



ANNUAL REPORT  
2019

# right2work

COMMUNITY  
LEARNING  
WELL-BEING





**Top: R2W Annual Celebration  
with Mayor of Kendal &  
Mayoress of Appleby**

**Bottom: Phil Shea, Chair of R2W**



**right2work** has had another dynamic and successful year as it continues to grow and develop further. As an organisation, R2W has a strong sense of direction and purpose in fulfilling its purpose as a Community Interest Company and as a subsidiary partner of the Oaklea Trust. It is an exciting time to be involved with such a marvellous organisation.

One highlight of the year has undoubtedly been the Appleby Hub moving over fully under the R2W umbrella in April 2019. This wonderful centre continues to thrive as a key aspect of that local community and gives R2W a firm basis for one aspect of the community work it undertakes. The facilities here have a superb reputation – not least the bustling café.

Another highlight has been the continued development of the programme of Supported Internships which allows many young people to get a foothold in employment. This programme has seen R2W move further into the field of training and represents a strong future direction for the company and the employment team.

Underpinning the developments above has been the continued work of the recycling team in The Furniture Warehouse as they look for ways forward in what has been a challenging retail environment in terms of sales.

You may have also noticed we've had a slight update of our brand –with a new look logo (and created new identities for Community Works and “Work & Learn” for the Employment Team).

We've also re booted our website [www.right2work.org.uk](http://www.right2work.org.uk) with a totally new look. This better reflects the 4 main business propositions of R2W as well as illustrating the 3 main components of our strategy:

- Community
- Learning
- Well-being

Plus we also wanted to incorporate the regular live interaction via their respective social media platforms.

The challenges that lie ahead rest in ensuring that we remain a profitable and ethical business whilst continuing to enhance the learning, well-being and involvement in the community of our customers. I look forward to the next year with great enthusiasm; it is as ever a pleasure and a privilege to serve as Chair.

Phil Shea

Chair

# WHAT RIGHT2WORK OFFERS



## What We've Achieved 2018/19

- Diverted 130 tonnes of waste away from landfill
- 74% of all the bulky waste we collected was recycled or re-used
- 293 learners gained new skills
- 57 individuals gained paid employment through our support

## The Furniture Warehouse

What we did;

- The Furniture Warehouse provided support to 43 Learners
- The team at The Furniture Warehouse undertook 1612 collections of bulky waste items on behalf of South Lakeland District Council and recycled 74% of this waste diverting 129,825 kg (c. 130 tonnes) away from landfill
- Of those that responded there was 100% positive feedback for the collection service from the public using this facility from The Furniture Warehouse
- In October 2018, The Furniture Warehouse alongside South Lakeland District Council reached the final stages of the Association for Public Service Excellence (APSE) Environmental Services Innovation Awards 2018 for the Award for Waste and Recycling Innovation
- In March 2019, the Bulky Waste Collection Service provided by The Furniture Warehouse on behalf of South Lakeland District Council was shortlisted in the Best Service Delivery Model category of the Local Government Chronicle (LGC) Awards 2019 Celebrating Excellence in local government

## R2W Celebration & Annual Awards

Right2Work held its Annual Awards and Celebration in November 2018.

More than 150 people packed into Kendal Rugby Club's Mintbridge Stadium to recognize the achievements of the previous year.

Awards and certificates were handed out by the Mayor of Kendal, Guy Tirvengadam, and Mayoress of Appleby, Jenny Morgan.

### **Award Nominee**

Furniture Warehouse Learner Jamie was shortlisted for a national award.

There were more than 600 entries for the Learning Disability & Autism Leaders List 2018 which was whittled down to 15 in each category, with Jamie – one of our customers at the Kendal site – making the final shortlist!

The awards are about recognising organisations who have made a real difference to people's lives.

## Sofa stripping with Joe!

Joe started his placement at The Furniture Warehouse in November 2018. Joe's support worker tells us more:

"Joe receives help in travelling from Windermere on the train then support at The Furniture Warehouse.

Joe also needed prompts to wear his PPE safety gear (gloves, safety boots, hi vis jacket) and also needed a lot of encouragement to attempt new tasks and use different tools.

