

**Progress Report
2015-2017**



PROVIDING
Supported Employment
Employer Advisory Service
Job Club
Work Experience Placements
Good Practice Guide
Employers' Disability Charter

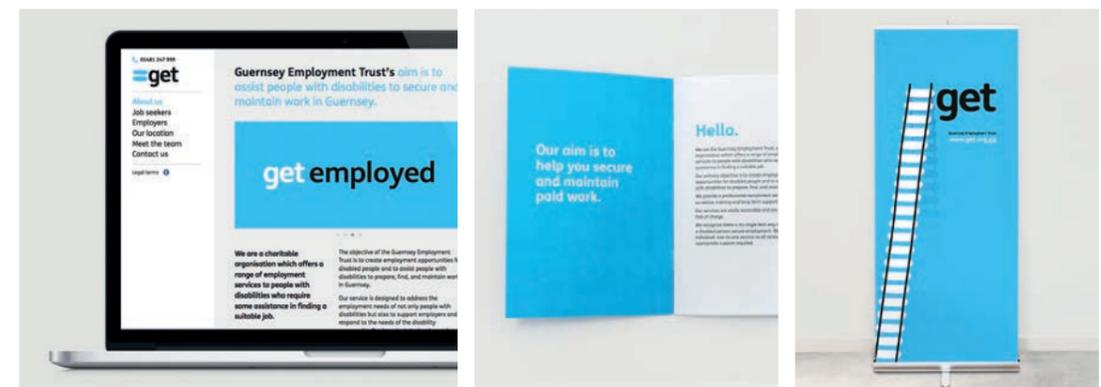
Background

During 2013 and 2014 discussions took place between the Committee for Health and Social Care (CHSC) and the Guernsey Community Foundation (GCF) with a view to forming an independent body to deliver the employment services that were being delivered by Interwork Services which was then part of the Health and Social Services Department. The discussions resulted in the creation of Guernsey Employment Trust (GET).

In 2015, the CHSC transferred its Supported Employment service, (Interwork), into the newly formed charity Guernsey Employment Trust. From an operational perspective, GET took over the day to day running from January 2015 although the formal agreement was not until 1 May 2015. This was ground-breaking work which in effect transferred a States of Guernsey service to the Third Sector.

The aim of GET is to create employment opportunities for disabled and disadvantaged people and to assist them to prepare for, find and maintain work in Guernsey. GET is designed to address the employment needs of not only disabled people but to also support employers to respond to the needs of disabled staff and job applicants.

The initial target group of GET is unemployed disabled people and people with health issues. People with all forms of disability are accepted including physical disabilities, mental illness, sensory impairments, people with brain injuries and learning difficulties.





Strategy and Project Delivery

Following the transfer of Supported Employment services from CHSC to GET, one of the key areas to be addressed was that of low participation of disabled people in employment. There were some employment and disability services in Guernsey but statistics, discussions and observations indicated that the employment opportunities for disabled people were quite limited. This was especially the case for the provision of personalised support to disabled people and potential employers. The statutory service of the Committee for Employment and Social Security (CESS) provided considerable assistance to unemployed disabled people but the support they were able to provide was limited due to lack of resources. The then existing service of Interwork was resourced to provide additional support to disabled job seekers but the numbers of disabled people being assisted were quite low and there was a long waiting list (in excess of 12 months).

To address this issue it was essential to develop and improve the Supported Employment service. The priority was to ensure that GET was organised with appropriate staffing, relevant procedures and effective activities. It was also vital that GET moved to accessible and more appropriate premises. Existing employees were recruited to managerial roles and there was a heavy element of training and development to ensure that staff had the appropriate competencies to deliver the services. The move of premises from the dilapidated Jamaica Hall to the Fort Complex took place over a five month period (July – December 2015) to allow accessibility and other renovation work to be undertaken during which time GET operated a full service to disabled job seekers and supported employees.

