Seeking work or facing redundancy in Cornwall

A guide to where to find help and advice if you are facing redundancy or unemployment.

August 2020

http://inclusioncornwall.co.uk/resources/library/

Department for Work and Pensions
Here to help

The help detailed on the following pages is usually free of charge if you are unemployed or under notice of redundancy. Jobcentre Plus is not responsible for the content or reliability of linked websites. Listings should not be taken as an endorsement of any kind.

The leaflet is designed to be used online as it contains links to other websites and is available electronically at http://inclusioncornwall.co.uk/resources/library/

The most recent version should always be on this website. If you search using a search engine (like Google or Bing, for example), you may not necessarily find the most up to date edition.

For any amendments to the contents of this document please contact the Jobcentre Plus Response to Redundancy Team at rrs.devonandcornwall@dwp.gov.uk

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Call Charges And Phone Numbers

If you call from a landline, approximate charges to numbers beginning 01, 02 or 03 are between 2 & 10p per minute; calls to 0845 numbers are charged at between 1 – 10.5p per minute. Calls to 0800 or 0808 numbers are free. 

Check with your phone provider to find out the actual cost. Calls from payphones can cost more. For more information about other charges, you can check the Gov.UK site here https://www.gov.uk/call-charges

Local help in Cornwall for you

This leaflet is only a guide and does not cover every circumstance. We have done our best to make sure that the information is correct at the date of publication. It’s possible that some of the information is oversimplified, or may have become inaccurate over time, for example because of changes to the law, so it is always wise to check the latest details with the specialist agencies. It's good to check the internet for the latest information. You can do this if you have an internet connection on your home computer or go into your local library, college or learning centre for help. To check whether your library has internet connection, call 01872 322005.

You can find your nearest learning centre by going to www.ukonlinecentres.com or you can call 0114 349 1666

GOV.UK www.gov.uk is the UK government website and gives access to a range of information and advice. Topics include:-

- Employment
- Money and tax
- Benefits (including information on which benefits and how to make your claim)
- Education and learning where you can learn more about improving your “Skills for Life”
- Claiming Jobseeker’s Allowance or Universal Credit
- Online Advice is available online about what benefits, pension or other financial help you may get at www.gov.uk/benefits-calculators
- Redundancy https://www.gov.uk/redundancy-your-rights

When you are looking for work no matter how the job has been advertised, it is always your responsibility to protect your own safety. The GOV.UK site also has some very helpful tips on protecting your personal details and steps you can take to protect yourself when looking for work in the Safe Jobseeking section.

Access at www.gov.uk

Online help from Cornwall Libraries

Universal Skills is an easy to use online program designed to help with job skills, Universal Job Match and Universal Credit. Go to http://www.220soft.eu/cornwall/universal/intro.html

You'll need your library number to enrol. The link to Universal skills can also be found on https://www.cornwall.gov.uk/leisure-and-culture/libraries/your-library-online/online-reference-library/careers-and-online-learning/

Inclusion Cornwall Hub

If you need support The Inclusion Cornwall Hub (formally Cornwall Works Hub) can help answer any questions you have about how and where to access support. Visit their web page at https://www.supportincornwall.org.uk/kb5/cornwall/directory/service.page?id=rm0F8MBe60 or you can contact them on 01872 326440 or email Bev.Wilson@cornwall.gov.uk

Seeking work or facing redundancy in Cornwall

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Redundancy

Checklist (when leaving your job)
On your last day at work you should receive your full entitlement to wages, plus payment for any outstanding period of notice that you have not worked. You should also receive:

- accrued holiday pay
- details of your personal pension arrangements
- your income tax form P45
- references – agreed by your employer
- redundancy pay (subject to two years’ continuous service)
- a letter stating your date of redundancy.

Detailed information on your rights in redundancy is available from the Money Advice Service www.moneyadviceservice.org.uk

Redundancy Payments Helpline
Get information and advice on statutory redundancy pay in England, Scotland and Wales on Gov.uk at https://www.gov.uk/redundancy-your-rights
You can get help with:

- statutory redundancy pay
- your rights if your employer has gone into liquidation.

You can also contact ACAS for information and advice. Their helpline number is 0300 123 1100. Alternatively you can go online at http://www.acas.org.uk/index.aspx?articleid=1339

Lump sum payments on redundancy
If you receive a lump sum payment, it may include a payment in lieu of notice as well as a redundancy payment. These may affect your benefit entitlement. If you have to claim benefits from the Department for Work and Pensions, they may need to know how any such payment was spent. You can seek advice from an independent advice agency.

Apprentices
If you are undertaking an Apprenticeship and are at risk of, or are made redundant, there is assistance available to help you to complete your Apprenticeship. This may be by helping to find another employer with whom you can complete your training, or there is the possibility of completing it through a full-time learning route.


Careers Advice and Training
The National Careers Service (NCS) provides access to independent, professional advice on careers, skills and the labour market. The service is free to everyone aged 13 and over and is available online and through advisers on the telephone. For adults there is also face-to-face advice in the community.

You can speak to an adviser on 0333 006 2966

If you want to arrange an appointment for a Skills Transfer Analysis, then you should call the number above and book an advice session in your area with one of their qualified careers advisers or ask your Jobcentre Plus Work Coach to book an appointment for you.

Alternatively you can access their website on https://nationalcareersservice.direct.gov.uk/Pages/Home.aspx

You can also look for different types of learning opportunities using the National Careers Service Find a Course site here https://nationalcareersservice.direct.gov.uk/course-directory/home#
All providers are contracted with the Skills Funding Agency (SFA) or the Education Funding Agency (EFA) and include colleges, training providers and local education authorities. Contact an adviser if you need help finding the right course for you.

Training
If you are unemployed and claiming benefits, you can speak to your Jobcentre Work Coach about funded training.

Response to Redundancy
Help may also be available to assist people affected by redundancy to undertake additional short duration job focused training, via the Response to Redundancy Service (RRS) fund.

Eligibility conditions apply, including that funding for the job focused training should not be available from another source and you will need to provide evidence that the requested training will substantially increase chances of getting a job. If you have recently been made redundant and registered for Jobseekers Allowance or Universal Credit ask your Work Coach, or contact the RRS team rss.devonandcornwall@dwp.gov.uk, as we may be able to help you access work focussed training.

Skills Toolkit
Free digital and numeracy courses to build skills via a platform hosted on GOV.UK. has introductory, intermediate and advanced online courses, tools and resources https://theskillstoolkit.campaign.gov.uk/.

Link into Learning can help you with the challenge of redundancy. Courses offered at their centres include:-

- Communication, English and maths skills (including essential skills of adult literacy & numeracy)
- National qualifications, achievable in weeks if you lack GCSEs
- Interview, presentation, CV writing and jobsearch skills
- A brush up on basic computer skills

Contact on 0300 1231 117 to discuss.
Please note that English for Speakers of Other Languages (ESOL) courses are no longer automatically free – your nearest centre will provide details.

**Literacy** covers English reading and writing skills, including spelling, punctuation and grammar, as well as communication and study skills that will help you with further learning.

**Numeracy** involves handling numbers, data, diagrams, measurements and money calculations that you might come across at work or in everyday life. It goes up to the equivalent of GCSE level maths.

**The Learning Institute**

For people who have worked or want to work with children and young people, offer a Foundation Degree in Integrated Children’s Services. They are based in the South West and offer a range of education based development services independently and through their partners. Contact 01726 891 807 or email hello@learninginstitute.co.uk or visit their website at www.learninginstitute.co.uk

**Higher Education**

If you a considering Higher Education, Life Pilot is a web site that seeks to broaden access to Higher Education for adults, it gives practical advice and information. Access at http://www.life-pilot.co.uk/

**The Transition to Teaching Programme**

has been designed to help employers promote a new career in teaching to high-performing employees who are considering a mid to late career change. If you are an employee or thinking about changing career and you are interested in getting into teaching, you can sign up with the Teaching Agency for information and advice – visit https://getintoteaching.education.gov.uk/get-help-and-support.

**Health Careers**

The NHS has a website aimed at people of any age thinking about a career in health, and those who’ve already started a career in health and are thinking about their next step. To find out more go to https://www.healthcareers.nhs.uk/

**Scope** is a charity that exists to make this country a place where disabled people have the same opportunities in life as everyone else. Scope provides a service called **Support to Work** which offers **advice to disabled people** applying for jobs. This is an online employment service supported with telephone, Skype or text. It’s open to disabled people who:

- are of working age
- are looking for paid work
- have access to the internet, telephone and email
- and live in England or Wales.

Scope experienced advisors can support customers with:

- employability skills
- CV guidance
- interview techniques

More information can be found at: https://www.scope.org.uk/support/services/employment/support-work

**Apprenticeships**

Apprenticeships aren’t just for the young. They give you an opportunity to gain the skills and experience to succeed in a new field.

Almost anyone over the age of 16 can apply for an apprenticeship and take a major step towards building a new career.

Apprenticeships combine practical training in a job with study.