Joe has shown amazing improvement in everything asked of him, like becoming confident in getting on the train himself & requesting his ticket to Kendal from the conductor.

Joe's favourite task is stripping mattresses, and, at first, he was reluctant to do anything else, however, he now undertakes other tasks when there are no mattresses. He has learnt to use different tools; stanley knives, hammers, drills, crowbars etc. and he knows where all the tools belong and tidies it all away.

Joe has great respect for staff and colleagues, and will ask for help if needed and always thanks in return. He will work quietly and independently and will also pair up with others on larger, more difficult tasks. He has become confident in problem solving and remains focused on task and his stamina has also improved.

Joe's enthusiasm and joy spreads to colleagues and staff alike, and he clearly enjoys his day at R2W. Joe is becoming confident at being left at lunchtime, and his goal over the next few months is to work independently from 10am through till lunch time, enabling Joe to become more independent."



**Top: Joe working hard at The Furniture Warehouse**

**Middle: Right2Work Annual Awards 2018**

**Bottom: Award nominee Jamie**





## Ben – Langdale Estate – Supported Internship

Ben joined the programme a little later than the others, and he really didn't enjoy being in the classroom situation at the start of the programme, it was fair to say Ben didn't want to be in college anymore – he wanted to work, he had some practical experience and had completed Plumbing & Multi trades qualifications at College.

Once we had an idea of personality, motivations and his locality, we managed to secure Ben a placement on the Langdale Estate within their maintenance team. We had frequent reviews throughout the programme, and at one point it was identified that one of the lodge checklists didn't suit Ben's learning ability, the placement provider decided this list had been produced some time ago & actually looked at ways this paperwork could be modified to suit Ben's way of learning.

Langdale were keen to find a role for Ben, they identified his key skills and tailor-made a bespoke position for him in addition to his Housekeeping role. Ben remains a member of the Langdale Estate Team.

## Danielle – Furness Hospital – Supported Internship

Danielle was one of our learners who had a placement within the NHS in Furness General Hospital. She assisted on the children's ward 3 days per week. She supported with many tasks such as; maintaining the relatives room, play room, helping with meal times, talking to patients, helping on reception, answering the phone, supporting the play therapist and she had a day in theatre accompanying a child.

Danielle demonstrated a caring, helpful nature and wanted to give something back. Danielle felt she wasn't ready for a paid job however recognised how much she gained from helping others.

We worked with the Royal Voluntary Service within FGH and she became a volunteer within the café. Danielle continues to volunteer on a weekly basis. "I'm really happy with how much I have learned and the opportunities I have been given. I wouldn't have thought I could do anything like this, it's brilliant."



“ I think it was a positive experience for all of us to work with Danielle, seeing her grow in confidence over the placement. The advice of the R2W team was invaluable in helping to develop goals that were achievable, to ensure Danielle could gain confidence and then set more challenging goals. I would be very happy to support another learner in the future and to work alongside the R2W team.”

**Heather Wood, Matron for Children and Young People, Furness General Hospital**



**Top: Ben with his Langdale Estate colleagues**

**Bottom: Danielle volunteering at Furness General Hospital**

## Jake – AP & J Brown – Supported Internship

Jake had struggled with College before enrolling on the Supported Internship programme.

We helped him look into becoming a bricklayer and discussed the possibility of doing this through A P & J Brown.

They were happy for Jake to be able to undertake an apprenticeship alongside the bricklayer they already had. He had started his apprenticeship and found paid employment before the end of the academic year. Jake still received support from his job coach each week when he was allowed to take some time out and look at any theory work he was struggling with.



**Supported internships booklet**

## Kieron – Abbey House Hotel – Supported Internship

Keiron's dream was to become a chef. He had previously completed level 1 and 2 in catering at Furness College and wanted further support to gain employment. He found changes hard to cope with as well as some difficulties remembering things. He hated making mistakes and found it difficult not to worry about any mistakes he made.

