

shaw trust



Spotlight on 2023-2024

Welcome to the Shaw Trust Spotlight on 2023-24 Report.

Shaw Trust is the largest employability charity in England and Wales.

Our vision is a future where good employment is accessible to all in society irrespective of life circumstances. We're driving change by designing and delivering innovative programmes which support employment and social integration.

We're commissioned by local authorities, regional bodies, government departments, and the NHS. Working in partnership, we co-design and deliver programmes which are tailored to local needs. We engage employers, matching skills with demand across the labour market, particularly for those overcoming barriers to meaningful work. With this approach, we create real and lasting social impact for communities.

Our services cover employability, education, learning and skills, children's care homes and health and wellbeing support. Wherever possible we look for opportunities to join up provision through a 'single front door' to improve access and outcomes.

And through our national network of 23 charity shops, we enrich communities by providing volunteering opportunities and supporting sustainable living.

As a charitable social enterprise, we add value to everything we do by investing back into the people and communities we support. A portion of our surplus is reinvested by our Foundation to support charitable projects and innovation projects which tackle gaps in provision – with a focus on young people starting work.

Thanks to everyone who has worked with us – these impacts have only been possible with the dedication and expertise of our people, our partnerships with commissioners, employers, supply chain organisations, and the local communities we serve.



Our Shepherds Bush hub

The year in numbers

We supported

340,000+ people in 2023/24*

241

children and young people cared for by our fostering and residential care services

677

volunteering opportunities

3,000+

people participated in learning and training

9,590

people supported by our justice teams

9,460

people supported on Individual Placement and Support programmes

130,000+

young people supported in our specialist youth services



39,632

people supported through our specialist employment services

Projects and partnerships making an impact



Delivering systems change in Somerset

The trailblazing and award-winning Homes and Horizons project was featured by BBC News. Shaw Trust's Homes2Inspire in partnership with Somerset NHS Foundation Trust and Somerset Council have created a holistic, child-centred model of children's homes, therapeutic education and fostering provision. This partnership has helped Somerset Council save £2 million through improved outcomes in the past year.

[Cash-strapped council pins hopes on family-style children's home](#)

National recognition for IPS excellence

The Kent and Medway IPS (Individual Placement and Support) service was awarded the national IPS Grow Quality Mark.

The review took place in February 2024 to test the effectiveness of the service delivery. After an intensive two days of interviews with participants, colleagues, employers and clinicians, as well as checking the administrative procedures, the team scored 115 out of 125. This places our IPS service in the top six nationally.



Transforming charity retail at Charity Super.Mkt

Shaw Trust joined together with Charity Super.Mkt again this year, the groundbreaking venture founded by fashion entrepreneurs, Wayne Hemingway MBE and Marie Chenoweth. It brings together charity retailers to trade side by side from prestigious pop up stores including Bond Street.

The retail team also exhibited at the Kings Cross Classic Car Boot Sale to showcase some of our curated goods and raise funds.



Supported interns shine at TfL

Steps into Work is an exemplary partnership between Shaw Trust and Transport for London (TfL) which is transforming lives by opening doors for young adults with learning disabilities and neurodivergence. The scheme gives participants the opportunity to complete three different work experience placements, lasting eight to twelve weeks in different settings. Designed to broaden understanding of the different work that TfL delivers, participants get to work in offices, stations, and piers across London.

[Click here to find out more about the impact of the Steps into Work partnership.](#)

Supporting wellbeing, resilience and employment through IPS



We're currently Britain's largest provider of IPS (Individual Placement and Support) services, which supports people with mental and physical health problems to find and maintain jobs by providing personalised, wraparound support. Working at local levels with people, their GP, mental health workers and employers is proving a success.

9,460

people gained support with many continuing to work with us through Individual Placement Support.



Hadley's Story ▶

Click here to hear how her time on the West London Works IPS programme impacted her life.