A new service of a Job Club for job seekers was added to support disabled people to compete for jobs in the local labour market. Moreover, GET was re-branded to give itself a new and professional identity. Access to GET was made easier for disabled people by allowing self-referrals and accepting young people aged 16 and 17 years of age – both were not permitted previously. GET also developed some general eligibility criteria such as only accepting disabled people that were genuinely seeking paid work and also disabled people that were committed to working with GET to explore employment opportunities. GET also began to engage with employers in a professional manner and took the time to understand the needs of the business community.

As a registered charity, GET made contact with a wide range of financial organisations and Trusts to attract funding and grants. GET was successful in raising over £100,000 which largely went towards paying for the renovations required to make the new premises accessible for disabled people. Donations and grants were also used to provide additional staff and to improve equipment for both staff and disabled job seekers.

GET has produced a Good Practice Guide for Employers and introduced the Employers' Disability Charter



Achievements and Results

Since GET introduced new services, procedures and activities, the results have changed quite dramatically. The statistics provide a stark contrast to the outputs and results achieved before GET and since GET took over the running of the Interwork service (as stated earlier this took place around January 2015). GET has received considerable recognition in Guernsey by disabled people, employers and key stakeholders with regards to the improvements made.

As can be seen from the figures, the delivery of services by GET has had a dramatic improvement on the employment opportunities for disabled people. GET has supported 177 disabled people into paid jobs (as at 31 October 2017).

Moreover, the introduction of new services, procedures and activities has reduced the client waiting list from 14 months to around 6 weeks. GET has also reduced the wage subsidies previously being paid by CHSC to employers to around £50,000 with the savings being partially reinvested into delivering more services for unemployed disabled and disadvantaged people. Additionally, through making savings and adjusting services, there has been cumulative savings of £53,000 which has been passed back to the HSC budget.

At the end of 2016, GET undertook an exercise to assess the financial benefit of disabled people securing jobs and not taking up welfare benefits. The calculation also included the social insurance contributions of the employer/employee. It was calculated that there was a positive impact of around £300,000 during 2016 to the States of Guernsey.

The short to medium term aim of GET was to consolidate the work developed so far and to work more with employers. During spring 2017, GET produced a Good Practice Guide for Employers in Guernsey to assist employers meet their future legal responsibilities and implement best practice advice and guidance regarding employment and disability. Furthermore, GET has introduced the Employers' Disability Charter to enable employers to demonstrate tangible evidence that they are working towards taking positive action that will enable more disabled people to access employment opportunities in Guernsey. Both the Good Practice Guide and the Employers' Disability Charter were produced as part of the States of Guernsey Disability and Inclusion Strategy.

New Starts/Referrals

This is the number of disabled people who actually started using the service annually.

Work Experience Placements

This is the number of disabled job seekers who undertook a short term work experience placement with an employer to help the job seeker to identify their job preferences, their work strengths and weaknesses.

Job Outcomes

This is the number of disabled job seekers who secured a paid job in Guernsey.

New Starts/Referrals

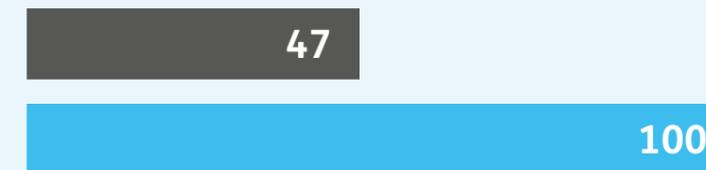
The average number of new starts/referrals annually with Interwork was 21 job seekers per year during 2012 - 2014.



The average number of new starts/referrals annually with Guernsey Employment Trust during 2015 - 2017 is 63 job seekers per year (as at 31st October 2017). **This is an increase of 200%.**

Work Experience Placements

The annual average number of work experience placements organised by Interwork during 2012 - 2014 was 47 placements.

