



**PACE**

# Facing redundancy?

We'll help you with all the advice  
and support you need

Helpline  
**0800 917 8000**  
[redundancyscotland.co.uk](https://redundancyscotland.co.uk)



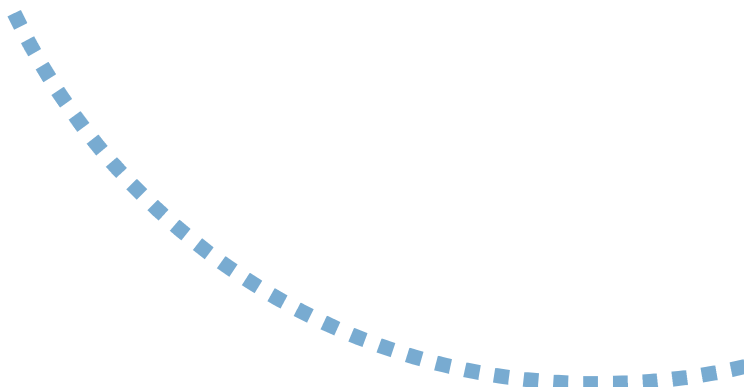
Scottish Government  
Riaghaltas na h-Alba  
[gov.scot](https://gov.scot)

# Facing redundancy?

**Redundancy can be one of the most challenging and stressful things you'll ever face. And you'll understandably feel daunted and unsure of what to do next. Thankfully, PACE can help.**

Partnership Action for Continuing Employment (PACE), is the Scottish Government's initiative for responding to redundancy situations. PACE is a partnership of organisations dedicated to providing you with the advice and guidance you may need if you are made redundant or are facing redundancy. We can help you take stock, consider your career options, and make the decisions that are right for you.





This guide summarises the free, impartial advice and support available to you in five key sections:

- 1 understand the redundancy process, your rights and entitlements**
- 2 check what benefits you may be entitled to**
- 3 practical advice on getting a new job**
- 4 identify learning and training opportunities**
- 5 business start-up.**

#### **Skills Development Scotland**

leads the delivery of PACE on behalf of the Scottish Government.

Call the helpline on **0800 917 8000** or visit **[redundancyscotland.co.uk](https://redundancyscotland.co.uk)** for advice on the full range of PACE services.

## 1. Understand the redundancy process, your rights and entitlements

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### Acas

The Advisory, Conciliation and Arbitration Service, offers confidential advice and guidance to employers, employees and their representatives on all aspects of employment relations and rights including redundancy pay, redundancy handling and unfair dismissal.

Visit **[acas.org.uk](https://www.acas.org.uk)**  
or call **0300 123 1100**

### The Insolvency Service

If your employer has become insolvent, the Insolvency Service can give you advice on how much redundancy pay you can claim, when a redundancy payment is due, how much you can claim in unpaid wages, what debts you can claim and how the Redundancy Payments Office can help you.

Visit **[gov.uk/insolvency-service](https://www.gov.uk/insolvency-service)**

### HMRC

You may be able to claim back some of the income tax you've paid. This could be because you've retired, returned to studying or because you've become unemployed.

Visit **[hmrc.gov.uk/incometax/stop-work-refund.htm](https://www.hmrc.gov.uk/incometax/stop-work-refund.htm)**  
or call **0300 200 3300**

You should also notify the Tax Credit Office within one month of stopping or starting employment as this may affect your tax claim.

Call **0345 300 3 900**



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### **The Scottish Trades Union Congress**

If you are a trade union member, you can rely on your union to advise and represent you on a range of issues, including coping with redundancy.

They aim to:

- ensure the maximum amount of information is made available to you
- secure appropriate alternative employment and training opportunities
- protect your rights, ensuring fair selection procedures and compensation.

If you are not a trade union member, but would like advice about your trade union rights or wish to join visit **stuc.org.uk** or call **0141 337 8100**

### **Money Advice Service**

If you have concerns about your financial situation you can talk to the Money Advice Service; a free, public funded and independent service. They offer a range of information to help you manage your finances.

Their advice and information is available online, over the phone and face to face. They will give you tailored money advice to help you make informed choices whatever your circumstances.

Visit **moneyadviceservice.org.uk** or call **0800 138 7777**

### **Cope with redundancy-related stress**

It's stressful facing redundancy, so PACE is here to help. If you are finding it difficult to cope please visit the Steps for Stress website. The website includes practical ways for you to start dealing with stress and includes free resources.

Find out more at:  
**stepsforstress.org**

## 2. Check what benefits you may be entitled to

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### Jobcentre Plus

Universal Credit is the new benefit replacing Jobseeker's Allowance. It is being introduced in stages, depending on where you live.

Visit **gov.uk/universal-credit** to find out more and to make a claim

The process is to claim online, however as you progress through the application, you may be advised to continue with your claim via telephone.

If you wish to claim any other benefit, phone JobCentre Plus on **0800 055 6688** (textphone **0800 012 1888**).