As an apprentice you’ll:

- work alongside experienced staff
- gain job-specific skills
- earn a wage and get holiday pay
- get time for study related to your role (usually one day a week)

Search for apprenticeships that might be suitable for you here https://www.findapprenticeship.service.gov.uk/apprenticeship

If You Are Considering Self Employment

The GOV.UK website https://www.gov.uk/ has links to practical help and support for people considering setting up their own business at https://www.gov.uk/set-up-self-employed including lists of organisations that may be able to help with finance and other practical support https://www.gov.uk/business-finance-support

National Business Support helpline
You can find practical on line help and support for people considering setting up their own business at https://www.gov.uk/browse/business/setting-up.

You can contact the National Business Support Helpline for advice and information about setting up your own business in England on 0300 456 3565. The helpline is open Monday to Friday, 9am to 6pm. They will be able to give you information about Growth Hubs which are being set up across the Country.

Cornwall & Isles of Scilly Growth Hub provides a single point for accessing a range of information and support needed to start or grow a business.

Call direct or register online at 01209 708660 www.ciosgrowthhub.com.

Outset
Free advice and support for people living in Cornwall considering self-employment. Starting out on your own can seem daunting, but Outset is on hand to offer an expert range of support to help you every step of the way as you focus your ideas and then start, run and grow your new business.

For more information contact cornwall@outset.org or go to https://www.outset.org/cornwall/

New Enterprise Allowance
New Enterprise Allowance can provide money and support to help you start your own business if you're getting certain benefits. Go to https://www.gov.uk/new-enterprise-allowance to find out more

Start Your Own Business
If you are starting a business in the UK, this site is full of FREE resources, useful information and local contacts to help you start and grow successfully. https://www.syob.net/

Her Majesty's Revenue and Customs
You should register with HM Revenue & Customs https://www.gov.uk/government/organisations/hm-revenue-customs if you are going to take up self-employment.

Where to go for further advice and help
- Registering for Self Assessment www hmrc gov uk/sa/register htm
- GOV.UK website www.gov.uk
- Tax Help series factsheets www.hmrc.gov.uk/thelibrary/tax-help.htm easy to read factsheets covering a range of topics ie: “Keeping records for business” and “Problems paying your tax”.
- Online presentations www.hmrc.gov.uk/webinars Live presentations or “webinars” available on set dates, or pre-recorded webinars are available
- Helplines www.hmrc.gov.uk/contactus Contact the helpline if you need further help.
- A selection of mobile apps is available for download, including the simple record keeping app https://www.gov.uk/government/publications/record-keeping-and-simpler-income-tax-applicationsoftware and HMRC’s Tax_calculator app, which allows people to work out how much tax they pay and how the Government spends it https://www.gov.uk/guidance/hmrc-tools-and-calculators.

Remember to register with HMRC within 3 months of starting self-employment. Contact the Newly Self-Employed helpline on 0300 200 3504 and see www.hmrc.gov.uk/startinup for more details

The Citizens Advice Bureau also has a great deal of useful information on their self employment checklist at http://www.adviceguide.org.uk/england/work_e/work_self-employed_or_looking_for_work_e/self-employment_checklist.htm

Social Enterprises
Social enterprises are businesses trading for social and environmental purposes. Many commercial businesses would consider themselves to have social objectives, but social enterprises are distinctive because their social and/or environmental purpose is absolutely central to what they do - their profits are reinvested to sustain and further their mission for positive change. Examples of well-known Social Enterprises are The Big Issue and the Eden Project

If you are interested in developing a social enterprise business contact Cornwall Rural Community Council who offer a programme of free workshops to help you get started. Visit their website at http://www.cornwallrcc.org.uk/projectdevelopment/ or phone them on 01872 273952

More information is available online at the Setting up a Social Enterprise pages of GOV.UK https://www.gov.uk/

Need some additional vocational training to start self-employment?
If you are under threat of redundancy, of have been recently made redundant and you find that you need some additional vocational skills / training to make your business proposal viable, the Jobcentre Plus Response to Redundancy team may be able to assist by funding some short duration training. There are conditions that apply to this funding – for example, we cannot reimburse you for training that you have already paid for, and if the training is available for free or from other funded provision, then funding would also not be available. Ask your Work Coach about this, or contact the Jobcentre Plus Rapid Response team at RRS.DEVONANDCORNWALL@dwp.gov.uk for more information.
Money Matters

Jobseeker’s Allowance & Universal Credit
If you are looking for work, you can claim either Universal Credit or Jobseeker’s Allowance, depending on your circumstances. You can check to see if you are eligible for Universal Credit or a contribution-based New Style Jobseeker’s Allowance (JSA(C)NS) here https://www.gov.uk/how-to-claim-universal-credit and more information to help you understand about Universal Credit is available here https://www.understandinguniversalcredit.gov.uk/
If you have worked and paid enough National Insurance contributions, usually within the last 2 tax years, you may be eligible to claim a contribution-based benefit. See https://www.gov.uk/ for more information about New style Jobseeker’s Allowance https://www.gov.uk/jobseekers-allowance and New style Employment and Support Allowance https://www.gov.uk/employment-support-allowance.
To find out more about what benefits are available, visit the Benefits & Financial Support page on the GOV.UK website at https://www.gov.uk/browse/benefit You can also check how much benefit you may be able to get on one of the benefits calculators here https://www.gov.uk/benefits-calculators

You will need
• an e-mail address; and
• a suitable CV
The CAB website explains how to get an email address on their website here https://www.citizensadvice.org.uk/benefits/universal-credit/claiming/starting-your-universal-credit-claim/ and CV help is available from the National Careers Service here https://nationalcareers.service.gov.uk/get-a-job/cv-sections

Getting help to apply for Universal Credit
The Citizens Advice Help to Claim service can support you in the early stages of your Universal Credit claim, from the online application, through to support with your application before your first full payment. It's a free, independent, confidential and impartial service provided by trained advisers from Citizens Advice. They can help with things like how to gather evidence for your application or how to prepare for your work coach appointment.
Call for free:
0800 144 8 444 (England)
08000 241 220 (Wales)
Get support online or find your nearest face to face service at citizensadvice.org.uk/helptoclaim

Lump sum payment
If you receive a lump sum, it may include a payment in lieu of notice (PILON) as well as a redundancy payment. These may affect your benefit entitlement. You need to think carefully about how you use a lump sum. If you have to claim an income related benefit in the future, Jobcentre Plus may need to know how you have spent it. Redundancy payments will be treated as capital if you claim an income based benefit, and may affect your entitlement. Holiday Pay may be included in the amount of capital you have and may therefore affect your entitlement to benefit.
PILON and Holiday Pay do not count as income for the purposes of claiming Jobseeker’s Allowance (JSA(C)NS) any more, so you should make your claim immediately.
You will not have to wait until the period covered by PILON or Holiday Pay is over. Unlike JSA(C)NS, any income paid to you after the date you claim Universal Credit will affect the amount you receive.

Tax Credits
It is important to tell the Tax Credit Office about any changes to your working circumstances because it may change the amount of Working Tax Credit you get.
Contact on 0345 300 3900, between 08:00 - 20:00, or see the website for more information www.hmrc.gov.uk and select Tax Credits

Adjusting your budget
One of the most worrying aspects of redundancy and unemployment is the need to adjust to reduced income, balance the budget and manage debt. It is important to follow some simple rules:
Sort out your important bills and draw up a personal budget. List your income and spending. Allocate money to your important bills and see what is left for your less important bills or other non-priority debts.
You should always pay your important or priority bills first, such as your mortgage or rent, fuel, water, council tax, fines and child support.
After you have sorted out your priority bills and taken into account your normal household bills and expenses, you can approach your other creditors and offer to make a payment. These creditors will be more interested in getting something from you rather than take any action against you. If you offer to pay less than the interest being charged, ask the creditor to suspend the interest.

The Money Advice Service offers a free, online money health-check which will take you through the steps to draw up your personal budget plan.
They also provide a wide range of impartial information on money matters covering from cards and loans to savings and investments. This is all available from: http://www.moneyadviceservice.org.uk or you can call their helpline on 0300 500 5000. Calls are charged at your normal rate.
You can get free independent debt/money management advice from your local Citizen’s Advice Bureau. The phone number for your local CAB can be found in your local Yellow Pages or access their Advice Guide web site at www.adviceguide.org.uk

Free independent telephone advice on debt is also available from, amongst others:
• Payplan – 0800 716 239
• National Debtline – 0808 808 4000
• Debt Advice Network – 0151 356 8200
Consumer Credit Counselling Service – 0800 138 1111.

Advice Now [https://www.advicenow.org.uk/] is an independent, not for profit website providing accurate information on rights and legal issues.

Advice UK is the largest UK network of advice providing organisations. They don’t give advice themselves, but can put you in touch with the right advice giving agency. [https://www.adviceuk.org.uk/]

Civil Legal Advice offers free help or legal advice with debt, housing, employment, education and welfare benefit issues. Call 0345 345 4 345 or visit the website [https://www.advicenow.org.uk/]

Civil Legal Advice also offers free help or legal advice with debt, housing, employment, education and welfare benefit issues. Call 0345 345 4 345 or visit the website [https://www.advicenow.org.uk/]

Mortgage/Secured Loan
You must pay your monthly mortgage. If you are having difficulty, contact your lender to discuss interest only payments, temporary suspension/ reduction in payments, extending the term of the mortgage, freezing endowment payments and other options.