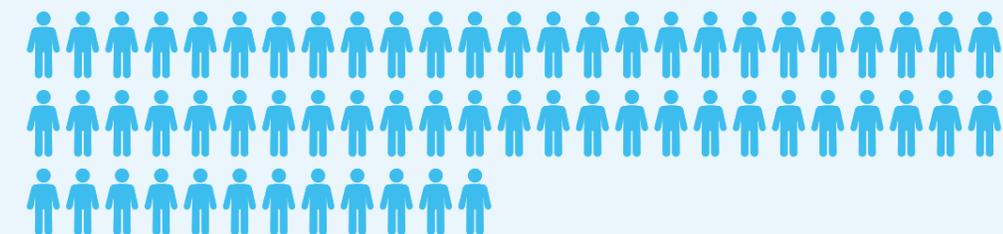


The annual number of work experience placements organised by Guernsey Employment Trust during 2015 - 2017 is 100 placements (as at 31st October 2017). **This is an increase of 113%.**

Job Outcomes



The average job outcomes achieved by Interwork during 2012 - 2014 was 18 jobs per year



The average job outcomes achieved by Guernsey Employment Trust during 2015 - 2017 is 62 jobs per year (as at 31st October 2017). **This is an increase of 244%.**

Future Activities

It is intended that GET seeks to broaden the range of job seekers it works with as the Supported Employment process can be applied to many disengaged or disadvantaged groups. GET is currently developing a Supported Employment service for disengaged young people/looked after children in partnership with Action for Children and Health and Social Care. The Service Level Agreement with States of Guernsey has specific targets and outcomes and future activities should not affect these agreed Key Performance Indicators and must also be within the existing budget. Additional future activities would include more transitional work with education authorities to provide a seamless path for young disabled/disadvantaged people to move from school/training to employment.

Survey Results

During 2016 and 2017 a questionnaire survey was carried out amongst GET Clients/Job seekers and GET Stakeholders/Agencies:

Job seekers expressed high satisfaction with the referral process and the accessibility of buildings, information and materials. A total of 86% stated that they always had the opportunity to express their views and to make choices within GET processes. The majority (72%) were confident of finding a job in the near future and 76% stated they received more than satisfactory support in seeking employment. All respondents apart from two expressed high satisfaction with ownership and control of their Action Plan and job search activities.

The majority of respondents had used the services of the Supported Employment Team and 30% had also used the services of the Job Club. The majority of respondents had undertaken at least one work experience placement.

Of the questionnaires returned, around 90% of respondents expressed high satisfaction with both the levels of support they were receiving in the workplace and the level of support provided in meetings and interviews with employers. Job seekers were extremely satisfied with the terms and conditions of work experience placements they had undertaken.

The respondents generally expressed a very positive view of the services provided by GET. Many of the returned questionnaires mentioned one or two staff for special praise and thanks.

Agencies agreed/strongly agreed that the GET promotional materials and the referral process were clear and accessible. They also agreed/strongly agreed that GET staff were both approachable and professional and that GET maintained good communication channels with agencies.

There were some slight differences in opinion regarding the handling of referrals in a timely and professional manner: a total of 55% agreed/strongly agreed and 15% (3 respondents) disagreed/strongly disagreed. The remaining 30% neither agreed nor disagreed. In the same vein 50% agreed/strongly agreed that GET offered equality of opportunity in their services whilst 25% disagreed. The remaining 25% neither agreed nor disagreed.

A total of 65% agreed/strongly agreed that they were satisfied with GET services and 17% were neutral. There were 4 respondents (17%) who disagreed/strongly disagreed.

Generally speaking the respondents were satisfied with the services of GET although there appears to be a core of 3 or 4 respondents who were not so satisfied. To address some of the concerns we have begun delivering more presentations of the activities and services of GET and increasing awareness of what we do.

Job seeker testimonial

“Being supported by GET meant I was with a sympathetic employer who was happy to make simple adjustments for me because they appreciated the skills I have.

GET helped me find a suitable job with a supportive employer and helped me with sorting out tax and social security so I could concentrate on doing a good job.”

Agency testimonial

“Having referred people both through Interwork and GET I have noticed a dramatic reduction in waiting time. People are often seen much quicker for an initial meeting and this helps reduce worries and anxieties as well as helping with motivation and having goals to work towards.

