



**PACE**

# Facing redundancy?

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

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



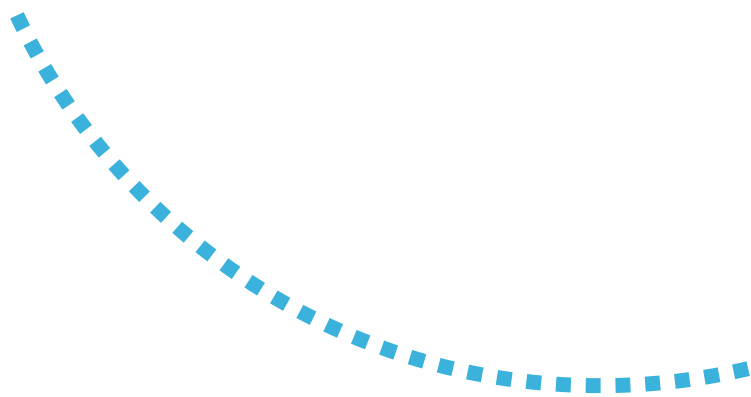
**Scottish Government**  
**Riaghaltas na h-Alba**

# 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.

Visit **redundancyscotland.co.uk** to find more information on the range of PACE services and contact information for support in your local area.

Call the helpline on **0800 917 8000** to speak to an adviser, or scan the **QR code** below to request a callback.



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

## 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**

Calls may be charged dependent on your telephone provider

## 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/your-rights-if-your-employer-is-insolvent](https://www.gov.uk/your-rights-if-your-employer-is-insolvent)**

## 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 **[gov.uk/claim-tax-refund](https://www.gov.uk/claim-tax-refund)**  
or call **0300 200 3300**

Calls may be charged dependent on your telephone provider

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**



## 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**

## 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 NHS Inform website and search for 'struggling with stress' for ways to help you deal with stress.

Find out more at:  
**nhsinform.scot**

## Money and Pensions Service

MoneyHelper is here to make your money and pension choices clearer. Here to cut through the complexity, explain what you need to do and how you can do it. Here to put you in control with impartial guidance that's backed by government and to recommend further, trusted support if you need it. For clear money help that's on your side and free to use, search online for MoneyHelper.

Money guidance **0800 138 7777**  
**moneyhelper.org.uk/moneychat**

Pensions guidance **0800 011 3797**  
**moneyhelper.org.uk/pensionschat**

Pension Wise is a government service from MoneyHelper that offers free, impartial guidance to over 50s about their defined contribution pension options.

Call **0800 138 3944** or visit  
**moneyhelper.org.uk/pensionwise**

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

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### Jobcentre Plus

Visit **[gov.uk/benefits-calculators](https://www.gov.uk/benefits-calculators)** to find full details about all of the benefits available

If you've made enough Class 1 National Insurance contributions in the past two full tax years, you might be able to get new style Jobseeker's Allowance.

For more information visit **[gov.uk/guidance/new-style-jobseekers-allowance](https://www.gov.uk/guidance/new-style-jobseekers-allowance)** and **[gov.uk/guidance/new-style-employment-and-support-allowance](https://www.gov.uk/guidance/new-style-employment-and-support-allowance)**

Universal Credit is a payment to help with living costs. If you are eligible for Universal Credit, you could get it at the same time or instead of new style Jobseeker's Allowance.

Go to **[gov.uk/universal-credit](https://www.gov.uk/universal-credit)** or if you need help making a claim online contact the Universal Credit helpline on **0800 328 5644** or textphone **0800 328 1344**.

### 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](https://cas.org.uk/bureaux)** or if you want information and advice instantly, visit **[citizensadvice.org.uk](https://citizensadvice.org.uk)**

CAB Scotland can help if you're thinking about claiming Universal Credit for the first time. Their trained advisers can guide you through the process, whether you're looking for answers to quick questions or step-by-step support to make your claim.

