

REDUNDANCY SUPPORT GUIDE

September 2014

REDUNDANCY SUPPORT
FOR PEOPLE AND COMPANIES IN
HARLOW



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

About this Guide

Harlow Council's Regeneration Team produces this Guide to help people, either at threat of redundancy or who have been made redundant, to find organisations and agencies that can provide advice, support and help. Included in the guide are organisations 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

At the end of the guide is an alphabetical index of all the agencies and organisations listed.

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

www.harlow.gov.uk

We hope you find this guide useful and would welcome any feedback on its contents.

Redundancy & the Law

When faced with a redundancy situation there are a number of legal 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. Employers can seek advice from the Department of Business Innovation and Skills (BIS), ACAS, employer organisations or solicitors.

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 your Trade Union representatives or if you are not represented by a Trade Union the **Citizens Advice Bureau** may be able to help. Also, information can also be found at www.gov.uk/browse/working/redundancies-dismissals.

Redundancy Guide Sections

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.

EMPLOYMENT & SUPPORT 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.

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 is a wide variety of different organisations throughout Harlow that can help with learning and training, as well as a number of national training bodies.

STARTING YOUR OWN BUSINESS OR GOING SELF EMPLOYED



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

Please contact Harlow Council's Regeneration Unit on 01279 446450 if you would like to discuss support or go to www.harlow.gov.uk/business

INFORMATION & ADVICE

Organisation

Service Details

ACAS (Advisory Conciliation & Arbitration Service)

Helpline Tel: 0330 123 1100

www.acas.org.uk

ACAS provides information and guidance on a wide range of employment and industrial Relations matters, including redundancy. The service is free, confidential and impartial.

Citizens Advice Bureau

13-15 East Gate
The High
Harlow
Essex CM20 1JHP

Tel: 0845 120 3717

www.harlowcitizensadvice.org.uk

www.adviceguide.org.uk

The Citizens Advice Bureau helps people resolve their legal, money and other problems by providing free information and advice.

The Harlow Service offers general help on a range of subjects and general help with casework on debt.

The Citizens Advice Bureau have also launched the Advice Guide, providing independent advice on your rights, practical, reliable and up-to-date information on a wide range of topics.

Harlow Advice Centre

Harlowsave
Harlow Central Library
Harlow
Essex CM20 1HA

Tel: 01279 704002

admin@harlowac.org.uk

Providing specialist benefits and debt advice.

Noon - 2pm Mon.

10am - 2pm Tue, Thurs and Fri.

Organisation

Harlow Council Housing Options

housing.options@harlow.gov.uk

www.harlow.gov.uk/housing-options

Service Details

Information on a variety of housing options, Harlow's housing needs register and contact details for a range of organisations who can support individuals and families.

Harlow Council Revenue and Benefits

Civic Centre
The Water Gardens
Harlow
Essex CM20 1 WG

Tel: 01279 446633

hdc.benefits@harlow.gov.uk

www.harlow.gov.uk/benefits

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.

Harlow Jobcentre Plus

Claims Line: 0800 055 6688

Or online at:

www.gov.uk/jobseekers-allowance

A range of support benefits and services for individuals and businesses.

Harlow Jobcentre Plus Rapid Response Service

rrs.enquiries
@jobcentreplus.gsi.gov.uk

(NB: Email address above needs to be all one word).

The Rapid Response Service can help to get individuals back to work including; a skills analysis to help identify any training they may need to improve their chance of getting another job.

Organisation

HM Revenue & Customs

Pay & Work Rights Helpline

0800 917 2368

Tax Credit Helpline

0845 300 3900

www.hmrc.gov.uk

Service Details

Provision of general tax advice for both individuals, employed, self-employed and companies.

HMRC are there to ensure the correct tax is paid at the right time, whether this relates to payment of taxes received by the department or entitlement to benefits paid.

The Money Advice Service

Tel: 0300 500 5000*

enquiries@moneyadvice.org.uk

www.moneyadvice.org.uk

(NB: Email address above needs to be all one word).

The Money Advice Service was set-up by the government to provide support to everyone to help manage money better.

Information and advice is clear and unbiased to help people make informed choices. Support is free and can be provided over the phone, via email and face-to-face.

The Pensions Advisory Service

Pensions Helpline: 0300 123 1047

www.pensionsadvisoryservice.org.uk

Free, independent information and guidance on pension matters.

