

# Chairman's Statement

Helen Ruelle, chair of the Board of Trustees



2020 will go down as one of the most challenging and remarkable periods in our lifetime.

The Covid pandemic has changed the way we live and work. The change came rapidly when lockdown hit at the end of March, and right across JET and Acorn, the ability to maintain service to clients was only possible due to the team working tirelessly to design and adopt flexible working arrangements, at speed and within restrictions such as social distancing.

Over the 12 months, we supported 444 people who have a disability or long-term health condition towards their employment goals, with 294 people accessing the Employment Service and 149 being supported through our Training and Development Service based at Acorn.

Retaining people in their jobs is still a crucial part of the role of the Employment Service and we continue to observe an increase in the number of people who have mental health conditions.

Employment Co-ordinators maintained regular contact with all their clients, many of whom can be quite isolated. Instead of being face-to-face, they kept in touch by email, phone or video call. They ensured that they had access to income support, food parcels or the necessary IT.

Fortunately, the Government's payroll co-funding scheme meant that we could pay our own staff as normal. The guidance and direction given by the management team was exemplary. They communicated regularly and reassured staff that jobs were safe.

One of the biggest challenges was technology. We brought forward a project to upgrade our IT, set everyone up on Microsoft Teams, and invested in laptops and new phones.

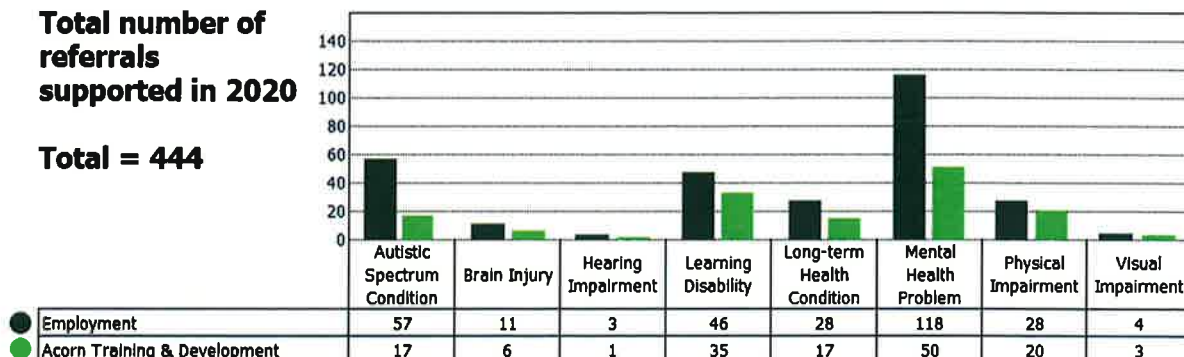
Some members of the team volunteered to deliver food and essential items to the Island's most vulnerable, working in conjunction with the Salvation Army, Grace Trust and others. Other staff members volunteered for Mind Jersey and St John Ambulance.

Acorn Enterprises was closed for 15 weeks during lockdown, and again in December, in order to safeguard our team, clients and customers. This resulted in a significant loss of income and it was only thanks to the Government's payroll co-funding scheme that we were able to survive.

Staff at Acorn constantly adapted, changing the layout of the store to create a new entrance and a new storage area for deliveries of donations. This has been so successful that we have kept the new layout and in 2021 we will create a new storage and donations facility, thanks to Fiscal Stimulus funding designed to help the Island's economy recover.

**Total number of referrals supported in 2020**

**Total = 444**



# Chairman's Statement



Staff also worked hard to make sure we had PPE, signage, Perspex screens and hand sanitiser. We had many customers comment in person and on social media that it was one of the best and safest places to shop, with cheery staff who lifted the spirits of customers and greeted everyone with a smile.

The Nursery did much better than we anticipated, opening for six weeks during the first phase of lockdown to sell the stock of plants that had already arrived in the Island. The Jersey community and our loyal customers cleared the full stock, meaning we didn't have any waste and we covered our costs. Retaining the entrance through the glasshouses throughout the Covid restrictions has proved to be a significant advantage, introducing many Reuse customers to the Nursery for the first time.

