



## Foreward

Remploy helps to transform the lives of disabled and disadvantaged people by supporting them into and helping them keep satisfying and fulfilling jobs. In doing so, it is important to understand the wider social impact of what we do and the impact that we have on families, communities and society.

Some of the programmes that Remploy delivers are relatively small in scale, but have a huge transformational impact. It is difficult to measure the true impact of transforming someone's life. However, this detailed analysis of Remploy's Social Return on Investment, for the first time, begins to calculate the real value of the positive contribution we make to society.



Beth Carruthers,  
Chief Executive Officer

## Executive summary

Disabled people face many barriers every day, from physical difficulties to general societal barriers in disability awareness and employment. Whilst the 2012 Paralympics may have changed people's opinions of disabled people more favourably, they are still less likely to gain employment than an individual with no disabilities. Too many people still focus on a person's disability rather than an individual's ability.

The employment rate for disabled people is 45 per cent and 37 per cent for individuals with mental health, compared to 77 per cent of working age adults without a health condition. This gap whilst reduced in the last 10 years is still a significant one. As a result far too many disabled individuals are economically and socially excluded from society.

Remploy is committed to finding employment opportunities for disabled people and works hard in changing societal perceptions of individuals with disabilities, to help them live a full life and close the gap of employment rates for all disabled people. We recognise that our business is not just an economic entity and that success is not captured solely by hard outcome numbers and the bottom line. We have taken a holistic approach in not only examining our performance against hard outcomes, but looking at what effects our services have on all our stakeholders, the community and the environment. Remploy has used "Social Return on Investment" (SROI) methodology to assess and evaluate our employability programmes nationally. This has been collated and calculated by an accredited SROI practitioner.

During the period March 2013 to April 2014 our SROI analysis shows that during this period Remploy delivered a positive impact of £2.51 in social benefit for every pound invested.



## About Remploy

For over fifteen years Remploy Employment Services has been supporting disabled people into mainstream employment and during this time has become one of the UK's leading providers of specialist employment support. Our mission is to "To transform society and the lives of disabled people by creating equality in employment for disabled people, facilitating their access to sustainable employment and careers and enabling them to achieve their ambitions and maximise their potential."

This SROI analysis focuses on the 21 employability programmes (the main one being Work Choice) which are delivered from 63 locations in the UK.

All the programmes are aimed at keeping or getting individuals off benefits and into sustainable employment.



## Our methodology

The SROI model provides an evaluation method for understanding, measuring and reporting on change, and the value that is created by an organisation or activity. It examines the social, economic and environmental impacts arising from the organisation's work, and attributes a value based upon common accounting and investment appraisal methods, in order to estimate its financial value.

SROI uses a range of techniques to ensure that financial values calculated are appropriately allocated to a project or service being evaluated. These include the **discounting** of "deadweight" – what would have happened anyway, without the project or service; **'drop off'** – outcomes that are not sustained; **"attribution"** – who else contributed to the change; and **"displacement"** – negative effects on other stakeholders and **"duration"** – how long the outcome would last.

SROI is based on the following principles:

- involving stakeholders
- understanding what changes
- valuing what matters
- only including things that are material
- not over claiming
- being transparent
- verifying the result.



"Remploy were fantastic for me, they helped me set achievable goals and showed me it was possible to get back to work even after such a long time without a job."

Tony Hammett –  
Candidate, Worcester branch



We have successfully imbedded social impact measurement into our standard delivery process, which enables us to gather and use a combination of qualitative and quantitative data to calculate our social return on investment.

What Remploy spent compared to our impact



“Remploy was brilliant in helping me prepare for my interviews and making sure I knew what Sainsbury’s looks for in its employees. I was jumping for joy when I heard I had got the job. Being out of work was very difficult for me because I love keeping busy. However, I now have a job that I love, helping customers and meeting different people every day. I can’t thank Remploy and Sainsbury’s enough.”

Verna McKenley –  
Candidate, Waterloo branch

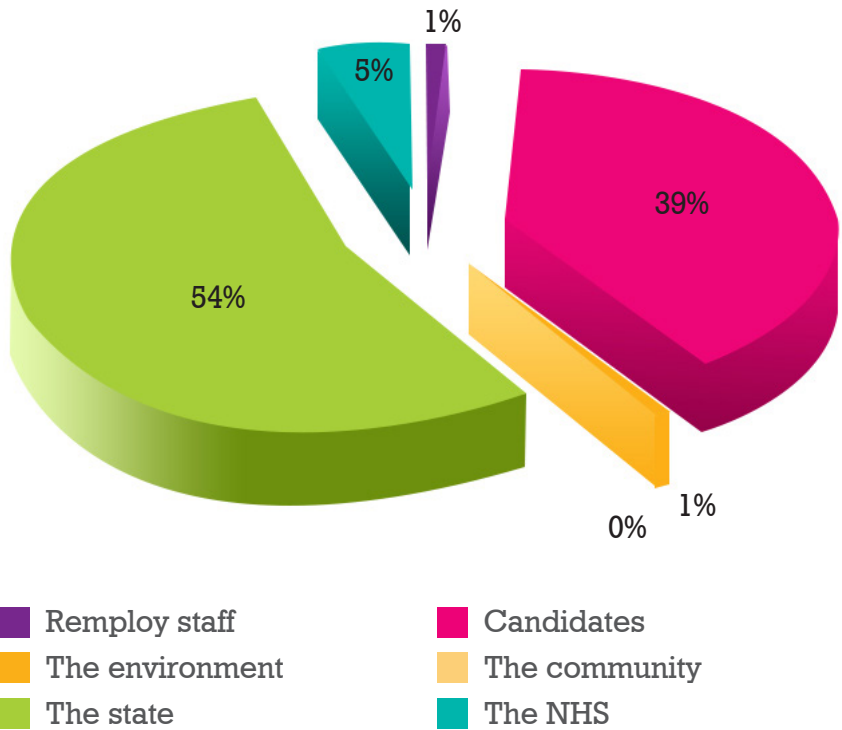
Our social outcomes

By applying SROI calculations we were able to demonstrate the following outcomes. These differ from last year’s findings which did not take into account any discounting and SROI methodology was not applied.