I have witnessed staff of GET spending time getting to know clients which enables them to find out their strengths and goals for their future. Within mental health there is much research that supports the benefits of having a good therapeutic relationship on the engagement with treatment. I believe GET are excellent at developing a good therapeutic relationship which helps people feel safe and secure when entering the world of work, particularly after a long period of time out of it.

All in all clients I have worked alongside GET with have reported an increase in their confidence and self-esteem which has had a positive impact on their emotional wellbeing and mental health.”

Employer testimonial

Job seeker testimonial

“I was involved with the (former) Supported Employment Scheme about 10 years ago. This second contact has been very different. Much better buildings and facilities - feels like a proper professional employment agency; as a service user I felt valued and proud to come to GET. There is a much wider choice of job opportunities now. I like the Vocational Profile (something that I didn't have with my first contact) as it provides a very tangible and useful way of recording all the various elements of an individual's strengths, challenges, preferences, relevant medical details, work history, etc. It is a helpful document to refer to at all stages of the employment process.”

Employer testimonial

“The support provided to employers by the Trust is excellent and it is reassuring that the officers are readily available to give the extra help that is required for some individuals, enabling them to integrate successfully back into the workplace.”

“We have found GET proactive in helping employees settle into their positions without being too intrusive. Any issues have been quickly and calmly resolved. With their help we are looking to extend two temporary posts into permanent positions.”

Partnership Working

GET has demonstrated a wide range of partnership working:

- GET is working closely with HSC regarding activities and services through a formal Service Level Agreement (SLA) and through informal working across several HSC services
- GET is working closely with ESS regarding activities and services and has a small formal SLA in respect of the Job Club services but mainly through close collaboration and cooperation with ESS staff regarding job seekers and welfare benefits
- GET is working in partnership with the Disability and Inclusion Strategy to deliver the employment aspects of the strategy and help employers prepare for forthcoming legislation
- GET is working in partnership with Action for Children to deliver a Supported Employment service to young people
- GET is working very closely with other Guernsey charities; in particular it has developed strong links with GO, Guernsey Disability Alliance, Autism Guernsey, Guernsey Mind and GROW Limited.

Executive Summary

GET is delivering an outstanding service to its beneficiaries/customers/clients (both employers and disabled people). Our results and achievements are testimony to this.

More services are being delivered to more disabled and disadvantaged people and there is increased collaboration with the business community and local employers. Disabled people in Guernsey and the employer community are now able to receive high level, professional services and the 177 paid jobs secured to date (as at 31 October 2017) provide tangible evidence of the increased employment opportunities that have been made available.

The strategy outlined by GET when it formed as a charity in 2014 is being executed and the targets and Key Performance Indicators and goals contained in the Service Level Agreement have all been exceeded and all tasks have been completed within budget.

Since its inception, Guernsey Employment Trust has received considerable support across the island from both the public and private sectors. GET's Board of Directors have been pro-active in supporting staff and the States of Guernsey Departments (especially HSC and ESS) have been great sources of help and cooperation as have Guernsey charities and the third sector. The success of Guernsey Employment Trust has been due to an all-round team effort and this has been recognised publicly by being short-listed for the Guernsey Community Foundation Charity of the Year Award 2017.



Michael J Evans
Chief Executive
Guernsey Employment Trust
December 2017

Recognition in the Community

GET was short-listed for the Guernsey Community Foundation Awards for 2017 as Charity of the Year.

During December 2017, Guernsey celebrated the International Day for People with Disabilities. GET received recognition from disabled people through the Guernsey Disability Alliance and the 'We All Matter Eh?' campaign. The recognition was for encouraging businesses to 'Think Differently about Disability' as GET had supported more than 177 job outcomes in just under 3 years.

GET also won the top award in the category Health and Social Care Awards for the Efficiency and Effectiveness Award. This award highlighted that in collaboration with the States of Guernsey, the Third Sector can play a leading role in developing new services and greatly improving existing services.

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