

## WHAT IS CLEAN SLATE?



We are re-writing the rulebook on helping jobseekers into work. We create and support paid work for unemployed people to prove what they have to offer. We help jobseekers help themselves and each other and we understand people need their own path. As an employer, we look beyond people's labels and focus on 'what you can do for us'... and for other employers. For people who want to work in the advice or care world we offer paid work to 'Work Champions', helping other jobseekers.

## WHO ARE OUR CUSTOMERS?

We mainly provide distribution services to companies and charities. Trust is central to our offer. Keep the customer and Clean Slate informed of progress, updating us if a customer has any queries. Customers just want a good job done for a good price – we do not go into detail about our workers because, while you're working, you are just treated as a worker. Your role is to do a good job and help us build a healthy reputation. Over time, you might help us spread the word to new customers.

## CAN I PROGRESS WITH CLEAN SLATE DISTRIBUTION?

Yes. You can work your way up, as you become tried, tested and trusted. It may not be long before we ask you to take out a new member of the team, acting as supervisor and helping us with quotes, for example.



## IS THIS GOING TO MESS UP MY BENEFITS?



We only offer 16 hours or more if at least six weeks' work is guaranteed. This means you don't have to sign off jobseeker benefits, although the Job Centre will encourage you to. You must declare your earnings and most will be deducted from benefit payments, so the main reason to work is to grow your confidence, skills and experience.

It is unlikely Housing Benefit will be affected unless you also have other work but we can point you to the right advice. The same is true for tax: We doubt hours on distribution work mean you to reach the threshold to pay HMRC at the end of the year. You may need to fill out a tax return and we'll find you help for this too.

**If you're on benefits, focus on how this work is a great way to meet people, feel part of a team and take pride in regaining control of things. It can and will, if you want it, lead onto bigger and better things.**



## FAQsheet

[Frequently Asked Questions]

### WHAT IS CLEAN SLATE DISTRIBUTION?

It is a not-for-profit enterprise offering delivery and packing services, including:

- Leaflet drops
- Estate newsletter deliveries
- Envelope stuffing
- Packing health and conference kits

It was set up by Clean Slate to create work opportunities for unemployed people in the West of England and London.

## WHEN AND HOW DO I START?

If you feel ready for a few hours paid work, let a Work Champion know and they will try to ensure you are invited to join the next available distribution job. Distribution jobs are contract-by-contract so it may be a couple of weeks or longer before the next job comes through.



## WHAT IF I HAVE A RECORD?



What matters most is what you can do and where you go from here but we have to assure the safety of our customers – and you. No DBS check is required for distribution work but if you choose to disclose, we'll run through a risk assessment and talk things through. This is often found to be a very positive exercise.

## WHAT AND HOW DO I GET PAID?

Once you've started working for us, you'll be paid for the hours agreed at the start of the job. Rates vary depending on your length of time with us and your level of responsibility. You will raise an invoice each week you work for us, (Clean Slate has a template, if you need it). Include all details required or it may delay payment. Invoices are only paid on approval from the customer or supervisor. You are not an employee, you are a freelance contractor, but you work for us.

## AM I INSURED?

Yes. Our Employers Liability Insurance covers people working under our direction. Make sure you do not do anything not approved by a supervisor, in case that means you are not covered.

## IS MY TRAVEL PAID?

If you were in a full-time job, your travel would not be paid to your workplace. Where we can, we book local people for local work.

## WHAT ABOUT HEALTH & SAFETY?

If you are not sure how to do something safely, don't do it. Ask. Take direction from a supervisor and always stick to guidelines. The company is responsible for taking all reasonable steps to protect your safety. You are responsible for your own safety too. If you ever feel at risk, tell someone. Straight away.

## HOW DO I KNOW WHAT THE JOB INVOLVES?

To work out what to charge, we get really detailed instructions for each job. We charge by the hour, so we work all this out and can pass the details onto you with a clear idea of how long we expect the job to take, which you must stick to. If a job changes or looks bigger than we realised, tell us straight away so we can talk to the customer about costs as soon as possible. Never discuss money with customers.

## WHO IS RESPONSIBLE FOR CUSTOMER CARE?

Everyone. A company's success depends on its reputation. There are a few steps to take to join our workforce because only good workers will do. The office team will make sure the customer is clear about what to expect and will follow up to be sure we've done a good job and that payment will be paid. On the job, remember we are not only judged on how well the work is finished but also on how polite we were, how efficiently we handled the work and how professional we were in general. You represent the company and won't be used again if you bring us into disrepute.

## WHO COLLECTS THE MONEY?

Where possible, we don't want cash changing hands. We prefer online payments. We take cheques and, if absolutely necessary, cash, so workers may have to write out receipts.

## WHAT IF I MESS UP?

If it's an honest mistake, we'll work through it so it won't happen again. Maybe you need more supervision or training. The best thing is own up right away. Ask for help and you'll get it. If it's more serious, there is a disciplinary and a grievance process, so everyone is treated fairly. On the job, though, you'll be told straight if you make a mistake. Respond badly and Clean Slate Distribution might not use you again. We always ask customers how things went.

Customers ALWAYS check the work has been done. Some live where deliveries will be made, others ring around. The customer ALWAYS knows if a mistake has been made. And then, so do we.

## HOW MUCH WORK IS THERE?

A few regular customers use us whenever they need work doing. It's best to think of distribution work as semi-regular: There will be a flow of work but it may be weeks between jobs. Do not depend on us – Work Champions will help you look for other work too.

