

M&S partners with Remploy on major recruitment drive

Aiming high: Marks & Spencer's new East Midlands distribution centre



Marks & Spencer has pledged to employ as many disabled people as possible at a new 900,000 sq ft distribution centre in the East Midlands – and the retail giant has chosen Remploy as its recruitment partner.

M&S unveiled its plans in October at an event to launch Marks & Start Logistics, an employability programme to support people with disabilities and health conditions in to jobs at the distribution centre in Castle Donington, Leicestershire.

When it opens in early 2013, the site will employ more than 1,000 people in roles including warehouse operatives, engineers, mechanics, administrative staff and management.

Beth Carruthers, Director of Employment Services at Remploy, said: "I applaud M&S for this commitment – this wonderful new distribution centre will provide jobs for a large number of disabled people in the East Midlands, allowing them to maximise their talent."

Tanith Dodge, HR Director at M&S, added: "Around 10 million disabled people live in the UK and only 49 per cent are in employment compared to 78 per cent of non-disabled people. It doesn't have to be this way. Our experience tells us that people who face barriers to the work place are committed, motivated and valued employees."





From the Director's Chair

Beyond the gold medals and national celebrations, the 2012 Paralympics provided an opportunity to shift the public perception on disability. The public were drawn in by the spectacle of individuals, who happen to have disabilities, undertaking sporting feats we couldn't dream of emulating.

How can the employment support sector harness this shift and innovate to realise the talent of disabled jobseekers? Moreover, how do we continue to support aspiration through in-work support and career development?

To make real progress in supporting those furthest from the job market, Remploi has invested heavily in profiling technology that allows us to look beyond an individual's impairments and identify their potential.

This enables our employment advisors to identify individual strengths and specific skills requiring development. Wider factors, such as a person's home life or financial and transport constraints, are incorporated into a profile reflecting the unique challenges each jobseeker faces.

There's more information about the profiling on page 10 which shows that many conditions can overlap. Learning difficulties and communication disorders can lead to a lack of progression into work owing to a combination of factors, such as weak independent living skills and learning barriers.

This profiling helps us to see beyond impairment and deliver a tailored package of support. We now place a far greater emphasis on in-work support and sustainability.

We have found that job coaching works particularly well with a wide range of candidates, including those with autism. This can be particularly effective when employers undergo major restructuring, as so many organisations have in recent years. Retraining or resilience support can help those who may have difficulty adapting.

In a much more flexible labour market, we now aspire to 'career security' rather than 'job security' of a job for life. Providers such as Remploi must encourage employers to raise the bar in supporting their disabled employees to achieve this.

And it can only be achieved through genuine partnerships between providers and employers using the change in attitudes generated by the Paralympics to rethink the way we view disabled people in the workplace.

Beth Carruthers

Director of Employment Services

It's big... and it's clever!

Marks and Spencer's

...super-warehouse is great news for disabled jobseekers

When Marks & Spencer's Castle Donington distribution centre opens in early 2013, a significant number of the 1,000-strong workforce will be disabled people, recruited through the retailer's Marks & Start Logistics employability programme.

As M&S's recruitment partner, Remploi will provide disabled candidates with employment skills and training and identify those most suitable for Marks & Start Logistics' four week training and work placement programme at the distribution centre. At the end of their placement candidates will either be offered permanent employment or, if necessary, further training.



Castle Donington facts

- The site is 900,000 sq ft and over 25 metres high
- Equivalent of 11 Wembley-size football pitches
- It could hold 12 jumbo jets or 3,507 double deck buses
- Fully mechanised, featuring automated storage and retrieval systems and sophisticated warehouse management systems

Remploi candidates are already employed at Castle Donington, carrying out exhaustive testing of the state-of-the-art equipment ahead of next year's opening.



Adrian Cooper was made redundant in the mid-1990s after sustaining a serious leg injury which also affected his back and neck and resulted in years of chronic pain.



Referred to Remploi's Employment Services branch in Nottingham, he received tailored support with job searching, interview techniques and confidence building. The support paid off when he became one of the first Remploi candidates employed at the Castle Donington distribution centre.

"My employment advisors at the branch were absolutely brilliant. If it hadn't been for them I'm sure I wouldn't be working here now," he said. "It's fantastic to have a job again, working for such a great company in a wonderful new building."

Warehouse operative **Terry Syrett** had been unemployed for six months when he was referred to Remploi's Nottingham branch.



"I hated being out of work, it really dented my self-confidence," said Terry, who has moderate dyslexia.