We take a holistic approach to community health and wellbeing. We work with local partners to connect people to the services they need, when they need them. Through this personalised support, people can become more independent and confident, learn new skills and gain fulfilling work.

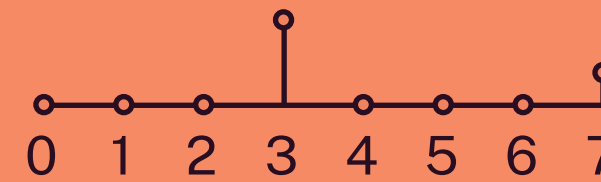
44% of our IPS participants find work, compared to a target of 40%



73% of our IPS participants sustain work beyond 13 weeks compared to a target of 70%



IPS participants on average get their first job within 3 months compared to traditional programmes where it can take up to 7 months.



"I am now working full-time and am grateful for the guidance and support that helped me secure stable employment."

Rafik, West London Works participant

"In the early days my mind was shattered. When the time was right, I was empowered to take my first steps to creating a life I could never have dreamed of. I know I'm at the beginning of a new chapter in my life, but I believe I have the tools to navigate whatever is in front of me."

Jamie, Kent and Medway IPS participant



On average a Shaw Trust IPS Participant earns **£32,000** per year – well above the National Living Wage.

3,441

people were helped through Live Well Kent and Medway, with many continuing to stay in work.

2,997

people gained help and support with many continuing to work with us through Connect for Health.

Helping people into work



22,540

additional people accessed our support through our Work and Health Programme (WHP), Intensive Personalised Employment Support Programme and Restart.

Of these people

10,560

Found work

6,247

Stayed in work

We know there are a number of reasons why people can find it more difficult to gain and sustain meaningful employment. Our tailored programmes help people in a range of circumstances with a variety of complex needs, health conditions and disabilities to develop the skills they need to get into work.



In person events are an important way to bring people together to access the support they need.

In West London this has included:

- **5** events encouraging residents to find rewarding work through WHP Pioneer.
- **58%** of attendees started the programme after signing up at one of the events.
- **45%** of the total participants on WHP Pioneer in West London came from these live events.

During our job matching event:

- **369** had an interview.
- **78%** of attendees were offered a job.
- **75%** of these offers were on London Living Wage.
- **Over half (58%)** were full time roles.



Andrea's story

Andrea faced mental health challenges and struggled to juggle job searching with looking after her children. Exploring support options for all aspects of her life reduced stress and increased her focus. With financial help to aid her transition, Andrea soon started a part time job and thrived with an increase in social interaction. She is now ready to transition into full-time employment.

“Shaw Trust has changed my life. They helped me a lot, making me feel better about myself and helping me deal with my anxiety and depression. They showed me how to make a good CV, find jobs, and sort out childcare, which made things much easier. Thanks to Shaw Trust, I feel ready to keep going in my career and face new challenges, both in work and in my life.”

Andrea, WHP Pioneer participant

Supporting people to break the cycle of offending



CFO Activity Hub and CFO 3 delivery completed

This was a non-judgmental service that provides personalised support to help people in the Criminal Justice System, with:

- Debt management advice
- Overcoming addiction
- Employment support
- Accommodation advice
- Access to health advice
- Personal development

We run schooling inside Feltham Young Offenders Institution (YOI). Many of the boys have disengaged and missed a lot of school. Through education we equip them with skills, qualifications, aspirations and opportunities for good work and to lead better lives.

Through education we support:



377
boys



23
learners took **49** GCSEs

Too often those leaving the justice system get left behind. We help change that by supporting them into education, training and work to break the cycle of criminal behaviour. Providing people with the skills and knowledge for life after custody significantly reduces the likelihood of reoffending, provides financial stability and gives a sense of purpose.

