist with disputes where individuals claim their employer has breached or denied them an individual employment right.

Visit www.acas.org.uk or call the helpline on **08457 47 47 47**.

The Insolvency Service

Has your employer made you redundant, or become insolvent and cannot pay redundancy pay and other debts owed to you? The Insolvency Service can give you advice on how much redundancy pay you can claim, when a redundancy payment is due, how much you can claim in unpaid wages, what debts you can claim for if your employer is insolvent, and how the Redundancy Payments Office can help you.

To find out more visit www.insolvency.gov.uk or call **0845 145 0004**.

The Citizens Advice Bureau (CAB)

When redundancy is a problem, it's probably not your only one. CAB advisers can help with problems on housing, benefits, relationship issues, debt, health and many others. Everything they do is confidential and free. And if getting back to work takes a little time, they can help keep you ready through volunteering opportunities backed by quality training and accreditation which has helped many move into further and higher education and employment across Scotland. Find your local CAB online at www.cas.org.uk. If you want information and advice instantly, visit www.adviceguide.org.uk.

The Scottish Trades Union Congress

If you are a trade union member, you can rely on your union to advise and represent you on a range of issues, including coping with your redundancy. They aim to:

- Ensure the maximum amount of information is made available to you
- Secure appropriate alternative employment and training opportunities
- Protect your rights, ensuring fair selection procedures and compensation

If you are not a trade union member, but would like advice about your trade union rights or wish to join, please visit www.stuc.org.uk or call **0141 337 8100**.



2. Check what benefits you may be entitled to and review your tax calculations



If you've just stopped working, you may be able to claim back some of the Income Tax you've paid. This could be because you've retired, returned to studying or because you've become unemployed.

Visit www.hmrc.gov.uk/incometax/stop-work-refund.htm or call **0845 300 0627** to find out more.

You should also notify the Tax Credit Office on **0845 300 3900** within one month of stopping or starting employment as this may affect your tax credit claim.



Department for
Work and Pensions

If you would like to make a claim for benefit, you can do this online at www.direct.gov.uk. Alternatively, you can make a claim for benefit by calling **0800 0 55 66 88**. If you find it hard to speak or hear clearly a text phone is available on **0800 023 4888**.

3. Look for jobs



Department for
Work and Pensions

You can get help finding work through Jobcentre Plus. They provide you with access to job vacancies, as well as advise you on welfare benefits and entitlements. They can also advise you on other ways to help you get back to work, including work trials.

Jobcentre Plus has one of Britain's largest databases of job vacancies, which is updated constantly. Thousands of new jobs are available every week. You can also look for voluntary work which can help you develop and learn new skills while you're looking for a job.

You can access this database online at www.direct.gov.uk. You can also search for a job by telephone. To use the Jobcentre Plus phone service call **0845 6060 234**. If you find it hard to speak or hear clearly a text phone is available on **0845 6055 255**.

4. Write CVs, application forms and covering letters, and prepare for interviews



Skills Development Scotland can help you:

- Review and/or create CVs, fill in application forms and write covering letters
- Prepare effectively for interviews
- Develop and use networking skills to identify job vacancies
- Access computers, the internet and printers in Skills Development Scotland centres.

Visit www.myworldofwork.co.uk or call **0808 100 1855** for more information.

5. Identify future career and training opportunities



Career Management

Skills Development Scotland provides a range of career information, advice and guidance services designed to help you plan your career and make the most of your potential. Services are provided face-to-face, online, or over the phone to suit your needs and how you live, learn and work.

Skills Development Scotland can help you discover your strengths and skills and which careers are right for you. They can also help you access a wealth of information on different careers and help you match your skills to areas of opportunity. Visit www.myworldofwork.co.uk or call **0808 100 1855** for more information.

