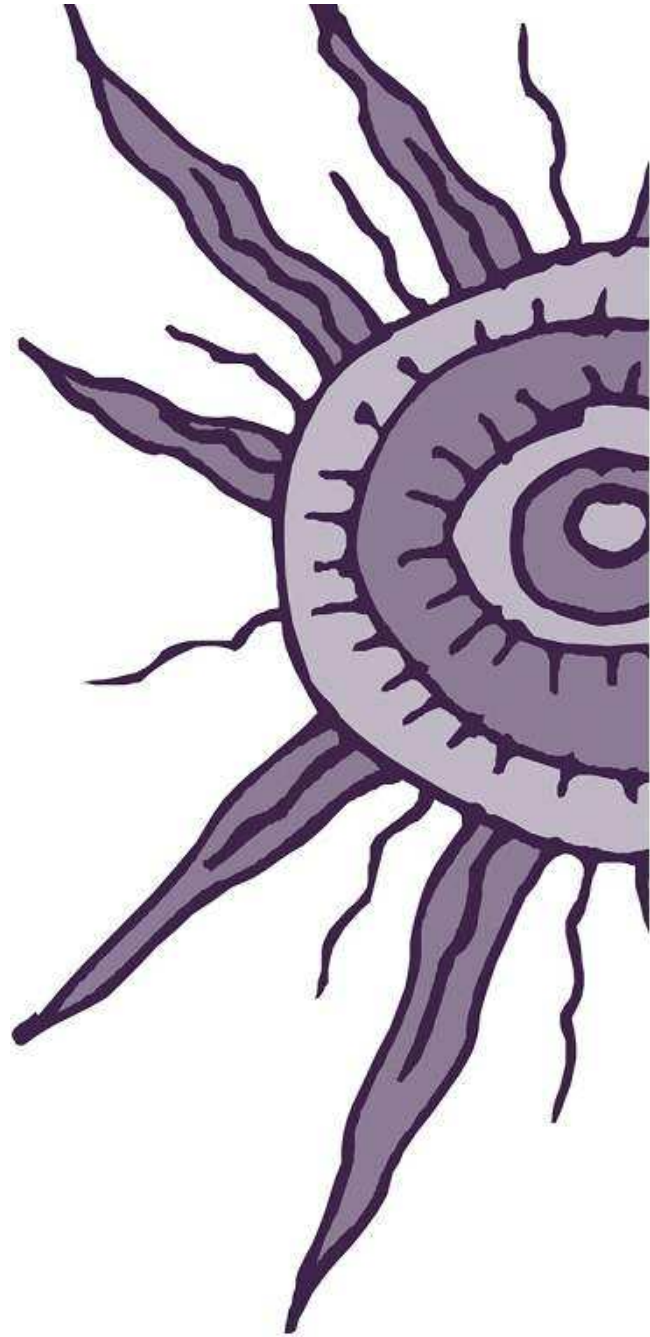


Guide to Coping with Redundancy



**REDUNDANCY SUPPORT
FOR PEOPLE AND
COMPANIES IN HARLOW**

INTRODUCTION

This guide has been produced by the Harlow Rapid Response Group, a partnership led by Harlow Council, and including Harlow College, Jobcentre Plus, Harlow Welfare Rights & Advice Service, Adult Community College, East of England Development Agency, Harlow Co-operative Development Agency.

The group was set up to provide a co-ordinated support service to Harlow companies and workers facing a redundancy situation and has assisted many companies and their workforces over the last four years. Help we can provide includes free copies of this guide, advice and support with managing job losses, helping workers move into alternative employment and/or training, and help in accessing funds for training.

The guide is intended for both workers and companies to help find the various organisations and agencies that can provide advice, support and guidance when faced with a redundancy situation. Included in the guide are agencies that can offer:

- **advice** on employment law rights and responsibilities, social security benefits, tax credits and debt advice
- **recruitment and job search** assistance
- **learning and training** opportunities and career guidance
- **company support** for businesses in the process of making redundancies and business restructuring
- **business start-up** advice for people considering self-employment

We hope you find this guide useful and would welcome any feedback on its contents. If you would like any further information about the guide, issues it raises or the work of the Rapid Response Group, please contact Harlow Council's Regeneration Unit on 01279 446445.

HOW TO USE THIS GUIDE

This guide aims to make it easier for individuals or companies to get the specific help they need if facing a redundancy situation.

Agencies included in the guide are alphabetically listed. Beside each agency are symbols that represent the type of support or service offered.

Pages 4 to 5 provide an explanation of the symbols, which are used to indicate the various services offered. At the end of the guide is an alphabetical index of all the agencies listed.