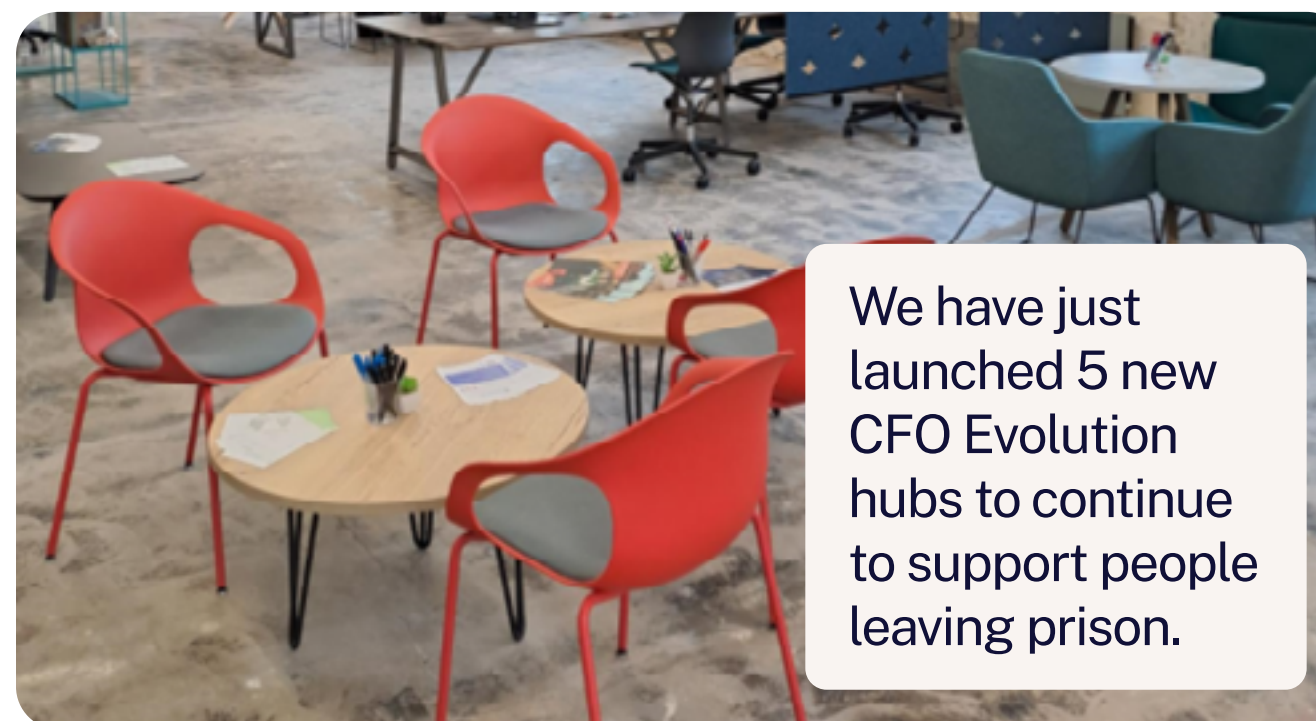
9,590

offenders and ex-offenders supported in **146** locations across England.



“My adviser listened to my problems and helped me to understand who I will need to speak to in order to move forward with my education.”

Participant



We have just launched 5 new CFO Evolution hubs to continue to support people leaving prison.

Involving parents at Feltham YOI

- The first parent-teacher meetings marked a significant milestone in Shaw Trust’s efforts at Feltham YOI, with support from the His Majesty’s Prison and Probation Service managers to enhance parental involvement and subsequent learner success.
- Individual reports on each learner’s education experience across every subject area were shared virtually with parents over a three day period.
- 100% of parents who submitted feedback said they would like to have more meetings in the future.

Helping people to upskill, retrain and make informed choices



By offering career support and learning and skills services, we help people improve their life chances and tackle in-work poverty. Qualification and training opportunities are available to individuals to broaden and strengthen career options and to employers to support the progression of their workforce.

“My learning experience on the level 5 Operations/ Departmental Manager course has been nothing short of incredible to date. For the first time in my life I have thoroughly enjoyed formal learning.”

