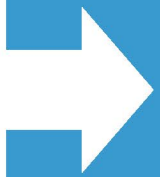




**2018**

**TRUSTEES ANNUAL REPORT**  
**JERSEY EMPLOYMENT TRUST**



# Chairman's Statement

**“On behalf of the Trustees I should like to express our sincere thanks to the entire JET team who work tirelessly across all of our services on behalf of our clients, and to thank the donors, sponsors, and partners who have contributed to such an outstanding year”.**

**Geoff Cook (Chairman of the Board of Trustees)**



2018 was another eventful year for Jersey Employment Trust which saw excellent progress on a number fronts.

Demand for our services continues to rise strongly particularly for clients affected by mental health challenges and the support we provide to leavers from full time education continues to grow.

During the year we were assessed through an independent expert quality review which found that JET rates as outstanding across all aspects of its work, a truly remarkable performance which has led to a UK national award for outstanding achievement.

It is hugely encouraging to see every aspect of JET's output rated so highly and a testament to the hard work and dedication of the entire JET team, and to the partnership we enjoy with our valued stakeholders.

2018 also saw the Reuse project at Acorn and La Collette come to fruition with 400 tonnes of material reclaimed and recycled, supporting another 29 new jobs for JET clients. The extra income generated is especially welcome as our government funding continues on a downward trajectory, so JET really is doing everything possible to ensure that we can support the growing demand for our services.

Our finances continue to be prudently and carefully managed and the search for cost efficiencies whilst protecting client services goes on. We have engaged with the Government of Jersey to explain that our quality assurance review revealed that for every client assisted we are saving the tax payer considerable sums of money. We hope the Government will weigh carefully the value for money we provide, and the excellent client outcomes achieved, as they consider the next medium term financial plan.

# Who we are

The Jersey Employment Trust (JET) is an independent charitable Trust that provides a specialist employment service for people with a disability and/or a long term health condition (our Clients). We have three main service delivery areas; the Employment Service, the Acorn Training and Development and the Acorn Business Group.

554 PEOPLE SUPPORTED



Jersey Employment Trust Structure



## External Quality Assurance Review 2018

JET has a comprehensive and robust quality assurance system, however, to carry out internal verification is one thing but it's important that these internal systems are validated. Hence, every four years we invite an external set of independent assessors to validate our findings. This year this evaluation was undertaken by 3 eminent researchers Dr Mark Kilsby, Julie Allan and Dr Stephen Beyer who together have been carrying out research into supported employment both nationally and internationally.

The in depth review that took over 5 months to complete, including an analysis of internal data records over a 10 year period, direct observations of services, over 100 in depth interviews with JET staff, employers and service users. The service was bench marked against 4 UK supported employment service comparators.

The review found that JET's Employment services are delivered in adherence to 'best practice'. This is underpinned by activities involving employer engagement, vocational profiling, high amounts of one-on-one support in the workplace, and the use of 'Training in Systematic Instruction' techniques'.




### Outcomes Employer Views

Findings show that JET has successfully engaged a large number of local employers over a sustained period of time. The employers we contacted hold the JET service in very high esteem: They highly valued the support that JET have provided and viewed the relationship as one of partnership for the mutual benefit of the employer, JET and the service users.



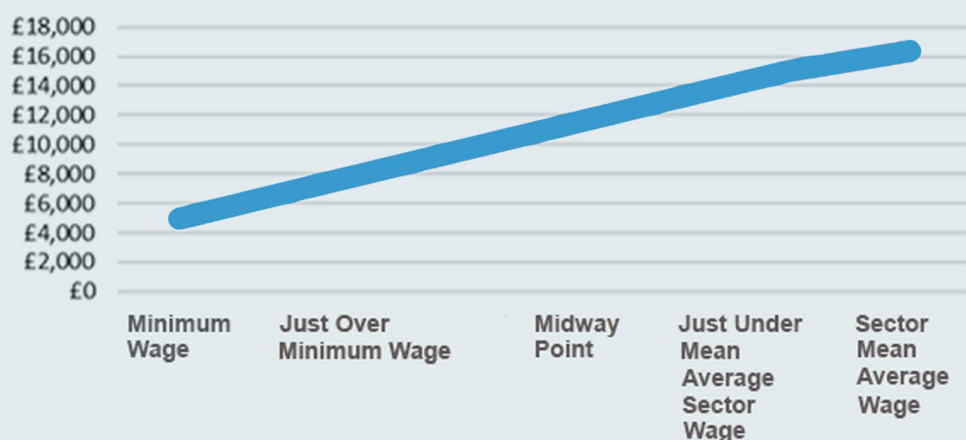
### JET Service User Views

The findings from service user interviews demonstrate that JET has played a significant role in enabling the service users to obtain paid work with many stating they would still be unemployed without JET's assistance. Service users also rated the quality of the support they received from JET as outstanding and highly valued by them.



