

VA AND SUPPORT SERVICES

HOW IT WORKS

TAKE A LOOK AT OUR STEP-BY-STEP GUIDE TO SHOW YOU WHAT HAPPENS WHEN YOU MAKE AN ENQUIRY

STEP 1

YOU CONTACT US BY EMAIL OR VIA THE WEBSITE CONTACT FORM WITH AN ENQUIRY. THIS WILL BE FORWARDED TO JULIE BLACKSHAW, OUR VA AND SUPPORT & ADVOCACY COORDINATOR

STEP 2

AN INITIAL VIDEO CALL WITH JULIE IS ARRANGED WITH YOU (1 HOUR MAX. NO FEE)

STEP 3

AFTER THE CALL, YOU WILL BE ADVISED WHETHER WE CAN MEET YOUR REQUIREMENTS

PLEASE NOTE WE ARE NOT A TEMPING AGENCY AND MATCHING/ STARTING CAN TAKE 1-3 WEEKS. (NORMALLY 1 WEEK)

DURING THIS MEETING, A CLIENT ASSESSMENT FORM IS COMPLETED (WITH YOUR CONTACT DETAILS AND EXACT REQUIREMENTS)

STEP 4

IF WE CAN ASSIST, WE WILL SEND PERSONALISED T&CS ACROSS TO YOU FOR SIGNATURE. IF YOU ARE ACCESS TO WORK (ATW) FUNDED, YOU WILL BE REQUIRED TO EMAIL PROOF ACROSS WITH YOUR SIGNED TERMS.

PLEASE NOTE SUPPORT DOES NOT COMMENCE UNTIL T&CS ARE SIGNED/RETURNED

STEP 5

ON RECEIPT OF YOUR SIGNED TERMS...

> IF YOU ARE A DIRECT PAYER, OR ALREADY HAVE ATW FUNDING IN PLACE, THE PROCESS TO MATCH YOU WITH VA OR SUPPORT & ADVOCACY WORKER BEGINS.

> IF YOU INTEND TO APPLY FOR ATW WE WILL BOOK YOU IN TO SEE THERESA TO PROCESS YOUR APPLICATION (TAKES 4-6 MONTHS). (£23 + VAT FOR 1 HR)

STEP 6

WHEN READY, AND A MATCH IS FOUND, WE WILL SET UP AN INITIAL VIDEO MEETING FOR YOU TO MEET YOUR VA OR SUPPORT AND ADVOCACY WORKER (1 HOUR MAX. NO FEE)

THE CLIENT ASSESSMENT FORM IS FORWARDED TO THE TEAM MEMBER

STEP 7

AFTER THE MEETING, YOU WILL BOTH EMAIL JULIE TO CONFIRM YOU ARE HAPPY TO PROCEED.

YOU WILL THEN BE CONTACTED BY YOUR VA / SUPPORT WORKER TO BOOK IN YOUR FIRST SESSION (INVOICED FROM THIS STAGE).

A MEETING WILL ALWAYS BE SCHEDULED FOR FOLLOWING WEEK, SO EVERYONE KNOWS WHEN THE NEXT MEETING IS