This guide is also available on Harlow Council's website:

www.harlow.gov.uk/business/redundancyguide

If you would like a copy of Harlow's Guide to Coping with Redundancy in braille, tape or large print then call us on 01279 446445 or email regen.enquiries@harlow.gov.uk.

Harlow Council has made every effort to ensure the accuracy of this information but cannot accept responsibility for the products or services listed.

WHAT HAPPENS NOW?

When faced with a redundancy situation there are a number of requirements that an employer has to meet to ensure that the redundancy has been dealt with in the right way.

Employers are obliged by law to inform and consult employee representatives over planned collective redundancies and transfers of undertakings.

Employees have the right to be kept informed and up to date with regards to a redundancy situation as well as time off work to look for further employment and if you are eligible, a redundancy payment.

For further information on your employment rights contact the **Welfare Rights & Advice Service, Citizens Advice Bureau** or visit the **Department for Business, Enterprise and Regulatory Reform** website on www.berr.gov.uk or call 020 7215 5000.

KEY TO SYMBOLS

INFORMATION AND ADVICE



Redundancy occurs when your job no longer exists or when there has been a reduction in work and your employer needs to cut staff. If you are dismissed by reason of redundancy, you have certain rights. The redundancy guide gives details of organisations with trained staff that can provide a range of information on your redundancy rights. Also included are organisations that can give advice on social security benefits, tax, debt, and other sources of help and advice to enable you to get back into the labour market.

LEARNING AND TRAINING



If you are facing redundancy you may wish to consider training and/or retraining. There are many local courses which offer the opportunity for you to learn new skills, update your existing skills or gain recognised qualifications for the skills you have already built up in your working life, there are a variety of different organisations throughout Harlow that can help with learning and training, as well as a number of national training bodies.

RECRUITMENT AGENCIES



Listed are recruitment agencies with local offices that can assist you in looking for job opportunities in a variety of fields. Some can also assist with training and other support to help you return to work. They can provide both part and full time temporary as well as permanent positions within a variety of sectors.

COMPANY SUPPORT







Restructuring, or closing your business and making employees redundant is a very challenging process. There are agencies that can help support your company. The Rapid Response group may be able to co-ordinate a multi agency approach to support your company. Please contact Harlow Council's Regeneration Unit on 446445 if you would like to discuss support.




BUSINESS START UP





Many people made redundant consider starting up their own business. There are a number of agencies providing specialist advice on self-employment to help you explore your ideas and ensure that you are fully aware of the potential benefits as well as risks.


A – Z OF ORGANISATIONS



Organisation	Service Details	
<p>ACAS (Advisory Conciliation & Arbitration Service)</p> <p>Regional Office: Ross House Kempson Way Suffolk Business Park Bury St Edmunds Suffolk IP32 7AR</p> <p>Tel: 01284 774 500</p> <p>Helpline Tel: 08457 474747</p> <p>www.acas.org.uk</p>	<p>ACAS provides information and guidance on a wide range of employment and industrial Relations matters, including redundancy.</p> <p>The service is free, confidential and impartial.</p>	 
<p>Adecco</p> <p>5B West Square Harlow Essex CM20 1JJ</p> <p>Tel: 01279 413073</p> <p>www.adecco.co.uk</p>	<p>Recruitment Agency dealing with vacancies in all areas including administration and financial vacancies.</p>	 

<p>Adult Community College</p> <p>Rivermill Hodings Road Harlow Essex CM20 1NW</p> <p>Tel: 01279 427711</p> <p>Fax: 01279 770880</p> <p>www.nweacc.ac.uk</p>	<p>Offers opportunities for people of all ages and abilities across Epping Forest, Harlow and Uttlesford.</p> <p>They aim to provide “a high quality and varied learning programme that meets the needs of the local community.”</p> <p>The majority of courses are run during the daytime, although evening and weekend courses are available.</p>	 
<p>Berry Recruitment Ltd</p> <p>26 Terminus Street Harlow Essex CM20 1EY</p> <p>Tel: 01279 444777</p> <p>www.berryrecruitment.co.uk</p> <p>harlow@berryrecruitment.co.uk</p>	<p>Recruitment agency dealing with vacancies in all employment areas.</p>	