The Woodshack probably suffered the most over the year. With the closures and then limited staff due to social distancing, our ability to meet customer orders was limited. However, orders of kindling and logs were our lifeline and although we made losses we have come through this difficult period and are looking forward to better times.

The staff running Acorn Training & Development projects also kept in touch with clients in innovative ways. One group was set up to complete a John Muir Conservation Award, getting people out and about, beach cleaning and litter picking

as well as learning about the history and geography of an area of the south coast. Others enabled creative projects to go ahead over video call, by delivering materials to clients' homes beforehand.

Getting through a year of lockdown demonstrated just how resilient the Jersey Employment Trust is. We have always been adaptable and flexible, but it was reassuring to witness our ability to change very quickly while maintaining a high level of service at an unprecedented time.

Ultimately, clients were at the forefront of all decisions, whether that was reopening Acorn, or supporting them working from home, helping them through stressful change such as redundancy.

As trustees, we are incredibly proud of the courage, resourcefulness and determination shown by the entire team in finding ways to support each other and to safely serve our clients. We commend all staff for their passion, energy and positive attitude, and we extend our sincere thanks to all our supporters, without whom we could not deliver our service.

It would be remiss of me not to comment on a remarkable event this year. Geoff Cook completed his five-year term of office as Chairman of the Trustees at the end of 2020. On behalf of JET, I would like to thank Geoff sincerely for giving his time and wisdom generously. He will be a very hard act to follow. He has achieved a great deal and we have all enjoyed working with him immensely.

The trustees look forward to 2021 and beyond, as we utilise the skills we have learned during these difficult times, which will only make JET stronger and more resilient in the future.



# Who we are

The Jersey Employment Trust (JET) is an independent charitable trust that provides a specialist employment service for people who have a disability and/or long-term health condition. We have three main service delivery areas: the Employment Service, the Acorn Training and Development Service, and the Acorn Business Group (Acorn Reuse, Nursery and Woodshack).

## Board of Trustees

Helen Ruelle, chair  
Chris Leck, treasurer  
Carl Howarth  
Lorna Pestana  
Steph de la Cour  
Nikki Withe  
Matt Tabb  
Jason Laity

## Objectives 2020 – 2023

### JET

1. Maximise and promote our clients' potential capacity to move towards employment.
2. Provide a quality, professional recruitment and information service for employers.
3. Contribute to the wider Jersey community and develop sustainable environmental projects for our clients.
4. Maintain effective governance, quality premises and resources which are fit for purpose whilst strengthening our financial position.
5. Enhance our working environment to ensure that staff feel valued and have rewarding careers.
6. Meet growing demand for our services.

### Acorn Enterprises

1. Improve the employability of people who have a disability or long-term health condition and develop working partnerships with other charities and community organisations to achieve greater social good.
2. Assist in the protection and preservation of the environment and promote the concept of reduce, reuse and recycle waste.
3. Ensure there are more jobs and opportunities by increasing the financial viability of Acorn Enterprises.

### Find us on:

#### Facebook:

Jersey Employment Trust, Acorn Enterprises

#### Linked In:

Jersey Employment Trust

#### Instagram:

jerseyemploymenttrustservices, acorn\_enterprises

Registered with the Jersey Charity Commissioner: No. 158

Member of the Association of Jersey Charities: No. 157

# The Employment Service

The Employment Service supports individuals with every aspect of finding and sustaining paid employment. The service is tailored to meet a person's unique requirements and can vary from developing an employment action plan, interview coaching, arranging work experience or internships, to intensive one-to-one on-the-job support. The range of people who come to us has become much more diverse, as are the types of employment opportunities they seek.

Job retention is a large part of our work, supporting both the individual and the employer to overcome barriers that may arise after a person has developed a long-term health condition or is recovering from a significant trauma.

We operate from the Oakfield Building on the Highlands College campus and our Job Club premises in Kensington Place, which was refurbished thanks to funding from Barclays.

