



————— A GUIDE TO —————

**free** support for businesses  
considering or making  
redundancies in South Somerset

June 2021



South Somerset  
District Council

# Introduction

The Covid 19 pandemic has created economic uncertainty across the UK, with many areas seeing an increase in Universal Credit claimants as a result of redundancies. South Somerset District Council has produced this document to support businesses and individuals through the redundancy process. The guide does not claim to provide legal advice, nor does it encourage businesses to make redundancies. It should be used alongside company policy documents to provide the best possible support to both the employees and the business.

Exploring and pursuing, reorganising or closing a business or organisation which involves making employees redundant is both challenging and emotional for all involved. This guide provides information about free support and tools available to help you successfully navigate the redundancy process and support your employees through this transition period.

All of the support listed within this documents comes at no cost to the business / organisation. The document does not intend to replace professional support.

## In this guide there are different categories of support for you to consider:



**Exploration stage** – considering options for restructuring or remodelling the business



**Redundancy process** support for the business or organisation



**Redundancy support** for employees who are at risk of being made redundant or have had their redundancy notice



**Maintaining morale** and positivity in the workforce during the transition phase through support



**Advice and training** available for you to upskill your remaining workforce to support employees in their new roles and support the business going forward



## Exploration stage support

If you are still in the exploration stages of restructuring and considering options, support is available from:

### Heart of the South West

Free support and advice to consider business or organisation reorganisation or diversification

### Government's Business Support Helpline

Contact for free advice via e-mail or  
Telephone: 0800 9981098  
Monday - Friday, 9am to 6pm  
Email: [enquiries@businesssupporthelpline.org](mailto:enquiries@businesssupporthelpline.org)

### The Insolvency Service

A Government agency that helps to deliver economic confidence by supporting those in financial distress, tackling financial wrongdoing and

maximising returns to creditors, they provide free advice about alternatives to bankruptcy and information about other options to compulsory liquidation.

### Gov.uk

Free advice on how to avoid or minimise redundancies.

### Funding Finder

Find Coronavirus financial support for your business.



## Redundancy process support for the business or organisation

If you are intending to make 20 redundancies or more at one establishment within a period of 90 days or less, you are required by law to notify the Insolvency Service's Redundancy Payments Service of potential redundancies. You can do this via this [webpage](#).

South Somerset District Council can also support businesses and organisations making redundancies. Depending on the scale of redundancies being made, we will coordinate an

appropriate programme of support from local and national partners. To access this support please email [redundancyhelp@southsomerset.gov.uk](mailto:redundancyhelp@southsomerset.gov.uk) providing your contact details and a brief overview of your organisation's situation. Please be assured that this will remain confidential. The level of intervention and benefit we can provide directly links with the stage at which you contact us. We would encourage you to make us aware at the earliest given opportunity.

**Free support is available from:**

**Gov.uk**

Advice and guidance about making redundancies

**Advisory, Conciliation and Arbitration Service**

When planning to make employees redundant, you need to be sure that you're following all the relevant laws around the process, ACAS (Advisory, Conciliation and Arbitration Service) provide a step by step guide to managing staff redundancies

**Step Up Somerset**

A directory of organisations who can provide free redundancy related support and advice to businesses and organisations.

**Skills Support for the Workforce**

If you are restructuring your team, the Skills Support for the Workforce programme provided by Serco can offer funded training to help bridge any skills gaps your employees may have as they move into the new structure.

**The Skills Support for Redundancy**

A programme provided by Serco can also provide you with funded support which will ensure your employees get access to bespoke training to support them to find suitable employment or their next career.



## Support for employees who are at risk of being made redundant or have had their redundancy notice

The **Jobcentre Plus Rapid Response Service** provides support to businesses / employees who are at risk of making redundancies and provides a tailored package of support through their partners at no cost to the business, support could include:

- o helping people facing redundancy to write CVs and find jobs
- o providing general information about benefits
- o helping people to find the right training and learn new skills
- o helping with costs like travel to work expenses
- o Jobcentre Plus advisors on-site support for large scale redundancies



## **Job Centre Plus Rapid Response Service**

This support can be accessed during the notice period and up to 13 weeks after redundancy. To find out how your business can use the Rapid Response Service contact the Job Centre Plus Taunton team on [enquiries@dwp.gov.uk](mailto:enquiries@dwp.gov.uk)  
**0845 604 3719**

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## **Somerset Libraries**

Somerset Libraries have free to use tools to help employees upskill and look for alternative employment:

- Public access computers giving access to; the internet, web-based email, recommended quality recruitment and employment support related internet sites and Microsoft Office applications.
  - Wi-Fi access for members to use.
  - Tablet loan service with free internet connection from some of their libraries.
  - Online digital skills courses, with support from library staff
- Information about becoming a Somerset Library member is [available here](#).