"I'm a naturally confident person, so interviews aren't particularly nerve wracking for me," he added. "But I believe the support and advice I received from Remploi was crucial in getting me through the test day and interview for this job."



Darren Hulley, Richard Pearn and Chris Hough (pictured L-R) had each experienced the frustration of unemployment, including countless job applications that went unacknowledged by employers.

However, with support from Remploi's Derby branch they are all now working as warehouse operatives at Castle Donington.

"Unemployment was difficult," recalled Richard, who has Cerebral Palsy and other disabilities. "It was like having a security blanket ripped away."

"The support from Remploi was fantastic," added Chris, who has Bi-Polar disorder. "They helped boost my confidence and restored my self-esteem, which had been dented by unemployment."

Darren, who had been unemployed for five years after injuring his shoulder in a motor bike accident, said: "Remploi provided training and I was back in work within months of first walking through the door."

Work is always the best outcome

Disabled people are often in receipt of support from various parts of government, whether it is through local education, health and social services or centrally through benefit claims. Phil Clarke, Remploy's Director of Government Services, argues that that these services and the individuals receiving support would benefit if employment was an outcome.

“Remploy has developed a range of services to work in partnership with government to ensure that an employment outcome is available to all disabled people when they interact with the state.

We do this through delivery of services such as welfare to work programmes but increasingly we are working with the public sector to identify ways of linking up services and preventing people from getting stuck in the system.

Working in this way we are able to provide efficiencies for the taxpayer and rewarding and fulfilling jobs for the individual.

We now have a unique business process consultancy specialising in disability and helping employers in the public and private sectors to achieve more for less.

We use our expertise and knowledge of working with disabled people to make recommendations to adapt systems and processes to provide a commercial and social return on investment.

We have also developed digital services that help us to understand the needs of our customers and create more tailored services that can be delivered to our customers in their homes.

We are delivering some really exciting services including a mental health service in Camden and Islington north London; internships for people with learning disabilities with Barnet College and Transport for London; strategic advice to the National Apprenticeship Service on ensuring apprenticeships work for disabled people; and a specialist work experience service for people on the Autistic Spectrum for Caerphilly Council.

Some of these partnerships and services featured on these pages are transferable and could work in other areas of the country. ”

We'd be really interested in hearing from other public sector partners on what more we could do. To find out more about our Government Services, please contact Phil Clarke on 0116 346 013 or email: phil.clarke@remploy.co.uk



Transport
for London



Barnet
College



Southgate
College

Christopher takes first steps into work

A work experience programme for young people with learning disabilities has put an 18-year-old from west London on track for a bright new career.

Christopher McGeady, who has Autistic Spectrum Disorder, successfully completed the 'Steps into Work' programme, which is jointly run by Remploy, Transport for London and Barnet & Southgate College.

He completed three separate work placements with Transport for London, including one as a Customer Services Assistant at London Underground's busy Shepherd's Bush station.

The experience paid off when he successfully applied to join an 18-month operational apprenticeship run by the train operator First Great Western.

Based at London's Paddington Station, Christopher is learning about ticket sales, revenue protection, on-train catering and administration. Crucially, successful completion of the apprenticeship will see him gain qualifications that are recognised across the rail industry.

Remploy Employment Advisor Louise Hebden commented:

"Christopher has come so far in one year. I'm delighted that Steps into Work helped him into his chosen career and wish him good luck for the future."

"I am very passionate about railways and have always wanted to pursue a career in the industry. I would not have got this apprenticeship without Steps into Work, which gave me confidence and new skills."



For more information about the Steps into Work programme email: louise.hebden@remploy.co.uk

New scheme will support young people with learning disabilities in London

Up to 400 young people with learning disabilities will benefit from a £2.3m scheme to find them work and provide job coaching.

The scheme, part of the Mayor of London-European Social Fund Youth Programme, will be delivered in 22 London Boroughs by Remploy in partnership with Hammersmith and Fulham Action on Disability (HAFAD) and Leonard Cheshire Disability.

hafad

Hammersmith And Fulham Action on Disability



MAYOR OF LONDON



European Union
European Social Fund
Investing in jobs and skills

Remploy and its partners will work with 16-24 year-olds who have a learning disability, including those who are classified as NEETs - not in employment, education or training - or are at risk of becoming NEETs. Employment advisors will provide one-to-one support, including advice on filling out application forms,

building an effective CV, interview techniques and confidence building, as they prepare candidates for work placements.

A number of London's major employers including Transport for London have already offered work placements for candidates and Remploy is seeking other

employers to take part in the scheme.