Rent and Council Tax
You must pay your rent and council tax. You may be entitled to help with these. To find out more, go to the Housing Benefit pages on the Cornwall Council website [https://www.cornwall.gov.uk/advice-and-benefits/benefits/]
There is a dedicated benefits helpline at Cornwall Council on 0300 1234 121.

Housing
If you are homeless, threatened with homelessness, or concerned that you may become homeless, The Homelessness Prevention Team offers free advice and assistance. It’s very important that you contact the team as soon as possible if you are having difficulties with the security of your tenure, paying your rent or mortgage. If you have a housing emergency where there is an immediate risk of losing your accommodation, call their out of hours emergency number: 0300 1234 161 or email info@cornwallhousing.org.uk

Shelter also provides housing debt advice and advice and support on finding a place to live. You can contact them on 0808 800 4444 or online at www.shelter.org.uk. In an emergency you can contact them on 0808 1644 660.

Stonham Byan also offers free County-Wide Housing Related Advice across Cornwall. Contact them for more information on 07710709527. Alternatively you can email them at stonhambyan@homegroup.org.uk

The Money Advice Service offers advice and information about what to do if you have mortgage or rent arrears. Visit their website here [https://www.moneyadvice.org.uk/en/categories/debt-and-borrowing]

Gas/Electricity/Water
Consider paying through a budget scheme or through a card/token meter. Paying by direct debit is cheaper. You may want to try and get a cheaper tariff for your gas and electricity. A switching company can provide you with information.

If you would like to speak to an adviser for further details about changing tariffs, or for more general advice on how to save energy and money, call 0800 512 012 or go online at [www.energy-saving-trust.org.uk].

Advice provided by the South West Energy Saving Trust is free and is available to all domestic households in the region. It is part of the national network of advice centres managed by the Energy Saving Trust.

Magistrate Court Fines
Always pay something. Send a letter to the court explaining your circumstances together with a personal budget and offer of payment. See the section on Her Majesty’s Court Service below.

Hire Purchase
Seek advice from your creditor. Non-payment could mean your goods being repossessed.

Maintenance/Child Support
If you are paying maintenance and child support through the Child Support Agency, you should ask for a reassessment because your income has dropped. If you are paying through any other arrangement that you have made on your own, you may wish to renegotiate. For further details please contact the Child Support Agency on 0800 171 2168 (this is the number for the Plymouth local office). Alternatively, go to the CSA information pages on the GOV.UK site here: [https://www.gov.uk/arranging-child-maintenance-child-support-agency]

Credit Unions
Encourage members to save regularly, provide loans to members at low rates of interest and can provide members with help and support on managing their financial affairs. Credit Unions welcome everyone within their area regardless of income, employment status or age.

To find your local Credit Union, look up Credit Unions in the Yellow Pages or you can find information online at [https://www.abcul.coop/home]
Seeking work or facing redundancy in Cornwall

Protecting your pension rights

The Pensions Advisory Service (TPAS) provides free information and advice about your State Pension or your company, personal, stakeholder or occupational pension. Go to their website at http://www.pensionsadvisoryservice.org.uk/.
Or to make an online enquiry, go to https://www.pensionsadvisoryservice.org.uk/contacting-us/online-enquiry-form.
National helpline: 0800 011 3797

Pension Wise

From 6 April 2015, people can decide how to take the money from their pension pots when they retire. To help people to make informed decisions about this, the Government is providing guidance to all those able to take advantage of these new freedoms. For more information go to the Pensions Wise pages on Gov.Uk at https://www.pensionwise.gov.uk/

How can I find out about my pension?

- www.gov.uk/browse/working/state-pension provides a range of pension information such as how to obtain pension forecasts or entitlement to pension credit – go online or phone 0800 99 1234
- www.pensionprotectionfund.org.uk – for information about how pensions may be affected by insolvency. Go online or call 0845 600 2541
- The Financial Conduct Authority is a good source of information about pension scams. For advice and information go to their website here https://www.fca.org.uk/consumers or phone them on 0800 111 6768 (freephone) or 0300 500 8082

Do not take any action without further expert advice.

Her Majesty’s Court Service

Difficulties that you may encounter are court proceedings for non-payment of fines, bailiffs calling to enforce payment, re-possession of property, divorce and family proceedings. If you find yourself with problems in any of these areas, the court may be able to help.
The staff at the court can take you through the court procedures and help if you are having difficulties with forms. They can also arrange for you to attend the court for a pre-hearing visit. The bailiffs can often arrange for county court payments to be made over a period of time and can liaise with the creditor on the defendant’s behalf.
Communication with the court is always important. A duty solicitor attends the court on certain dates when it may be possible to obtain free legal advice on re-possession and eviction (depending on your circumstances). The court has a range of leaflets that explain procedures fully.
Find the appropriate court and contact details at https://courtribunalfinder.service.gov.uk/search/.

Civil Legal Advice https://www.gov.uk/civil-legal-advice offers free help or legal advice with debt, housing, employment, education and welfare benefit issues. Call 0345 345 4 345. For further information about Her Majesty’s Court Service, please visit the website at https://www.gov.uk/government/organisations/hm-courts-and-tribunals-service

Other Sources of Help / Information

Turn2us helps people in financial need gain access to welfare benefits, charitable grants and other financial help – online, by phone and face to face through their partner organisations. Their service is free. Visit their website at https://www.turn2us.org.uk/

Let’s Talk A free online site offering money advice, a benefits calculator and help to access funding from other sources. https://www.lets-talk.online/

Institute of Business Consulting and Chartered Management Institute The Institute of Business Consulting and Chartered Management Institute currently offer a Redundancy Support Service to their members, which includes a free initial diagnostic session with a counsellor / adviser. If you are a member then visit their website at http://www.managers.org.uk/individuals/become-a-member/membership-benefits/redundancy-support

Citizens Advice Bureau - The CAB also offers advice on a wide range of subjects on their Advice Guide site at http://www.adviceguide.org.uk including helpful fact sheets on topics such as benefits, debt and housing. Find your local CAB office here https://www.citizensadvice.org.uk/about-us/how-we-provide-advice/advice/search-for-your-local-citizens-advice/ or see the list at the end of this leaflet. From Friday 29 May, CAB in Cornwall & the Isles of Scilly are launching a new service. You can call their debt team on 01752 850488 on alternate Fridays and every Monday (calls charged at their normal providers’ rate) to speak directly to a Debt Adviser for advice. If lines are busy, you will be asked to leave a message and an adviser will call them back within three working days. Alternatively, you can text the word DEBT to 78866 at any time, and again, receive a call back from an adviser.

BBC Skillswise is a free-to-access website for adult numeracy and literacy tutors and students, with printable worksheets and factsheets and online games, videos and quizzes that can be used in class or by students at home. It currently covers Skills for Life, numeracy and literacy. To find out more go to http://www.skillswise.org.uk/

HP Life is a free on-line resource which provides a wide range of e-learning. Courses are aimed at supporting people looking to start their own business, but could also be relevant to people simply seeking to improve their skills. For more information go to www.life-global.org/go/dwp

The Service Personnel & Veterans Agency (SPVA) provides advice and help for both service personnel and the veterans’ community. They have a telephone helpline and an online interactive self-help page and offer advice on a broad range of issues — including health, caring, families, education, employment, benefits, wellbeing and welfare rights. Contact them on 0800 169 2277 or go online at http://www.veterans-uk.info/welfaresupport/contact.htm for more information.

Help is also available from SORTED! which comprises seven well established charities, all of whom provide a
wide range of employment related services and support for the Forces community (including spouses/partners and dependents) to find and stay in work. Contact them on 0800 319 6845 or visit their web page at https://www.sorted.org.uk/Home.aspx

**Family Information Service** – Family information service provide free and independent information on children’s services
- Childminders
- Day nurseries
- Holiday clubs/schemes
- Out of school clubs
- Pre-schools
- Parent and toddler groups
- and much, much more

**Telephone 0800 587 8191 or go online at http://cornwall.childrensservicedirectory.org.uk**

**Children’s Centres**
Cornwall’s Children’s Centres are designed for children under 5 years of age but support children and young people 0-19 years. Children and their families are offered a wide range of high quality services, support and information including play activity sessions, parenting support and family learning opportunities. They work closely with health visitors, midwives, and other health professionals who can provide specialist support for families. Visit the Cornwall Council Children’s Centres page at http://www.cornwall.gov.uk/health-and-social-care/children-and-family-care/childrens-centres/ for more information.

The Childcare Choices website https://www.childcarechoices.gov.uk/ provides information on the government’s childcare schemes and explains how parents can pre-register or apply. It also includes a childcare calculator to show eligible families how much they could receive.

**No Desire To Retire**
No Desire To Retire provides support to claimants who are 50+ through the use of a web-based platform that enhances and supports employment opportunities. The service is totally free to use for both employees and employers and can help those looking for work or those trying to increase their hours. To find out more visit their website at http://www.nodesiretoretire.com/

**Support for Jobseekers with disabilities**
Evenbreak is a not-for-profit social enterprise, & was formed to achieve three aims:
- To help inclusive employers attract more talented disabled people;
- To help disabled jobseekers find work with employers who will value their skills;
- To promote the business benefits of employing disabled people.