## **National Careers Service**

National Careers Service provide a complete careers support service, including:

- Helping employees identify transferable skills
- Explore career and training options
- Offer support and guidance to compose a CV.
- Providing an equivalent comparison of international qualifications

**Careers helpline: 0800 100 900**

**Text messages: 07766 413 219**

**Textphone: 0800 096 8336**

**Monday to Friday, 8am to 8pm**

**Saturday 10am to 5pm**

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## **Skills Support for Redundancy**

Skills Support for Redundancy (SSR) is a funded programme to support employers and individuals affected by redundancy. SSR is a tailored service to meet your needs, offering a wide range of training and career support to help employees find alternative suitable employment.

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## **Step Up Somerset**

Step Up Somerset provides access to many free support services to help navigate redundancy.



## Citizens Advice South Somerset

Citizens Advice South Somerset provide free confidential impartial advice on an individual basis; to support residents through the application process for Universal Credit. A payment to help with your living costs for people who are on a low income or without work.

- Identify if there is help for you to pay your rent or mortgage
- Provide advice if you are struggling to pay bills or managing debts.

0808 278 7428 - Monday to Friday  
10.00am to 4.00pm

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## The Job Centre

The Job Centre will support residents into work if they have claimed either Universal Credit (UC) or New Style Job Seekers Allowance (JSA) they will provide individuals with a dedicated Work Coach to aid them towards re-employment. South Somerset residents will likely access support from either Yeovil or Taunton Job Centre.

### • Yeovil

Federated House,  
29 – 31 Hendford, Yeovil,  
BA20 1UU  
0845 604 3719  
0845 608 8551

### • Taunton

Brendon House, High  
Street, Taunton, TA13NY  
0800 169 0190  
0800 023 4888



# Supporting employees mental health



Redundancies can have significant adverse impacts on an individual's mental health, and we would encourage both business owners and employees to seek support through the following organisations should it be required:

## Mindline Somerset

A confidential emotional support and mental health helpline that provides information and guidance.

01823 276 892 - Open 24 hours a day

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## Somerset Talking Therapies

Somerset Talking Therapies provides a wide range of support for people 18 and over including a library of self-help guide. Employees can call [0300 323 00 33](tel:03003230033) to book in for an Emotional Health Check with one of the team.

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## Samaritans

A confidential emotional support for anyone who's struggling to cope, who needs someone to listen without judgment or pressure. By phone, text and in person in branches across the UK.

Phone 116 123 - Open 24 hours a day

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## South Somerset District Council

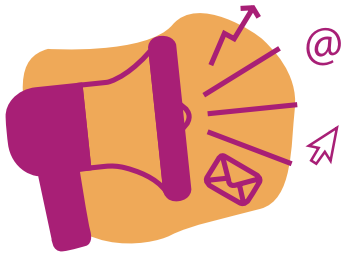
Additional information is available via the SSDC website.





## Maintaining morale

A good way to support staff during this period of uncertainty is to provide an information and access hub at the place of work or online that provides:



Specific information about the redundancy process, including a projected timeline with key activities and frequently asked questions with answers.



Signposting to free redundancy support, advice and holistic support as described above. A directory of support and display material is provided later in the guide.



Information about recruitment websites and local recruitment agencies. It can be beneficial to reach out to other local businesses who require similar skills in their employees and seeing if they would like to advertise any forthcoming vacancies directly.



Access to a computer and the internet, to help employees access support and guidance, attend virtual appointments and to search and apply for learning and employment opportunities for the future.

Providing this support can help maintain staff morale and productivity whilst the business is going through the transition phases.





## Advice and training

Advice and training available for you to upskill your remaining workforce to support employees in their new roles and support the business going forward.

