

Guernsey Employment Trust Annual Review 2024





A Note from our Chairperson

I am pleased to present this annual report for 2024 on behalf of the Guernsey Employment Trust.

As this report sets out, GET continues to provide an invaluable service to the Guernsey economy by helping those who wish to work but require support to maximise their ability to do so. Since our inception in 2015, GET has remained true to our core function of supported employment. Within that, the range of support we offer has evolved to reflect the change in the wider range of client needs we seek to meet. It is a testament to the GET team that they continue to proactively seek to drive change for the betterment of our clients, a small part of which is reflected in the rest of this report. It is a reflection of that commitment that saw GET win a national award in November 2024 for our work.

GET is very grateful for the continued support both financially and politically that we receive from the States of Guernsey, in particular the Committee for Employment and Social Security (ESS). Our services are primarily funded by a grant from ESS and we report quarterly to the Committee on how we are performing against the targets set for us under our Service Level Agreement with the Committee. This report highlights some of those targets and I am very proud of how hard the team has worked to deliver excellent results against those targets. As we reach the end of this political term, I do wish to record the Board's appreciation for the very strong political support we have had from the current ESS Committee. We are very conscious that in the current financial landscape, ringfencing funding for core service such as employment support is a challenge, but we are grateful that the Committee continues to share our belief in the importance and value of the service we offer.

Guernsey employers continue to be incredibly supportive of the service we offer and recognise the value to their own businesses of working with us to support our clients into work. As we highlight later in this report the range of work placements is wide and we are increasingly seeing more and more permanent roles being supported which benefits both employers and clients longer term. We would encourage more businesses to get in touch with us to see how we might be able to mutually support a greater number of our clients into the workplace.

In 2025, we celebrate 10 years of GET's establishment. We are fortunate that since our establishment as an independent organisation we have been well served by very committed and supportive Board Members and staff who have helped steer GET to the success we now see. GET is an example of what can be achieved with co-operation between the States of Guernsey and the third sector with vision and commitment and we look forward to what the future holds. Our focus however will remain very clearly on how best to help those who wish to work and fulfil their potential.

John Curran
Chairperson



A Note from our CEO

Guernsey Employment Trust (GET) supports disabled and neurodivergent individuals in preparing for, securing, and maintaining employment.

While our work at GET focuses on employment support, our ultimate purpose is to enable individuals to belong, thrive, and be included in society. Our work is impactful—it changes lives, not only for our clients but also for their families. Employment provides financial stability and independence, and it is more cost-effective for the island than supporting unemployment. A collaboration with Grant Thornton Limited estimated our potential social value for 2023 at £3.6 million. Supported Employment also benefits businesses by bringing individuals and organizations together to harness talent and create diverse, inclusive workplaces.

2024 has been a remarkable year for GET, marked by significant work opportunities, (both paid and work experience), and strong job retention. As awareness of GET grows, so does the demand for our services, increasing the pressure on managing caseloads. However, thanks to supportive discussions with our commissioner, Employment and Social Security, we have secured additional funding for 2025. This will enable us to reduce wait times and assist more individuals.

Our focus remains steadfast on our core mission of supporting people in employment. This year also presented opportunities to expand our service offerings, improve our working environment, and provide additional resources to promote health and wellbeing for our clients, such as gym memberships and E-Bikes, as well as skills development through funded spaces at the GTA.

The launch of the Dressing Room and improvements to our premises demonstrate our purpose: supporting clients and staff by providing an inspiring and welcoming environment that accommodates as many people as possible.

We owe our successful year to many people. I would first like to extend my gratitude to our fantastic staff team, who won a national award this year. The award is a true testament to the team's hard work, collaboration, respect, and appreciation for one another, and it validates our dedication to our clients. I would also like to thank our directors, volunteers, employers, charity partners, commissioner—the States of Guernsey, funders, suppliers, and most importantly, our clients.

Nikki Ioannou-Droushiotis
Chief Executive Officer

About us

Guernsey Employment Trust (GET) is a States of Guernsey commissioned service. The company (59203) was formed in October 2014 and registered as a charity (CH484).

Our Vision

For all disabled people who have the desire to work to be given an opportunity in which to thrive.

Our Purpose

To provide disabled and neurodivergent individuals an opportunity for inclusion through meaningful work. To achieve inclusion at work, we facilitate connecting, matching and supporting talent.