# External Quality Assurance Review 2018

Savings to the Taxpayer in Benefit Costs for each Client Placed in Work by JET for 1 Year



**COST  
OF EACH  
WORK  
PLACEMENT**

**£2,335**

## Job Retention

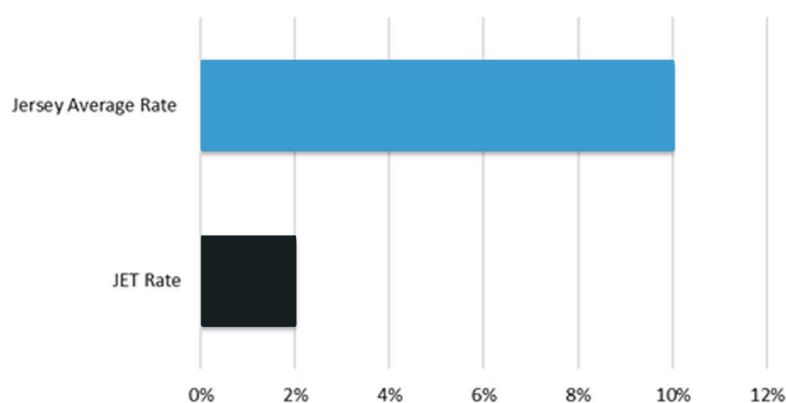
JET Average Job Fallout Rate

8%

UK Service Comparator Fallout Rate

11.5%

Use of Zero Hour Contracts



## Employers

100% of Employers who have used JET say they would or intend to work with JET again.



## External Review Rating of JET Services

JET Paid Work Outcomes - **Outstanding** JET Employer Rating - **Outstanding**

Employment Service User Rating - **Outstanding**

JET Organisation Purview Rating - **Outstanding**

JET Training and Development Services - **Outstanding**

JET Training and Development Services User Outcomes - **Outstanding**

Acorn Businesses Financial Sustainability Rating - **Outstanding**



# The Employment Service

This service supports individuals with every aspect of finding paid employment, the service is individually 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 with a disability and / or long term health condition we support is becoming much more diverse as are the types of employment we support people to find.

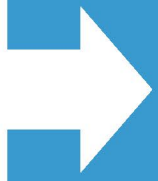


**321**  
PEOPLE  
SUPPORTED



 **156** NEW PAID  
JOBS

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



# The Employment Service

The Transition Service which is based within the Employment Service works with young people who have a Record of Need or identified additional requirements prior to them leaving full time education (starting in year 10). We attend school reviews, offer employability / work awareness training, and provide the young person with a thorough introduction into JET; whilst gathering as much information about individuals to ensure that they have a smooth transition into JET when they leave education.

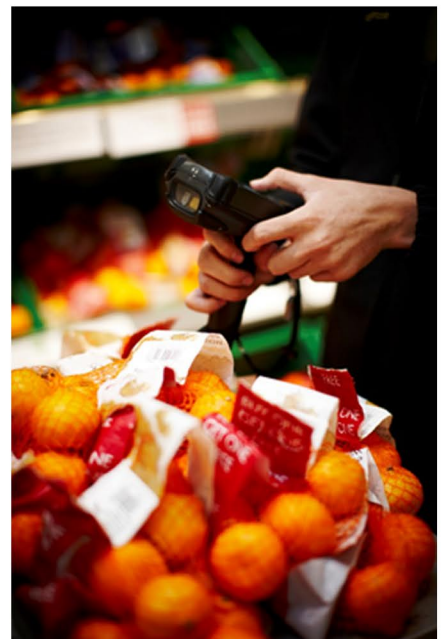
**83  
WORK  
EXPERIENCE  
PLACEMENTS  
SUPPORTED**



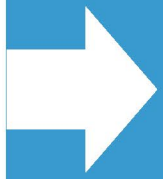
**103 PEOPLE  
SUPPORTED BY  
TRANSITION IN 2017**



The transition service worked with over 100 young people at various stages of this process. These figures are in addition to the JET active caseload as the majority of young people are not formally referred to the service until they leave fulltime education.







# Acorn Training & Development

Acorn Training and Development Service (ATDS) provides pre-employment services for people who are at varying stages of their development. This service often works with people with complex needs who are furthest away from the labour market and are often unsure what, or even if, paid employment is the right pathway for them. The service provides a range of experiences that enables people to make informed choices about their future career.



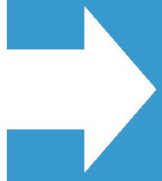
**233**  
PEOPLE  
SUPPORTED



**500** SUPPORTED PROJECT  
TRAINING OPPORTUNITIES

ATDS run numerous pre-employment courses at various levels that differentiate the learning support that individuals require. ATDS also offers one to one support to people who require more intensive skills development, this can range from confidence building to independent life skills that are fundamental to a person's employability.





