

Our Charter

What you can expect from Employment Support Services

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Employment Support Services



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1. Introduction – No One Left Behind

No One Left Behind is a new approach to employment support services. We want to put people at the centre of the support they get and give them a voice in how these services are designed. Scottish Government, Local Government, charities and other service providers are **working together** to take this forward.

This approach will make it easier for people to get the support they need by reducing the number of programmes available, and making it simpler to engage with providers.

This Charter applies to support delivered locally through the No One Left Behind approach. This support will usually be delivered by your local Council, a Charity or another organisation. If you have been given this Charter by a service, the commitments below apply to the support you are getting.

This Charter won't apply to all services you might be working with. Some employment support services are still **reserved** to the U.K. Government and will still be delivered by the Department for Work and Pensions (DWP).

If you have any questions about who is providing your support, or whether this Charter applies to you, speak to a member of staff who will be able to help.

Reserved powers

If something is reserved, it means the Scottish Government has no control over how it works or how it is delivered.

Decisions about reserved powers are taken by the U.K. Government.

2. What is our Charter and why do we need it?

This Charter sets out our commitments to you and what you can expect when accessing employment support services.

The “our” in our Charter is everyone in Scotland regardless of circumstances. We want employability support services to be accessible to all people of Scotland and to offer the right support at the right time.

This Charter also lets you know how you can provide feedback to us for any reason. You can also make a complaint if you feel the commitments in this Charter are not being met.

3. Who created this Charter?

The Charter was created with the voice of users at the centre. We established a Lived Experience Panel of service users who met monthly to help create this document.

It was important to ensure equal representation from those groups in society that are furthest from the labour market. We used evidence to identify the groups that fell into this category, then worked with organisations that represent these groups to identify people that could sit on our panel:

- People from Minority Ethnic communities
- Disabled people
- People with a history of addictions
- Refugees
- People with experience of homelessness
- Lone parents
- People with a history of offending
- Young people
- People with experience of mental health
- People living in rural areas
- Care experienced people and carers

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

The people and organisations delivering employability support services will be responsible for ensuring the Charter commitments are met.

Each of us also has a personal responsibility to make sure Our Charter is being delivered. This includes people who use services. To best meet your needs, and make sure we can deliver on these commitments, we need you to:

- Work with us to understand your circumstances.
- Help us by telling us if these commitments are not being delivered.
- Provide us with feedback on what went well or how we can improve.

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

As part of the commitments we're making to you, we want to encourage your thoughts and feedback. This means that if you feel the Charter isn't being met, or if you want to provide feedback to us about employability support services, we want to hear from you.

For feedback, suggestions and complaints, please speak to a member of staff who will let you know what the process is in your area. Staff will try to help you right away and to ensure we do better next time. We will listen, learn and improve.

If you would rather speak to someone that is not involved in delivering the support you're receiving, you can get in touch with the Scottish Government directly using the options below:

Phone

0800 804 8108

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

Email

Please email us at EmployabilityFeedback@gov.scot

Online

Using the [online form](#) by selecting the Employability Feedback option from the drop down menu.

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

6. Our Commitments

A Service that treats you with Dignity and Respect

We're here to help you get the support you need as an individual

This means that employment support services will:

1. Be patient, kind and consider how you might feel
2. Listen to you, treat you as an individual and respect your privacy
3. Treat you fairly and without discrimination regardless of your circumstances
4. Make sure services are accessible, and make adjustments to processes or ways of working to meet your needs
5. Ensure staff are knowledgeable about the challenges people face and have awareness of different needs of individuals
6. Work with employers to make sure you have the best start possible in your new job and continuing support if you want it

You can help us by:

7. Treating staff with fairness, dignity and respect
8. Telling us if you have particular access or cultural needs – we'll do our best to meet them or find you support that can

A Service that works for you

Our services will be designed with users so that we can make sure they're fit for purpose

This means that employment support services will:

1. Make services easy to find and engage with
2. Recognise your existing experience and work with you on your own individual journey towards suitable and fair work
3. Work with you to find other relevant support available if you want or need it
4. Make communications and processes as simple and as clear as possible by testing them with the people who will use them
5. Give you flexibility over how you want to engage with services
6. Work in partnership with services and other organisations to make sure we have the right expertise to help
7. Work to embed this Charter across services and organisations working to deliver employment support

You can help us by:

8. Work with us to understand your circumstances. Being open and honest to help agree the best way forward for you

A Service that learns and improves

We will encourage feedback and empower organisations to deliver the best service possible

This means that employment support services will:

1. Actively seek your feedback to learn and continually improve our services
2. Make changes where needed to ensure you receive the best service possible
3. Involve people who use the service in measuring how well it works
4. Ensure staff and organisations learn from each other, and that effective ways of working are shared across Scotland
5. Make sure staff are well trained and knowledgeable so they can support you effectively
6. Encourage people working in services to speak out when they feel something could be made better
7. Build trust by being open and transparent, making it clear what changes have been made as a result of feedback

You can help us by:

8. Telling us how you feel about the service. We want to get better and your feedback can help us do that. **Giving feedback will always be optional**



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