Our Values



Collaboration



Growth



Respect



Community

What We Do

During 2024, our services encompassed Supported Employment Services, offering continuous support from referral through to securing and maintaining employment. We facilitated client engagement with the local job market through job clubs, IT workshops, and training to bridge skill gaps. We provided work experience placements, professional clothing via The Dressing Room, and one-off funded opportunities such as fitness memberships, a client training fund, and an E-Bike initiative for independent travel.

Our Employers' Service included the Employers' Disability Charter (promoting workplace inclusion and diversity training), job matching services, and comprehensive support, advice and guidance for clients and their colleagues during the transition to new roles.

Alignment to Sustainability Development Goals (SDGs)

The UN's 17 SDGs seek to address social, economic, and environmental challenges by 2030.



GET helps towards the work of the following SDGs:

SDG 8: Decent Work and Economic Growth - By providing employment opportunities, we promote sustained and inclusive employment, which in turn, encourages economic growth.

SDG 10: Reduced Inequalities -

We help reduce inequalities by ensuring that marginalised and disadvantaged individuals have access to employment opportunities.

SDG 3: Good Health and Well-being -

Employment positively impacts mental and physical health, leading to healthier and happier lives for those we support.

Alignment with the States of Guernsey

GET was established in 2014 as one of the first successful workstreams of the Disability Inclusion Strategy. The service was commissioned from Adult Disability Services (then Health and Social Care) and the budget moved to the Committee for Employment & Social Security (ESS) in 2018.

The work of GET aligns to many government strategies such as; Children and Young People’s Plan (specifically the NASEN recommendations); Mental Health and Wellbeing Strategy; Supporting Occupational Health and Wellbeing (SOHWELL) and; Longer Working Lives, to name but a few.

Our Funding

Our funding is primarily from the States of Guernsey via the Service Level Agreement held with Committee for Employment and Social Security.



When the opportunity arises, we raise additional funds to support additional projects. During 2024, we utilised funds received in prior years from the John Ramplin Charitable Trust and the Island Games Legacy Fund. We also secured funding from the Societe Generale UK Foundation. All three of these funds are ringfenced for specific projects.

Our Team

Our Board of Non-Executive Directors during 2024 was comprised of John Curran (Chair), Susan Atkinson (Finance), Jim Roberts (Third Sector), Chris Gnapp (Recruitment), Alison Rimington (HR, resigned in August) and Hana Plsek (Legal, resigned in May). The Board are supported by Shaun Drake (Company Secretary). The Board meet with the Chief Executive Officer and Management team once a quarter, and in 2024 there was a joint Board and Staff strategy day to plan strategic direction.

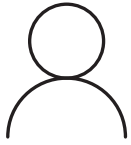
During the year, our operational team comprised 15 staff, 12 direct employees and three seconded from the States of Guernsey. The team have a range of experience including disability support, data analysis, recruitment, HR, retail, healthcare, printing, data protection, digital marketing, sales, administration and youth work.

Our paid staff were supported by two dedicated volunteers, providing IT training support for clients, and general upkeep of the office.

Working in alignment with States of Guernsey:		Commissioned by:		
	States of Guernsey		Committee for Employment and Social Security	
Government strategies we align with:				
The Children and Young People's Plan	Mental Health and Wellbeing Strategy	Supporting Occupational Health and Wellbeing	Longer Working Lives	Disability Inclusion Strategy

2024 Highlights

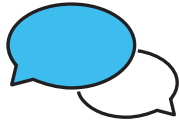
Clients



243
Caseload



72
new jobs



153
referrals,
the highest
in GET's
history!



95 Work Experience
and Voluntary - the
highest since 2017

50 other outcomes such as increased
hours, contract extensions, and transition
from temporary to permanent work.

Job Retention rate of **69%**.

Promoting Health

Wellbeing and

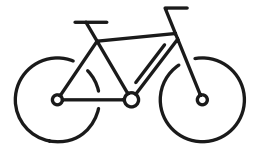
Independence

Launched

THE Dressing Room

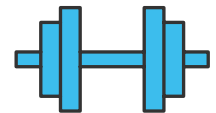


32 clients newly
independent in work



2 E-bike
packages

32 subsidised
gym memberships



Employers



196

employers
supported

Team



1 national award-
Small Supported
Employment Team
of the Year.



£3.6million
of potential social
value was calculated
with Grant Thornton.