### Skill Up Somerset

Skill Up Somerset provide free impartial advice on how you can upskill your workforce to meet the changing needs of the business or customer or both.

### Heart of the South West

Heart of the South West can help you identify specific skills advice support services in the South West and access funded training to help upskill your workforce.

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### Skills Support for the Workforce

The Skills Support for the Workforce programme is provided by Serco helps support small & medium-sized businesses to upskill their employees with training courses & qualifications to grow their business and boost the local economy, the programme is co-financed by the European Social Fund and the Education and Skills Funding Agency, a wide range of training can be accessed at no cost to your business.

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# Directory of free redundancy support

## Business Support Helpline

**Call:** 0800 998 1098 - Monday to Friday, 9am to 6pm

**Email:** [enquiries@businesssupporthelpline.org](mailto:enquiries@businesssupporthelpline.org)

**Website:** [www.gov.uk/business-support-helpline](http://www.gov.uk/business-support-helpline)

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## Heart of the South West Growth Hub

**Call:** 03456 047 047

**Email:** [info@heartofswgrowthhub.co.uk](mailto:info@heartofswgrowthhub.co.uk)

**Website:** [www.heartofswgrowthhub.co.uk](http://www.heartofswgrowthhub.co.uk)

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## Insolvency Service

**Call:** 0300 678 0015 - Monday to Friday, 9am to 5pm

**Email:** [www.insolvencydirect.bis.gov.uk/ExternalOnlineForms/GeneralEnquiry.aspx](http://www.insolvencydirect.bis.gov.uk/ExternalOnlineForms/GeneralEnquiry.aspx)

**Website:** [www.gov.uk/government/organisations/insolvency-service](http://www.gov.uk/government/organisations/insolvency-service)

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## Gov.uk avoiding redundancies

**Website:** [www.gov.uk/staff-redundant/avoiding-redundancies](http://www.gov.uk/staff-redundant/avoiding-redundancies)

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## Coronavirus Business Support Finder

**Website:** [www.gov.uk/business-coronavirus-support-finder](http://www.gov.uk/business-coronavirus-support-finder)

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## ACAS Step by Step Redundancy Guide

**Call:** 0300 123 1100 - Monday to Friday, 8am to 6pm

**Website:** [www.acas.org.uk/manage-staff-redundancies](http://www.acas.org.uk/manage-staff-redundancies)

## Step Up Somerset

**Call:** 0300 790 6275 - Every day 8am to 6pm

**Enquiry:** [www.stepupsomerset.org.uk/contact-us](http://www.stepupsomerset.org.uk/contact-us)

**Website:** [www.stepupsomerset.org.uk/support](http://www.stepupsomerset.org.uk/support)

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## Serco Skills support for Redundancy

**Enquiry:** [www.serco-ese.com/skills-support-for-the-workforce/contact](http://www.serco-ese.com/skills-support-for-the-workforce/contact)

**Website:** [www.serco-ese.com/skills-support-for-the-workforce](http://www.serco-ese.com/skills-support-for-the-workforce)

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## Jobcentre Plus Rapid Response Service

**Call:** 0845 604 3719 - Mon, Tue, Thur and Fri 9am to 5pm Wed 10am to 5pm

**Email:** [rrs.enquiries@dwp.gov.uk](mailto:rrs.enquiries@dwp.gov.uk)

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## National Careers Service

**Careers helpline:** 0800100 900

**Text messages:** 07766 413 219

**Textphone:** 0800 096 8336

Monday to Friday 8am to 8pm

Sat 10am to 5pm

**Website:** <https://nationalcareers.service.gov.uk/>

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## Somerset Libraries

**Call:** 0300 123 2224 - Opening times vary but the majority open between 9.30am and 5pm

**Website:** [www.somerset.gov.uk/libraries-leisure-and-communities/libraries](http://www.somerset.gov.uk/libraries-leisure-and-communities/libraries)

## Citizens Advice South Somerset

Call: 0808 278 7428 - Monday to Friday  
10.00am to 4.00pm

Enquiry: [www.citizensadvice-south-somerset.org.uk/redundancy-advice-request](http://www.citizensadvice-south-somerset.org.uk/redundancy-advice-request)