You can register for jobs on their Jobboard, and access a huge store of resources on subjects from Confidence Building & CV Writing to Skills Audits. There are webinar presentations and links to other useful websites. For more information go to their website http://www.evenbreak.co.uk/home/

**Jobhelp** is a new website on GOV.UK for jobseekers providing
- hints and tips on applying for jobs
- advice and support on improving skills
- jobs search help

Go to https://jobhelp.dwp.gov.uk/ to find out more

**Accenture’s Skills to Succeed Academy** is a free online training program. It helps you build the skills and confidence you need to make smart career choices and find and succeed in employment. If you have recently lost your job and are looking to apply for work, or aiming to reskill, you can get started with the Skills to Succeed Academy by going to https://s2sacademy.com/ and registering using the code ACCESS

**Barclays LifeSkills** Have a wide range of tools, tips and learning resources for young people on their website at https://barclayslifeskills.com/ to help support development.

**BT** have designed a series of short, interactive webinars on four different topics so you can use your time to make sure that when the chance comes along you’ll be ready. Find out more about the webinars here https://www.btplc.com/Careercentre/earlycareers/workready/index.htm

**Google Digital Garage** Google Digital Garage training is completely free of charge to attend. To access the online learning, you simply need to register at https://learn.digital.withgoogle.com/digitalgarage.

**Lloyds Bank Academy** Discover new skills and fresh ideas at your own pace. Achieve your personal and professional goals. It's free and open to all. Go to https://www.lloydsbankacademy.co.uk/#

**Open Learn** DWP and The Open University have partnered to offer free training tools designed to help people find a job, advance their career or grow a business. There are over 1000 free courses available find out more information on the website here https://www.open.edu/openlearn/dwp

**Princes Trust** Coronavirus Support Hub - some of the most useful advice, guidance and resources so you can continue to upskill by developing your confidence and abilities during this challenging time, as well as find the answers to your questions on work and self-employment. Visit the website https://www.princes-trust.org.uk/about-the-trust/coronavirus-response/resource-centre

**Springboard Digital Hospitality Academy**
Virtual Academy Service
Springboard have created an on-line virtual academy to support you updating your skills, for when you finish furlough or, if you don’t have a current job, helping you prepare for when the job market becomes more active again. This resource is offered you to free of charge.

If you are interested in developing your Hospitality skills to enable your career, register to join the programme through this link https://springboard.uk.net/dha/

**Women into Construction** Can help with personalised advice and guidance on training and opportunities available in construction and related industries, and how we can help you to access them. Go to their website https://www.women-into-construction.org/women/ to find out more.

**Launchpad** is an innovative, post-graduate incubation and acceleration programme developed by Falmouth
University that creates new digital businesses to meet identified market demand in just 12 months. It is an exclusive opportunity for software engineers, digital creatives and business developers. Founders create new high growth, high value tech businesses in Cornwall, that are underpinned by a specially designed one year MSc Entrepreneurship programme. Work on real industry challenges with leading businesses supported by experienced coaches and mentors. For further information visit https://falmouthlaunchpad.co.uk/explore-launchpad.

Information for health and well-being

We all know about the worry and stress that being made redundant can cause. This can lead to other health issues, with one in four people suffering from stress, depression or anxiety, in their lifetime. Studies have shown that one in three people with a serious mental health issue are in debt. A person’s mental health and wellbeing can be affected by redundancy or any other major disruption that causes them to borrow money or stop paying bills to cope with the demands of their new situation. If you are worried about your own or someone else’s emotional and mental well-being, your local NHS has accessible services that you can contact, often without needing a referral from your GP. Go to the NHS IAPT Services website here https://www.nhs.uk/service-search/Psychological-therapies-(IAPT)/LocationSearch/10008 to find your local service and details of how to contact them.

Mental health and debt - what can you do?

There is a national campaign to raise awareness and remove the stigma associated with mental health at http://www.time-to-change.org.uk/home.

The Samaritans provide completely confidential emotional support. 24 hours a day by phone, face-to-face contact, e-mail and letter and allow callers to talk openly about their worries & concerns without fear of being judged. Contact 116 123 (free phone), e-mail jo@samaritans.org or go online at www.samaritans.org.

You can also contact Shout, a free 24/7 text service for anyone in crisis anytime, anywhere. To find out more see their website at https://www.giveusashout.org/. If you’re experiencing a personal crisis, are unable to cope and need support, text Shout to 85258.

Help for ex-offenders

Information for ex-offenders on what you have to disclose and when is available on the GOV.UK website here https://www.gov.uk/exoffenders-and-employment. Other sites such as UNLOCK & NACRO offer support to ex-offenders by offering practical advice, support, information, knowledge and skills. Click on the links below to visit their websites:
UNLOCK - http://www.unlock.org.uk/
NACRO: https://www.nacro.org.uk/resettlement-advice-service/support-for-individuals/
Information For Overseas Workers

If you are a worker from outside the UK seeking or currently working in Cornwall, the Welcome to Cornwall, Information for Migrant Workers pack contains useful information in Portuguese, Polish, Russian and English for Migrant Workers seeking work, or currently working, in Cornwall – see http://inclusioncornwall.co.uk/wp-content/uploads/2015/05/Welcome-to-Cornwall-April-2016a1.pdf.

Copies are available from a range of sources including libraries, colleges and Jobcentres or by telephone from 01872 326440. They can also be accessed via the Inclusion Cornwall web site at: http://inclusioncornwall.co.uk/practice/projects/cornwall-migrant-workers-group/

You can find information and advice about Visas and Immigration on Gov.UK at https://www.gov.uk/browse/visas-immigration.

Advice about employment rights and health and safety is available from the Health & Safety Executive. Go to their website here http://www.hse.gov.uk/migrantworkers/.

Information about a broad range of subjects is also available from The Trades Union Congress (TUC) at https://www.tuc.org.uk/workingintheuk, and from the Citizens’ Advice Bureau at https://www.citizensadvice.org.uk/

Translation Sites

There are various web based sites that offer free on line language translation, for example Google Translate at https://translate.google.co.uk or the Translator tool at http://translator.ehubsoft.net/?lang=en

Route Planner

If you are unsure if or how you may be able to get to a potential new job, there are several free route planners available on the internet that can help, for example Googlemaps at https://maps.google.co.uk

AA Route Planner http://www.theaa.com/route-planner/classic/planner_main.jsp;

RAC Route Planner http://www.rac.co.uk/route-planner/

or for public transport routes, Traveline http://www.traveline.info/

Simply type in the address or post code you live at and the one you wish to get to and it will offer details of public transport or car journey route, with plan and timings.

Seeking Work/Getting a Job

Jobcentre Plus

Use the free Find a job service (available 24 hours a day, 7 days a week). Go to www.gov.uk/jobsearch to:

- search 1000’s of job vacancies
- create up to date CV’s to give you the best chance of making a good first impression with an employer
- match your CV to the jobs you want and send it direct to the employer

Remember, your CV is important as it is often your first opportunity to make a good impression on an employer.

The National Careers Service website at https://nationalcareers.service.gov.uk/ also has practical advice about Jobseeking – see page 3 of this leaflet for more information about the NCS.

Always follow the tips on safe jobseeking https://www.gov.uk/jobsearch-rights when looking for employment, no matter where or who is advertising the vacancy.

Implyable is a job finder app and web platform that is designed to change how people get employed. Their career app allows users to compare and see how they match with the jobs employers are offering. Go to their website https://implyable.me/ for more information

The Skills to Succeed Academy has been created specifically to meet the needs of those looking to find and keep a job. It can be used by those of all ages and contains 36 interactive modules to pick and choose from. The free, online training features interactive content which will allow you to practice real-life work scenarios in a safe environment, such as an interview or the first day in a new job.

Getting started is quick and easy.

1. Go to www.s2sacademy.com
2. Register as a learner with your email address and create a password
3. Use the Learner Access code DW1DC1

Response to Redundancy

Help may also be available to assist people affected by redundancy to undertake additional short duration job focused training, via the Response to Redundancy Service (RRS) fund.

Eligibility conditions apply, including that funding for the job focused training should not be available from another source, or for free. Check the Skills Toolkit first https://theskillstoolkit.campaign.gov.uk/. If you have recently been made redundant and registered for Jobseekers Allowance or Universal Credit ask your Work Coach, or contact the RRS team rrs.devonandcornwall@dwp.gov.uk, as we may be able to help you access work focussed training.

Work Clubs

Work Clubs provide people with a place to meet to share experiences, find opportunities, make contacts and get support to help them in their return to work. Jobcentre Plus Work Coaches will signpost customers to local Work Clubs where they are available.
Volunteering

Volunteering can be an excellent way to keep your job skills up to date or even to try a different type of job to see if it would suit you whilst unemployed, as well as helping others in your local area. If you are in receipt of benefits it is important that you tell Jobcentre Plus about any volunteering activity that you plan to do. If you do not receive payment or reward other than payment of expenses incurred, it may well not affect your benefit.

