



**PACE**

# Facing redundancy?

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

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



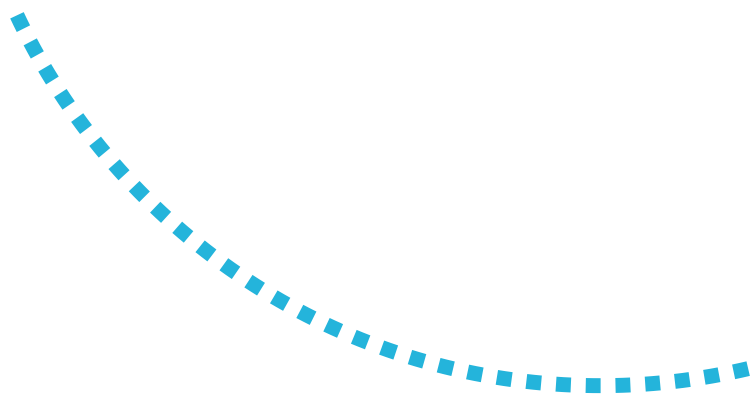
Scottish Government  
Riaghaltas na h-Alba  
[gov.scot](https://gov.scot)

# Facing redundancy?

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

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





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

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

### **Skills Development Scotland**

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

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

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

---

## Acas

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

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

## The Insolvency Service

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

Visit **[gov.uk/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**

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

The Money and Pensions Service brings together the Money Advice Service, The Pensions Advisory Service and Pension Wise to provide information to help you make the most of your money and pensions. The website brings together easy to access information to support you to make the right financial decisions. The Money Advice Service provides money guides, tools and calculators to help improve all your finances.

Call **0800 138 7777**

The Pensions Advisory Service provides free and impartial pensions guidance on workplace and personal pensions for everyone.

Call **0800 011 3797**

Pension Wise offers pension guidance for over 50s with a personal or workplace pension.

Call **0800 138 3944** or visit  
**moneyandpensionservice.org.uk**

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

---

### Jobcentre Plus

Visit **gov.uk/benefits-calculators** to find full details about all of the benefits available including Universal Credit

Universal Credit is a payment to help with living costs. If you need to make a claim you need to apply online:

Go to **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**.

If you have worked and paid enough National Insurance contributions, usually within the last two tax years, you may be eligible to claim a contribution-based benefit.

For more information visit **gov.uk/guidance/new-style-jobseekers-allowance** and **gov.uk/guidance/new-style-employment-and-support-allowance**

### The Citizens Advice Bureau (CAB)

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

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

## Case study

---

Getting support and retraining helped Alan Hamilton secure a new job after being made redundant.

Alan, from Cumbernauld, was working as a fabricator when his company announced redundancies.

He said: "The people came in from PACE, including Skills Development Scotland and New College Lanarkshire as well as Routes to Work, right away."

Alan's existing skills were assessed and courses suggested to enhance his prospects. After undertaking Counterbalance forklift training, along with CSCS (Construction Skills Certification Scheme) certification, he secured a new job with Alumac (Scotland).



Alan said:

"I went for the job and there were other experienced fabricators like me, but I had the forklift licence and I was told this helped me get the job. The PACE support was great and it made such a difference. I started my new job pretty quickly after I was made redundant, which was so good."

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

---

#### Skills Development Scotland

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

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

Visit **[myworldofwork.co.uk](https://myworldofwork.co.uk)**  
call **0800 917 8000**

#### Jobcentre Plus

'Find a Job' is an online service that you can use to upload CVs, apply for jobs and keep track of your work search activity.

Jobcentre Plus can offer advice on:

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

Look for jobs online at **[gov.uk/jobsearch](https://gov.uk/jobsearch)**  
or visit **[gov.uk/guidance/redundancy-help-finding-work-and-claiming-benefits](https://gov.uk/guidance/redundancy-help-finding-work-and-claiming-benefits)** for details of Jobcentre Plus services



## 4. Identify learning and training opportunities

---

### Skills Development Scotland

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

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

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

### Jobcentre Plus

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

Ask at your local job centre or e-mail  
**[rrs.enquiries@dwp.gsi.gov.uk](mailto:rrs.enquiries@dwp.gsi.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:  
**[thebigplus.com](https://thebigplus.com)**  
or call **0800 917 8000**

## 5. Business start-up

---

### Business Gateway

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

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

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

Find out more at:

**[bgateway.com](http://bgateway.com)**

or call **0300 013 4753**

### HMRC

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

Find out more at:

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



## Case study

---

Having worked for the same employer for 23 years, being made redundant came as a big shock to mum-of-two Audrey Lawson.

Audrey said: "I first heard of PACE when I attended workshops on CV writing and how to prepare for an interview."

After receiving support Audrey went on to secure a post with care provider Cornerstone.

"Getting that service from PACE was vital. The help around preparing for an interview and how to overcome nerves was also really helpful."

Having experienced redundancy, Audrey is keen to recommend to others facing the same thing to make use of the PACE redundancy service.



She said: "There's no doubt that the support from PACE has been important in me getting a new job. I'd definitely recommend to other people facing redundancy that they make use of PACE. The help that is available is invaluable."

**Helpline**  
**0800 917 8000**  
**redundancyscotland.co.uk**



Scottish Government  
Riaghaltas na h-Alba  
gov.scot