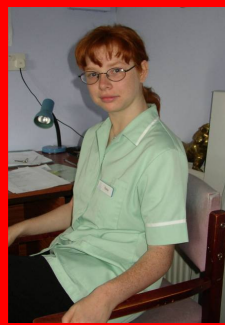


Social Care, Health & Housing Department

Workstep



An introduction to Supported Employment



**If you require this
information in large print,
Braille or on Audiotape
please telephone
01267 228925**



**Information about the council's services can be found on
the website: www.carmarthenshire.gov.uk**

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What is Workstep?

Workstep is government funded and can support people over 16 years old who have a long term health problem or a disability to find or retain jobs of 16 hours a week or more.

Workstep is a supported employment programme run by Carmarthenshire County Council which offers a flexible service to help disabled people back into employment, including support to find work or to help them retain their current job.

A person's eligibility for the Workstep programme is assessed by a Disability Employment Advisor (DEA) who are based at local Jobcentres. To qualify for support an individual would need to be:

- in receipt of Incapacity Benefit/Employment & Support Allowance (including Severe Disablement Allowance and Income Support), **or**
- in receipt of a War Disability pension, **or**
- receiving Jobseekers Allowance and/or NI Credits only for 6 months or more, **or**
- someone who has previously been on the Workstep Programme, **or**
- leaving full-time education or training and not eligible for Incapacity Benefit, **or**
- currently in work but at risk of losing their job as a result of disability or ill-health - this is called a 'Retention' (see below).

How can Workstep help me?

A Workstep Development Officer will work closely with you to set up a package of support to meet your needs in helping you find the right job for you, or help you to retain your current job.

- **Job search** - we will (if required) help with job search activities which could include formulating a CV, help to identify suitable vacancies, interview techniques, etc.
- **Job start** - if you secure a job you will continue to receive ongoing support (see page 3).
- **Retention** - we will work with you and your employer to put in place any reasonable support you may require to help you retain your current job. This could include re-deployment within the company.

How can I get on to the Workstep programme?

Once the DEA has advised you that you are eligible for the programme, they will pass your details on to the Workstep team – this is called a ‘Referral’.

You will then be contacted by the Workstep team in order to discuss your support needs.

What happens when I start a job?

The DEA will be informed, and if required will offer guidance on 'in work' benefits. This could include a 'better off' calculation.

Once you start your job you will receive ongoing Workstep support and advice that will help you to sustain employment and develop your skills and abilities.

Your Workstep Development Officer will meet with you and your employer to formulate and agree an individually tailored development plan. This will set out both support and training requirements to enable you to carry out your job effectively. Regular review meetings will also take place to discuss your progress and any other work issues.

Working in partnership with employers, we monitor compliance with employment legislation including:

- Health and Safety at Work Act
- Disability Discrimination Act
- Equality Act
- Sex Discrimination Act
- Working time directive
- National minimum wage

The Employer's role in Workstep

The Development Officer will liaise closely with employers to match the Workstep client to suitable vacancies.

The employer will take an active part in agreeing and preparing the individual's Workstep development plan, reviewing progress, and identifying any training or learning needs.

The employer is required to provide Workstep clients with a safe working environment, personal protective equipment and provide welfare facilities. They will also provide training and supervision or line management.

The employer will issue a contract of employment including terms and conditions in line with employment legislation including:

- **Wage/salary** - Workstep clients will be paid the same rate as any other person undertaking similar work within the company.
- **Pension** – Workstep clients should be included in pension arrangements made by the company, on the same terms as other employees.
- **Statutory Sick Pay (SSP)** – the employer should apply their organisation's policy on payments of sick leave for any period of sick absence. SSP

must be paid in line with current Inland Revenue guidelines.

- **Holidays** - Workstep clients will be entitled to holidays as laid out in company procedures.
- **Management and Supervision** - The employer is responsible for the client's day-to-day line management and supervision. It is the employer's responsibility to ensure that employees are informed about the health and safety regulations in their organisation.