Shaw Trust Learner (Apprenticeships)

We improved learning and skills for:



3,503
people



402
employers, delivering **29**
apprenticeship standards
(levels 3-6)



12,000
students across **32**
academies in Shaw
Education Trust



386 staff enrolled on
apprenticeships across
151 employers

Ofsted marked our teaching and curriculum hub as exemplary during inspection. Its introduction led to a 27% improvement in grades.

“Some staff had no formal qualifications at the start of the process and were thrilled to have been able to achieve maths, English and the full level 6 qualification during the apprenticeship process.”

Jenny North, Head of Careers Guidance and Careers Leaders, Birmingham Metropolitan College



Each month we are encouraged to nominate colleagues who have gone above and beyond for their learners and team.

“Over the last three months, every learner Farah has supported on the Operations/Departmental Manager apprenticeship has achieved a distinction! She is the most proactive person I have ever met and goes above and beyond, outside of her job role.”

“David has worked tirelessly and professionally to reengage learners and swiftly improve their progress. A recent learner who achieved a distinction has acknowledged this support, motivation and professionalism as the main reason he achieved.”

“James has worked tirelessly to ensure that one of his learners with special educational needs has received every possible intervention, thus ensuring that the learner can complete his end-point assessment with all the support in place.”

Helping businesses become better workplaces



In a world where businesses want to stay ahead of competitors, we have a range of services that can help them grow their social value and create a supportive and progressive workplace. A Good Work Place is one where everyone feels heard, included, and respected. We provide bespoke training and consultancy services in equality, diversity and inclusion to transform workplaces, for good.

“Shaw Trust have been successfully helping Kindred FM with the recruitment of our cleaning operatives for the last two years providing strategic employer engagement via a dedicated National Account Manager. Without doubt, they are laser focussed on helping people facing disadvantage back to work.”

Lucy Waller, Kindred Marketing & Change Director

Our tailored services include:



Training and development



Policy and procedure



Auditing



Project management



Website accessibility



Marketing

By working with employers to make their recruitment processes more inclusive we have seen:

73

Shaw Trust participants have had a guaranteed interview with Atlas Hotels over the last 12 months. With **16** job offers made and **12** participants successfully starting employment.

38

participants securing interviews or being talent banked for William Hill roles after evoke removed their mandatory online assessment for Shaw Trust candidates.

59

participants securing work with the OCS Group after working in partnership to deliver opportunities for pre-employment training courses with guaranteed interviews for cleaning and security roles at the NEC, Birmingham.



We supported **13** employers to reach their Disability Confident Leader status.

Our work with Tesco continued this year.



102

participants completed a two-week placement at a Tesco store. **63** secured a permanent role.

6

bespoke training sessions on Inclusive Hiring of Neurodivergent people were delivered to Tesco Cyber Security Team.

12

Neurodiversity Masterclasses given to Tesco employees. **97%** of people who attended said they would be very likely to recommend the course to colleagues.

“This workshop has given me the tools and the confidence to support others even though I have my own challenges with it.”

