

RANDSTAD Worker Support Programme

Guidance to Managers

Introduction

The Council has signed up to the Randstad Worker Support programme which works in association with Access to Work (who are the government agency responsible for providing funding for support workers), to enable disabled people to take a full and active role in their workplace and to develop their careers.

Through this association, Randstad Worker Support provides support workers to employees in receipt of an Access to Work award. The support is tailored case by case according to the precise nature of an individual's circumstances, workplace, job and recommendations made by Access to Work.

How the process works

The individual has to contact Access to Work; the employer cannot do it on their behalf. The application is made over the telephone (other arrangements made for people who cannot use phone) the form is completed over the telephone and a hard copy sent to the individual for signature and return. As soon as the form is received back the application becomes active and an Access to Work Adviser is in touch within 48 hours. It is possible to make an emergency application if necessary.

The recommended support will be discussed with the employer; there will be a need to make arrangements for any workplace assessment for instance.

Managers should advise employees that when contacting Access to Work they need to tell them that Rhondda Cynon Taf have signed up with Randstad for the supply of support workers, any other support identified should be dealt with by Access to Work directly.

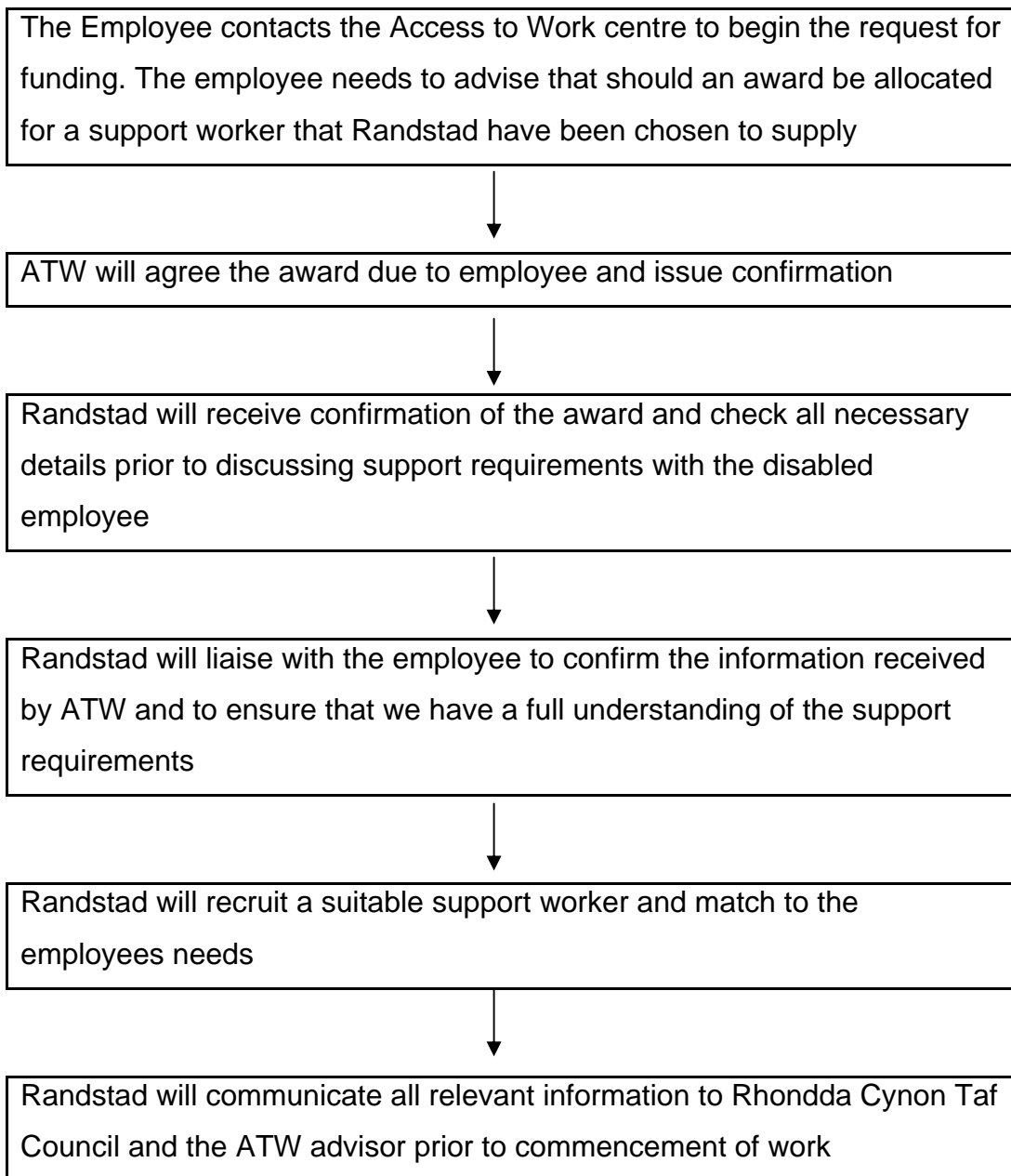
It should be noted that if an employee already has a support worker or an identified person they would wish to use they do not have to sign up to the Randstad programme.

Randstad Programme

If Access to Work advise that a support worker is needed and will be funded Randstad can deal with this (providing individual agrees), all support workers are fully trained and have undergone CRB checks, Randstad would liaise with individual and manager to put support worker in place and would deal with all the administration in respect of Access to Work requirements, Randstad employ the support worker, all RCT will have to do is arrange for an appropriate officer to sign to confirm the support workers hours.

The Access to Work Process

Firstly employees need to call the Access to Work regional centre in Cardiff
Telephone: 02920 423 291 Text phone: 02920 644 886 Fax: 02920 423 342
Email: atwosu.cardiff@jobcentreplus.gsi.gov.uk



Randstad will liaise with the appropriate manager throughout the process.