

Employability Programme Report

Spring & Summer 2019

Summary

FareShare Yorkshire is Yorkshire's leading food redistribution charity, combatting the twin issues of needless food waste and widespread need in communities. Each month we redistribute over 100 tonnes of in-date surplus food to hundreds of vital frontline organisations. This food which would otherwise become animal feed, go to anaerobic digestion or rot in landfill even though it's enough for approximately 250,000 meals each month.

Collecting unwanted food and sorting it into manageable amounts benefits many charities and community groups which serve the most vulnerable and isolated people in Yorkshire. By accessing surplus food each one saves an average of £7,900 each year which they can reinvest in the work they perform. As of March 2019, these recipient organisations feed 22,000 people each week via homeless shelters, soup kitchens, refuges, elderly lunch clubs, school breakfast clubs and many other lifeline provisions.

Energise Barnsley and Henry Boot kindly awarded FareShare Yorkshire grants of £2,500 and £1,800 respectively between November 2018 and January 2019 for the support of local people in need. Based at our Gold Standard warehouse in Wombwell, our Office & Development Manager Jonathan, Training Manager Mark and Shift Supervisor Keely led an employability provision to nine unemployed people who lacked the tangible skills, relevant experience and resilience they needed to move into and remain in employment.

This was an 8-12 week programme tailored to each person. People were expected to volunteer three full days a week, sorting surplus food as it arrived, picking and packing it for charities and helping volunteer drivers to unload it at charities one by one. Each one gained peer support from fellow volunteers and mentoring from trained coach-mentors (Jonathan, Mark and Keely). At the same time they undertook accredited training on two kinds of forklift truck – counterbalance and reach – to gain nationally recognised operator's permits.

Below we have collated case study material on behalf of each person who benefitted along with a Short-Warwick Method-based wellbeing score to capture how people's outlook and resilience improved from the first day to the last. This measured people's confidence, skills, esteem and readiness for work at the start and the end of their time with the charity, producing a score out of 50 at both points in time. We then monitored any change in that score in our evaluation. Please also see attached to the email for photos.

Case studies

JC was a 56-year old man who came to the charity by word of mouth. He had been unemployed for twelve consecutive years before he joined the programme. He had two degrees and years of experience as a warehouse team leader but a life-changing injury meant that from 2007 onwards he felt unable to work.

He volunteered for 80 hours, primarily by providing a lot of support to volunteer drivers on our 3 refrigerated vans, delivering up to 1 tonne of surplus food each day across 8 charities. He then achieved two fully accredited forklift truck permits despite having a prosthetic leg and now has a permanent full-time job as a warehouse coordinator in a busy food logistics operation.

JC's wellbeing score changed from 23/50 on his first day to 40/50 on his last.

"I have really enjoyed the training and the forklift truck permits will be invaluable for finding permanent paid employment. Mark's training on the FLT & Reach was excellent – targeted at my abilities and all aspects covered clearly and in detail. The mentoring and professionalism of Jonathan has changed my outlook regarding work.

It has been amazing to mix with such a talented and diverse group of individuals. Before volunteering with FareShare Yorkshire I was practically a recluse, so thank you all. Mark, Jonathan and Keely were always approachable, knowledgeable and always helpful with a smile on their faces. They are an excellent team and I am so grateful for this opportunity. I now feel more hopeful and optimistic and I will be eternally grateful."

MB was a 26-year old man who came to us by word of mouth. He had found itinerant employment as a labourer, yard hand and painter but had never known job security. Over 100 hours he undertook on-the-job and accredited training as well as gaining peer support from other volunteers who were struggling to find and remain in stable employment.

During 100 hours he developed his soft skills, especially punctuality and work as part of a team which were not at a sufficient standard to remain in work. He then achieved two accredited FLT permits once his soft skills had improved. His wellbeing score was 50/50 on arrival and the same by the time he moved on. He is still currently searching for paid work at this time but is working hard to find job security and now has the qualifications he needs to do so.

“Friendly atmosphere, nice people, helping me to improve my skills. Mark was a very good trainer. Keely good person to work for.”

CW was a 48-year old man who came to us from the charity RFEA. He worked most of his life in the RAF. Unfortunately when he left the armed forces and moved into stable employment as a HGV driver, the onset of illness led to his driving licenses being revoked for safety reasons.

Over 425 hours he volunteered both in our warehouse and on our Doncaster van, supporting other volunteers to take part and helping them to acclimate to a professional environment. His FLT permit training was possible despite his condition due to the use of dead man switches and after gaining two accredited permits his wellbeing score changed from 34/50 to 41/50. CW continues to volunteer at FareShare Yorkshire and is no longer isolated in his community.