Despite all the challenges in 2020, we successfully continued to deliver our full service, but in different ways, as outlined earlier in this report. Lockdown also provided the opportunity to revamp and relaunch our website, [www.jet.co.je](http://www.jet.co.je).

\*We are grateful for the support of the Jersey Community Foundation (with funds from Dormant Bank Accounts), the Greville Bathe Fund and RBC for post-Covid internships.

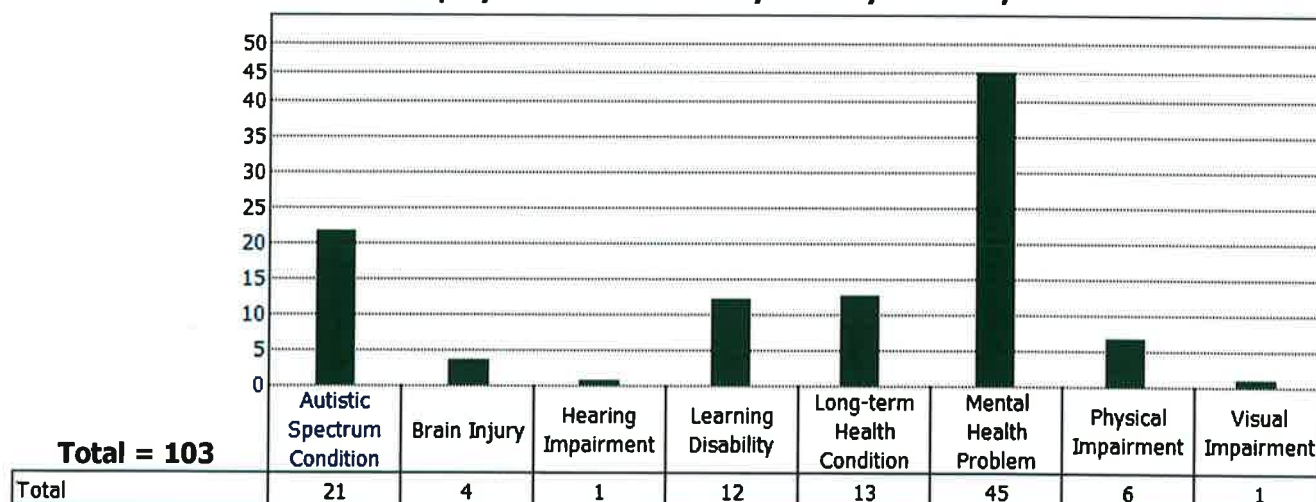
294  
People supported  
by the Employment Service  
in 2020

103 new jobs sourced

109 jobs retained  
and maintained

78% job retention rate, where people have retained or maintained employment for more than 6 months