For more information about volunteering in your area log on to www.do-it.org for details of your local Volunteer Centre, or look under Voluntary Organisations in Yellow Pages. Contact Volunteer Cornwall on 01579 344818 or email east@volunteercornwall.org.uk

For volunteering opportunities targeted at young people 25 or under log on to http://vinspired.com

Succeed in the workplace is a free Open University course which lasts about 8 weeks, with approximately 3 hours’ study time each week. You can work through the course at your own pace, so if you have more time one week there is no problem with pushing on to complete another week's study. You can also take as long as you want to complete it.

Enrolling on the course will give you the opportunity to earn an Open University digital badge. Badges are not accredited by The Open University but they’re a great way to demonstrate your interest in the subject and commitment to your career, and to provide evidence of continuing professional development. Log on at http://www.open.edu/openlearn/ocw/course/view.php?id=1219#

Online Recruitment & Applications

Many employers now advertise their vacancies and seek applications online. They often email to tell you whether or not you have been successful. In many cases this is now the only way employers fill their jobs – and the number is increasing rapidly.

To make sure you keep up with the latest vacancies, you will need to:
- find ways of having access to the internet
- have your own e-mail address, and
- know how to find vacancies and fill in applications online.

If there are particular employers that you would like to work for it is well worth looking at their web site to see if they recruit online. They may well have a “Vacancies” heading on their web page where they will show any current vacancies. If there are none, they may have a section where you can complete an on line application or send your CV for possible future consideration. It is always worth applying via this route, as it shows that you have searched out information about the employer and are complying with their preferred method of recruitment. It is also possible that the employer will look at CVs or applications logged on their site before advertising any vacancies, so you may improve your chances of being considered by them.

Before you fill in any on line application or post your CV online, spend some time looking at the employer’s web page, as it may well contain information that will give you useful pointers to include in your application, or help you answer questions such as “Why would you like to work for this company?”

Companies who either advertise their jobs on their web site or who let you post your CV on their site may use an electronic sift to shortlist applicants, so the use of key words in your CV could be crucial in getting past the CV sift. If the firm is advertising, look for the key phrases or words in their job or people description and try and include in your CV posted for that job.

Dangers of Social Networking and job search

Be aware of the implications potential employers may draw from unusual or cheeky email addresses. Also if you have a Facebook or similar account, it is now not uncommon for prospective employers to look at job applicants’ sites to gain an insight, if your privacy settings allow. It’s worth checking both content and/or your privacy settings to limit who can access or see tagged posts, as people have been rejected by employers because of unconsidered content.

Internet Safety - Be aware that criminals access CV sites too. Never divulge private information data (eg your date of birth, bank account details etc) in response to an email, text, letter or phone call unless you are certain that the request is from a genuine source.

SAFERJobs is a voluntary, non-profit organisation which works in partnership with the Metropolitan Police, National Crime Agency, Department for Business, Innovation and Skills (BIS), to raise awareness and combat criminal activities that may be attempted on those seeking a job, or through the services provided by the recruitment industry. Visit them at http://www.safer-jobs.com/ for free advice about safe jobssearch methods.

Free information and expert advice about staying safe on the internet can also be found at Get Safe Online, here http://www.getsafeonline.org/protecting-your-computer/safe-internet-use

Finding internet access if you don’t have access to the internet at home:

UK online centres based in your community. They could be in an internet café on the high street, in a public library, a college, in a community centre or a village hall. Some are even mobile. To find your nearest UK online centre go to https://www.onlinecentrenetwork.org/ You can also email at hello@goodthingsfoundation.org or phone on 0114 349 1666 (this will incur normal call charges). Alternatively, you can search for your local centre at https://www.gov.uk/ukonline-centre-internet-access-computer-training.

- You may have friends or relatives who would let you use their computer to go online.
- Jobcentres also have online devices and free Wi-Fi available so you are able to use to search for and apply for jobs online

Getting an e-mail address

To set up a personal email address, try the search engines (for example Google or Yahoo) as many offer a free e-mail account. Alternatively, put ‘free e-mail address’
into a search engine and look through the results. Follow
the instructions to set up a free e-mail address.
Remember that your email may be the first
impression a new employer gets of you, so be sure to
choose something business-like.

**Need to gain or improve your IT skills**
There are many places where you can get free help with
IT skills which include:
- UK online centres
- Local Colleges

Find your local online centre here
A list of South West Colleges can be found here
A list of South West Colleges can be found here

You can find organisations in Cornwall who can help with
basic IT skills on the interactive map here
[https://www.google.com/maps/d/viewer?mid=zfQBPOoe4Hd0.k7ktK4QC2mdE](https://www.google.com/maps/d/viewer?mid=zfQBPOoe4Hd0.k7ktK4QC2mdE)

**GCFLearnfree** is an organisation providing free online
training on Microsoft programmes like Excel and Windows
if you need to gain or improve IT skills. Visit their website
at [https://www.gcflearnfree.org/](https://www.gcflearnfree.org/) to see what is available.

**Vision2 Learn** offers a range of qualifications online.
Each course is nationally accredited and delivered in
partnership with a further education college in
England. They are all funded by the Skills Funding
Agency, so if you are eligible you can study for free.
They offer Level 1 & 2 courses in Essential IT Skills,
Business and Administration and a range of health
care related courses, like Nutrition and Health and
Dementia Care. Visit their website here
[https://www.vision2learn.net/courses](https://www.vision2learn.net/courses) to see what is available and to learn more.

**Need to get a computer?**
One suggestion is to try [getonlinethome.org](http://getonlinethome.org) where
computers are on offer from £99 for people on certain
benefits.

**Recruitment/Employment Agencies**
A major source of both permanent and temporary jobs as
well as increasingly help and information about job search
Details of local employment Agencies can be found in
yellow pages. We have included the names and web site
addresses of some national and local agencies that
operate in Cornwall in a list at the end of this document,
with some brief information on what various sites contain.
However these are a small selection of the websites
available. Jobcentre Plus is not responsible for the
contents or reliability of linked websites. Listings should
not be taken as an endorsement of any kind. Information
contained is correct at the time of publishing.

If you are looking for recruitment agencies in your area
that deal with a specific type of jobs, search using the job
title and location via a search engine such as Google, so
in Cornwall if you were looking for driving jobs, search for
“Driving jobs in Cornwall.” However if you then search for
“Driving jobs in Cornwall via recruitment agencies”, a
totally different set of web sites appear, so try several
variations to maximise your chances of finding the job you
want.

**Recruitment and Employment Confederation**
[www.rec.uk.com](http://www.rec.uk.com) – not a jobs site but Information and
Advice for people considering working via a recruitment
agency. Advice on interviews, application forms, CVs and
covering letters. Also includes information on protecting
your electronic CV from identity fraud.

**Recruitment Websites**
**Indeed** A multiple job search site rather than a agency
site, searches a range of jobsites for specified type of
job/location [https://www.indeed.co.uk/](https://www.indeed.co.uk/)

**Adecco** - large UK and international agency, site. It
includes basic advice on CVs, interviews including
questions you might like to ask [https://www.adecco.co.uk/](https://www.adecco.co.uk/)

**Agency Central** Directory of recruitment agencies and
jobsites. Career and interview advice and can search for
jobs by town [https://www.agencycentral.co.uk/](https://www.agencycentral.co.uk/)

**Brook Street** information about the agency, clear CV
and interview advice, register for employment online, links
to local networks. [https://www.brookstreet.co.uk/](https://www.brookstreet.co.uk/)

**City Jobs.com** UK and international jobs, with privacy
policy, personal search agents - for banking, finance,
accountancy and legal jobs. [https://www.cityjobs.com/](https://www.cityjobs.com/)

**CWJobs.co.uk** is the leading specialist IT recruitment
website enabling permanent and contract IT jobseekers to
search and apply for jobs across all skills and industry
sectors throughout the UK and Ireland.

[https://www.cwjobs.co.uk/jobs/net](https://www.cwjobs.co.uk/jobs/net)

**Dayjob.com** Job site with various CV template samples
to download for different types of jobs. Also tips on how to
write CVs and covering letters, design their layout and
format [https://www.dayjob.com/](https://www.dayjob.com/)

**Director-e** Senior executive and professional candidate
recruitment and placement website. They want to make a
real difference to how senior, executive and professional
candidates are found, perceived, selected and placed.
[https://www.thedirector-e.co.uk](https://www.thedirector-e.co.uk) The services to the
individual are free at all stages.
Seeking work or facing redundancy in Cornwall

**Exec-appointments**  An advertiser of executive jobs over £50,000. It advertises permanent, interim and contract, jobs including director and management appointments, non-executive director and comparable senior voluntary positions. It has an email alert service. [https://www.exec-appointments.com/](https://www.exec-appointments.com/)

**Find a job** [https://www.gov.uk/find-a-job](https://www.gov.uk/find-a-job) Search and apply for full or part-time jobs in Great Britain. It is available to anyone looking for work or seeking a career change, 24 hours a day, 7 days a week.

**fish4Jobs** Thousands of UK jobs from local newspapers. It includes specialist channels for secretarial, office and support, sales, marketing, IT, engineering, construction, accounting, banking and finance. Have an advice and help section [https://www.fish4.co.uk/](https://www.fish4.co.uk/)

**Guardian Unlimited Jobs** - jobs from the Guardian and Observer, also links to agencies and recruitment consultancies in different sectors. [https://jobs.theguardian.com/](https://jobs.theguardian.com/)

**Gis-Jobs.co.uk** - links to agencies, jobs by email. [http://www.gis-jobs.co.uk/](http://www.gis-jobs.co.uk/)

**Gumtree**  - A multiple job search website [https://www.gumtree.com/jobs](https://www.gumtree.com/jobs), allows you to search for jobs across the country. Also allows users to create a profile and upload CV’s.