State Pensions/Pension Credit

www.gov.uk/browse/working/state-pension

Government advice and Information about your State Pension or Pension Credit.

EMPLOYMENT SUPPORT / AGENCIES

Organisation

Service Details

Adecco

5 West Square
Harlow
Essex CM20 1JJ

Tel: 01279 413073

www.adecco.co.uk

Recruitment Agency dealing with vacancies in all areas including administration and financial vacancies.

Berry Recruitment Ltd

26 Terminus Street
Harlow
Essex CM20 1EY

Tel: 01279 444777

www.berryrecruitment.co.uk

harlow@berryrecruitment.co.uk

Recruitment agency dealing with vacancies in all employment areas.

Brook Street

16 Terminus Street
Harlow
Essex CM20 1ES

Tel: 01279 452691

harlow@brookstreet.co.uk

www.brookstreet.co.uk

Recruitment Agency specialising in office and light industrial positions on both a temporary and permanent basis.

Organisation

Service Details

Connect4Recruitment

19 New Horizon Business Park
Barrows Road
Harlow
Essex
CM19 5FN

Tel: 0845 644 4423

www.connect4recruitment.com

Recruitment agency dealing with vacancies in all employment areas.

Employ-Ability

Latton Bush Centre
Southern Way
Harlow
Essex CM19 7BL

Tel: 01279 412950

www.employ-ability.info

Promotes access to employment for people with disabilities and long term ill health. They aim to ensure all jobseekers have access to 1-1 support from a skilled and specialist employment adviser.

Employability can also help employers to continue to employ employees who may be affected by ill health or disability.

Extra Staff Ltd

28 Terminus Street
Harlow
Essex CM20 1EY

Tel: 01279 450000

www.extrastaff.com

Recruitment Agency for temporary driving and industrial personnel.

Organisation

Service Details

Harlow Jobcentre Plus

Beaufort House
Crown Gate
Harlow
Essex CM20 1NA

Tel: 0845 604 3719

Claims Line:

Tel: 0845 6021614

www.gov.uk/jobsearch

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.

Mosaic Recruitment

Circle Line House
8 East Road
Harlow
Essex CM20 2BJ

Tel: 01279 780000

www.mosaic-rec.com

Multi-sector recruitment agency covering a range of industries and specialists.

MRB Recruitment Services

2 Bush House
Bush Fair
Harlow
Essex CM18 6NS

Tel: 01279 444246

info@mrbrecruitmentservices.co.uk

www.mrbrecruitmentservices.co.uk

Recruitment Agency covering transport, industrial and catering vacancies.

Prodrive Recruitment

01322 384499

www.prodriverecruitment.com

Specialist driver recruitment agency, covering southern England.

Organisation

Service Details

Reed Harlow

3 Broad Walk
Harlow
Essex CM20 1HX

Tel: 01279 444744
www.reed.co.uk

Recruitment agency dealing with vacancies in most employment areas.

Stansted Airport Employment & Skills Academy

Stansted Employment & Skills
Academy
B045 Enterprise House
Stansted Airport
Essex CM24 1QW

Tel: 01279 661 007

stanstedacademy@urbanfutures.org.uk
www.stanstedairportacademy.com

All current vacancies at Stansted Airport are advertised both at the Academy and on the website with details of how to apply, whether that is through the Academy or direct to the employer.

You can register with the Academy by submitting your CV via email.

Top Flight Personnel Services

2 Adams House
Terminus Street
Harlow
Essex CM20 1BD

Tel: 01279 412771
enquiries@topflightpersonnel.co.uk
www.topflightpersonnel.co.uk

Recruitment agency handling office and industrial vacancies.

LEARNING & TRAINING

Organisation

Service Details

Adult Community College

The Harlow Centre
Partridge Road
Harlow
Essex CM18 6TE

Tel: 0333 013 2158

lifelong.learningwest@essex.gov.uk

Offers opportunities for people of all ages and abilities. They aim to provide a high quality and varied learning programme that meets the needs of the local community.

The majority of courses are run during the daytime, although evening and weekend courses are available.

Harlow College

Learning Link

Velizy Avenue
Harlow
Essex CM20 3LH

Tel: 01279 868000

learninglink@harlowcollege.ac.uk

www.harlow-college.ac.uk

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.

