

**RESTART**  
SCHEME

**Your new job is waiting  
for you...**



**Welcome to the  
Restart Scheme...**

Delivered by

**serco**



In  
partnership  
with  
Department  
for Work &  
Pensions

# **RESTART**

## **SCHEME**



**We want your time on the Restart Scheme to be a positive experience and are committed to providing you with a high-quality service on your journey into sustainable employment.**

**This handbook provides you with useful information about the Restart Scheme, including what you can expect from us and what we expect from you.**

**Your health and well-being are paramount to us, as is your data, and we endeavour to provide safe environments both in our delivery sites and our digital environments.**

**We would like to hear about your experiences during your time on programme and would encourage you to give us your feedback at every opportunity to help us further develop our service.**

### **WHAT IS THE RESTART SCHEME?**

The Restart Scheme is part of the UK Government's 'Plan for Jobs' initiative, designed to provide you with support and advice to help you secure sustainable employment. Serco has been carefully selected by the Department for Work and Pensions (DWP) to deliver the Restart Scheme.

The Restart Scheme is delivered through a network of local providers, with a proven track record of supporting Participants into sustainable work. We are working in partnership with your local Jobcentre Plus office to provide up to 12 months of bespoke support, tailored to your needs. We will continue to provide you with support once you start work.

The Restart Scheme provides you with a blend of face to face, personal support, digital activities and resources. When you join the programme, you will be introduced to your own Restart Scheme Job Coach who will support you to find work.

### **YOUR JOURNEY INTO EMPLOYMENT**

Everyone's journey into employment is different and the Restart Scheme is designed to meet your individual needs.

As a first step, please take this opportunity to get to know your designated Job Coach and talk through this induction pack. Your Job Coach is happy to answer questions you may have as we welcome you onto the Restart Scheme.



## PARTICIPANT CHARTER

Serco's Participant Charter is our promise to you.

It sets out the minimum standards you can expect from us and also what we expect in return.

### **Our promise to you**

While you're on the Restart Scheme, your provider will:

- Introduce you to a Job Coach who will support you to find work. They will listen, help and encourage you to achieve your potential.
- Discuss and agree your short and long-term job goals, plus the steps you can take to achieve them. This will form your Action Plan, which will be jointly developed by you and your Job Coach and will be updated as you progress through the programme.
- Maintain contact with you at least once a fortnight during your 52-week participation on the programme. This could be face to face, or digitally – depending on your circumstances – although your Job Coach will meet you face to face at least once every four weeks to formally review and update your Action Plan.
- Make you aware of the full range of support that is available to you. This may include: work experience placements, and personal development, such as confidence building and training opportunities.
- Offer advice about how to get other support if you need it, such as expert help on managing your money, health, housing or childcare.
- Provide you with specialist support if you want specific employment advice, such as how to start your own business.
- Help you with techniques to support you to look and apply for jobs. This may include: filling in application forms, creating a CV/resume and cover letter, researching possible employers, practising interview techniques, and cold calling.
- Fully explain the benefits you will receive when you start work through a 'better off in work' calculation.
- Support you with reasonable travel and childcare costs.
- Provide you with access to a wide catalogue of resources and information to support your search for sustainable employment via our Participant Portal.
- Treat you in a respectful and professional manner along with all members of the Restart Scheme team.

## PARTICIPANT CHARTER

### **Once you've found work your Provider will:**

- Create an in-work support action plan that is relevant to your needs and preferences and keep in touch to make sure you are okay.
- Provide ongoing access to your Job Coach so they can offer any advice or support you may need.
- Provide you with ongoing access to our Participant Portal.

### **What we expect from you**

You will be going through intense job search activity for up to ten hours per week to help you find sustainable employment.

While you're on the Restart Scheme, please:

- Attend all meetings and partake in all agreed actions set up with or by your Job Coach, or let them know in advance where you cannot attend or complete an activity. Failure to do so could result in you being mandated to participate in future which could result in benefit sanctions where you fail to comply.
- Tell your Job Coach about any personal circumstances that should be considered, so they can offer the right support for you.
- Inform your Job Coach about any changes in your circumstances such as commencing employment or changes to your benefits.
- Tell us if you have any comments, compliments or complaints.
- Treat members of the Restart Scheme team and other Restart Scheme Participants with respect.
- Make the most out of your time on the Restart Scheme and enjoy the journey. The Restart Scheme has been created to support you to progress into work, so help your Job Coach to help you.