**Hays Recruitment**  Browse a range of permanent or temporary roles including jobs in IT, Finance, Construction, HR & Marketing [https://www.hays.co.uk/](https://www.hays.co.uk/).

**IC-Resources**  - providing graduate and management engineers and staff specifically to the microelectronics and semiconductor industry [https://ic-resources.com/](https://ic-resources.com/).

**jobsite**  - range of vacancies, allows you to search by occupation, location or sector. Job search information and advice and an interactive interview facility [https://www.jobsite.co.uk/](https://www.jobsite.co.uk/)

**jobs go public**  - public sector jobs and careers, in a wide range of sectors [https://www.jobsgopublic.com/?ga_client_id=b5013092-1b21-456e-a742-3b56f65626cb](https://www.jobsgopublic.com/?ga_client_id=b5013092-1b21-456e-a742-3b56f65626cb)

**JobServe**  - large number of IT jobs, also accountancy, engineering, sales, finance, secretarial, legal and medical jobs. [https://www.jobserve.com/gb/en/Job-Search/](https://www.jobserve.com/gb/en/Job-Search/)

**Manpower**  - wide range of vacancies at all levels, including graduate opportunities, also a monthly digest of worldwide employment news. [https://www.manpower.co.uk/](https://www.manpower.co.uk/)

**Matchtech**  - UK engineering and IT consultancy [https://www.matchtech.com/](https://www.matchtech.com/)

**Monster.co.uk**  - jobsearch, CVs, employers’ profiles. Has a “batch apply” facility which allows you to send a CV to a range of jobs selected. Job search advice and salary calculator giving a range of pay for jobs in specific locations and company profiles [https://www.monster.co.uk/](https://www.monster.co.uk/)

**NHS Jobs**  Jobs from NHS employers across the country. You can register for email alerts for newly notified jobs, apply on line, save applications and track application progress [https://www.jobs.nhs.uk/](https://www.jobs.nhs.uk/)

**NHS Professionals**  Supply Bank staff across a range of occupations for over 80 NHS Trusts across England [https://www.nhsprofessionals.nhs.uk/](https://www.nhsprofessionals.nhs.uk/)

**Opus ABC**  Educational recruitment agency for any educational jobs including school administration [https://www.opuseducation.co.uk/](https://www.opuseducation.co.uk/)

**Proud to Care**  Recruitment site for Care jobs in Devon. Provides information about vacancies, training and discusses in depth what it’s like to work in the Care Sector and the range of careers available. [https://www.proudtocaredevon.org.uk](https://www.proudtocaredevon.org.uk)

**Reed Online**  - range of vacancies, but also huge range of jobsearch resources, including CV and interview advice, employment and career research and reviews, salary calculator, information on working in the UK, some employer (client) profiles, also links to specialist Reed sites also, includes temporary work. [https://www.reed.co.uk/](https://www.reed.co.uk/)

**Rest Less** is a jobsite specifically for people 50+. They also have information around retirement planning, redundancy, voluntary work, various training courses as well as advice/useful tips about CV’s, transferable skills, changing mind-sets and much more. [www.restless.co.uk](http://www.restless.co.uk)

**Search Consultancy**  - based in Scotland but covering UK vacancies across all sectors. [https://www.search.co.uk](https://www.search.co.uk)

**StepStone**  - UK and European jobs. It includes tips and articles, useful advice for applying to posts in some European countries. It gives advice on international CVs, job agent to search for jobs, information for employers on working hours directive. [https://www.stepstone.com/](https://www.stepstone.com/)

**tempjbsjobs.com**  - UK vacancies and transport links (from Reed) [https://www.reed.co.uk/jobs/temporary](https://www.reed.co.uk/jobs/temporary)

**This is the West Country**  - A site offering job vacancies and opportunities from Cornwall, Devon and Somerset. [https://www.thisisthewestcountry.co.uk/jobs/](https://www.thisisthewestcountry.co.uk/jobs/)

**Totaljobs.com**  - A-Z of agencies, wide range of sectors, including not for profit organizations. It also has company director search, analysis of UK market sectors, salary check, career health check and graduate career match, legal rights at work, women returns section, issues at work, graduate advice and temporary jobs, working abroad advice [https://www.totaljobs.com/](https://www.totaljobs.com/)

**Truro BID** has launched a job site for vacancies in Truro at [https://www.trurobid.co.uk](https://www.trurobid.co.uk/)! They can also be contacted at: Truro BID, First Floor, Truro Library, Union Place, Truro TR1 1EP. T: 01872 273 999 Mobile: 07835 310886

**Facebook @TruroBID #ourgreatlittlecity**

**Unlocking Cornish Potential** is a website for advertising and applying for professional & graduate level jobs and careers in Cornwall. Contains a Job hunting tool kit of advice [https://jobs.unlocking-potential.co.uk/jobs/](https://jobs.unlocking-potential.co.uk/jobs/)

**Vercida**  – a jobsite which allows you to search in a variety of languages and aims to be inclusive in the jobs it advertises [https://www.vercida.com/uk](https://www.vercida.com/uk)

**Hinkley Point C New Nuclear Build**

HPC will be one of the largest construction projects anywhere in the UK in recent years creating significant employment opportunities across the South West. There will be a wide variety of employment opportunities available, not just construction. Some of these will be based at Hinkley Point C but others will be located around the local area.

To work at Hinkley Point C and its associated developments individuals will be required to register with the EDF Employment Brokerage. Go to
https://www.edfenergy.com/energy/nuclear-new-build-projects/hinkley-point-c/jobs-and-training#jobservice. Alternatively you can ring 0800 029 4289 to register your interest or email Hinkley-jobs@edf-energy.com. These jobs will not be advertised on any other recruitment website.

**Graduates** The following sites have specific info / jobs aimed at graduates:

- **Total Jobs** [www.totaljobs.com](http://www.totaljobs.com). Contains a graduate career match, graduate advice and temporary jobs, working abroad advice.

- **Graduate jobs** [www.graduate-jobs.com](http://www.graduate-jobs.com). Site where UK employers and recruitment agencies can post jobs and graduate schemes.

- **Prospects** [www.prospects.ac.uk](http://www.prospects.ac.uk). Graduate Careers Website - to find graduate jobs, postgraduate courses, work experience, careers and job search advice.

- **Gradsouthwest** [https://www.gradsouthwest.com/](https://www.gradsouthwest.com/) is a website advertising graduate jobs in the South West and beyond. You can upload your CV to the site and search either by job type or location.

**Other useful sites**

**University of Kent**

[www.kent.ac.uk/careers/cv/cvexamples.htm](http://www.kent.ac.uk/careers/cv/cvexamples.htm)

Comprehensive information and advice on Job Hunting, CV's, (including range of example CVs and CV quiz), covering letters, interviews, aptitude and psychometric tests

**Job Interview Tips & Advice** The Jobsite recruitment agency site has a section which gives lots of advice about preparing for interviews. Visit the site here [https://www.jobsite.co.uk/worklife/category/job-interviews/](https://www.jobsite.co.uk/worklife/category/job-interviews/)

**Job search Advice**

[http://jobsearch.about.com/od/findajob/Job_Search_Advice.htm](http://jobsearch.about.com/od/findajob/Job_Search_Advice.htm) Job search advice site giving large range of information on job searching topics, often supported by a video presentation.

**Go Construct** [https://www.goconstruct.org/](https://www.goconstruct.org/)

Considering a career in construction or already in construction-based work? Explore Go Construct to find out what a career in construction can offer, whether you’re starting out or considering a career change. Use the Career Explorer to discover the right career for you, based on your talents, skills, and interests.

**My Way In** Finding the right job is a different experience for everyone. My Way In can help you. Go to their website, where you can watch and read materials to help with your job search [https://mywayin.campaign.gov.uk/](https://mywayin.campaign.gov.uk/)
## Employment/Recruitment Agencies

**Disclaimer:** This is a small selection of the websites available. Jobcentre Plus is not responsible for the contents or reliability of linked websites. Listings should not be taken as an endorsement of any kind. Information contained is correct at the time of publishing.