<p>Blue Arrow Personnel Services</p> <p>32 Terminus Street Harlow Essex CM20 1EY</p> <p>Tel: 01279 439226</p> <p>Fax: 01279 453327</p> <p>www.bluearrow.co.uk</p>	<p>Recruitment Agency specialising in vacancies in office, industrial, catering, driving, IT, and accountancy sectors on both a temporary and permanent basis.</p>	
<p>Brook Street</p> <p>16 Terminus Street Harlow Essex CM20 1ES</p> <p>Tel: 01279 452691</p> <p>Harlow@brookstreet.co.uk</p> <p>www.brookstreet.co.uk</p>	<p>Recruitment Agency specialising in office and light industrial positions on both a temporary and permanent basis.</p>	

<p>Business Link East</p> <p>Information Advice</p> <p>Tel: 08457 17 16 15</p> <p>www.businesslinkeast.org.uk</p> <p>Briefings & Workshops Information and Bookings</p> <p>Tel: 0845 601 1000</p> <p>www.bookevents.org</p>	<p>Business Link are your first point of call if you are thinking about starting your own business.</p> <p>They provide access to comprehensive, independent, and impartial advice to would-Be entrepreneurs and businesses across the East of England.</p>	
<p>Citizens Advice Bureau</p> <p>2 East Gate Harlow Essex CM20 1ES</p> <p>Tel: 01279 452694</p> <p>www.citizensadvice.org.uk</p> <p>Advice Guide</p> <p>www.adviceguide.org.uk</p>	<p>The Citizens Advice Bureau helps people resolve their legal, money and other problems by providing free information and advice from over 3,200 locations, and by influencing policymakers.</p> <p>The Harlow Service offers general help on a range of subjects and general help with casework on debt.</p>	



<p>Citizens Advice Bureau Continued</p>	<p>The Citizens Advice Bureau have also launched the Adviceguide, website providing independent advice on your rights, giving practical, reliable, up-to-date information on a wide range of topics, including benefits, housing, employment and debt, consumer and legal issues.</p>	
<p>Department for Business, Enterprise and Regulatory Reform</p> <p>BERR 1 Victoria Street London SW1H 0ET</p> <p>Tel: 020 7215 5000</p> <p>www.berr.gov.uk</p> <p>enquiries@berr.gsi.gov.uk</p>	<p>BERR's central purpose is to help ensure business success in an increasingly competitive world. It also has lead responsibility for championing the interests of employees.</p> <p>The website contains important information for both business and employees on rights, responsibilities and assistance.</p>	




<p>Department for Work and Pensions</p> <p>Beaufort House Crown Gate Harlow Essex CM20 1NA</p> <p>Tel: 01279 693000</p> <p>www.dwp.gov.uk/</p>	<p>The Department for Work and Pensions (DWP) is responsible for administering social security benefits. It delivers support and advice to people of working age, employers, pensioners, families and children and disabled people.</p>	
<p>Employ-Ability</p> <p>Latton Bush Centre Southern Way Harlow Essex CM19 7BL</p> <p>Tel: 01279 412950</p> <p>www.employ-ability.info</p>	<p>Promotes access to employment for disabled and disadvantaged people. They aim to ensure all jobseekers have access to 1-1 support from a skilled and specialist employment adviser.</p>	



<p>Extra Staff Ltd</p> <p>28 Terminus Street Harlow Essex CM20 1EY</p> <p>Tel: 01279 450000</p>	<p>Recruitment Agency for temporary driving and industrial personnel.</p>	
<p>Harlow College</p> <p>Learning Link Information Centre</p> <p>Velizy Avenue Harlow Essex CM20 3LH</p> <p>Tel: 01279 868000</p> <p>learninglink@ Harlow-college.ac.uk</p> <p>www.harlow-college.ac.uk</p>	<ul style="list-style-type: none"> - Information, advice and guidance on learning opportunities to improve skills and/ or change career direction - Job search, CV production, interview skills through access to Guidance Workshop and/or structured courses with qualifications - Financial advice on help with the costs of courses/study. 	 

<p>Harlow Council Revenue and Benefits</p> <p>Civic Centre The Water Gardens Harlow Essex CM20 1 WG</p> <p>Tel: 01279 446633</p> <p>www.harlow.gov.uk</p>	<p>Help and advice about Council Tax Benefits and re negotiating payment arrangements for Harlow residents on a reduced income, and housing benefit for residents renting purposes.</p>	
<p>Harlow JobCentrePlus</p> <p>Beaufort House Crown Gate Harlow Essex CM20 1NA</p> <p>www.jobcenterplus.gov.uk</p> <p>Tel: 01279 693000</p> <p>Claims Line: Tel: 0845 6021614</p>	<p>JobCentre Plus can help you find the right kind of job: full time or part time, temporary or permanent. It offers a fully integrated work and benefit service including job seekers allowance, income support, incapacity benefit, and maternity allowance. It also offers active help from personal advisers to find work to meet individual needs.</p>	