### **Once you've found work, please make sure you:**

- Let your Job Coach know so they have the right details about you and keep in touch with them so they can offer in-work support as needed.
- Let your Job Coach know if you leave your job, change the number of hours you work or find another job.

**Once you've found work your Restart Scheme Job Coach will continue to offer you advice and support.**



## HEALTH, SAFETY AND WELL-BEING

We want you to be safe while on the Restart Scheme and at the beginning of the programme your Job Coach will give you an induction to health and safety and local arrangements.

Everyone has a responsibility to ensure their own well-being and that of your fellow Participants and staff.

### Fire and evacuation procedures

Ensure you are aware of your nearest emergency exits and escape routes, how to raise the alarm and where your nearest muster point is.

Report any obstructions to fire exits to a member of the delivery team and treat any fire drills seriously as they can help save lives in the event of a real fire.

If you have mobility difficulties or use a wheelchair, ensure your Job Coach is aware so they can develop a Personal Evacuation Plan (PEEP) with you.

### Accidents and first aid

Ensure that all accidents and near misses are reported to your Job Coach or other member of the delivery team who will be able to organise first aid or emergency medical attention if required.

### Display screen equipment and online safety

When using computers and other display screen equipment be sure to take regular short breaks rather than fewer long ones to avoid discomfort or strain on your eyes and back.

Make sure your lower back is properly supported and your chair is at a height so you can use the keyboard with wrists and forearms straight and level with the floor.

Have your keyboard straight in front of you and leave a gap of 4 to 6 inches (100mm-150mm) at the front of the desk to rest your wrists between bouts of typing.

Ensure the top of the screen is at eye level and your mouse as close as possible to you.

With computers, phones and tablets being such an important part of daily life, it is important that you take steps to protect your accounts data and devices.

You can improve your cyber security by:

- Using strong separate passwords for your email and other accounts
- Creating strong passwords using three random words
- Keeping passwords safe and secure
- Turning on two-factor authentication
- Updating your devices
- Backing up your data



## HEALTH, SAFETY AND WELL-BEING

### Personal safety

We want you to be safe when travelling to and from our delivery sites; ensure you plan your route sticking to well lit, busy roads.

Ensure you inform friends and families about your whereabouts, arrival and departure times.

Avoid wearing headphones as they will greatly impact your ability to stay alert to your surroundings, such as detecting and responding to traffic noises or people approaching.

Consider carrying a panic alarm or whistle, which is in easy reach to attract attention in the case of an emergency.

### Respect and protect

All Participants and staff have the right to feel safe. Any forms of physical or mental abuse will not be tolerated and will be reported to Jobcentre Plus.

Participants are asked not to attend their appointments under the influence of illegal drugs and alcohol.

If you have concerns regarding your alcohol or illegal drug consumption, then please inform your personal Job Coach who will ensure you are signposted to appropriate support agencies.

### Mental well-being

We recognise that times of uncertainty can have a negative impact on your mental well-being, leading to increased levels of stress and anxiety.

While on programme your personal Job Coach will be able to discuss any concerns you may have, provide you with access to resources to help you strengthen your mental resilience and refer you to appropriate support agencies.



### Thrive

You will be provided complimentary access to Thrive's confidential NHS-approved app providing evidence-based tools and techniques to help individuals detect early, prevent, and self-manage common mental health conditions. More information about the app and how to download it can be found in the Participant Portal.

## FINANCIAL SUPPORT

You should not be financially worse off as a result of your participation on the Restart Scheme.

Your personal Job Coach will discuss your individual circumstances with you at your initial face to face meeting so the relevant financial support can be provided, which may include:

### Travel expenses

Travel costs to attend appointments, and any work-related activities arranged while participating in the scheme including job interviews will be reimbursed or local prepaid public transport passes provided.

### Childcare

Where you have caring responsibilities for dependent children that may prevent you being able to actively engage with the Restart Scheme, funding is available to cover the costs of childcare provided by registered accredited carers.

### Replacement caring costs

Funding is available to cover one-off replacement care costs so you can participate in any work-related activities and/or interviews, where you spend a significant proportion of your life providing unpaid support to relatives, partners or friends who are ill, frail, disabled or have a mental health or substance misuse problem.

## MAKING THE MOST OF OUR ONLINE LEARNING PORTAL

### Getting to know the Participant Portal

During your time on the Restart Scheme, you will have access to our Participant Portal.

Our portal has been designed to give you a clear overview of your activities and appointments when on the Restart Scheme. You will also have access to a wide range of resources through our portal to support you including employment support, careers support, well-being support and help with skills and training.