Learn Direct

Harlow Central Library
Harlow
Essex CM20 1HA

Tel: 01279 413772

www.learndirect.co.uk

Learn Direct is aimed at anyone over the age of 16, and offers 750 courses which fall into three main categories: skills for life (literacy, numeracy and languages) business and management IT skills.

Organisation

Service Details

National Apprenticeship Service

www.apprenticeships.org.uk

Apprenticeships are open to all age groups above 16years-old whether you are just leaving school, have been working for years or are seeking to start a new career.

Apprenticeships are designed with the help of the employers in the industry, so they offer a structured programme that takes you through the skills you need to do a job well.

National Careers Service

Tel: 0800 100 900

www.nationalcareersservice.direct.gov.uk

Provides information, guidance and advice to help you make decisions on a variety of learning, training and work opportunities.

The service offers confidential and impartial advice supported by qualified careers advisers. Whether you've been made redundant and are unsure of your next move, or are returning to work from time out, we can help.

TCHC

Unit 6, Zone A
Chelmsford Road Industrial Estate
Great Dunmow
Essex
CM6 1XG

Tel: 01371 879273

info@tchc.net

www.tchc.net

Independent organisation providing easy to access training, advice and guidance.

TCHC can offer a variety of support through their redundancy outplacement service, skills support for people currently unemployed as well as business start up training and support.

STARTING YOUR OWN BUSINESS OR GOING SELF EMPLOYED

Organisation

Service Details

ACAS (Advisory Conciliation & Arbitration Service)

Helpline Tel: 0330 123 1100

Regional Office:

ACAS House
Kempson Way
Suffolk Business Park
Bury St Edmunds
Suffolk IP32 7AR

Tel: 01284 774 500

www.acas.org.uk

ACAS provides information and guidance on a wide range of employment and industrial Relations matters, including redundancy.

The service is free, confidential and impartial.

www.businessinyou.bis.gov.uk

Part of Governments StartUp Britain campaign, Business in You brings together all the advice and inspiration you need to start up your own business.

Department for Business Innovation and Skills (BIS)

Tel: 020 7215 5000

[www.gov.uk/government/
organisations/department-for-
business-innovation-skills](http://www.gov.uk/government/organisations/department-for-business-innovation-skills)

BIS'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.

The website contains important information for both business and employees on rights, responsibilities and assistance.

Organisation

www.gov.uk

Tel: 0845 600 9 006

Service Details

Gov.uk should be your first point of call if you are thinking about starting your own business.

The government's online resource for businesses. It is an easy-to-use tool to help you start up, improve and grow your business.

They provide access to comprehensive, independent and impartial advice to would-be entrepreneurs and businesses across.

Harlow Business Mentors

Tel: 01279 726169

www.harlowbusinessmentors.co.uk

Provides bespoke support to Harlow based businesses using mentoring to help those embarking on setting up a business.

Using a combination of workshop and mentoring techniques they will work with you for as long as you need to help you make informed and objective decisions about your company's development.

HM Revenue & Customs

Employer Enquiries

08457 143 143

www.hmrc.gov.uk

Provision of general tax advice for both individuals, employed, self-employed and companies.

HMRC are there to ensure the correct tax is paid at the right time, whether this relates to payment of taxes received by the department or entitlement to benefits paid.

Organisation

Invest Essex

Tel: 01245 702480

contact@investessex.co.uk

www.investessex.co.uk

Service Details

A range of support services for businesses looking to set-up and invest in Essex as a location for businesses.

Invest Essex's Innovation Programme supports business to increase innovation and creativity by providing specialist early stage intervention and R&D funding support.

NWES

Harlow Enterprise Hub
Kao Hockham Building
Edinburgh Way
Harlow
Essex CM20 2NQ

Tel: 01279 311400

harlowreception@nwes.org.uk

www.nwes.org.uk

NWES can offer access to business support services and networking opportunities – right in the heart of the business community of Harlow.

NWES can offer a modern, supportive working environment for individuals or small partnerships taking their first steps in starting or developing their business at the Harlow Enterprise Hub.