“The FLT training has been very useful. Good and very helpful. Mark was very helpful with the training and Keely has been very helpful too. Given me more confidence of working in a team. Keep doing what you are doing.”

BU was a 28-year old man who came to us from the Job Centre. He had some brief work experience at a bakery but then spent the best part of a decade out of work. He too achieved two accredited permits after 160 hours of voluntary work. His wellbeing score changed from 23/50 on arrival to 50/50 on departure. At this time he is still searching for employment.

“Everyone helps each other and if you need you know you can ask. [Staff] help to do things and advise on how to do things better. It was good learning to drive the forklift trucks. Training will help me get a job. I think I now have a better chance of getting a job.”

JW was a 34-year old man from who came to us from the Job Centre. He was very hardworking and had taken any form of employment he could find but his lack of skills prevented him from finding job security. The longest he had been employed was 4 of the last 18 years but this was in a fast-paced packing environment where he eventually could no longer cope. After that all he could find was itinerant work as a cleaner and steward.

After going a decade without a valid FLT counterbalance permit he achieved another and also a reach truck permit for the very first time. He had never been given the opportunity before. Both permits were fully-accredited and he demonstrated a very high level of competency.

After 211 hours at the charity his renewed technical skills alongside his improved confidence enabled him to move into a long-term full-time post at a local business assembling furniture for schools. This summer he fed back to other volunteers who had become good friends that he was thoroughly enjoying the job. His wellbeing score changed from 32/50 to 46/50.

“I like coming here. It gives me more experience. Can always let Mark know if I’ve any problems. Going to different charities to help people has been my favourite bit.”

IK was a 62-year old man who came to us from the Job Centre. He had only found 15 years of work during the last 45 years. He was very diligent and capable but despite building up a lot of voluntary experience at two other charities his learning difficulties had always held him back. Over the course of 170 hours his wellbeing score changed from 11/50 to 39/50. In particular on the question of “How close do you feel to gaining paid work” his score went from 1/10 to 10/10 by the time he achieved two accredited permits.

IK continues to volunteer two days a week while searching for a warehouse post that he can attend on time via local bus routes. Volunteering provides him with a community of peer support that he can rely on and which boosts his confidence and social skills.

“The forklift training has brought back skills that haven’t been utilised for several years. I have had the experience of doing different tasks in the warehouse even though I’ve no problem doing repetitive work. [Mark and Keely] have been instructing in order to work good to proper procedures in a safe manner. Both are capable of organising the teams to a high level. It should make my employee CV look more suitable to a future employer, motivate an employer to employ me. I’m confident that I’ve burned off some fat!”

CJ was a 24-year old man from Barnsley who had previously found itinerant work at six different employers but never found job security. His wellbeing score changed from 30/50 to 42/50 during his 8 weeks with us and he grew in confidence week by week. After 69 hours of volunteering he achieved two accredited permits to a high standard and moved straight into temporary full-time employment at a packing warehouse.

“Everything was very well. Has taught me new skills to work with. Helped me feel more confident working with people. They are very friendly, willing to help and easy to get along with, friendly and easy to speak to and guide through everything very well. Made me feel more optimistic about trying new things. Thanks again, I really appreciate everything.”

JS was a 36-year old man who came to us from the Job Centre. He had limited work experience so at FareShare Yorkshire he gained valuable experience over 77 hours, achieving two accredited permits. His wellbeing score changed from 21/50 on day one to 36/50 by week eight. He is currently awaiting the outcomes of some interviews for paid warehouse roles.

“First day I felt a bit lost but soon picked it up. Mark’s FLT training has been brilliant and he has made me feel at ease and confident throughout. Most people have been very helpful. Very friendly and helpful. It has help me get back into a routine and helped me to remember what it’s like to have a laugh with other staff.”

AK was a 33-year-old man who came to us via the Job Centre. He had been unemployed for 4 years after previously working for a relative. Over 85 hours he practised his English and gained a lot of moral support from fellow volunteers who were desperate for work. He achieved two accredited permits and was absolutely delighted. His wellbeing score changed from 12/50 to 50/50 and he is now actively searching for work.

“I think it amazing. Something new, new experience for me. I think it very good because of course I can work now. I’m very happy. There’s community and people here is very good. Family friendly. I was picking and packing, doing delivery on van. Mark help me very much with FLT because my language is bad and he explain all small things. I have new plans, very much goals now, plans for future.”

18 accredited forklift truck permits for 9 unemployed people achieved across 1,377 hours of experience and learning.

3/9 have moved into full-time employment so far

403 tonnes redistributed to charities by the volunteers in that time; enough for approximately 959,000 meals.