Your Job Coach will provide you with access to the Participant Portal and you will be sent an activation link to the email address you have provided. Once you have completed the registration process you will have full access to your appointments, action plans, tasks and activities as well as our full resource centre.

The Participant Portal will give you access to our message centre which will allow you to send your Job Coach a direct message if you are experiencing any problems or have any questions about appointments or tasks within your action plan.

Using the Participant Portal will give you access to:

- Job finder
- CV/resume builder
- Somewhere to store your documents
- Overview of your tasks/appointments
- Advice centre/bespoke resource library
- E-learning modules that you can do in your own time and at your own pace
- Message centre to communicate with your Job Coach

## YOUR PERSONAL INFORMATION

This statement is issued by Serco for the Restart Scheme, for and on behalf of Serco and the Secretary of State for Work and Pensions (DWP). It is to inform Participants how their personal information will be used by us, and any third parties engaged by us for the delivery of the Restart Scheme (including any successor organisations). For the purposes of the relevant data protection legislation, Serco and the DWP are joint data controllers for personal information jointly processed which are necessary for the Restart Scheme and are independent data controllers of personal information not jointly processed.

Your personal information (such as name, contact details, gender, details about your education and circumstances, health information, ethnicity, etc.) is used by Serco and DWP to exercise its functions and to meet its legal responsibilities, including for the performance or exercise of a public task and in the field of employment and social security and social protection law, and to support Participants to go into employment. Your personal information is obtained in a number of different ways, for example, directly from you or your Jobcentre Plus Work Coach. Your personal information will be processed within the United Kingdom unless we notify you of otherwise.

Your information will be securely destroyed after it is no longer required for the purposes of the Restart Scheme. Your information may be shared with third parties for support,

training, employment and well-being related purposes, and you may be contacted for evaluation and research purposes by DWP (or an organisation acting on its behalf). This will only take place where the law allows it and the sharing is in compliance with the data protection legislation. Further information about use of and access to your personal data, and details of organisations with whom we regularly share data are available at: [www.serco-ese.com/restart-scheme/privacy-policy](http://www.serco-ese.com/restart-scheme/privacy-policy)

If you have any questions about this Privacy Policy or how we handle your personal information, please write to:

Data Protection Officer, Serco Limited, Enterprise House, 11 Bartley Wood Business Park, Bartley Way, RG27 9AB. Alternatively, please email: [dpo@serco.com](mailto:dpo@serco.com) or call +44 (0)1256 745900.

You also have the right to contact the Information Commissioner's Office and file a complaint where you believe there has been an infringement of data protection laws. We ask that you attempt to resolve any issues or concerns with us first, although you have a right to contact the Information Commissioner's Office at any time. The contact details for the ICO are available at: <https://ico.org.uk/concerns>

In delivering the Restart Scheme to you, Serco has put in place procedures to ensure compliance with the data protection principles as follows:





- **Lawfulness, Fairness and Transparency** – Your personal information will be processed lawfully, fairly and in a transparent manner. We have Lawful basis under the data protection legislation to process your personal information. We process Fairly in terms of taking into account the specific circumstances and context in which your personal information is processed, providing all the information necessary to ensure fairness and transparent processing. We are Transparent about why we process personal data as set out in the Privacy Policy for the Restart Scheme.

- **Purpose Limitation** – Your personal information will be collected for specified, clear and legitimate purposes and not further processed in a manner that is incompatible with those purposes.

- **Data Minimisation** – Your personal information collected will be adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed, so not excessive. The personal information we process is necessary for and proportional to our purposes.

- **Accuracy** – We implement a process whereby personal information can be updated, such that it is which we hold is accurate and up to date. Any inaccuracies will be addressed or removed. If we decide not to either erase or rectify it, for example because the lawful basis we rely on to process the data means these rights do not apply, we will document our decision.

- **Storage Limitation** – Your personal information shall be kept for no longer than is necessary for the purposes for which the data is processed save to the extent that such data needs to be retained for statutory compliance purposes or required under the contract between DWP and Serco.

- **Integrity and Confidentiality** – Your personal information will be processed in a manner that ensures appropriate security of the data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures. We apply appropriate access controls for our electronic systems and physical storage and take steps to ensure the reliability and integrity of our workforce who have access to your personal information.