Attendee, Neurodiversity Masterclass

Providing nurturing and caring homes for children

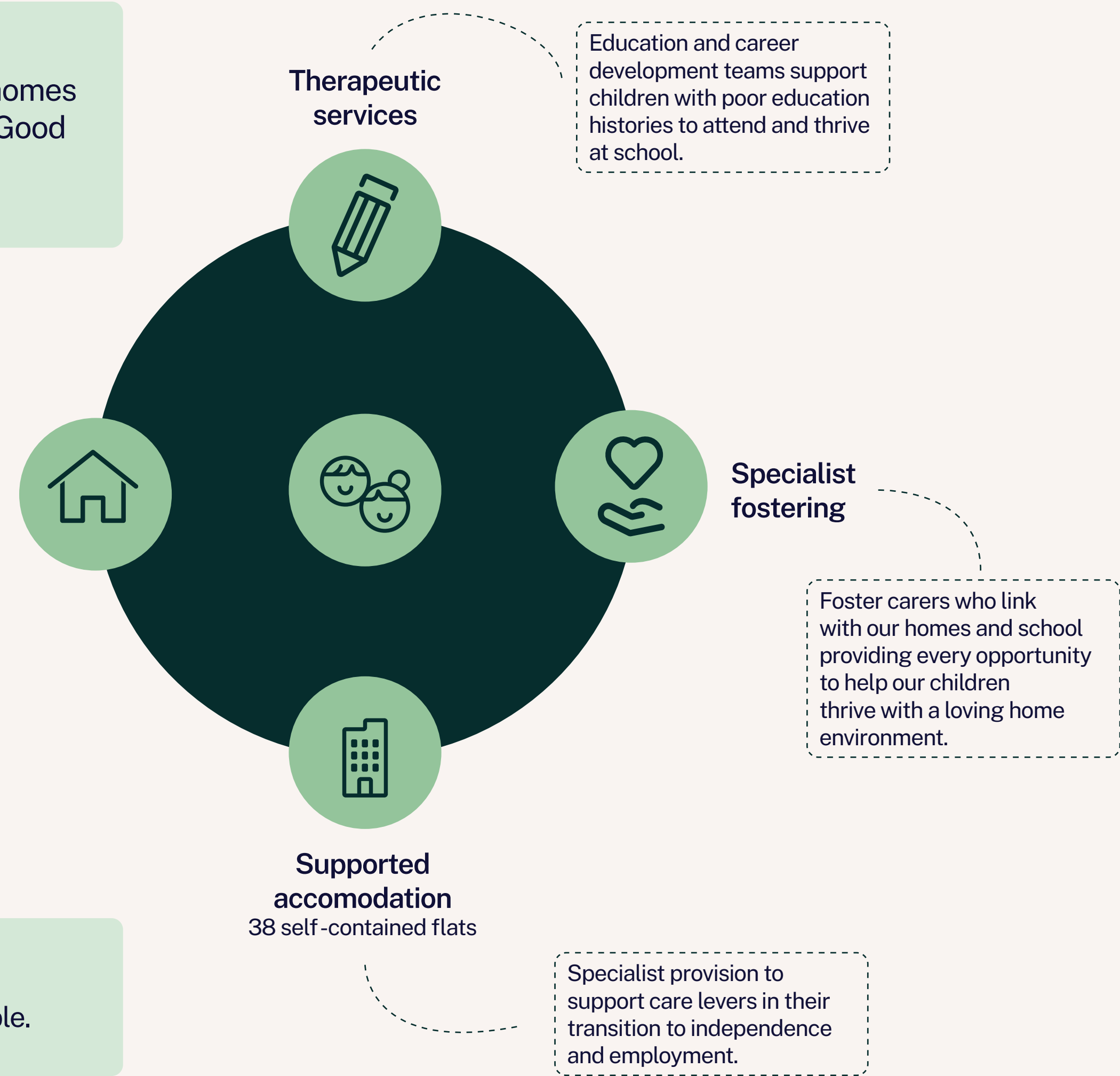
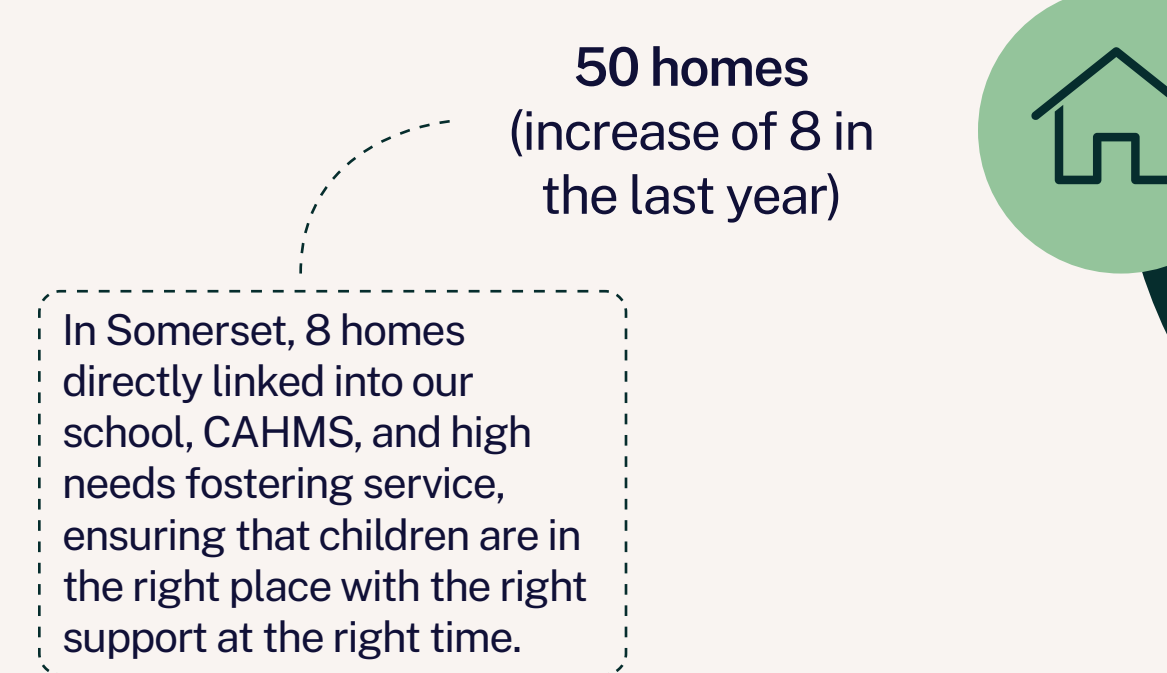


