



December 2009

Dear Sir/Madam,

PACE Redundancy Support Services for Flyglobespan employees

PACE (Partnership Action for Continuing Employment) is a unique Scottish partnership initiative which provides support to employees when an organisation is facing redundancy issues.

The initiative, established by the Scottish Government, is being delivered by Skills Development Scotland and Jobcentre Plus and supported by other national and local partners. This letter gives you information on the support available from the organisations involved in PACE, together with contact details. All PACE support is provided by public sector organisations and is free. Further information is provided in the accompanying information pack.

PACE support services are available to help you:

1 Find out what state benefits you are entitled to:

If you would like to make a claim for benefit, the first step is to call **0800 0 55 66 88** or **Text phone: 0800 0 23 48 88** if you are deaf, hard of hearing, or have speech difficulties. Phone lines are open from 8am to 6pm, Monday to Friday. An operator will guide you through making a new claim and will tell you what will happen next. Alternatively for some benefits you may be able to claim online. Further details of how to do this are available at www.jobcentreplus.gov.uk.

2 Help you find another job

Jobcentre Plus' telephone **job matching service** can help you find a permanent, temporary, full-time or part-time job. We can tell you about vacancies in your local area and beyond. If you're interested in a job, we can tell you how to apply, send you an application form and, whenever possible, ring the employer to arrange an interview.

- Call 0845 6060 234. Lines are open between 8am and 6pm Monday to Friday, and 9am and 1pm Saturdays.
- Or, if you are deaf, hard of hearing or have speech difficulties, call our text phone on 0845 6055 255.
- If you speak Welsh, call us on 0845 6067 890. Or, if you are deaf, hard of hearing, or have speech difficulties, call our text phone 0845 6044 022.

You can also search for the vacancies held by **Jobcentre Plus online**. This can be done in two ways. The first is using the Jobcentre Plus job search facility through our website www.jobcentreplus.gov.uk by selecting "looking for a job", then "search for a job". Your second option is via www.direct.gov.uk. Both sites access the same vacancies but offer different search criteria, so you can choose the one that best suits your needs.

3 Help you draw up CV's, application forms and covering letters and prepare for interviews

This service is led by Skills Development Scotland. To use it, call 0808 100 1855 or log on to www.skillsdevelopmentscotland.co.uk/redundancy

4 Identify future career and training options and the steps needed to achieve them. This service is delivered by Skills Development Scotland. To use it, call 0808 100 1855 or log on to www.skillsdevelopmentscotland.co.uk/redundancy

5 Access a wide range of Government funded training to improve your skills and increase your chances of finding work. This service is led by Skills Development Scotland. To use it, call 0808 100 1855 or log on to www.skillsdevelopmentscotland.co.uk/redundancy

6 Find out how to start up your own business. This service is delivered by Business Gateway. To use it, call 0845 609 6611 or log on to <http://www.bgateway.com>

Christmas and New Year 2009/10 Opening hours:

Jobcentre Plus' offices are closed Xmas Day, Bank Holiday Monday, New Years Day and Monday 4th January 2010. All offices are open between 9.00am and 5.00pm as a minimum, while some have extended opening hours for appointments. Contact your local Jobcentre for details of extended hours.

Skills Development Scotland Careers Scotland centres are closed from 3pm on Thursday 24th December until 9am on Tuesday 5th January. All offices are open between 9.00am and 5.00pm.

Yours faithfully

On behalf of PACE partners