If you don't have access to the internet, then you can get access in your local JobCentre Plus office. If you are not eligible for Universal Credit you will be signposted to the relevant benefit application process.

You can get advice online about what benefits, pension or other financial help you may get.

Visit **gov.uk/benefits-calculators**

You may be looking for information or advice about pensions or retirement.

For free and impartial government guidance about your pension options visit **gov.uk/browse/working/state-pension**

### The Citizens Advice Bureau (CAB)

Advisers can help when things go wrong with universal credit, benefits, housing, budgeting, debt, pensions and relationship issues. Everything they do is confidential and free. And if getting back to work takes a little time, they can help keep you ready through volunteering opportunities backed by quality training and accreditation.

Find your local CAB online at **cas.org.uk/bureaux** or if you want information and advice instantly, visit **citizensadvice.org.uk**

## Case study

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Getting support for training was essential for Douglas McNally from Arbroath after being made redundant from the oil and gas sector.

Having previously worked as a gas engineer, Douglas was keen on refreshing his skills. With support from PACE and the Transition Training Fund, he updated his qualifications which led to him securing a new job as a dual fuel installer.

He says "I'm not only pleased to have a job but also one that's got long term prospects. Being made redundant was a very stressful time, but to get the support from PACE has been fantastic."



### 3. Practical advice on getting a new job

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#### Skills Development Scotland

Skills Development Scotland (SDS) offers a full range of career management, employability and information services to enable you to make well-informed and realistic decisions about your next steps. Our professionally qualified specialists offer free and impartial advice and guidance on:

- identifying your current skills, expertise and strengths
- routes into the jobs and careers that suit you
- applying for new work, training or learning opportunities
- developing a CV and covering letter
- preparing for interviews.

Visit **[myworldofwork.co.uk](https://myworldofwork.co.uk)**  
call **0800 917 8000**  
or drop into your nearest SDS centre  
for more information

#### Jobcentre Plus

The Universal Jobmatch service provides help to create and upload a CV which will be automatically matched with suitable jobs and sent to relevant employers.

Your local Jobcentre can offer advice on:

- helping you get the best job matches
- training options
- financial help which may be available for travel, childcare costs, tools or equipment
- Work Trials, for you to show an employer that you are the right person for them
- Work Clubs, community-led support groups for jobseekers
- Access to Work - you could get extra help if you are disabled.

Look for jobs online at  
**[gov.uk/jobsearch](https://gov.uk/jobsearch)**  
or visit  
**[gov.uk/contact-jobcentre-plus](https://gov.uk/contact-jobcentre-plus)**  
for details of Jobcentre Plus services



## 4. Identify learning and training opportunities

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### Skills Development Scotland

Learning or training can improve your chances of getting back to work. Explore your options, including learning at college or university, volunteering or training on-the-job, with support from a local learning provider.

There may be funding available for courses which could help you get back into work. Funding can include payment towards course fees, a grant or a loan. The support available will depend on your circumstances and the type of course you want to do.

Find out more:  
Visit **[myworldofwork.co.uk/learn-and-train](https://myworldofwork.co.uk/learn-and-train)**  
or call **0800 917 8000**

### Jobcentre Plus

Jobcentre Plus may be able to help with training costs and/or by removing individual barriers linked to work.

Find your local job centre at  
**[gov.uk/contact-jobcentre-plus](https://gov.uk/contact-jobcentre-plus)**

### The Big Plus

If you have trouble with reading, writing or numbers, it can make finding a new job difficult. The Big Plus can help you brush up on your basic skills. It's free and open to adults of all ages.

Find out more:  
**[thebigplus.com](https://thebigplus.com)**  
or call **0800 917 8000**

## 5. Business start-up

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### Business Gateway

Business Gateway offer practical help and guidance to business start-ups and entrepreneurs. They offer a range of professional services and resources including:

- a programme of fully funded local workshops and events held throughout Scotland
- advice to suit specific business needs through a network of experienced business advisers
- business information - a dedicated team providing information and support on all aspects of starting and growing a business.

They also have strong partnerships with a wide variety of professional organisations to ensure clients receive the best possible advice to match their business ambitions.

Find out more at:  
**[bgateway.com](http://bgateway.com)**  
or call **0300 013 4753**

### HMRC

The Small to Medium Enterprises (SME) Education team provides a range of digital products which aim to support and help businesses to meet their obligations to HMRC. This support is available through a variety of products accessed online.

Find out more at:  
**[hmrc.gov.uk/startingup/help-support.htm](http://hmrc.gov.uk/startingup/help-support.htm)**



## Case study

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Caroline Zanré, from Ellon, worked for the same company for 14 years before being made redundant. Keen to get back working again, Caroline received support from PACE.

She said "I wrote my CV with help from my local Skills Development Scotland centre as I wanted to get back into work. But then I realised I wanted to set up my own business. I'd been a fitness instructor but it had never been a job."

PACE helped Caroline access support through Business Gateway to start up her own business.

"With PACE support I did a start-up course which was really helpful in making sure I was doing everything I needed to be doing to start up my own business."



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