- **Accountability** – Serco and DWP have put in place measures to meet the requirements of accountability, including but not limited to, the appointment of its data protection officers, putting in place appropriate technical and organisational security measures to protect your personal information against unauthorised or unlawful processing and against accidental loss, destruction or damage. Serco has also put in place written contracts with its Supply Chain Partners who will be assisting with the delivery of the Restart Scheme to ensure they comply with the data protection laws while processing your personal information on our (and DWP's) behalf.

## FEEDBACK, COMMENTS AND COMPLAINTS

Serco and its Providers take pride in delivering quality services. If you would like to compliment our performance, give feedback on how we can improve our service, or need to make a complaint, then please follow our feedback and escalation process below.

### Stage 1

We would ask you to raise any initial issues, concerns or complaints with your Provider or if you feel that this is inappropriate you can email: [restart@serco.com](mailto:restart@serco.com)

A Provider representative will contact you within 24 hours to acknowledge your complaint and gather more details before conducting any necessary investigations.

Following the conclusion of their investigations they will write/email you within 5 working days of receipt of your complaint outlining their findings and proposed resolution. If for any reason they are unable to conclude our investigations within this timeframe they will write/email you to let you know and confirm a date to formally respond.

If you are unhappy with our response at Stage 1 then you can escalate your concerns to a Serco Supply Chain Manager.

### Stage 2

If you are unhappy with the response at Stage 1 then you can escalate your concerns to a Serco Supply Chain Manager within 6 months of the response. Details on how to escalate your complaint will be provided in the formal outcome letter at Stage 1.

The Supply Chain Manager will contact you within 24 hours to acknowledge your complaint and gather more details before conducting any necessary investigations. Following the conclusion of their investigations they will write/email you within 5 working days of receipt of your complaint outlining their findings and proposed resolution. If for any reason they are unable to conclude their investigations within this timeframe they will write/email you to let you know and confirm a date to formally respond.

If you are unhappy with their response at Stage 2 then you can escalate your concerns to the Contract Director.

## **FEEDBACK, COMPLIMENTS OR COMMENTS? HAVE YOUR SAY!**

As part of our commitment to continuous improvement we will seek your feedback about your experience during your time on the programme. Please get in touch if you have any ideas that could help us improve our service moving forwards.

For any comments and compliments you can email: [restart@serco.com](mailto:restart@serco.com) or speak to your Job Coach.

### **Stage 3**

If you are unhappy with our response at Stage 2 then you can escalate your concerns to the Contract Director within 6 months of the response. Details on how to escalate your complaint will be provided in the formal outcome letter at Stage 2.

The Contract Director will contact you within 24 hours to acknowledge your complaint and gather more details before conducting any necessary investigations including reviewing the history of the complaint and previous responses to ensure they get a balanced view of the situation.

Following the conclusion of their investigations they will write/email you within 5 working days of receipt of your complaint outlining their findings and proposed resolution. If for any reason they are unable to conclude their investigations within this timeframe they will write/email you to let you know and confirm a date to formally respond.

If you are unhappy with their response at Stage 3 then you can escalate your concerns to the Independent Case Examiner.

### **Stage 4**

If you are unhappy with our response at Stage 3 and wish to progress your complaint further you can write to the Independent Case Examiner at the address below.

Please ensure before you write to the Independent Case Examiner that you have followed the previous escalation stages.

**Independent Case Examiner's Office  
PO Box 209, BOOTLE L20 7WA**

**By email at [ice@dwp.gov.uk](mailto:ice@dwp.gov.uk)  
which is their preferred contact.**

**By telephone on 0800 414 8529.**

The Independent Case Examiner reviews complaints about certain government organisations that deal with benefits, work and financial support. They act as an impartial referee for people who feel they have been treated unfairly or are unhappy with the way in which their complaint has been dealt with by the business or agency.

Escalation of a complaint to the Independent Case Examiner can result in one of three possible outcomes: Resolution; Settlement or Investigation Report.

# RESTART SCHEME

Please keep this information safe for future reference

## IMPORTANT CONTACT INFORMATION

	Name	Contact details
Restart Scheme Job Coach		
Centre Manager		
Serco Designated Safeguarding Lead		
Centre Designated Safeguarding Lead		
Centre First Aider		

Important health and safety information	
First aid point	
Fire evacuation point	

Useful websites
The Participant Portal: <a href="https://jasper.aptem.co.uk">https://jasper.aptem.co.uk</a>
The Restart Scheme: <a href="https://www.serco-ese.com/restart-scheme">https://www.serco-ese.com/restart-scheme</a>

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