Website: [www.citizensadvice-south-somerset.org.uk/redundancy-support](http://www.citizensadvice-south-somerset.org.uk/redundancy-support)

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## Yeovil Job Centre

Call: 0845 604 3719

Textphone: 0845 608 8551

Website: [www.jobcentrejobs.co.uk/jobcentre/yeovil-jobcentre](http://www.jobcentrejobs.co.uk/jobcentre/yeovil-jobcentre)

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## Taunton Job Centre

- for residents who live in the Chard area

Call: 0800 169 0190

Textphone: 0800 023 4888

Website: [www.jobcentrejobs.co.uk/jobcentre/taunton-brendon-house-jobcentre](http://www.jobcentrejobs.co.uk/jobcentre/taunton-brendon-house-jobcentre)

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## Mindline Somerset

Call: 01823 276 892 - Open 24 hours  
a day 7 days a week

Email: [info@mindinsomerset.org.uk](mailto:info@mindinsomerset.org.uk)

Website: [www.mindinsomerset.org.uk/our-services/adult-one-to-one-support/mindline](http://www.mindinsomerset.org.uk/our-services/adult-one-to-one-support/mindline)

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## Somerset Talking Therapies

Call: Residents aged 18 and over can  
call 0300 323 00 33 to book in for an  
Emotional Health Check

Website: <https://somerseft.nhs.uk/somerset-talking-therapies>

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## Samaritans

Call: 116 123 - Open 24 hours a day 7  
days a week

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Website: [www.mentalhealththatwork.org.uk/organisation/samaritans](http://www.mentalhealththatwork.org.uk/organisation/samaritans)

## South Somerset District Council

Call: 01935 462462 - Monday to Friday  
8.30am to 4.30pm

Email: [redundancyhelp@southsomerset.gov.uk](mailto:redundancyhelp@southsomerset.gov.uk)

Enquiry: [www.southsomerset.gov.uk/forms/contact-us](http://www.southsomerset.gov.uk/forms/contact-us)

Website: [www.southsomerset.gov.uk/life-events/help-and-support/i-am-looking-for-work-or-education-opportunities](http://www.southsomerset.gov.uk/life-events/help-and-support/i-am-looking-for-work-or-education-opportunities)

Business support: [www.southsomerset.gov.uk/life-events/my-business/business-support-and-advice/redundancy-support](http://www.southsomerset.gov.uk/life-events/my-business/business-support-and-advice/redundancy-support)

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## Skill Up Somerset - Skill up for business

Call: 0785 7670 806

Email: [n.blackwell@skillupsomerset.org.uk](mailto:n.blackwell@skillupsomerset.org.uk)

Enquiry: <https://skillupsomerset.org.uk/contact-us>

Website: <https://skillupsomerset.org.uk/skill-up-my-workforce>

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## Skill Up Somerset - Skill up for you

Call: 0773 4494 755

Email: [j.parker@skillupws.org.uk](mailto:j.parker@skillupws.org.uk)

Enquiry: <https://skillupsomerset.org.uk/contact-us>

Website: <https://skillupsomerset.org.uk/skill-up-for-you>

# Promotional materials



# STEP UP SOMERSET

Skills | Training | Employment | Progression



## Skills

Develop your skills to open up new employment and progression opportunities.



## Training

Explore a range of learning opportunities; from updating your current skills, to taking on a new qualification, whilst in or out of work.



## Employment

Search for a job and find out more about Somerset's key industries, job types and skills requirements. Plus help and support if you are at risk of redundancy.



## Progression

Find information to progress in your career, with industry insights for career changers, young people and apprentices.

For more information please visit:

 [www.stepupsomerset.org.uk](http://www.stepupsomerset.org.uk)

If you can't find the help you need on the website, please call the Somerset Coronavirus Helpline:

 0300 790 6275

# Are you facing redundancy, or have you been made redundant within the last three months?



The Skills Support for Redundancy programme is here to help you to access funded training that enables you to upskill or retrain and get back into the workforce. The programme is co-financed by the Education & Skills Funding Agency and European Social Fund, which means that you can access a wide range of training for free.

