

Welcome to
OFFPLOY™





Welcome to Offploy.

We can't wait to get started.

We originally started Offploy to support people leaving prison yet found that everyone could use a bit of advice and mentoring in their lifetime – even if it just someone to be on your side when consider life's bigger choices.

We only exist to support you to achieve your next goal so please the most of our team's resource and experiences to get where you want to be by the end of the programme.

to watch a short welcome video from our Managing Director, Jacob Hill.

We're glad to welcome you on programme.



Your journey with us

We use a 9-step journey
plan with you

It begins with your referral and ends with you finding a sustainable job or being better prepared to search for one.





Our service and your responsibilities

**We offer an Information, Advice,
and Guidance Service. We won't
make choices for you, but we'll
help you make the best decision
for yourself.**

This depends on your needs and dreams. The goals we talk about and put in your Action Plan are yours, and you're in control every step of the way.

We're independent of any group or organisation, so we're completely unbiased and focused on your best interest while working together.

Like any responsible organisation we can't overlook safety and safeguarding concerns and must report anything that could put yourself or others at risk to our Safeguarding officer.

We want to give you the best and highest quality support. Offploy has steps in place to make sure that happens but let us know if we can do anything at all to improve our service for you.



We may, during the course of our time together, recommend referral to other specialist providers.

These could include organisations below. Click on a logo to visit the website.



Gamblers Anonymous

Narcotics Anonymous





Feedback

Whilst you are working with us, you will receive several requests for feedback.

This is really important to us as we know we are not perfect and can only get better if we know where to improve. The surveys are anonymous and will only take a few minutes to complete. We'd be grateful for your input on this.



Equality and diversity are central to our organisation.

We make sure they're part of our values, culture, policies, practices, and services.

Offploit is dedicated to treating everyone fairly, no matter their protected characteristics including but not limited to:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnerships
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Although not a protected characteristic, we work with anyone with any offence. You can view the entire policy [here](#).



Complaints

Not every service is perfect.

If, for any reason you want to complain or report on the mismanagement of our service, then please find our process [here](#).

In summary, the procedure is:

1. Raise any issues with your Employment Advisor
2. Follow our formal complaints process which involves emailing or writing to the Service Director
3. Making an appeal after an initial complaint has been raised



Your Data

**Your information matters,
and we're dedicated to
keeping it safe.**

We have a Data Controller in charge of making sure we follow the rules, keeping us accountable, and training our team members.

We also have a Data Protection Policy, which you can find [here](#). In short, any data we gather about you will be:

1. Used lawfully, fairly, and transparently.
2. Collected only for clear, valid purposes and not used in ways that don't match those purposes.
3. Relevant and limited to the purposes we've told you about.
4. Accurate and up-to-date.
5. Stored only as long as needed for the purposes we've shared with you.
6. Kept secure.