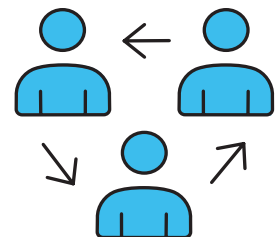
Training



10 places on GTA
training courses to
upskill clients

95

Job Club Sessions



37 IT Training
Workshops

Our Highlights for the Year

Our Main Outcomes

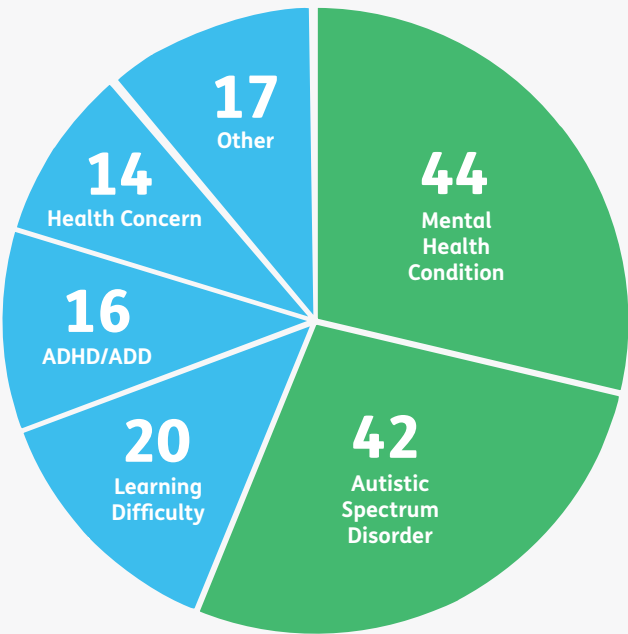
Applications and Demand

In 2024, Mental Health and Autism continued to be the primary reasons for individuals seeking our employment support services. Demand for our services remained high and has consistently increased since 2022. In 2024, we received 153 applications, the highest in GET’s history. Consequently, our team’s caseload was significant at 243. However, this surge led to an increase in the waiting list time for clients to be allocated to active caseloads, from 5.3 months in December 2023 to 7.5 months in December 2024.

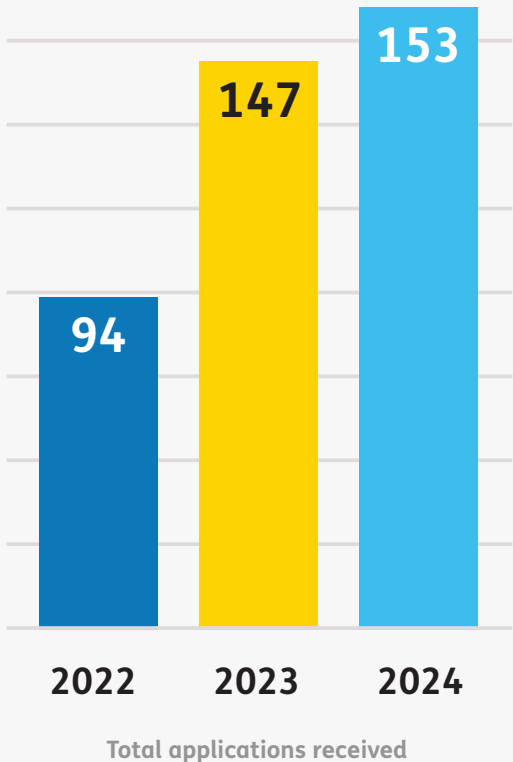
We engaged in productive funding discussions with Employment and Social Security to address this growing demand. As a result, we secured additional funds for 2025, which will enable us to recruit two more Employment Support Officers. This will allow us to support an extra two caseloads.

We extend our sincere thanks to the States of Guernsey for their unwavering belief in our mission and their continued support.