## HOW COULD THE SKILLS SUPPORT FOR REDUNDANCY PROGRAMME HELP YOU?

- We can provide you with free training courses and qualifications to help you learn new skills and get back into work
- Our team will link you to the support you need to make the right career choice for you
- The service will help you understand your existing skills and match them to new careers

A wide range of training is on offer through our network of expert training providers including:

IT and digital skills • Business administration • Customer service

Team leading and project management • Health and social care

Warehousing and storage • Communication • Starting your own business

## WHO'S ELIGIBLE?

Aged 16 or above and able to work in the UK

Employed and at risk of redundancy, or unemployed within the last three months due to redundancy

Other eligibility criteria may apply

## FIND OUT MORE



[skillsupport@serco.com](mailto:skillsupport@serco.com)



[www.serco.com/ssr](http://www.serco.com/ssr)

Managed by

**serco**

Co-financed by



Education & Skills  
Funding Agency



**European Union**

European  
Social Fund

Free • Local • Independent • Impartial • Expert • Advice • Support



## WANT TO KNOW MORE ABOUT APPRENTICESHIPS?

An Apprenticeship is a real job giving you:

**A salary**  
**Hands-on experience**  
**Opportunity to gain qualifications while you work**

Apprenticeships cover hundreds of different job roles  
and can help you start your new career

You can do an apprenticeship at any age

For FREE and impartial advice and guidance on  
apprenticeships and skills, and where to find  
apprenticeship vacancies contact:

Jane Parker

Information Adviser and Employment Coach

email: [j.parker@skillupws.org.uk](mailto:j.parker@skillupws.org.uk)

Phone: 07734494755

Free • Local • Independent • Impartial • Expert • Advice • Support

[www.SkillUpSomerset.org.uk](http://www.SkillUpSomerset.org.uk)

# Facing Redundancy or a loss of income?

Need free,  
confidential  
advice?

citizens  
advice

Somerset

## Confidential Service from Citizens Advice

We can help with many of the issues you may face as things in your life change, including your job or your income.

For help with:

- Universal Credit
- Employment Issues
- Housing Problems
- Money Matters or Debts
- Family Related Issues

Phone week days 10 – 4

Or email any time via our website



[www.citizensadvice-somerset.org.uk](http://www.citizensadvice-somerset.org.uk)





Somerset  
**Mindline**

 **mind**  
for better mental health  
in Somerset

**0800 138 1692** Freephone

**01823 276 892** Local

Here when you need us 24/7  
For anyone of any age in Somerset experiencing  
mental distress or wanting emotional support.

Somerset  
**Mindline**  
**01823 276 892**



Open 24 hours a day, every day  
& here for you every step of the way.

**ONLINE  
+FREE\***



**SOMERSET SKILLS & LEARNING**



The online learning is exceptional!  
- Learner Survey 20/21



Learning That Fits Around You

# GET AHEAD AT HOME

**MORE COURSES ADDED!**

- ✓ Mental Health
- ✓ Digital Skills
- ✓ Health & Care
- ✓ Childcare
- ✓ Maths & English
- ✓ CV & Career Support
- ✓ Counselling + more!



 [sslcourses.co.uk](https://sslcourses.co.uk)

0330 332 7997     @SSLcourses

Online Learning / Taunton / Bridgwater / Frome / Yeovil



\*Eligibility criteria for our courses applies - check website for details.



- **You can use library computers to search for jobs and develop/print your CV**
- **You can borrow an iPad for free for up to 6 weeks from some of the libraries - these are internet ready and come pre-loaded with links, information and top tips to look for training and employment opportunities.**
- **We have a great 'Book for Business' collection which includes guides for successful interviews, starting your own business and developing new skills.**
- **You can access the 'Learn my way' programme with bitesize guides on how to use IT and the internet.**

**Come and see us soon- [www.somersetlibraries.co.uk](http://www.somersetlibraries.co.uk)**

# Career Change? Redundancy? Job Hunting?



**National  
Careers  
Service**

Helping you take  
the next step

## **FREE impartial careers advice for all adults**

The National Careers Service provides free, up to date, impartial information, advice and guidance on careers, skills and the labour market. We can help you:

- Assess your skills
- Find the right course
- Get new qualifications
- Develop your CV
- Improve your interview skills
- Understand the local job market
- Progress into work
- Realise your potential

**Get in touch today:  
0800 100 900**