Confidentiality

Much of the information you give us, or which others give on your behalf, is personal. We respect this and we make sure confidential information is held securely, remains private, and is only used to help us provide you with the services you need. We will only use your information for reasons you have agreed to, and only the staff who are involved in the provision of your services are allowed access to your file.

On occasions we may be asked to share information with other professionals. However, this would normally only be disclosed with your knowledge and permission in accordance with the Data Protection Act 1998.

There are some occasions when we are legally required to disclose information without your consent, for example:

- to the police or court in serious legal or criminal matters, or
- to avoid serious harm to yourself or other people.

Equal Opportunities

Workstep is committed to promoting equal opportunities. If required, we can support the businesses we work with to develop and formalise their equality and diversity policies.

Disability Discrimination Act (DDA)

If you are disabled or have a disability, the Disability Discrimination Act (DDA) makes it unlawful for you to be discriminated against in employment as well as in other situations. The Act makes it unlawful for an employer to discriminate against you because of your disability.

Your Workstep Development Officer, together with the Disability Employment Advisor, can give you further information about your rights under the DDA.

Complaints, Compliments and Comments

Workstep is committed to Customer Care. If at any time you are unhappy with our service you have a right to complain. In the first instance you can speak to the Development Officer or the Manager of the service. Alternatively you can contact our Complaints Officer based at the Department's Headquarters, 3 Spilman Street, Carmarthen, tel: 01267 228835. For more information about how to make a complaint please ask for a copy of the leaflet 'Are you happy with your services?'

Contacts

We hope that this information has encouraged you to think about the benefits of using the service. Please contact us directly on the number below if you would like to find out more or complete the form at the end of this booklet and return to:

Workstep

Unit 13 Anthony Way, Cillefwr Industrial Estate
Johnstown, Carmarthen, SA31 3RB

Telephone: 01267 231991/231955

Email: Workstep@carmarthenshire.gov.uk

Office hours are Monday to Thursday 9am to 5pm,
Friday 9am to 4.30pm

Additional information and advice is available from the organisations listed below:

Disability Employment Advisers (DEAs)

The DEA is there to listen, provide any support and assistance required to the Jobseeker and also the Employer.

Jobcentre Plus Llanelli

58 Stepney Street
Llanelli
SA15 3TN

Telephone: 01554 874300

Jobcentre Plus Ammanford

Llys Afon
Park Street
Ammanford
SA18 2NT

Telephone: 01269 815500

Jobcentre Plus Carmarthen

John Street
Carmarthen
SA31 1QT

Telephone: 01267 323000

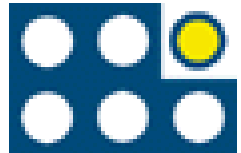


Disability Wales

Telephone: 02920 887325

www.disabilitywales.org

The national association of disability groups striving to achieve rights, equality and choice for all disabled people in Wales.



Employers Forum On Disability

Telephone: 0207 403 3020

www.efd.org.uk



The Employers' Forum on Disability is the world's leading employers' organisation focused on disability as it affects business. "Funded and managed by over 400 members, we make it easier to recruit and retain disabled employees and to serve disabled customers".

Equality And Human Rights Commission

Telephone: 0845 604 8810



www.equalityhumanrights.com/wales/

To promote equality and human rights, and to create a fairer Britain by providing advice and guidance, working to implement an effective legislative framework and raising awareness of your rights.

ACAS

Telephone: 08457 47 47 47



www.acas.gov.uk

The aim of ACAS (Advisory, Conciliation and Arbitration Service) is to improve organisations and working life through better employment relations.



Workstep

Request for support from Workstep

Name: _____

Address: _____

Telephone Number: _____

How Workstep can help you? _____

What type of work are you looking for: _____

Are you registered with a DEA (Disability Employment Advisor) at your local Jobcentre Plus office?

Yes / No (please delete as appropriate)

Send your completed form to:

Workstep
Unit 13 Anthony Way
Cillefwr Industrial Estate
Johnstown
Carmarthen
SA31 3RB