Total number of applications received in 2024 = 153
Primary Reason for Support



Increase in Application Demand (2022-2024)
Applications received



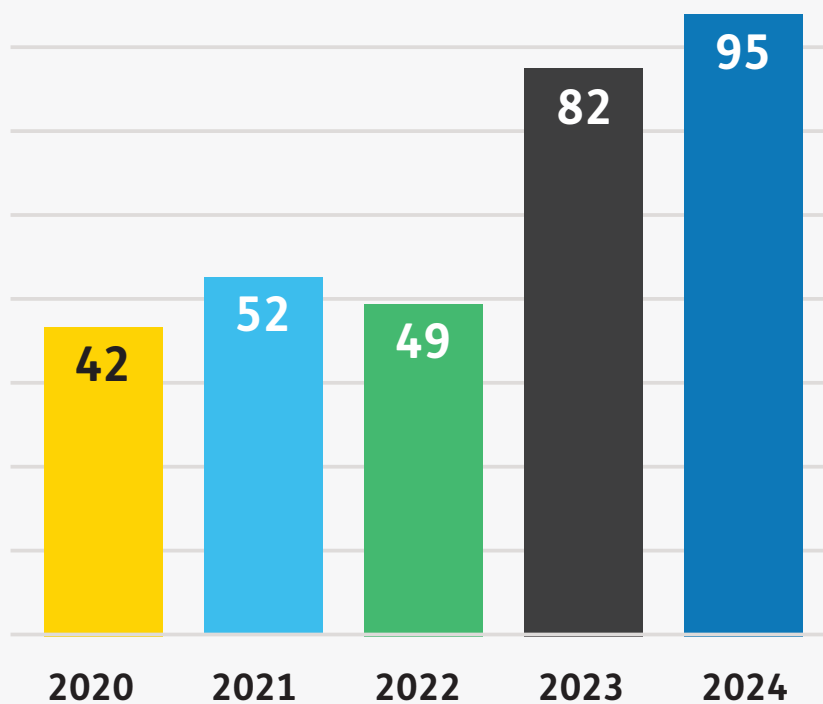
Work Experience

2024 was an outstanding year for work experience and voluntary work, with 95 placements established. Work experience is essential for disabled individuals as it fosters independence, enhances skills, and opens doors to potential work opportunities. We have observed a steady increase in placements since 2020.

Paid Employment

Throughout the year, we secured 72 new paid jobs, with an almost 50/50 split between permanent and temporary contracts. These roles spanned multiple industries and included various levels, from assistant/trainee to Assistant Manager. In addition to these new roles, we achieved 53 other significant outcomes, such as 13 instances of increased hours, 8 contract extensions, 5 contracts offered following a kickstart, 3 repeat paid opportunities with the same employer, and 15 work trials.

Work Experience Placements
(includes both work experience and voluntary placements)



Total Work Experience and Voluntary Roles

Job Retention

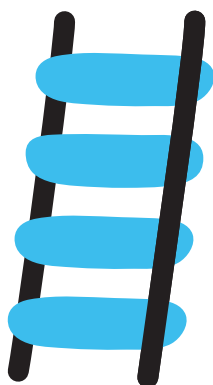
GET's job retention rate for 2024 stood at an impressive 69%. This means that for permanent contracts secured between 1st July 2023 and 30th June 2024, nearly 7 out of 10 individuals were still in their job after 6 months. Additionally, 27 of these individuals remained employed as of 31st December 2024. This job retention rate reflects our deep understanding of our clients, effective job matching, and the right level of support provided.

Independence

In August, we held a productive staff meeting to revisit GET's purpose. Our goal was to encourage staff to evaluate their clients through a purpose-driven lens, assessing client progress and determining if the intended outcomes were achieved. This meeting was followed by positive case reviews with each member of the supported employment team, showcasing their enthusiasm for focusing more on promoting client independence in the workplace. This includes shifting resources to clients seeking employment and avoiding over-supporting.

As a result, we have successfully transitioned clients from active caseloads to the Contact List, increasing the numbers by 32 clients compared to 2023.

These clients no longer require ongoing Employment Support Officer involvement and are now receiving support directly from their employers. This reallocation of resources allows GET to support new clients seeking employment and enhances the efficiency of the support provided.



Additional Opportunities Enabled by One-Off Funding

During 2024 GET provided additional (but limited) opportunities to enhance the well-being and development of our clients.

Fitness Memberships

In 2023, GET secured an Island Games Legacy Fund grant to provide Freedom Community memberships at Beau Sejour Leisure Centre. From 1st November 2023 to 31st October 2024, 23 fully-funded, annual gym memberships were available. During this time, 32 clients were provided with a membership, made possible by some clients not continuing with their initial membership.

Changes to the Community Partnership Scheme in 2024 reduced the number of clients who could benefit and consequently, from 1st November 2024, GET is able to offer only 13 six-month memberships with 50% of the cost covered by GET and 50% by the clients. These memberships were initially offered to four committed clients. Remaining memberships will carry over to 2025.

"I've improved my strength and cardio and have generally been feeling happier."

"Productive way to vent stress and anger, helped overcome social phobia, has helped build self-confidence."

"My confidence and energy has improved which I've found makes working easier and I'm better at it."

"After a 10 hour shift I try and use the pool and health suite which impacts work positively."