**New JET Employment Placements by Primary Disability**



# 14-21 Service

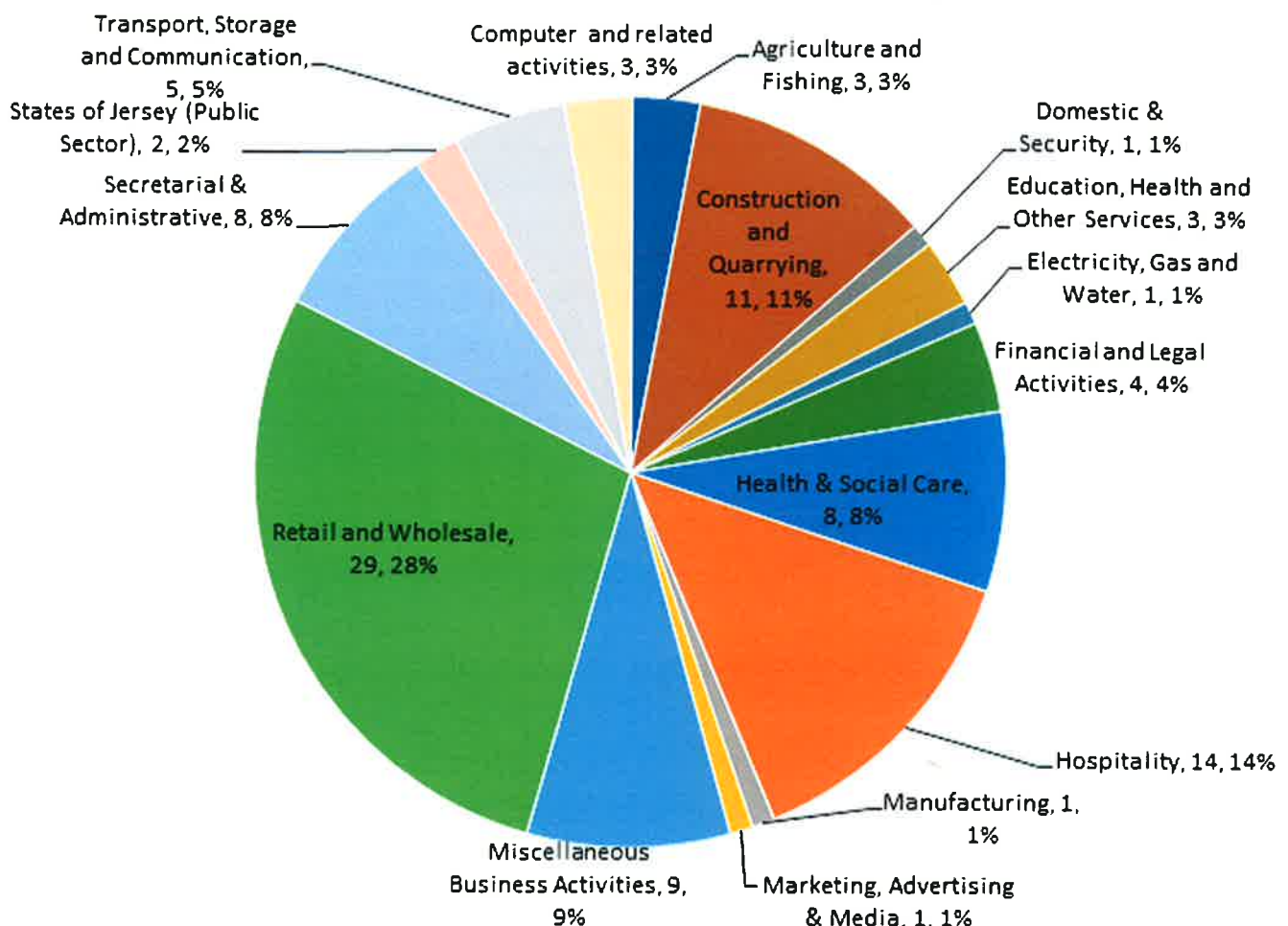
The 14-21 Service (formerly the Transition Service), which is part of the Employment Service, works with young people who have a Record of Need or identified additional requirements before they leave full-time education. We attend school reviews, offer employability/work awareness training, and provide the young person with a thorough introduction to JET. We ensure that young people have a smooth transition into JET when they leave education.

In 2020 the 14-21 Service worked with 53 young people from all secondary schools. These figures are in addition to the 60 young people worked with through the JET active caseload as the majority of young people are not formally referred to the service until they leave full-time education.

With the increasingly difficult and very changed post-Covid employment landscape, we appeal to employers to consider school-leavers who have a disability or long-term health condition.

\*The 14-21 Service is supported by the Lloyds Bank Foundation for the Channel Islands, the One Foundation and the Bosdet Foundation.

## JET Employment Placements by Sector



Hospitality was lower than previous years and there was an increase in construction.



# Acorn Training & Development

The Acorn Training & Development Service (ATD) provides pre-employment services for people who are at varying stages of their development. The main aim of the service is to give people the required skills and confidence to progress to JET's Employment Service.

This service often works with people with complex needs who are furthest away from the labour market and who can be unsure what, or even if, paid employment is the right pathway for them. The service provides a range of vocational opportunities that enables people to make informed choices about their future work pathway.