# Acorn Training & Development

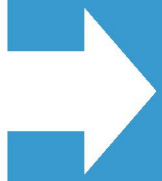
The supported Community Volunteering Service, within ATDS, enables people to gain confidence and develop new skills in a supported environment; we provide individually supported placements, with a view to people volunteering independently, and small project based activities for people who require more intensive long term support.



## 73 SUPPORTED VOLUNTEERING OPPORTUNITIES



The main aim of ATDS is to give people the required skill and confidence to progress to JET's Employment Service. However, it is not uncommon that people access this service to acquire specific bespoke skills.



# The Acorn Enterprises

Amongst other activities, JET operates a number of business units collectively known as Acorn Enterprises. As a social enterprise Acorn's sole purpose is to provide realistic employment and an appropriate training environment for people who are accessing the other services within JET but may require additional support and training to attain their employment goals. Acorn is made up of Acorn Nursery (horticultural training), the Acorn Woodshack (recycled timber, timber products and kindling) and recently established Acorn Reuse Centre (ARC).

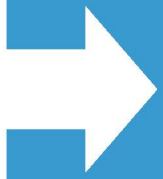


**ACORN**  
**WOODSHACK**

**ACORN**  
**REUSE CENTRE**

**61 PAID JOBS**  
**187 TRAINING OPPORTUNITIES**

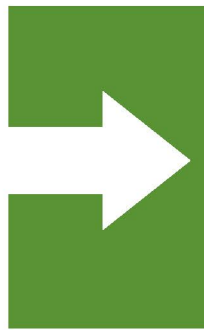




# Acorn Nursery

The Acorn Nursery specialises in the production of bedding plants but also carry a small range of perennials and shrubs. Sales are year round but the peak seasons are April, May and June for the summer bedding and September, October and November for the winter bedding.

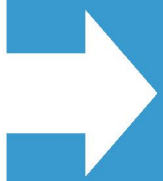
In addition, hanging baskets, pots and window boxes are available to order and knowledgeable staff are on hand to provide advice and assistance to customers.



## 23 PAID JOBS

As well as selling directly to the public, Acorn also services a number of contracts including Andium Homes (social housing group) and the Government of Jersey (Department for Growth, Housing & Environment), who are responsible for many of the planters, parks and flower borders around the Island and receive goods from the nursery in accordance with predetermined orders under contractual arrangements.





# The Woodshack

The Woodshack timber recycling project benefits a wide cross-section of the community. The materials used to undertake Woodshack activities are sourced from the waste stream operated by the Department of Growth, Housing & Environment. Woodshack staff remove the timber from the Energy from Waste Plant (EFW) at La Collette and building sites, where it is taken to Acorn to be de-nailed, cleaned, cut to size and racked for sale to the general public.



This activity stops perfectly good serviceable timber and wooden furniture from being burnt at the Energy from Waste Plant (EFW). Wood which cannot be creatively manufactured into furniture and other items is processed to make kindling wood for sale. Furthermore, it is an environmental initiative which reduces the amount of material imported into the Island, local waste and carbon emissions. In addition, it helps to conserve natural resources.

# Acorn Reuse Centre



**ACORN**  
→→→ REUSE ←←←  
**Voted Reuse Organisation  
of the Year 2018**

29

**PAID  
JOBS**

The Reuse Centre at Trinity premises is a new addition to Acorn's portfolio. Reuse is a concept incorporated into Jersey's Household Waste Management Strategy. The concept behind reuse is that the community should reuse items as much as possible before replacing or recycling them.

In 2016 we were successful in competitively tendering for the Reuse contract with the Department for Growth, Housing and Environment. Apart from a rent free facility at La Collette to collect reusable items from the public, there is no other direct financial remuneration. The value of the contract allows Acorn to sell the goods that have been donated by the public and keep the proceeds. This is a tried and tested business model in the community and voluntary sector across the UK.

In January 2017 we opened our collection facility at the La Collette Household Reuse and Recycling Centre. Initially, we sold goods from a small area within Acorn Enterprises in Trinity. However, in September 2018 we opened our new retail and workshop facility which comprises 1,600 square metres of space.



# Acorn Reuse Centre

CREATING  
WORK



FROM  
WASTE

The success of the Reuse function has far outweighed our expectations. The response from the public has been tremendous and we thank them most sincerely. Up until the end of December 2018 we had diverted over 400 metric tonnes of reusable items from the waste stream. We strongly believe that the new Reuse facility will be self-financing by the end of 2020 and that it has the potential to raise sufficient revenue to make the whole of Acorn finally self-sustaining within this period. The Acorn Reuse Centre will create work from waste, training from trash and revenue from reuse. Acorn's Mission is "Acorn – Business for Good".

Total Reuse Collections in Metric Tonnes  
Jan 17 to Dec 18