<p>Harlow Welfare Rights and Advice Service</p> <p>Advice Centre 2 East Gate Harlow Essex CM20 1HP</p> <p>Tel: 01279 446622</p> <p>www.hwra.org.uk</p>	<p>Free, independent, specialist advice in relation to debt, housing, welfare benefits and employment to all Harlow residents. The service also offers representation at tribunal and court hearings where appropriate, plus information on a wide range of subjects.</p>	
<p>Inland Revenue</p> <p>Harlow District Beaufort House Crown Gate Harlow Essex CM20 1NB</p> <p>Tel: 01279 772000</p> <p>www.inlandrevenue.gov.uk</p>	<p>Provision of general tax advice for both individuals, employed, self-employed and companies. Private interviews can be arranged by contacting the office, or customers can call at the enquiry point from 8:30 am to 5:00 pm Monday – Friday.</p>	

<p>Kelly Services (UK) Ltd</p> <p>14 Terminus Street Harlow Essex CM20 1ES</p> <p>Tel: 01279 412020</p> <p>www.kellyservices.co.uk</p> <p>harlowbranch@kellyservices.co.uk</p>	<p>Recruitment Agency specialising in all office jobs including sales and secretarial positions.</p>	
<p>L & K Consultancy</p> <p>15 Greenway Business Centre Harlow Business Park Harlow Essex Cm19 5QE</p> <p>Tel: 01279 406950</p> <p>www.landkconsultancy.co.uk</p>	<p>Recruitment Agency covering vacancies in areas such as industrial, office both temporary and permanent.</p>	

<p>Learn Direct</p> <p>The Learning Centre Harlow Library The High Harlow Essex CM20 1HA</p> <p>Tel: 01279 413772</p> <p>www.learndirect.co.uk</p>	<p>Learndirect is aimed at anyone over the age of 16.</p> <p>They offer over 750 courses which fall into three main categories: skills for life (literacy, numeracy and languages) business and management IT skills.</p>	 
<p>MRB Recruitment Services</p> <p>2 Bush House Bush Fair Harlow Essex CM18 6NS</p> <p>Tel: 01279 444246</p> <p>www.mrbrecruitment-service.co.uk</p>	<p>Recruitment Agency covering transport, industrial and catering vacancies.</p>	

<p>Responding 2 Redundancies (R2R)</p> <p>R2R team The Consultancy Home Counties Ltd Skills House 10-12 Caxton Way Herts WD18 8UA</p> <p>R2R@tchc.net</p>	<p>R2R may be able to help with 1-2-1 career guidance, training towards recognised qualifications, business start up courses and CV and job search help and advice. R2R aims to help people at risk of redundancy to find new employment.</p>	
<p>Reed Specialist Recruitment</p> <p>3 Broad Walk Harlow Essex CM20 1HX</p> <p>Tel: 01279 444744</p> <p>www.reed.co.uk</p>	<p>Recruitment agency</p>	

<p>Select Appointments</p> <p>Terminus House, Level 12 Terminus Street Harlow Essex CM20 1XA</p> <p>Tel: 01279 432633</p> <p>mailto:harlow@select.co.uk</p>	<p>Recruitment agency specialising in all areas of secretarial and administration, call and contact centre, accountancy and finance, sales and marketing, legal and medical recruitment.</p>	
<p>Top Flight Personnel Services Ltd</p> <p>Adams House Terminus Street Harlow Essex CM20 1BD</p> <p>Tel: 01279 412771</p> <p>www.topflight-personnel.co.uk</p>	<p>Recruitment agency handling office and industrial vacancies.</p>	

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FURTHER INFORMATION

‘Harlow’s Guide to Coping with Redundancy’

If you would like any further information or have any questions please fill out the form below and return to the address at the bottom.

Name:.....

Address:.....

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.....Post Code:.....

Telephone No:..... Fax No:.....

Email Address:.....

Comments:.....

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Please return to:
Harlow Council
Regeneration Unit
Civic Centre
The Water Gardens
Harlow
Essex CM20 1WG

Or Email:
regen.enquiries@harlow.gov.uk

Or Fax:
(01279) 446495

Data Protection Disclaimer:
The Rapid Response Group & its partners undertakes that it will treat any personal information (i.e. data from which you can be identified, such as your name, address, e-mail address, etc.) that you provide to us, or that we obtain from you, in accordance with the requirements of the Data Protection Act 1998. The information you provide will not be disclosed to any other person or organisation, except in conjunction with the Rapid Response/Inward Investment Group and its partners.