ATD runs numerous pre-employment training opportunities within our three business areas: Acorn Nursery, Woodshack and Acorn Reuse. We also run a variety of training projects including textiles, wooden gifts, furniture upcycling and repurposing and offer tutor-led sessions alongside support staff to maximise a client's skills and progression. We also have an allotment, which is proving to be particularly beneficial to those who like being outdoors and struggle with their mental health.



The ATD team are very experienced in supporting individuals with complex health issues, engaging in a very person-centred way. Through creating a supportive and positive environment at Acorn where people can learn new skills, clients build confidence and self-esteem and this maximises that individual's chances of achieving their full potential. Our staff are also skilled at referring on to other support services, should it be felt more support is needed in other aspects of their life.



# Acorn Training & Development

We know that engaging in our vocational projects leads to people feeling:

- Connected with others, rather than feeling lonely and isolated.
- Positive about the week ahead/future, with something to look forward to.
- Useful and valued.
- A sense of happiness and enjoyment from learning new skills.
- Well supported.
- More confident in interacting with others.

**70 supported volunteering opportunities**

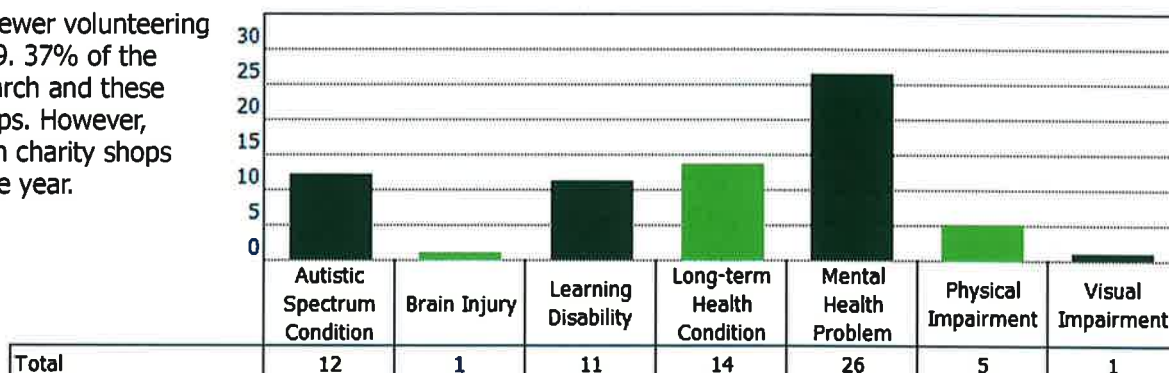
As detailed earlier in this report, in 2020 ATD staff were proactive in working out unique ways to support clients during the pandemic when clients couldn't access our Trinity premises, such as virtual projects, beach cleans and socially distanced walks.

The Community Volunteering Service, also run by ATD, enables people to volunteer outside of Acorn within charities and not-for-profit organisations. We provide individually sourced and supported community placements, with a view to people volunteering independently or progressing to the employment team.

Acorn also refurbishes many of the memorial and public benches around the Island, offering work and training opportunities for our clients while providing a valuable service to the community.

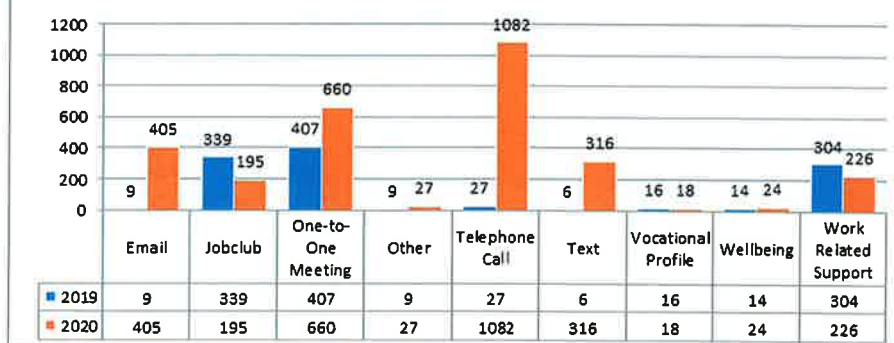
## JET Volunteering Placements by Primary Disability - Total = 70

In 2020 there were 16 fewer volunteering placements than in 2019. 37% of the placements ended in March and these were mostly charity shops. However, some new placements in charity shops were sourced later in the year.