Remploy Contract Manager Ellen Tomlinson said: "We are delighted to have been given the opportunity to help young people with learning disabilities develop their skills and increase their chances of securing sustainable employment in London."

Q&A

The 2012 Paralympics changed public perceptions towards disabled people, says Esther McVey, the recently appointed Minister for Disabled People.

The new Minister tells Branching Out how the Paralympics can be a springboard for lasting change and what the Government is doing to support more disabled people into mainstream employment.

Q: You've been Minister for Disabled People for almost two months now – what have your first impressions been?

A: One of the first things I looked at was the Disability Strategy, with hundreds of ideas from disabled people themselves about how they could lead more fulfilling lives. Their suggestions have made a lasting impression, particularly around the areas of perceptions and attitudes towards disabled people. We received thousands of responses and as a result I have been collaborating with young disabled people to find out from them who and what inspires their generation.

Q: And what are your plans to do that?

A: I'll be working with my team and the new disability action alliance to launch a role model initiative, which will have the voice of young disabled people squarely at its heart. This will highlight the excellent work disabled people are doing in an array of areas, brought to the fore through the Paralympics, but which most people never see.

Q: Do you think the Paralympics has made a difference to people's perceptions of disabled people?

A: Definitely. The Paralympics truly captivated the hearts of the nation and have

undoubtedly helped shift attitudes and perceptions towards disabled people. What we have now is a once-in-a-lifetime opportunity to capitalise on this and to work with disabled people to deliver lasting change.

Q: What support is there on offer to get more people into mainstream jobs?

A: To get more disabled people into mainstream jobs we need to have the right support in place, which is why we continue to invest in successful schemes like Access to Work. Access to Work pays for the extra support a disabled person may need to do their job - things like specifically adapted computers and support workers.

Last year we spent more than ever before on Access to Work to support over 35,000 disabled people in work in every sector of the economy from hairdressing to engineering - and at every level. I'd urge readers to visit Directgov and see if they could benefit from this support.

Q: And what about young people?

A: We know employment is particularly tough for young disabled people. You can't get a job without work experience and you can't get work experience without a job.

For this reason we recently introduced a new Work Choice wage incentive scheme to encourage employers to give young disabled people a chance. And for young disabled people who want to do work experience they can now get the equipment and support they need to do their placements.

Q: What message do you have for employers and small businesses – and disabled people looking for work?

A: Although we know times are tough for jobseekers, I also want people to know that there are opportunities out there.

I'm working closely with employers so they have a clear idea of how they would benefit from working with disabled staff. Recently I was invited to the opening of a new 900,000 sq ft Marks and Spencer distribution centre in the East Midlands. It will distribute two million clothing and home products a week to customer homes and M&S stores across the country.

One thousand new jobs will be created including line operators, engineers, mechanics, administrative staff, transport controllers and management. A new Plan A employability scheme for disabled people - Marks & Start Logistics - will be part of the recruitment process.

Inspired by the successful Marks & Start scheme that operates in M&S stores and offices, Marks & Start Logistics will recruit, train and employ disabled people to work at the centre. It will be run in partnership with Remploy Employment Service,

which, of course, specialises in giving disabled people the support they need to overcome their barriers to work.

It was a pleasure to help launch what will hopefully be a new place of employment for hundreds of disabled people.

"We now need more employers to follow these sorts of examples and give disabled people the opportunities they deserve."



Esther McVey, CV

- Born Liverpool 1967
- Graduated in law before becoming a graduate trainee with the BBC in 1991
- Worked in media for 14 years as a broadcaster and a journalist, presenting and producing programmes including GMTV and consumer and science shows for the BBC
- In 2000 established her own business setting up office space for new start-up companies
- In 2008 graduated from Liverpool John Moore's university with an MSc (distinction) in corporate governance
- Wrote a careers book "If Chloe can" which was subsequently turned into a play; she is now working on a version for boys
- Elected Conservative MP for Wirral West in May 2010 general election
- Appointed Minister for Disabled People in September 2012

Jobs lift for 14 candidates in Stoke

Fourteen disabled and disadvantaged jobseekers from the Stoke-on-Trent area are celebrating having new jobs thanks to an innovative partnership between Remply and Co-operative stores.



New recruits Ben Kendall (left), Christopher Scott (back) and Stuart Fowler (right), celebrate with Co-operative store manager Stephen Preece (centre).

The successful candidates, who are working at 10 Co-operative food stores in and around the city, initially took part in a work placement scheme to gain valuable retail experience.