English
Harlow Council has a telephone interpreting service called Language Line that provides communication between staff and residents who do not speak English. We can arrange for this document to be interpreted if required. These services are available at all council reception points.

Bengali
হার্লো কাউন্সিলের ল্যাঙ্গুয়েজ লাইন নামে একটি টেলিফোনে অনুবাদের সুবিধা আছে, যার সাহায্যে কর্মচারীদের সঙ্গে সেই সব অধিবাসীদের যোগাযোগ করা সম্ভব হয় যারা ইংরেজী বলেন না। যদি প্রয়োজন হয় আমরা বিজ্ঞপ্তিটি অনুবাদ করার ব্যবস্থা করতে পারি। এই সুবিধাগুলি কাউন্সিলের সকল অভ্যর্থনা কেন্দ্র বা রিসেপশন পয়েন্টে পাওয়া যাবে।

Hindi
हार्लो काउंसिल की टेलीफोन अनुवाद सेवा जो लॉवेज लाइन के नाम से जानी जाती है, कर्मचारियों और उन निवासियों के बीच जो अंग्रेजी नहीं बोलते, संवाद स्थापित करती है। यदि जरूरत हो तो हम इस दस्तावेज का अनुवाद करा सकते हैं। ये सेवाएं काउंसिल के प्रत्येक रिसीवशन केन्द्रों पर उपलब्ध है।

Punjabi
ਹਾਰਲੋ ਕਾਊਂਸਿਲ ਦੀ ਭਾਸ਼ਾ ਲਾਈਨ (Language Line) ਨਾਂ ਦੀ ਟੈਲੀਫੋਨ ਦੁਭਾਸ਼ਿਅ ਸੇਵਾ ਹੈ, ਜਿਸ ਦੁਆਰਾ ਸਟਾਫ ਅਤੇ ਅੰਗਰੇਜ਼ੀ ਨਾ ਬੋਲ ਸਕਣ ਵਾਲੇ ਵਸਨੀਕ ਇਕ ਦੂਜੇ ਨਾਲ ਗੱਲ ਕਰ ਸਕਦੇ ਹਨ। ਅਸੀਂ ਏਸ ਦਸਤਾਵੇਜ ਨੂੰ, ਜੇ ਲੋੜ ਹੋਵੇ ਤਾਂ ਦੁਭਾਸ਼ਿਏ ਗਈ ਤੁਹਾਨੂੰ ਸਮਝਾਉਣ ਲਈ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ। ਇਹ ਸੇਵਾਵਾਂ ਕਾਊਂਸਿਲ ਦੇ ਸਾਰੇ ਰਿਸੇਪਸ਼ਨ ਪਵਾਇੰਟਾਂ ਤੇ ਉਪਲਬਧ ਹਨ।

Urdu
ہارلو کونسل کے پاس ٹیلی فون ترجمانی کی ایک خدمت ہے جس کا نام لینگویج ہے، یہ ایک ایسی لائن ہے جو محکمے اور گورنری کے ذریعے لے کر اس پڈ میاں ترمینل کی سہولت فراہم کرتی ہے۔ اگر آپ کو ضرورت ہو تو ہم دستاویزات کا ترجمہ بھی کرواتے ہیں۔ یہ خدمات کونسل کے تمام استقبال مراکز پر دستیاب ہیں۔

Gujarati
હાર્લો કાઉન્સિલ ટેલિફોન લાઇન નામે ઓળખાતી એક ટેલીફોન દુભાષિયા સેવા ધરાવે છે. આ સેવાથી અંગ્રેજી નહીં બોલતા નિવાસીઓ અને સ્ટાફની વચ્ચે સંદેશ વહેવાર શક્ય બને છે. જો જરૂરી જણાયું તો આ દસ્તાવેજના અર્થઘટનની વ્યવસ્થા અમે કરી શકીએ છીએ. આ સેવાઓ કાઉન્સિલના બધા જ રીસેપ્શન કેન્દ્રો પર ઉપલબ્ધ છે.

Vietnamese
Hội đồng Harlow cung ứng phiên dịch trên điện thoại qua đường Language Line nhằm giúp thông tin liên lạc giữa nhân viên của Hội đồng và cư dân không nói được tiếng Anh trong vùng. Chúng tôi có thể sắp xếp dịch tài liệu này nếu được quý vị yêu cầu. Quý vị cũng có thể yêu cầu thông dịch tại các phòng tiếp khách của Hội đồng.

Chinese
哈勞市議會設有稱為語言專線的電話傳譯服務，提供議會職員與不諳英語的居民之間的信息溝通。如有需要，我們可以安排將這份文件翻譯。所有市議會的接待處皆有這些服務供應。