One-to-one sessions with clients within ATD and Employment service: Due to Covid-19 one-to-one contact with clients was adapted. As demonstrated on the right, email and telephone contact significantly increased due to the limitations on face-to-face meetings.

## JET One To One interventions by Primary Disability Q4 2019 & 2020 comparisons





# Acorn Enterprises

JET operates a number of business units collectively known as Acorn Enterprises. As a social enterprise, Acorn's sole purpose is to provide employment and an appropriate training environment for people who are accessing the other services within JET but who may require additional support and training.

Acorn is made up of: Acorn Reuse, Acorn Nursery and Acorn Woodshack.



Supported by

GEOMARINE

**Buying a second-hand sofa  
saves the same amount of  
CO<sub>2</sub> it takes to drive  
around Jersey 5 times**

**= 220 miles**



**Save your pennies, save our planet.**



# Acorn Reuse

The Reuse project has been a great success since it opened in 2018. In addition to providing a greater range of training and employment opportunities for our clients, it removes tonnes of reusable items from the waste stream. We provide low-cost goods for families on low incomes and in 2020 we donated items to 11 other charities.

We really missed the presence of teams of volunteers at Acorn due to the pandemic in 2020. Not surprisingly, even when Reuse had reopened its doors, Covid restrictions meant it was simply not possible to have visits from CSR teams. Looking ahead, we are now hopeful that this can be reintroduced.

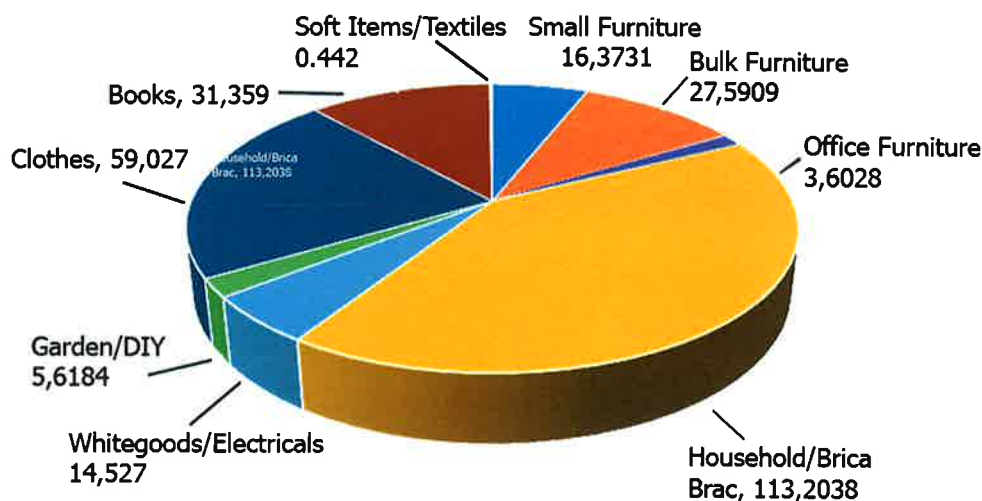
Lockdown caused a significant loss of income from our Reuse store. However, it also brought new opportunities, including store layout and operational procedures, and will lead to a new purpose-built storage and collections facility in 2021, thanks to Fiscal Stimulus funding.

Lockdown also caused the closure of our Reuse Centre at La Collette and it remained closed for the rest of the year due to staffing and storage issues under the new guidelines. In July we were heartened to see one of the highest volumes of goods donated to us and we were grateful for the loyalty of our customers and supporters.