<table>
<thead>
<tr>
<th>Agency</th>
<th>Address</th>
<th>Web address / Telephone</th>
<th>Occupations covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aardvark Consulting</td>
<td>3rd Floor, 6 – 8 Drake Circus, Plymouth, PL4 8AQ</td>
<td><a href="http://www.aardvakconsulting.co.uk">www.aardvakconsulting.co.uk</a> 08450 580500</td>
<td>International IT Contracts</td>
</tr>
<tr>
<td>Acorn</td>
<td>Cathedral Chambers, 13 High Cross, Cathedral Close, Truro, TR1 2AJ</td>
<td><a href="http://www.acornpeople.com">www.acornpeople.com</a> 01872 274844</td>
<td>General</td>
</tr>
<tr>
<td>Alternative Recruitment</td>
<td>4 Chapel St, Holsworthy, Devon EX22 6AR</td>
<td><a href="http://www.alternative-recruitment.com">www.alternative-recruitment.com</a> 01409 255647</td>
<td>General</td>
</tr>
<tr>
<td>AS Recruiting Ltd</td>
<td>Barn 2, Fernleigh, Bray Shop, Callington, PL17 8PZ</td>
<td><a href="http://www.asrecruiting.co.uk">www.asrecruiting.co.uk</a> 01579 370 488 07747 022 148</td>
<td>General, inc graduate placements, and catering &amp; hospitality</td>
</tr>
<tr>
<td>Brigade Recruitment</td>
<td>Brookfield House, Tedburn Road, Whitestone, Exeter EX4 2HH</td>
<td><a href="http://www.brigaderecruitment.com">www.brigaderecruitment.com</a> 01392 811830</td>
<td>Catering</td>
</tr>
<tr>
<td>Chef Results</td>
<td>The Globe Business Centre, Penistone Rd, Sheffield, South Yorkshire, S6 3AE</td>
<td><a href="http://www.chefresults.co.uk">www.chefresults.co.uk</a> 0114 2795033</td>
<td>Chefs/cooks</td>
</tr>
<tr>
<td>Concorde Recruitment</td>
<td>ChilTERN House, City Rd, Truro, TR1 2JL</td>
<td><a href="http://www.concorderecruitment.co.uk">www.concorderecruitment.co.uk</a> 01872 262828</td>
<td>Various, inc education</td>
</tr>
<tr>
<td>Cordant People</td>
<td>1 Little Castle Street, Truro, Cornwall, TR1 3DL</td>
<td>01872 321 324 <a href="mailto:truro@cordantpeople.com">truro@cordantpeople.com</a></td>
<td>General</td>
</tr>
<tr>
<td>Cornwall Staff Agency</td>
<td>2a East Hill, St Austell, Cornwall PL25 4TW</td>
<td><a href="http://www.cornwallstaffagency.co.uk">www.cornwallstaffagency.co.uk</a> 01726 879600</td>
<td>Hospitality &amp; Catering Industrial; Commercial; Care; Information Technology</td>
</tr>
<tr>
<td>Driver Hire</td>
<td>Gibson House Burraton Road Saltash PL12 6FB</td>
<td><a href="http://www.driverhire.co.uk">www.driverhire.co.uk</a> 01752 842888</td>
<td>Driving</td>
</tr>
<tr>
<td>Education &amp; Training Skills</td>
<td>ETS House, Glenthorne Court, Threemilestone, Truro, TR4 9NY</td>
<td><a href="http://www.etsgroup.co.uk/vacancies">http://www.etsgroup.co.uk/vacancies</a> 01872 300123</td>
<td>Apprenticeships</td>
</tr>
<tr>
<td>Hays</td>
<td>Ground Floor, First Step House, Truro Technology Park, Heron Way, Truro, TR1 2XN</td>
<td><a href="http://www.hays.co.uk">www.hays.co.uk</a> 01872 321346</td>
<td>Accountancy and Finance; Construction; General Office</td>
</tr>
<tr>
<td>Jobline Staffing</td>
<td>Room 1/003, Truro Library Union Place, Truro, TR1 1EP</td>
<td><a href="http://www.joblinestaffing.co.uk">www.joblinestaffing.co.uk</a> 01872 323100</td>
<td>Various, inc technical, education and interpreters</td>
</tr>
<tr>
<td>Jones Recruitment</td>
<td>84 Hyde Park Road, Mutley, Plymouth, PL3 4RQ</td>
<td><a href="http://www.jonesrecruitment.co.uk">www.jonesrecruitment.co.uk</a> 01752 268222</td>
<td>General</td>
</tr>
<tr>
<td>Kream Motor Recruitment</td>
<td>Unit 1B, Dulford Business Park, Dulford, Cullompton, EX15 2DY</td>
<td><a href="http://www.kream.net">www.kream.net</a> 01884 260020 07515 367269 07850 593540</td>
<td>Motor trade</td>
</tr>
<tr>
<td>Lloyd Barnes</td>
<td>1 Providence Court, Pynes Hill, Exeter, EX2 5JL</td>
<td><a href="http://www.lloyd-barnes.co.uk">www.lloyd-barnes.co.uk</a> 01392 890050 or 01752 229300 (Plymouth)</td>
<td>Accountancy and finance</td>
</tr>
<tr>
<td>Company</td>
<td>Address</td>
<td>Website</td>
<td>Contact</td>
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<tr>
<td>Manpower</td>
<td>Phase 4, Suite 2, Plymouth Science Park, 1 Davy Road, Derriford, Plymouth, PL6 8BX</td>
<td><a href="https://www.manpower.co.uk/jobs/">https://www.manpower.co.uk/jobs/</a></td>
<td>01752 669644</td>
</tr>
<tr>
<td>McGinley</td>
<td>Quality Control Team Office 32, Genesis Building, 235 Union Street, Plymouth, PL1 3HN</td>
<td><a href="http://www.mcginley.co.uk">www.mcginley.co.uk</a></td>
<td>01752 424760</td>
</tr>
<tr>
<td>Medi-Cruit Ltd</td>
<td>Pacific House, Stanier Way, Derby, DE21 6BF</td>
<td><a href="http://www.medicruit.co.uk/">http://www.medicruit.co.uk/</a></td>
<td>01332 609318</td>
</tr>
<tr>
<td>Newcross Healthcare</td>
<td>Ground Floor, 14 – 15 Lemon Street, Truro, TR1 2LS</td>
<td><a href="http://www.newcrosshealthcare.com">www.newcrosshealthcare.com</a></td>
<td>01872 222525</td>
</tr>
<tr>
<td>Opus-ABC</td>
<td>Meridian House, Heron Way, Newham, Truro Business Quarter, TR1 2XN</td>
<td><a href="http://www.opuseducation.co.uk">www.opuseducation.co.uk</a></td>
<td>01872 279 810</td>
</tr>
<tr>
<td>Perfect Placement</td>
<td>Avocet Court 8 Central Avenue St Andrews Business Park Norwich, NR7 0HR</td>
<td><a href="http://www.perfectplacement.co.uk">www.perfectplacement.co.uk</a></td>
<td>01603 701 077</td>
</tr>
<tr>
<td>Prestige Nursing</td>
<td>54a Morshead Road Crownhill, Plymouth PL6 5AQ</td>
<td><a href="http://www.prestige-nursing.co.uk">www.prestige-nursing.co.uk</a></td>
<td>01752 213213</td>
</tr>
<tr>
<td>Pulse</td>
<td>Caledonia House, 223 Pentonville Road, London, N1 9NG</td>
<td><a href="https://www.pulsejobs.com/jobs/">https://www.pulsejobs.com/jobs/</a></td>
<td></td>
</tr>
<tr>
<td>Purple Balm</td>
<td>Unit 26 Devonshire Meadows, Broadley Park Rd, Rowborough, Plymouth, PL6 7EZ</td>
<td><a href="http://www.purplebalm.co.uk">www.purplebalm.co.uk</a></td>
<td>01752 275100</td>
</tr>
<tr>
<td>Randstad Education</td>
<td>4th Floor Salt Quay House Sutton Harbour PL4 0HP</td>
<td><a href="http://www.randstadeducation.co.uk">www.randstadeducation.co.uk</a></td>
<td>01752 269780</td>
</tr>
<tr>
<td>Reed</td>
<td>Suite 4E, Ground Floor, Princess Court, Princess Street, Plymouth PL1 2EX</td>
<td><a href="http://www.reed.co.uk">www.reed.co.uk</a></td>
<td>01752 230 010</td>
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<tr>
<td>RFEA</td>
<td></td>
<td><a href="http://www.rfea.org.uk">www.rfea.org.uk</a></td>
<td>0121 262 3058</td>
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<tr>
<td>Smith and Reed</td>
<td>The Old Chapel, St Clement Street, Truro, Cornwall TR1 1EX</td>
<td><a href="http://www.smithandreed.co.uk">www.smithandreed.co.uk</a></td>
<td>01872 222338</td>
</tr>
<tr>
<td>Teaching Personnel</td>
<td>First Step House, Truro Technology Park Truro, TR1 2XN</td>
<td><a href="http://www.teachingpersonnel.com">www.teachingpersonnel.com</a></td>
<td>01872 250120 (secondary &amp; SEN) 01872 250123 (primary)</td>
</tr>
<tr>
<td>Trial Balance</td>
<td>Meridian House, Heron Way Truro, TR1 2XN</td>
<td><a href="http://www.trial-balance.co.uk">www.trial-balance.co.uk</a></td>
<td>01872 464 555</td>
</tr>
<tr>
<td>Winners Personnel</td>
<td>8 Old Bridge St, Truro TR1 2AQ</td>
<td><a href="http://www.winners-personnel.co.uk">www.winners-personnel.co.uk</a></td>
<td>01872 264744</td>
</tr>
<tr>
<td>Wise Employment</td>
<td>10 St Mary’s Mews, Truro TR1 2BE</td>
<td><a href="http://www.wiseemployment.co.uk">www.wiseemployment.co.uk</a></td>
<td>01872 274688</td>
</tr>
</tbody>
</table>
## Construction Agencies in the South West

