

Our Charter

Easy Read

**What you can expect from Employment
Support Services**

March 2022



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What you can expect from
Employment Support Services



Introduction – No One Left Behind



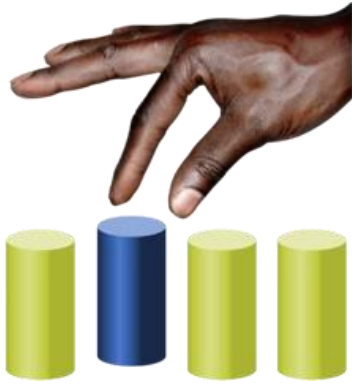
No One Left Behind is the name of Scottish Government and Local Government's new way of creating and providing employment support services.



The aim of this is to put the needs of the person who is getting the support first and so they have a say in their own support.



This new way of delivering employment support will be carried out by the Scottish Government, Local Government, charities and other service providers.



This will make services easier to understand and access by making the number of different employment support programmes smaller.



Current services will be replaced with a clearer way of getting support.



Department
for Work &
Pensions

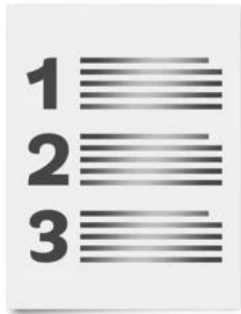
Some employment support services will still be delivered by the Department for Work and Pensions.



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This charter will be used for services funded by the Scottish Government and councils. The support could be provided by local council, charities and other organisations.

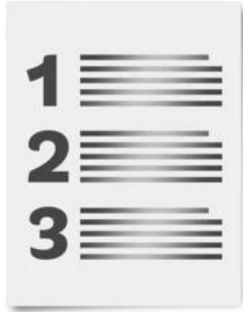


If a service gives you this charter that means that it is used in the support you are getting. If you are not sure you should ask the service.



This charter will make big changes to employment support services to make sure people get the support they need when they need it.

What is our Charter and why do we need it?



A charter is a document that sets out what the Government is going to do.

This charter will set out a number of commitments to you.



It will tell you what to expect when you use No One Left Behind employment services.



The “our” in the charter means everyone from any background in Scotland who might need employment support services.



The Scottish Government want employment support to be available to everyone in Scotland when they need it.



The charter will also tell you how to give feedback on employment support or complain if you feel the commitments are not being met.

Who created this Charter?



Listening to the people who use employment support was the most important thing when creating this charter.



A Lived Experience panel was used in order to create the charter.



This is a group of people who use employment support services who met every month to help write the charter.



The Scottish Government felt it was important to include groups who are less likely to be employed in creating this document.



The Scottish Government did research to find out who these groups were and used organisations who speak for these groups to find out who should be on the panel.



Each of the different groups had an equal voice on the panel.

Who will be responsible for making sure the Charter commitments are being met?



The people who will make sure that the commitments in the charter are followed are Scottish Government, Councils and employment support services.



Everyone should make sure that the commitments in this charter are followed.



This includes people who use the employment support services.



If you are receiving employment support you should work with them to help them understand the situation you are in.

How can you give feedback about the services delivering the Charter Commitments?



As part of the charter the Scottish Government want you to give feedback on you experiences of employment support.



You can also let people know if you feel the charter is not being followed.

If you have feedback or a complaint you should contact the service providing the employment support or the Scottish Government.



You can phone the Scottish Government to give feedback using this number:

0800 804 8108

This line is open 10 am to 4 pm Monday to Friday.

You can email the Scottish Government to give feedback using this address:



EmployabilityFeedback@Gov.Scot

You can contact the Scottish Government by using the [employability feedback form](#).



If you are still unhappy please contact the independent Scottish Public Services Ombudsman by visiting [SPSO](#) or calling **0800 377 7330**.

Commitments



The 3 commitments in the charter are listed below.

A Service that treats you with Dignity and Respect.



The first commitment is **A Service that treats you with Dignity and Respect.**

What this means:



This means that staff will think about how you feel when they give you support.



Services will always listen to you and treat you as an individual person.



Services will always respect your privacy.



It will be made sure that everyone is able to use the service.



Adjustments will be made to make sure the service works for everyone and that everyone's individual needs are taken into account.



Staff should know about the problems each person faces and know the different needs of each individual person.



Services will work with employers to make sure you have the best start at your new job.



You should be able to keep getting support after you start your new job if you want it.

How you can help employment support services:



You can help by respecting the staff, and treating them well.



You can also help by telling staff if there are any adjustments which have to be made because of your culture.

A Service that works for you



The second commitment is **A Service that works for you.**

What this means:



Services should be made easy for people to take part in.



Staff will take into account the experience you already have and work closely with you as you try to find suitable and fair work.



Staff will always work to find other support for you if you need or want it.



The service will try to get information to people in the simplest way they can.



They will try to do things in the simplest way they can and make it easy for everyone to understand.



It will be made sure that you will be able to use services in the way that you want to.



The employment support services will work together with other groups and services to make sure they have the right skills and talent to help you.



Work will be done to make sure that the charter is always followed across all services which give employment support.

How you can help employment support services:

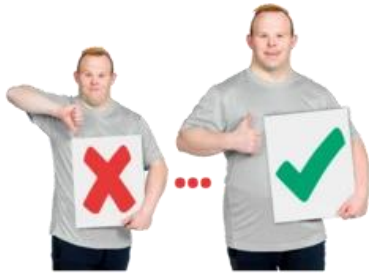


You can help the services by working with them so they understand the situation you are in.



You can help by being honest with people so they help you work out the best way forward for you.

A Service that learns and improves



The third commitment is **A Service that learns and improves.**

What this means:



You will be asked for feedback so that services can learn from you how to get better.



Changes will be made when they are needed to make sure you get the best service possible.



People who have used the service will be able to take part in looking at how well it worked.



It will be made sure that staff and the different groups and organisations from across Scotland will learn from each other.



It will be made sure that staff are well trained and know enough to support you well.



People who are working in services will be asked to speak out when they feel something could be made better.



Services will be open and always tell the truth.

They will always be clear about what changes have been made because of feedback.

How you can help employment support services:



You can help by telling people what you feel about the service so that the service can get better.



However you will never be forced to do this.

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Any enquiries regarding this publication should be sent to us at

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