In partnership with Somerset Council and Somerset NHS Foundation Trust, we jointly launched our education provision as part of the innovative system change programme. Our Ofsted registered therapeutic school brings together a multi-disciplinary team and joint funding to provide therapeutic interventions and education, create a daily structure and timetable for children aged 12–18.

“This is my perfect family, like the ones I saw on YouTube and Disney.”
Foster child, Homes2Inspire

When children and young people come to us, we don't turn them away.

Mental health challenges, self-harm, risky behaviours are often linked to past trauma. The children and young people we support may have been excluded from education or spent time in secure settings. But to us, they're children who need care, support and understanding. We run comfortable and nurturing family-sized homes where children can grow, play games, share meals and make their mark in across the Midlands and South West.



Supporting young people to realise their potential



All children and young people should feel positive about their future. We're here to help them build their confidence, increase independence and realise their goals. Our careers advice, study programmes, apprenticeships, short courses and academies build the key skills and experience needed for the world of work.

Specialist support for young people

We deliver the largest statutory school-based careers guidance/outsourced NEET (not in employment, education or training) services in England, helping 11–24 year-olds facing serious challenges get back into education or find work.

This year we were there for:



136,845

young people

“After months of trying to get help and support from other sources, one call from Jill set me on the right path and after meeting her in a Zoom call I learned more than I had in months of meetings with LA education persons. She was a real godsend and after her input and advice my foster lad has a place in college. I can't thank her enough.”

Customer, Coventry and Warwickshire Careers advice.

Supported Internships give young people an opportunity to take their first steps into the world of employment, build skills in the workplace, gain qualifications, and get a paid job. The internships offer a unique mix of education and job coaching in a range of different roles, including:

- Customer Service
- Maintenance
- Catering
- Childcare
- Retail
- Horticulture
- Admin
- Transport (TfL)

67% of interns went on to receive a permanent job in 2023.

Supported Internship results in paid work for Ryan

Ryan joined the internship in October 2023 and by summer 2024 he was offered paid employment.