Keiron had a few placements before starting at Abbey House Hotel. Once there he found his niche! This is a restaurant where he'd dreamed of working and he was welcomed with open arms. He worked closely with the head chef Ash, who was fully supportive and was pleased with Keiron's enthusiasm for cooking. Keiron observed various roles within the kitchen and began to find his feet.

After a successful trial of weekend shifts Keiron was offered full time paid employment from 1st June. Our team continued to support Keiron during these first few weeks in June, in case any support requirements came to light during this transition.

Keiron now has a full time position at Oscars, within Abbey House Hotel.

“ Jake has created friendships with the majority of our staff and customers that he has met, he has fantastic humour and personality, which makes him very likeable and easy to get along with.

Jake is a pleasure to have as part of our team, and we hope he continues to enjoy working with us.”

Jenna, Director  
at A P & J Brown



Top: Kieron

Bottom: Jake

## Social Enterprise Learners

These come via the referral route – Self/ Adult Social Care/Direct Payments.

The Work & Learn Team offers modules in these areas;

- General workplace skills
- Delivery & collection
- Admin
- Recycling
- Furniture refurbishing (including upholstery)
- Retail
- Employability
- Domestic appliance maintenance and repair
- Catering
- Woodworking



## Building Better Opportunities: Getting Cumbria to Work (BBO GCtW)

BBO GCtW (Barrow and South Lakeland) is working to help remove the barriers to training and employment - for those furthest removed from the labour market – providing bespoke support to help participants achieve their goals, improve their opportunities and make a positive contribution to their local community.

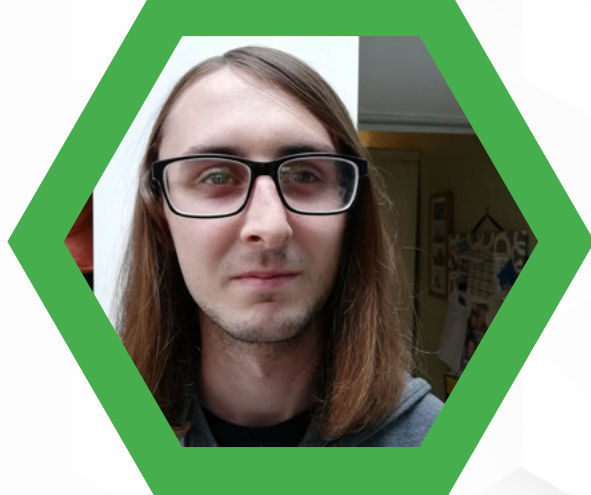
R2W are a delivery partner helping to support participants in South Lakeland.

Brandon (pictured) is a young man who has greatly benefitted from the BBO project. When he first referred to R2W, he came across as someone with complex barriers to finding suitable work. He had:

- diagnosis of ASD (Autism Spectrum Disorder)
- medication for Depression
- variable working history
- low confidence

The project allowed Brandon the opportunity to develop confidence and gain work experience. We arranged and supported Brandon in a volunteer placement in a large charity store in Kendal. He gained





valuable experience in a real life work place setting, which increased his confidence, skills and ability to meet new people.

We arranged a work experience placement at Signal Films in Barrow, where Brandon gained experience in an area which he was very interested in.

We also supported Brandon in adult education classes, which again enabled him to gain confidence and the opportunity to meet new people. In addition R2W supported Brandon in finding and keeping a part-time job in a new take away in his home town. The fact that he was able to keep this job was a marker of just how far he had come!

Brandon is now in Japan where he is taking part in a Teaching English as a Foreign Language course in Osaka. He is very grateful for the support offered to him by the Key Workers and the BBO.

Building Better Opportunities: Getting Cumbria to Work (BBO GcW) is funded by the European Social Fund and The National Lottery Community Fund. R2W are a partner helping deliver BBO GcW.

## Work & Learn – Employment

### **Work Experience**

We provide one to one work tasters in partnership with a large range of local employers, placements last between 4-12 weeks.

### **Paid Employment Support**

We supported 117 people disengaged with the labour market - 57 obtained paid employment

### **College Students - Supported Internships**

We provide support to 4 of the 5 main colleges in Cumbria providing learning and job coaching support to students (SEN students).