Client Training Fund

Thanks to a £5,000 grant from the Societe Generale UK Foundation, GET allocated funds for client training. In 2024, the GTA provided the following courses, benefitting 10 clients:

- Microsoft Excel - Intermediate (one client)
- Introduction to Bookkeeping, 2 days (three clients)
- Working Resiliently, 2 half days, bespoke for GET clients (five clients)
- Managing Your Leadership Presence (one client)

The total spend for 2024 was £3,184, with the remaining £1,816 carried forward to 2025.

“I had been overthinking things and by being in a setting with others that were also trying to navigate the correct way to address difficult issues within the workplace and how it’s supposed to operate, did help me recognise how to communicate needs in a professional way and also what is reasonable and how to address it. It did take until after Christmas for me to start actioning anything that I learned and have had some really encouraging results.”

Attendee, Managing Your Leadership Presence

“Course was great, really informative and I took to the info right away.”

Attendee, Introduction to Bookkeeping

E-Bike Initiative for Independent Travel

Supported by the John Ramplin Charitable Trust, GET provided E-Bike packages to selected clients to facilitate autonomous commuting, enhance employment opportunities and promote environmental sustainability.

Two clients received E-Bikes, accessories, and free Bikeability training for a 6-month trial. Upon successful completion, they will own the bikes with an £80 contribution from GET towards the first-year service.

Budget remains for one more client to benefit in 2025.

“The bike I have been given access to has provided much easier access to lots of places and I am very grateful.”
James, E-Bike recipient



Supported by:

Dressing Room Launched

In October, we were proud to announce the official launch of The Dressing Room, a space designed to empower individuals as they prepare for job interviews and their first months at work. We believe that everyone deserves to look and feel their best, regardless of finances. From suits to dresses, shirts to shoes, we're here to help individuals overcome the barriers of unsuitable clothing and footwear.

“I was given smart black trousers because I didn't have any at home I could use for the interview. I felt more confident in myself and was more prepared for the interview I had. I was given the opportunity by GET and I successfully got my first career in retail.”

Rhys, Dressing Room client

Our heartfelt thanks go to the local Coop for donating uniform, which inspired the idea for The Dressing Room. With their commitments to community and sustainability, the Coop reached out to GET to explore if we could make use of uniform stock following a switch to a new uniform. We would also like to thank many individuals from the community who have donated clothing.

“We were delighted to be able to support the Dressing Room initiative that will empower individuals as they prepare for job interviews and their first months at work. We were happy to donate some old Coop uniforms that were no longer in use, and hope that this will inspire people as they take their first steps into the workplace.”

Carl Winn

Head of Sustainability & Community at the Coop





Access Improvements made to Fort Complex

In addition to the Dressing Room, we made significant changes to our premises to ensure everyone feels motivated and welcome.

The redesign improved accessibility by:

- Improving accessibility for individuals with a visual impairment – providing colour contrast between the walls and doors
- Enhancing mobility access – providing a handrail for a stepped area
- Improving the experience for both clients and staff with autism – enhancing the acoustics and removing sounds that can cause overstimulation
- Using trauma informed design – using calming colours and spaces that remind visitors of home, to encourage engagement
- Creating a usable Dressing Room space – rather than clothes being hidden away in boxes.

“It is really nice and so much better. The green colour in L’Anresse (meeting room) is calming and I love the sofa. The space no longer feels like a hospital.”

The project has also received a glowing endorsement from Nigel Humphreys, Consultant Clinical Psychologist, who said:

“The Guernsey Employment Trust have gone above and beyond in providing an environment that feels safe, welcoming and inclusive. The design of the space and the incredible Dressing Room communicates a sense of value to clients and the level of support afforded to some of the most vulnerable people in our community is amazing. They have created a lovely trauma-informed space and are backing it up with a trauma-informed staff ethos.”

The support and vision of the design team from Clermont Interiors made the Dressing Room and Access project a success.

“This project differs from previous charity projects as it was not solely based on Trauma Informed Design. While the Guernsey Employment Trust often help people who have been through hardships, it was important for the space to feel more like a professional office than a therapeutic space. For many people this office will act as an introduction to a modern work environment and therefore is designed to replicate a contemporary workplace.

We are so happy we were able to donate some time and materials to the Guernsey Employment Trust. This project was a pleasure to be involved in and we had so much fun exploring creative ways to make a challenging space turn into an accessible and welcoming workplace.”

Clermont Interiors
Interior Designer



Potential Social Value Calculated at £3.6 million

At the beginning of the year, we turned to experts in social value to determine the wider benefit that GET brings to the island.