Visit **[cas.org.uk/help-to-claim](https://cas.org.uk/help-to-claim)** or call **0800 023 2581**.

## Case study

Phil Fowler had been working for a student accommodation company when he was made redundant. Phil, from Dunfermline realised that redundancy was inevitable as the company suffered during the Covid-19 pandemic.

Phil said: "I realised that my job was under threat. That's when I started looking for support. I was interested in the tech side of my job and felt that this was something I could pursue a career in following redundancy."

"I searched online and found redundancy support available from Skills Development Scotland as part of PACE.

"I spoke to a PACE adviser about my situation and that I was keen to move into the digital sector. She spoke to me about making informed choices and about funding options. She suggested that I look at job adverts to see what was in demand which would give me an idea of training options."

He added: "I also got help with my CV. When you're made redundant you lose confidence in yourself and your skills. The support helped keep me on track, as it was

a really worrying and challenging time."

"All the work I had done on my CV paid off. It got to a point where I was turning down opportunities."

Phil was successful in securing a Technical Support Analyst role. He said: "PACE support helped me achieve what I wanted. I would 100% recommend the support from SDS and PACE. They can help you with your next steps, whether that's a career change or looking for another role in the same industry."



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

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#### Jobcentre Plus

The Jobhelp website provides a wide range of job search help and advice, including information about working in critical sectors and the latest vacancies.

If you are over 50 and looking for work, there are dedicated 50Plus Champions to support you back into work.

If you are disabled, there may be additional help available, for example, Access to Work which helps people with disabilities at work.

To find out more about the help available email **rrs.enquiries@dwp.gov.uk**. Please include your postcode in the email.

Use the free 'Find a job' service. Go to **gov.uk/jobsearch** to create and manage your own account as well as tailoring your job search preferences to suit the jobs you are looking for.

You can filter your "find a Job" search to focus on employers who have registered to the Disability Confident scheme and are committed to employing people with disabilities or a health condition.

You can also create a profile, upload your CV and receive email alerts to new and existing jobs held by the service.

Visit **jobhelp.dwp.gov.uk** to find out more.

#### Skills Development Scotland

Skills Development Scotland (SDS) offers a full range of career management, employability and information services, including a webinar programme 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/adult** call **0800 917 8000**



## 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/  
search-courses](https://myworldofwork.co.uk/search-courses)**  
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.

Ask at your local job centre or e-mail  
**[rrs.enquiries@dwp.gov.uk](mailto:rrs.enquiries@dwp.gov.uk)**  
for more information

### 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:  
**[myworldofwork.co.uk/career-  
help/the-big-plus/](https://myworldofwork.co.uk/career-help/the-big-plus/)**  
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**

Calls may be charged dependent on your telephone provider

### 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:

**[gov.uk/topic/business-tax/self-employed](https://gov.uk/topic/business-tax/self-employed)**



## Case study

Mela Lynch was working at Amazon for almost 15 years when she was made redundant. Mela, from Inverkip, was really worried when she heard about the closure of the site in Gourrock.

Mela said: "I was shocked when I heard that we were being made redundant. I was really worried, especially because of my age, whether I'd get another job."

She continued: "My husband and I searched online for help the next day and found redundancy support available from Skills Development Scotland as part of PACE."

"I met with a PACE adviser who gave me lots of advice, including updating my CV and coaching me through next steps such as searching and applying for jobs. She really helped build my confidence and kept encouraging me throughout the whole process."

Mela continued: "Because I had previous experience working in a care home, she suggested that the care sector might be a route that I could go down, as well as other options including warehousing."



She helped me identify the skills that I could use, and as a result was successful in getting a job!

Mela is now a domestic at Inverclyde Hospital in Greenock.

She says: "PACE has been really great in supporting me through the redundancy process. They're so helpful and will help point you in the right direction and help with getting new skills as well. I would definitely tell people to use PACE and SDS to help you through redundancy. It was a great experience for me."

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