

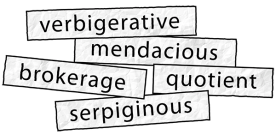


# Services that Work customers can expect from Papworth Trust

Our programmes are here to help you be the best you can be in your job and volunteering.



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# Useful words



**Goals** – this is something that you want to do or anything new that you want to learn.



**Support Manager** – a member of Papworth Trust staff who will help you.



**Employment and Wellbeing Advisor** - a member of Papworth Trust staff who will help you.



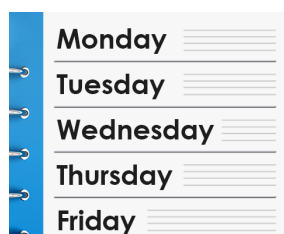
**Volunteering** – this is like work but you are not paid

# Joining our service



When you join us we will look at what you are good at and find the right job for you, even if you don't feel ready at first.

## We want to do the following:



We will contact you within 2 working days to arrange to meet you. Working days are Monday, Tuesday, Wednesday, Thursday and Friday.



**Open**



**Closed**

Our office is open Monday, Tuesday, Wednesday, Thursday and Friday from 9:00 am to 5:00 pm.

## We will check how well we are doing by:



Checking our reports.

# How we will support you



We will help you to find work or volunteer work

## We want to do the following:



In 20 working days, we'll create a plan based on your goals and needs. Goals is something that you want to do or anything new that you want to learn.



Give you clear and easy to understand information.



We'll meet with you face-to-face at least every 10 working days to see how you are getting on.

We'll be honest with you about what you can achieve and how we can help.



You'll have a personal Support Manager or Employment and Wellbeing Advisor. These are staff members of Papworth Trust.



If you miss a meeting with us, we'll contact you within 1 working day.



If you're not in work at the end of the course, we will support you with other options.

# We will check how well we're doing by:



Every month we will do checks to see how we are doing.



Every 3 months we will ask other organisations to see how we are doing. An organisation is a group of different people who work together. Papworth Trust is an organisation.



Every day we will look at customer reports. Reports are documents that shares information.

# Moving into work



We want to help you to have support in place for when you start a new job.

## We want to do the following:



Talk to you about what you need for when you start a new job.



We'll contact you every 10 working days to support you in your job.



# We will check how well we're doing by:



Checking how many people stay working or volunteering.



Checking reports where people have started work or volunteering.



Check in with you every week when you have started work or volunteering.

# Data Safety



We will keep your information safe.

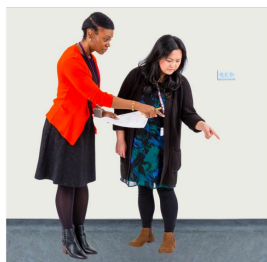
## We want to do the following:



We may share your information with others but only with your permission or when we have to by law.

We share your success stories only if you have said we can.

## We have checks in place by:



We have checks in place every month to make sure you are doing what we said we would do. 8

# Getting involved and taking part



We think that getting you involved is important. We want you to tell us what you think.

## We want to do the following:



We will ask you what you think every month and if you have any complaints. A complaint is when you tell someone you are unhappy with something.



We will ask you every 3 months if the support we give you is right for you.



We want to know what you think so it can help us improve our services.

# We will check how well we're doing by:



We will ask every month to tell us if you are happy or unhappy.



We will look at comments made in complaints or compliments.

A compliment is where you have told us you are happy about something.



Ask other organisations we work with to complete a survey every month.