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Internet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argent Recruitment</td>
<td>P.O Box 150, Highbridge, Burnham-On-Sea, Somerset, TA8 9BB</td>
<td>01278 782662</td>
<td><a href="http://www.argent-recruitment.co.uk">www.argent-recruitment.co.uk</a></td>
</tr>
<tr>
<td>Backline Logistic Support Services,</td>
<td>17 Callywith Gate Industrial Estate, Launceston Rd, Bodmin, PL31 2RQ</td>
<td>01208 811200</td>
<td><a href="http://www.backlinellogistics.co.uk">www.backlinellogistics.co.uk</a></td>
</tr>
<tr>
<td>Brook Street Bureau,</td>
<td>38, High Street, Bristol, BS1 2AW</td>
<td>0117 926 4552</td>
<td><a href="http://www.brookstreet.co.uk">www.brookstreet.co.uk</a></td>
</tr>
<tr>
<td>C E R Recruitment,</td>
<td>Suite 1, 12 Pool Hill, Bournemouth, BH2 5PS</td>
<td>01202 296932</td>
<td><a href="http://www.cer.uk.com">www.cer.uk.com</a></td>
</tr>
<tr>
<td>Coyle Personnel,</td>
<td>Ground Floor, 118-128 London Street, Reading, RG1 4SJ</td>
<td>0118 955 0600</td>
<td><a href="http://www.coyles.co.uk">www.coyles.co.uk</a></td>
</tr>
<tr>
<td>Harbron Recruitment</td>
<td>Quay Road, Newton Abbot, Devon, TQ12 2BU</td>
<td>01626 333105</td>
<td><a href="http://www.harbronrecruit.co.uk">http://www.harbronrecruit.co.uk</a></td>
</tr>
<tr>
<td>Hays Construction,</td>
<td>Suite 3, Ground Floor, Building 2, Truro Technology Park, Heron Way, Truro, TR1 2XN</td>
<td>01872 321416</td>
<td><a href="http://www.hays.co.uk">www.hays.co.uk</a></td>
</tr>
<tr>
<td>ITS Construction Personnel,</td>
<td>• Suite 5, Kerns House, Threemilestone, Truro, TR4 9LD</td>
<td>01872 224025</td>
<td><a href="http://www.itsconstruction.co.uk">www.itsconstruction.co.uk</a></td>
</tr>
<tr>
<td></td>
<td>• 141 The Ridgeway, Plympton, Plymouth, PL7 2HJ</td>
<td>01752 345434</td>
<td></td>
</tr>
<tr>
<td>ITS Construction Personnel,</td>
<td>• Suite 4 Philip House, Honiton Road, Exeter, EX1 3RU</td>
<td>01392 446287</td>
<td><a href="http://www.itsconstruction.co.uk">www.itsconstruction.co.uk</a></td>
</tr>
<tr>
<td></td>
<td>• Bank House, 1, Burlington Road, Clifton, Bristol, BS6 6TJ</td>
<td>0117 9738511</td>
<td></td>
</tr>
<tr>
<td>Options Resourcing</td>
<td>Ground Floor, Bradley House, Park 5, Harrier Way, Sowton Industrial Estate Exeter, EX2 7HU</td>
<td>01392 520032</td>
<td><a href="http://www.optionsresourcing.com">http://www.optionsresourcing.com</a></td>
</tr>
<tr>
<td>RGB Group</td>
<td>1 Emperor Way, Exeter Business Park, Exeter, EX1 3QS</td>
<td>01392 314052</td>
<td><a href="http://www.rgb.co.uk">www.rgb.co.uk</a></td>
</tr>
<tr>
<td>Setsquare Recruitment</td>
<td>57 Little Castle St, Truro TR1 3DL</td>
<td>01872 242242</td>
<td><a href="https://www.setsquarerecruitment.com/contact-us">https://www.setsquarerecruitment.com/contact-us</a></td>
</tr>
<tr>
<td>Workmates (Building Trades) Ltd</td>
<td>16 The Crescent, Taunton, TA1 4EB</td>
<td>01823 448940</td>
<td><a href="http://www.workmates.co.uk">http://www.workmates.co.uk</a></td>
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</tbody>
</table>

### Other useful websites
- [www.JustConstruction.net](http://www.JustConstruction.net)
- [www.careersinconstruction.com](http://www.careersinconstruction.com)
### Citizens’ Advice Bureaux in Devon & Cornwall

**Telephone no for all offices is 03444 111 444**

To search for your local branch, follow this link: [https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/search-for-your-local-citizens-advice/](https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/search-for-your-local-citizens-advice/)

<table>
<thead>
<tr>
<th>Citizens Advice Cornwall (St Austell)</th>
<th>39 Penwinnick Road, ST AUSTELL, Cornwall, PL25 5DS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citizens Advice Cornwall (Truro)</td>
<td>The Library Union Place, TRURO, Cornwall, TR1 1EP</td>
</tr>
<tr>
<td>Citizens Advice Cornwall (Newquay)</td>
<td>The Public Library Marcus Hill, NEWQUAY, Cornwall, TR7 1BD</td>
</tr>
<tr>
<td>Citizens Advice Cornwall (Bodmin)</td>
<td>Chy Trevail Beacon Technology Park, BODMIN, Cornwall, PL31 2FR</td>
</tr>
<tr>
<td>Citizens Advice Cornwall (Falmouth)</td>
<td>Mulberry Passage Market Strand, FALMOUTH, Cornwall, TR11 3DB</td>
</tr>
<tr>
<td>Citizens Advice Cornwall (Camborne)</td>
<td>Camborne Community Centre South Terrace, CAMBORNE, Cornwall, TR14 8SU</td>
</tr>
<tr>
<td>Citizens Advice Cornwall (Liskeard)</td>
<td>Duchy House 21 Dean Street, LISKEARD, Cornwall, PL14 4AB</td>
</tr>
<tr>
<td>Citizens Advice Cornwall (Penzance)</td>
<td>2 Alverton Street, PENZANCE, Cornwall, TR18 2QW</td>
</tr>
<tr>
<td>Citizens Advice Cornwall (Saltash)</td>
<td>Ground Floor 18 Belle Vue Road, SALTASH, Cornwall, PL12 6ES</td>
</tr>
<tr>
<td>Plymouth Citizens Advice</td>
<td>(Call centre only ) 3rd Floor, Cobourg House 32 Mayflower Street, PLYMOUTH, Devon, PL1 1QX</td>
</tr>
<tr>
<td>Torridge, North, Mid and West Devon Citizens Advice (Tavistock)</td>
<td>Abbey Surgery, 28 Plymouth Road, TAVISTOCK, Devon, PL19 8BU</td>
</tr>
<tr>
<td>Torridge, North, Mid and West Devon Citizens Advice (Okehampton)</td>
<td>The Ockment Centre North Street, OKEHAMPTON, Devon, EX20 1AR</td>
</tr>
<tr>
<td>Torridge, North, Mid and West Devon Citizens Advice (Crediton)</td>
<td>Council Office Market Street, CREDITON, Devon, EX17 2BN</td>
</tr>
<tr>
<td>Exeter Citizens Advice</td>
<td>Dix's Field, EXETER, Devon, EX1 1QA</td>
</tr>
<tr>
<td>Newton Abbot (Teignbridge) Citizens Advice</td>
<td>36-38 Market Walk, NEWTON ABBOT, Devon, TQ12 2RX</td>
</tr>
<tr>
<td>Teignmouth (Teignbridge) Citizens Advice</td>
<td>Teignmouth Library Fore Street, TEIGNMOUTH, Devon, TQ14 8DY</td>
</tr>
<tr>
<td>East Devon Citizens Advice (Exmouth)</td>
<td>67 Exeter Road, EXMOUTH, Devon, EX8 1QD</td>
</tr>
<tr>
<td>Citizens Advice South Hams</td>
<td>Follaton House Plymouth Road, TOTNES, Devon, TQ9 5NE</td>
</tr>
<tr>
<td>Torridge, North, Mid and West Devon Citizens Advice (Tiverton)</td>
<td>The Town Hall St Andrew Street, TIVERTON, Devon, EX16 6PG</td>
</tr>
<tr>
<td>Torridge, North, Mid and West Devon Citizens Advice (Tavistock)</td>
<td>Abbey Surgery, 28 Plymouth Road, TAVISTOCK, Devon, PL19 8BU</td>
</tr>
<tr>
<td>Citizens Advice Torbay</td>
<td>29 Palace Avenue, PAIGNTON, Devon, TQ3 3EQ</td>
</tr>
<tr>
<td>East Devon Citizens Advice</td>
<td>Honiton Library &amp; Information Centre 48-50 New Street, HONITON, Devon, EX14 1BS</td>
</tr>
<tr>
<td>Torridge, North, Mid and West Devon Citizens Advice (Barnstaple)</td>
<td>1 Bridge Buildings The Strand, BARNSTAPLE, Devon, EX32 8LW</td>
</tr>
<tr>
<td>Torridge, North, Mid and West Devon Citizens Advice (Bideford)</td>
<td>The Old Schoolhouse 13 Bridgeland Street, BIDEFORD, Devon, EX39 2QE</td>
</tr>
</tbody>
</table>

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August 2020