GET partnered with Dipak Vashi, the ESG Lead from Grant Thornton Limited who has experience of working with the Jersey Employment Trust, to determine the social value of its work.

While some of GET's clients and employers are eager to share their success stories publicly, others prefer to celebrate their achievements discreetly. Until now, the financial value of GET's efforts have not been quantified. Day to day, we focus on individuals' progress and the impact that our work has on their lives. Thanks to Grant Thornton Limited, we have been able to measure the broader impact of our work. Although challenging to quantify, calculating social value can motivate staff and volunteers, facilitate project comparisons, and support fundraising efforts.

Dipak explained some of the methodology behind his calculations:

"The project assessed the paid job outcomes secured by GET in 2023 and the support provided to individuals to maintain their employment. The project also assigned a monetary value to unpaid placements, where individuals worked for free to benefit our community."

Grant Thornton Limited estimated the total potential social value of GET's work in 2023 to be £3.6 million.

"Excluding the States' grant funding," said Dipak, "the potential return on investment for every £1 of taxpayer money is £3.67."

Grant Thornton Limited estimated the total potential social value of GET's work in 2023 to be £3.6 million.

Nikki added,

"The term 'potential' is worth emphasising. This is not an exact science. Ideally, we would calculate actual savings on benefits for individuals in work and look at revenue generated from tax and social insurance contributions. But GET does not have access to real-time data. To address this, we had to make certain assumptions, for example around instances

when benefits like income support would cease to be payable because of paid work, and we made adjustments to reflect average client wages based on employment sectors, hours worked, and GET's job retention rate."

Ed Ashton, the Director of Operations, Social Security & Inclusion at the Office for the Committee for Social Security and Employment, said:

"Through working in partnership with GET, the value of its services for clients and employers has been acknowledged for a long time, but it's great that the overall social value has now been recognised in monetary terms. We look forward to continuing to work in partnership with GET and looking for ways to support GET's further success. This includes a new programme working in partnership with TGI College and GROW which seeks to expand access to training, employment and apprenticeship pathways for 19-25 year olds which was identified as part of the SEND Nasen Review."

Nikki added,

"We are so grateful to Dipak Vashi – plus Louise McNamee and Jason Etheridge – from Grant Thornton Limited for their individual efforts and for their collaboration in calculating the potential value of our work, not just to our clients but to the Island as a whole."



£2,972,153

Average Income Support and Rent Allowance saved per year.



£444,030

Average Social Insurance and Tax contribution per year from people entering and remaining in work.



£199,368

Clients participating in unpaid work or voluntary work to benefit the community.

GET Celebrates National Recognition: Winning Small Supported Employment Team Award

During November, we were proud to win the Small Supported Team Employment Award at the British Association of Supported Employment (BASE) annual conference. Recognised for its impactful work in inclusive employment in Guernsey, GET stood out among top contenders across the UK, celebrating its commitment to transforming employment opportunities for disabled and neurodivergent individuals.

As the leading national voice in specialist employment support, BASE advocates for high-quality Supported Employment services that increase job opportunities for disabled people. Each year, their awards spotlight exceptional work within the field, and in 2024, GET’s innovative approaches and dedicated team earned well-deserved recognition for both their efficiency and the impact of their work.

Guernsey has a unique local landscape. In early 2023, there was no law to protect the rights of disabled people. GET supported the campaign for the law and worked closely with local government, charities, and the business community to embrace the new Prevention of Discrimination Ordinance and best practices. Prior to this, GET paved the way for inclusive recruitment through the creation of The Employers’ Disability Charter, encouraging employers to provide reasonable adjustments many years before it became a legal duty.

GET submitted applications in two other categories. Elaine Strappini (Employment Development Manager) was shortlisted for the Jurgen Donaldson Disrupter

award and competed against two individuals from the UK. GET created the Employers’ Disability Charter in 2017, but it wasn’t until Elaine joined the team in 2018 that the momentum for positive change in disability inclusion in Guernsey occurred. Rick Robinson was also nominated for the Supported Employment Practitioner award because of his impact on the lives of our disabled job seekers. Beyond the numbers, Rick demonstrates on a daily basis his belief in his clients, going above and beyond.



Thank you to our dedicated staff, our directors, our volunteers, our employers, our charity partners, our commissioner—the States of Guernsey, our funders, our suppliers, and most importantly, our clients. Your unwavering support and collaboration make our success possible.


www.get.org.gg




Fort Complex, Les Tracheries Road, L'Islet,
St Sampson, Guernsey GY2 4SN.

T 01481 247 999 E info@get.org.gg

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