

Louth Meath Local Area Employment Service works with job seekers who are long term unemployed. Services include:

- Career planning
- Information on social welfare payments
- Advice on employment opportunities and the current labour market
- Referral to training and education programmes
- Referral to labour market programme
- Referral to support agencies
- Personal development programmes and workshops
- CV preparation
- Interview preparation
- Post employment support and aftercare



www.louthlocaldevelopment.ie



Dundalk Office

Partnership Court, Park Street, Dundalk,
Co. Louth, A91 V2KF
+353 87 3407805
+353 87 2356845

Drogheda Office

John Street, Haymarket, Drogheda,
Co. Louth, A92 KP58
+ 353 87 4742130

Navan Office

29 Flower Hill, Blackcastle, Navan,
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+353 46 9078126



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Welcome to your local Intreo Partner

Our mission is to ensure both workers & employers get connected with the right people.



OUR SERVICE STATEMENT

Intreo Partner Employment Service provides a high-quality service which will support you to find suitable employment.

As part of your journey with us, you will receive:

Initial one to one meeting with your own dedicated Case Officer within 15 days of referral to our service from the Department of Social Protection.

Personal Progression Plan (PPP) completed within 20 working days of your first meeting which is reviewed every 13 weeks while you seek full time employment.

Follow on one-to-one Meetings with your own Case Officer every 20 working days and 3 additional telephone appointments to prepare for your PPP reviews.

Education and Training in line with your personal progression plan. Job related supports including advice, support, CV preparation and interview skills.

Employment Support Funding is available to you on commencing a full-time job and includes funding for work clothing, workplace training and work equipment. Post Employment Supports include aftercare and follow up for a minimum of 17 weeks post start date.

Fully accessible offices for clients with a disability or who have limited mobility.

Opening Times Monday to Friday 9 am – 5 pm in Dundalk, Drogheda and Navan. Outreach offices in Kells, Ardee and Trim are open on a part-time basis.

Quality Service Provision verified annually by EIQA quality standard.

Customer Surveys give you the opportunity to give us feedback on our service. You will be invited to complete one prior to your final appointment with us.

Language option please let us know if you wish to be communicated with in Irish.

OUR COMPLAINTS PROCEDURE

At Louth Local Development we strive to ensure that we handle all complaints fairly and promptly.

If you are unhappy about any aspect of our service or interactions with our staff, you can make a complaint in a number of ways:



- **Verbally – in person or by telephone**
- **In writing**
- **By completing our company's complaints form, available on request**

Your complaint will be dealt with by a Louth Local Development Programme Manager. Contact details for our Manager's are:



- **Dundalk LAES** | Siobhan Rankin | 087 7981099
Siobhan.rankin@lldc.ie
- **Drogheda LAES** | Jonny Pardoe | 087 3393008
Jonny.pardoe@lldc.ie
- **Navan LAES** | Rob Jones | 087 9939644
Rob.jones@lldc.ie

All complaints will be thoroughly investigated with due respect and equal consideration given to all parties.



On receipt of your complaint Louth Local Development will begin an investigation

You will receive an acknowledgement of your complaint within 3 working days and the outcome of the investigation will be communicated to you within 15 days. Any delays due to the complexity of the complaint will be communicated to you.

Should your complaint relate to a staff member of Louth Local Development, the staff member has the right to be informed of the complaint / complainant.

We view complaints as an opportunity to learn and improve as well as to put things right for our clients. Louth Local Development assures you of respect, courtesy and sensitivity throughout the investigation process.

PERSONAL PROGRESSION PLANS

Louth Meath Local Area Employment Service work with job seekers referred by the Department of Social Protection.

When you come to our service you will be assigned a dedicated Case Officer who will provide you with one to one support. Our Case Officers are highly experienced in the provision of career guidance to adults. Your Case Officer will support you to identify suitable employment, training and education options that will prepare you for the world of work. During the initial meetings, your Case Officer will work with you to devise a personal progression plan (PPP) which will contain goals and actions to support your journey to employment. You will be asked to sign this plan. Your Case Officer will help you to put these goals into action. Your personal progression plan will be reviewed with you on week 13, 26 and 39. An Officer of the Department of Social Protection may contact you at anytime to discuss your agreed actions as part of your commitment to seek full time employment.

We look forward to working with you and supporting you on your journey to employment.