The initiative was the idea of Rob Leach, an Employment Advisor at Remply's Stoke-on-Trent office, who worked with local Co-operative managers to kick-start the scheme.

"They were all very enthusiastic and could see the value of having a well structured work placement programme that provided comprehensive on-the-job training," said Rob.

Three of the 14 candidates are now working at the Co-operative store in Norton, Stoke-on-Trent, where store manager Stephen Preece said: "Finding people with the right skills and attitude can be difficult, but this scheme gives

candidates a chance to prove themselves while working and it enables me to give them a working interview. The results have been excellent and I am extremely proud to have three Remply candidates working here who reflect the community we serve."

Ben Kendall, who has epilepsy, is one of Stephen's new recruits. The 22-year-old said: "I was really happy with the service that Remply provided. The work placement gave me an opportunity to learn all of the skills I needed and the support from the Co-operative has been fantastic."

Rob Leach added: "Co-operative stores in Stoke have fully bought into the scheme. A national rollout would help more disabled and disadvantaged people move into work."

Remply opens new branch in Sheffield

Sheffield South East MP Clive Betts opened a new Remply branch in the city in September. The Campo Lane branch replaces one in West Street which had been open since 2008.

Remply has now supported more than 1,000 people with disabilities and health conditions into work in Sheffield in the last four years.

Clive Betts said: "Remply's Employment Services has already done a tremendous job in this city and this new branch is the perfect springboard to help them achieve even more."



Clive Betts, MP opens Remply's new employment services branch in Sheffield

Chris's new career clicks into place

Chris Pickering spent the last two years of his 24-year Army career meticulously planning for a move into civilian life.

But it was a chance click of a mouse that eventually led to him becoming one of the first Remply candidates to be employed at a new Marks & Spencer Distribution Centre in the East Midlands.



"I was browsing the social networking site LinkedIn when I came across Remply's Armed Forces & Veterans Service," said Chris who contacted Kevin Smallwood, Remply's Armed Forces and Veterans National Partnership Manager, about a vacancy for a logistics coordinator at the Castle Donington site.

"I owe Kevin and Remply a huge debt of gratitude – they opened the door for me to this job," added the former Regimental Quartermaster Sergeant who started his new career at Marks & Spencer just weeks after leaving the Army.

As well as helping people like Chris, Remply's Armed Forces & Veterans Service targets, wounded, injured and sick service leavers and disabled veterans and provides them with a range of specialist employment services at more than 60 high street branches and offices.

Candidates receive one-to-one support from specially trained 'Armed Forces Champions'.

"Our Armed Forces Champions are highly trained and experienced in identifying transferable skills and tackling the specific barriers veterans and injured, wounded and sick service leavers face when

looking for a sustainable career," said Matt Fellows, Remply's Head of Strategic Development, Armed Forces.

Now firmly established in his new role, Chris sees similarities between his past and current employer. "The Army and Marks & Spencer are both big, well-oiled machines that require teamwork to keep them working efficiently. The work ethic in our department is based on passion, drive and commitment, none of which can be taught."

For more information about Remply's Armed Forces and Veterans Service go to: www.remply.co.uk/veterans

Nick and Mark make clean start in new jobs

Two disabled men from South Yorkshire are making a clean start in their new jobs at an ASDA store in Parson Cross, Sheffield, thanks to a partnership between Remply and City Facilities Management, the company contracted to keep the store cleaned and maintained to professional standards.

Nick Loveland, 42, from Barnsley, applied for hundreds of jobs during six years of unemployment but thinks his epilepsy stopped employers giving him an opportunity to work.

"Eventually I was referred to Remply and six months later I am back in a job," he said.

Mark Snell became unemployed when his anxiety made it impossible for him to continue working. "At the age of 44 I found myself without a job and without a wage," he said.

Mark learned new ways to control his anxiety and, at the same time, was referred for specialist support from Remply. He was offered a placement with City Facilities

Management and was appointed soon afterwards.

Gill Cartwright, the store cleaning manager, added: "Retaining colleagues is very important to us and the loyalty and commitment demonstrated by Remply's candidates is outstanding - disability is certainly not a barrier."



Survey uncovers overlap in learning difficulties

A survey of disabled jobseekers has revealed levels of specific learning difficulties nearly three times (26 per cent) that of people diagnosed in the wider population (11 per cent).

In the first survey of its kind, more than 5,000 unemployed people on the Government's Work Choice programme – the employability programme that supports people with disabilities and long term health issues – were questioned about their skills using a web-based tool, Learner Profiler.