Training opportunities

There is a wide range of training on offer to help you get back to work. This includes:

- **Training for Work:**
Training for Work provides practical experience that will help you in getting a job, or even starting up your own business. You will be paid a training allowance, equivalent to your benefits. Just ask your local Jobcentre for details or visit www.myworldofwork.co.uk for more information.
- **Modern Apprenticeships:**
If you are currently undertaking a Modern Apprenticeship and have recently been made redundant, you may benefit from the Scottish Government's Adopt an Apprentice offer. To find out more call **0800 917 8000**.
- **Courses at colleges, universities or through training providers:**
To access a wide range of university and college courses as well as many other training and learning opportunities, visit www.myworldofwork.co.uk.
- **The Scottish Qualifications Authority (SQA):**
SQA is Scotland's national accreditation and awarding body providing high quality qualifications and assessments. SQA qualifications provide clear progression pathways, facilitate lifelong learning and recognise candidate achievement. For more information about SQA qualifications and how they compare with other learning programmes, visit www.sqa.org.uk/scqf.



Funding for Training

Skills Development Scotland Individual Learning Accounts (ILAs) are for people who are 16 or over and living in Scotland. You can apply for an ILA if you are not in education, do not have a degree or above and are not taking part in a National Training Programme (Modern Apprenticeship, Get Ready for Work or Training for Work). You must also have an income of £22,000 a year or less, or be on benefits to be eligible to get up to £200 towards the costs of learning or training.

To request an application pack or to find out more visit www.ilascotland.org.uk.

The Scottish Government and SKILL Scotland publication, Helping You Meet the Costs of Learning, gives advice on the various sources of funding available to learners. A link to this guide, as well as other funding advice can be found at www.myworldofwork.co.uk/section/funding.

If you are facing redundancy or have recently been made redundant, Jobcentre Plus may be able to assist with training costs and/or removing individual barriers linked to work. Contact your local Jobcentre Plus office for advice. You can find your nearest office by visiting www.direct.gov.uk.

jobcentreplus

Department for
Work and Pensions



Redundancy Support Helpline
0808 100 1855
www.redundancyscotland.co.uk



6. Start up a business



Business Gateway gives businesses practical help and guidance; contributing to the economic wellbeing of Scotland by providing access to publicly funded business support services to people starting up or growing their businesses. We offer a range of professional resources, support and tools to help businesses learn new skills, create new opportunities and develop strategies for sustainable growth by providing:

- www.bgateway.com – comprehensive website with tools and information to help businesses grow and develop
- business information – dedicated team providing information and support on all aspects of starting or growing a business
- workshops and events – free local workshops and events held throughout Scotland
- for businesses with growth potential - advice to suit specific business needs through a network of experienced business advisers

We also have strong partnerships with a wide variety of professional organisations to ensure clients receive the best possible advice to match their business ambitions. To find out more about Business Gateway, visit www.bgateway.com, or call **0845 609 6611**.



HMRC has a UK wide network of specially trained Business Education and Support Teams set up to help you understand your tax responsibilities and give you the confidence to get it right, first time. They run workshops on a variety of subjects throughout the country. Their services are free of charge and are designed for everyone in business, especially new businesses or new employers.

7. Make the most of your money



If you have concerns about your financial situation you can talk to the Money Advice Service; a free, public funded and independent service which provides information to help you manage your finances. They offer a range of information to help you sort out your finances.

Their advice and information is available online, over the phone and face to face. They will give you tailored money advice to help you make informed choices whatever your circumstances.

Visit moneyadvice.org.uk or call **0300 500 500**.

To book a face to face appointment in Scotland, call **0808 800 0118**.

8. Get help with reading, writing and numbers



If you have trouble with reading, writing or numbers, it can make finding a new job difficult. That's where The Big Plus can help. It's a great way to brush up on your basic skills. What's more, it's free, open to adults of all ages, and it can help you with your job chances. Best of all, you learn at your own pace, at a time and place convenient to you.

To find out more, call **0808 100 10 80**, or visit www.thebigplus.com.

9. Cope with redundancy-related stress

It's stressful facing redundancy. If you are finding it difficult to cope please visit the Steps for Stress website www.stepsforstress.org. The website includes practical ways for you to start dealing with stress and includes free resources.