Results Results

Tel: 01371 859344

training@resultsresults.co.uk

www.resultsresults.co.uk

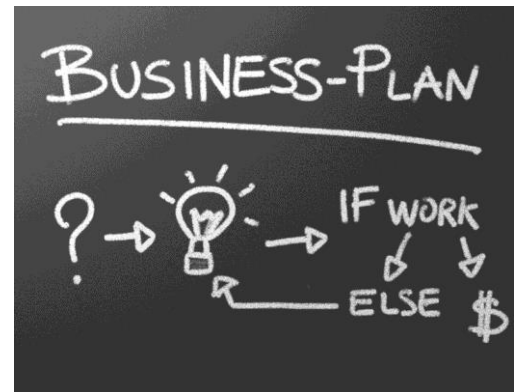
Provides training, information and guidance for people looking to set up a business.

Additionally, Results Results can support individuals on active benefits who may qualify for fully funded business planning courses.

STARTING YOUR OWN BUSINESS

Starting a business can be a great way to achieve your professional, lifestyle, financial and personal goals. And it is much easier and less costly than you may think.

In fact, every year, nearly half a million people in the UK start their own business and more than 80% of those are still trading after 12 months.



People decide to work for themselves for a variety of reasons:

- to be their own boss
- to achieve a better work-life balance
- as a way out of unemployment
- to turn their hobby into a money-spinner
- to take advantage of a gap in the market
- to turn an idea they've had into a reality, and

There are a number of organisations and services that can help you (which are listed in the guide) such as, NWES at Harlow Enterprise Hub, Harlow & District Chamber of Commerce, Harlow Business Mentors and mentorsme.co.uk.

Starting a Business – www.gov.uk

Packed full of useful and essential information the website can help



- Decide if starting a business is right for you
- Give you essential information you need to know before you start
- Show how clear business planning can help you succeed
- Explain how money works in a business
- Show you how to market your business and start making sales
- Guide you through the key legal stuff you'll need to know

COMMUNITY & VOLUNTARY WORK

If after being made redundant you are still looking for work there are a number of options available that can help you keep active, learn new skills and motivate you, whilst providing flexibility for your job searching.

Regardless of your circumstance, volunteering is a great way to keep you mentally and physically active, you may even be able to learn new skills that will help you in your career.

There are a number of voluntary and community organisations in and around Harlow providing opportunities to volunteer. Below is a list of some of the organisations who offer volunteer opportunities.

Organisation

Service Details

Volunteer Centre Harlow

Tel: 01279 308310

dellanash@volunteercentreharlow.org.uk

www.volunteercentreharlow.org.uk

Recruits potential volunteers from all sections of the community and places them with local voluntary organisations

Rainbow Services

Tel: 01279 308150

info@rainbowservices.org.uk

www.rainbowservices.org.uk

Delivering a range of community services and projects for Harlow.

Harlow Citizens Advice Bureau

Tel: 0845 120 3717

www.harlowcitizensadvice.org.uk

Information, advice and guidance service, with a variety of volunteer opportunities available.

Home-Start

Tel: 01279 451669

homestartharlow@btconnect.com

www.homestartharlow.org.uk

Supporting families with young children who are struggling to cope for a variety of reasons.

Science Alive

Tel: 01279 413412

www.science-alive.co.uk

A hands-on science and technology project based at Harlow Leisurezone.

OTHER USEFUL LINKS

| | | |
|--|---|----------------------------------|
| www.harlow.gov.uk | - | Local Authority |
| www.harlow.gov.uk/jobs | - | Information on council vacancies |
| www.iss.org.uk | - | Integration Support Services |
| www.essex.gov.uk | - | Essex County Council |
| www.workingforessex.com | - | County Council Jobsearch |
| www.jobsite.co.uk | - | Jobsearch Website / Tips |
| www.totaljobs.com | - | Jobsearch Website / Tips |
| www.jobsearch.co.uk | - | Jobsearch Website / Tips |
| www.monster.co.uk | - | Jobsearch Website / Tips |
| www.jobsgopublic.com | - | Public Sector Jobsearch |
| www.pensionsadvisoryservice.org.uk | - | Pension Advice Service |
| www.prospectus.ac.uk | - | Graduate Careers |
| www.open.ac.uk | - | Open University |
| www.epping-forest.ac.uk | - | Epping Forest College |
| www.hrc.ac.uk | - | Hertford Regional College |
| www.nationalcareersservice.direct.gov.uk | - | Government Employment Support |
| www.bbc.co.uk/news/business | - | Variety of Resources and Tips |

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