The six month survey measured literacy and numeracy skills, levels of disability, and communication and social skills. It also screened candidates for specific learning difficulties.

The results, which experts say will provide an in-depth understanding of Work Choice candidates and the true levels of so-called hidden impairments, showed that:

- 27 per cent of Work Choice candidates surveyed had reading skills below a comparable 11 year old.
- 26 per cent had significant levels of psychological difficulties and 22 per cent had physical difficulties.



Maxine Moss Black, Remply's Head of Programmes said: "One of the most interesting findings from this survey is the rich evidence that learning difficulties overlap.

"For example, of the 14 per cent of people who said they had very poor reading ability, a significant number reported other issues, including 16 per cent with a combination of social, attention and motor difficulties and 11 per cent with co-ordination difficulties."

The survey was jointly conducted by Remply and the online

technology company, Do-IT Solutions. Building on their learning, professional experience and employment expertise the two organisations have jointly developed the 'Ability Profiler'.

"Ability Profiler is a series of interactive assessments and support tools for disabled and disadvantaged jobseekers," said Professor Amanda Kirby, Chief Executive of Do-IT Solutions. "It has been specifically developed to assist and guide the user into appropriate jobs and also provides individualised guidance."

Do-IT>
Profiler



Partnership will tackle hidden impairments

A partnership to highlight the impact hidden impairments have on people in work or looking for employment has been signed by Remply and The Adsetts Partnership (TAP), a Sheffield-based voluntary organisation.

"An individual's disability is not always obvious," said Remply's head of programmes Maxine Moss-Black. "However, it not being recognised, either by the individual or by employers, can lead to people underperforming in their job or not being considered for employment in the first place.

"Remply and TAP have agreed to focus on helping employers across the country understand the impact of hidden impairment, and to encourage firms to implement what are often very simple and inexpensive changes in the workplace so that everybody, irrespective of disability, can perform in their jobs to the best of their ability."

Philip Bartey, Group Chief Executive of TAP, added: "Both our organisations have complementary expertise in welfare-to-work, which means we can offer a broader spectrum of support to people with hidden impairments. This is a significant and exciting collaboration between our two organisations in support of disabled people."

Remply and TAP are currently working together on a pilot project with Transport for Greater Manchester in which work placement opportunities are being opened up to people with hidden impairments.

Remply's Maxine Moss Black and Philip Bartey from TAP



Remply in Sunderland celebrates 1,000th jobs success

Remply's Employment Services branch in Sunderland achieved a notable success in October, when Donna Petch became the 1,000th candidate to be supported into work by the branch.

Donna, who has asthma, launched an online business, thenortheasthub.com, to promote local businesses and events in north east England.

"Remply offered me valuable business advice and pointed me towards funding opportunities," said Donna, who previously worked as a medical researcher. "However, their services went

beyond that – my advisor Bryan O'Leary kept in touch with me and continued to support me, and I was determined that I would succeed."

Donna's online business now has a range of customers, including

Sunderland Museums and Metrocentre.

Donna Petch



For more information contact Maxine Moss-Black: Maxine.moss-black@remply.co.uk or Professor Amanda Kirby: amandak@doitprofiler.info

Interested in finding out more about Remply's services in Sunderland? Call the branch on 0300 456 8038.

Remploy

Putting ability first

Working together to make a difference

Remploy understands the need for partnership and collaboration - we know from experience that little is achieved by working in isolation.

We have agreements at national and local level with employers and referrers, large and small, who share our passion and commitment to develop and deliver the highest quality services for those who need it most.



If you represent an organisation within the public, private or voluntary sector and are interested in partnering with Remploy please complete our Partner Registration Form.

Please register at

www.remploy.co.uk/partners and we will contact you to discuss the benefits and opportunities of working together in the future.

If you have any views or comments on this publication please email us at corporate.communications@remploy.co.uk

If you need to receive this information in an alternative format, please contact marketingonline@remploy.co.uk or call 0845 601 5878 and we will take reasonable steps to arrange this for you.

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Derby

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Edinburgh

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Manchester 1

Tel 0300 456 8028

Manchester 2

Tel 0300 456 8066

Newcastle

Tel 0300 456 8034

Newport

Tel 0300 456 8070

Nottingham

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Oldham

Tel 0300 456 8046

Plymouth

Tel 0300 456 8021

Rochdale

Tel 0300 456 8063

Sheffield

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We also have a network of Employment Advisors working in other areas. Please call 0845 601 5878 to find out your local representative.

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