Our supported internship programme offers young people aged 16–24 with an Education and Health Care Plan (EHCP) a chance to undertake three work placements across a year.

Ryan's three placements were with Sambrook's Brewery as a Cask and Keg washer, Robert Dyas as a Customer Sales assistant, and then, because he loved it so much, Sambrook's again but this time to work in the tap room as a Team Member.

Speaking to Ryan shortly after completing the internship he shared that he gained valuable skills such as the ability to interact with colleagues and a significant improvement in

being able to start and maintain conversations. After completing the internship, he felt confident in his abilities and could successfully identify tasks that needed completing without being prompted.

Since completing his final placement Ryan has developed incredible levels of resilience when faced with dealing with customers in a busy and noisy setting. The first time Ryan received tips from customers, he took them home and gave them to his Mum telling her to buy herself something nice with them.

In June, the managers ran a full team meeting and in front of the whole team they announced that they were offering Ryan a paid position, resulting in a huge round of applause and congratulations from the team!

Creating additional social value

As a charitable social enterprise, we aspire to add value to everything we do by investing back into the people and local communities we support. This year, we're proud of the additional impact we've created through the Disability Power 100, our charity shops, our innovation funds and research and advocacy on employment and disability issues.

Innovation funds

In Somerset, we're focused on ways to reduce the cliff edge faced by care leavers when they turn 18. Our Innovation Fund, financed by Shaw Trust reinvestment, identifies system gaps and co-design solutions with Somerset Council and care experienced young people. This year, we provided a £33k grant to the charity Young Somerset to fund a peer mentoring programme, bringing together those who are transitioning from care to share their experiences and support those currently looked after.



Disability Power 100

We funded and delivered the 8th annual DP100 campaign to highlight the achievements of the most influential disabled people in the UK, culminating in a 'purple'-carpet awards night. Dr Shani Dhanda, the multi-award-winning disability inclusion specialist, thought leader, social entrepreneur, and broadcaster was awarded the number one spot in November 2023.

Research and advocacy

Our advocacy activities which aim to address the disability employment gap have included:

- **Bringing together the DP100 community as agents for change.** This has included the development of a dedicated DP100 consultation response to the Disability Action Plan in October 2023.
- **Understanding the disabled graduate employment gap.** A qualitative research study was launched in February 2024 exploring the experiences of disabled graduates in the UK, assessing how disabilities influence career expectations, disclosure choices, and transitions into the workforce.



Charity and VCSE supply chain strengthening

As a large delivery charity, we've invested our social capital, knowledge and skills to help build a stronger network of local Voluntary, Community and Social Enterprise (VCSE) organisations in Kent and Medway. As part of our Kent and Medway Strategic Partnership, we've set up an Innovation Fund to identify gaps in local provision and to then work with local charities to meet the needs of our participants. We're providing them with capacity building and upskilling in safeguarding, quality and compliance, business development, cyber security, and diversity and inclusion. Over the last year, we have channelled over £1.1m of local commissioner funding to over 25 charities across all our programmes.

Charity shops

Our 23 charity shops provided 405 volunteering opportunities this year, helping people gain new skills and make friends in a supportive environment. They bring people together and support items being reused, repurposed, and rehomed, saving over 750k items from going to landfill, representing 9,492 tonnes of carbon footprint offset and £4.7m of social value (using Charity Retail Association methodology). The money raised helps fund our charitable projects, and the carbon offsetting has contributed to an overall 8.14% reduction in our carbon footprint across the Trust.

The impacts outlined in this report are only possible by the dedication and expertise of our people, along with our partnerships with commissioners, employers, supply chain organisations, and the local communities we serve.

As an inclusive employer we're proud of our National Equality Standard, Disability Confident Leader, Mindful Employer, Autism and Menopause Friendly accreditations. We are also a committed signatory of the Armed Forces Covenant.



Find out more about Shaw Trust.
Connect with us here.



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