## Volunteers

R2W has volunteers that undertake a number of roles that allow them to develop their skills and confidence and we take on people who want to give something back to their community.



## What's Coming Up?

- The launch of Community Works – a social enterprise that combines property maintenance & qualifications for Learners
- Appleby Hub joining R2W in April 2019 and increasing the number of Learner places it has on offer
- Becoming an Open Awards registered centre and delivering further accredited qualifications
- Partnership with People Plus
- Further developing relationships with education providers
- Learning to Live project – an exciting alternative to college

**Job coaches**



**Top: Volunteers at The Furniture Warehouse**

**Middle: Busy Hub Café kitchen**

**Bottom: Community Works ready to go**

## Trading and profit and loss account for the year ended 31 March 2019

	2019 £	2018 £
<b>Turnover</b>		
Sales	584,585	409,779
Grants and donations	<u>9,040</u>	<u>93,565</u>
	593,625	503,344
<b>Cost of sales</b>		
Purchases	4,205	5,383
Waste disposal	5,523	4,018
Wages & Social Security	370,295	284,742
Social security	<u>19,468</u>	<u>18,653</u>
	380,023	294,143
<b>GROSS PROFIT</b>	213,602	209,201
<b>Establishment costs</b>		
Rates, water light & heat	2,091	3,855
Insurance	15,183	12,417
Rent	<u>43,412</u>	<u>45,620</u>
	60,686	61,892
<b>Administrative expenses</b>		
Wages	39,239	38,416
Social security	4,244	4,175
Telephone	5,984	4,823
Post and stationery	2,057	1,403
Advertising and website costs	4,209	4,023
Motor and travelling expenses	15,616	11,047
Uniforms and protective clothing	1,474	919
Repairs and renewals	2,800	2,261
Vehicle leasing charges	-	819
Sundry expenses	7,029	9,035
Legal and professional fees	4,873	1,278
Auditors' remuneration	<u>2,800</u>	<u>2,740</u>
	90,325	80,939
<b>Finance costs</b>	3,363	3,161
<b>Depreciation</b>	10,271	10,397
<b>NET PROFIT</b>	<u>48,957</u>	<u>52,812</u>



Through the sustainable management of existing projects and the careful development of new projects R2W has delivered profits before tax of £48,957. R2W has positive net assets of £46,094 and net current assets of £30,061.

This is a great result for the organisation. This robust balance sheet provides a firm platform for future growth & development.



## Governance of R2W

R2W is a wholly owned subsidiary of the registered charity The Oaklea Trust. We have a Board of R2W Directors from a wide range of backgrounds and skills. It is a CIC – Community Interest Company.

As with any other company, the directors of a CIC occupy an important position of trust and company law imposes on them a range of duties.

The directors are responsible for ensuring that the CIC meets its statutory and other obligations.

All directors of CICs have a primary duty to advance the community purpose, in addition to their other responsibilities as company directors, as laid out in the Companies Act 2006 and Companies (Audit, Investigations and Community Enterprise) Act 2004 and Regulations 2005.

Stakeholder involvement is therefore essential for the company to learn and understand how it is meeting community need and how it can improve and develop.

To find out more on what Directors must do at CIC's – you can have a look at this document (right) produced in 2015 that outlines their responsibilities etc.

You can find it at <http://www.right2work.org.uk/about-us/>



## Stop Press - New Website [www.right2work.org.uk](http://www.right2work.org.uk)

**“** *It's an exciting development that captures the dynamism of the company well. It offers good access not only to those who might commission the service but equally to those customers who would use us.*

**Philip Shea, Chair R2W**



## Board of Directors

Philip Shea, Chair  
Dr Jane Sullivan  
Clive Wigley  
Catherine Grimes  
Susan Wigley

## Partners

Carlisle College  
Cumbria County Council  
Cumbria CVS  
DWP  
ESF (European Social Fund)  
Furness College  
G4S  
Kendal College  
Lakes College  
SLDC



## Funders

Awards For All (National Lottery)  
Cumberland Building Society  
Cumbria Community Foundation  
Forbes Charitable Foundation  
Stagecoach



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