## Donations by type in tonnes 2020

42 paid jobs

18 independent  
volunteers



Acorn sorts

10,000 bin bags of  
clothing every year

= height of Mt. Kilimanjaro

 **ACORN**

Save your pennies, save our planet.



# Acorn Nursery



The Acorn Nursery specialises in the production of bedding plants but also sells a range of perennials and shrubs. Sales are year-round but the peak seasons are April, May and June for summer bedding and September, October and November for winter bedding. Knowledgeable staff are on hand to provide advice and assistance to customers.

As well as selling directly to the public, Acorn services a number of contracts, including the Merton Hotel, St Brelade's Bay Hotel, and the Government of Jersey. The Growth, Housing and Environment Department is responsible for many of the parks, gardens and flower borders around the Island, and Acorn's plants can be seen at Coronation Park, Howard Davis Park and the Winston Churchill Memorial Gardens.

The nursery uses biological control in all of its greenhouses to minimise the need for any form of chemical sprays, and it recycles all the pots, labels and compost wherever possible.

**7 paid jobs**





# Acorn Woodshack

The Woodshack timber-recycling project benefits a wide cross-section of the community. Perfectly good serviceable timber is sourced from the Energy from Waste plant at La Collette as well as from building sites. At Acorn, it is de-nailed, cleaned, cut to size and racked for sale to the general public or made into something else.

We also upcycle and reuse wooden furniture and create bespoke items, such as tables and bookshelves.

**10 paid jobs**



In 2020 the Woodshack was able to transform an area of the building to create a new training room, thanks to the Roy Overland Charitable Trust. Our training courses teach individuals, many of them school-leavers, how we source our timber, how we process it, and how to use a variety of hand tools, so that by the end of the course they are able to assemble planters and bird tables. Funding from the Roy Overland Charitable Trust also enabled us to improve the working area, including insulating the ceiling and providing a dust-free area for varnishing and painting.

The Woodshack became a zero-waste operation in 2019 with the purchase of a wood burner and a machine which makes briquettes out of sawdust. Wood that cannot be upcycled or reused is processed to make kindling, which is sold at Acorn and around the Island. The Woodshack helps to conserve natural resources while also reducing waste carbon emissions, and the amount of material imported into the Island.



# Thank you

Community fundraising picked up in 2020 in a way that it hadn't before and it was all thanks to how we were feeling in lockdown. A client did a 2.6 Sewing Challenge, making something new each day for 26 days, and earrings and keyrings featuring rainbows were created and sold.

We developed links with Young Enterprise Jersey, allowing a couple of student teams to choose items from Acorn which they later sold at auction, teaching them entrepreneurial skills.

In the autumn we encouraged Islanders to use their £100 Spend Local card at Acorn. We joined up with Jersey Trees for Life to give out 100 acorn-planting kits so that people could grow saplings for use in the Jersey Trees for Life hedgerow campaign.

The community also responded to our Amazon Wish List, particularly at Christmas when we asked people to pick a number on our Advent Calendar. We successfully bought all the items on the Wish List, mainly paint, tools and equipment for Acorn projects.

In 2020 we purchased a second-hand van for Acorn thanks to the Association of Jersey Charities and funds raised by Greg Morrison, of ROK Construction, who had completed 12 challenges in 12 months.

The Government gave us funding to help vulnerable Islanders stay connected over the festive period and into the new year. This was in the form of a credit scheme, which was agreed by the Island's four telecom providers.

We would like to acknowledge and thank all our supporters and volunteers in 2020, including:

- Roy Overland Charitable Trust
- Lloyds Bank Foundation for the Channel Islands
- Sir James Knott Trust
- Jersey Community Foundation  
(with funds from Dormant Bank Accounts)
- Greville Bathe Fund
- Association of Jersey Charities
- CI Lottery
- One Foundation
- Barclays
- Howard Davis Farm Trust
- State Street
- PWC
- Geomarine
- Bosdet Foundation
- Sure Community Foundation
- PraxisIFM
- Rotary Club of Jersey
- Parish of St Mary