- We **supported** around **42,600 individual candidates**.
- We helped **18,562 individuals** retain, return or gain **employment**. An increase of 727 on the previous year.
- **597 individuals** were supported to move into **self-employment**.

£30.1 million	Combined value created by our candidates from the changes the experienced
£41.1 million	Savings to the State in the reduction/prevention of benefits paid to all candidates gaining or retaining work. An increase of 92% when comparing this year’s pre discounted figure (using SROI methodology) of £186 million to last year’s £97 million
£3.7 million	Savings to the NHS for the reduced reliance on the NHS Services by moving into employment
£886,187	Value created through increased staff satisfaction and enhanced career opportunities through reduced voluntary staff turnover by five percentage points on the year and staff training
£498,356	Value created through saving the environment by the reduction of greenhouse emissions through recycling paper and reduction in CO2 emissions
£20,151	Making a difference in the community by donating 1400 volunteer hours

Total value produced by stakeholder after discounting



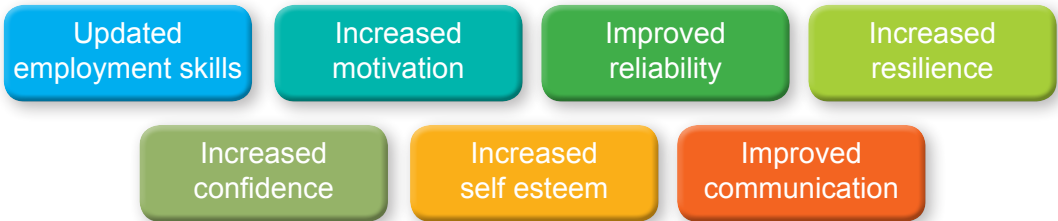
“Remploy is like a dream come true as I have always wanted to work with disabled people, as my sister is autistic, but I didn’t want to become a carer. Remploy has not only allowed me to support disabled people, but has and is still giving me opportunities to develop, which I don’t think I would have received from other companies.”

Sophie Holmes –  
Remploy

Changes as experienced by our stakeholders

Our candidates

Many candidates experienced a level of change, irrespective of whether they were successful in securing employment, retaining their job or still searching for employment. These include:



What was interesting however was that our findings highlighted that a greater distance was travelled by particular individuals with specific disabilities.

- Individuals with a mental health condition travelled the furthest in motivation, reliability, confidence, resilience and communication.
- Individuals with a learning disability travelled the furthest when it came to learning new skills.
- Individuals with conditions restricting their mobility/dexterity travelled the furthest in self esteem.

These findings are encouraging as mental health is the largest primary disability represented by 30 per cent of our candidates entering programme, followed by conditions restricting mobility/dexterity and learning difficulty.



A Lincolnshire man who has Autism and other health conditions is crediting Remploy for helping him land his first-ever permanent job.

James Howden was referred to Remploy's Hull branch for specialist support with his job searching, including advice on developing a standout CV that highlighted his skills to potential employers.

"On one of my regular visits to the branch my employment advisor told me about a jobs road show in Hull that was taking place that day," recalled James. "He told me not to waste a minute and go along and hand my CV to as many employers as possible."

One of the stands James visited was McDonald's and the response he received there took him completely by surprise.

"They read my CV and must have liked what they saw because they told me to apply for a job because I was a very strong candidate. I could hardly believe what I was hearing," said James, who within days was offered a job at McDonald's busy restaurant in Willerby, near Hull.

"At the interview I had to serve five customers to show what I could do. Actually, I thought I had made a mess of it, so I was over the moon when I was told I had got the job. They had to tell me again because I thought I had misheard the first time!"

Emma Swetez, assistant manager at the Willerby restaurant said: "James has made great progress in the short time he has been with us. He is a shining example of how someone with a disability can, with the right level of support, successfully work alongside non-disabled colleagues. I'm confident he will be a great success."

"Working for a successful company like McDonald's has really boosted my confidence," added James. "Remploy helped me write an effective CV and encouraged me to believe in myself. Everything then happened at lightning speed – thanks to everyone at the branch and, of course, to McDonald's."

The success of our continued growth in assisting more disabled candidates into sustained employment is down to the passion, dedication, commitment and expertise of our employees. They help the candidate feel at ease and feel like an individual. This paves the way for their journey of engagement and development.

Alongside this are the partnerships that have been built with employers both locally and nationally.

With the help of Remploy, employers are able to see how employing people with disabilities can enhance their business in a variety of ways.

"The partnership has been great – not only for the people with learning disabilities who are gaining new skills and confidence, but also for us as an employer. It has helped to raise awareness about the abilities and potential of people with a learning disability amongst our staff, many of whom haven't worked with people with a learning disability before."

Helen McLean, Senior Practitioner for Community Inclusion and Employment Plus, Leicester City Council

### Our people and the community

We recognise our employees are the key to our future and invest time and money in training and developing our staff. By equipping our staff with the right skills, Remploy gains a myriad of benefits, including gaining Investors in People Gold, which recognises our excellence in demonstrating our strategies for managing; developing and supporting our staff; and the Matrix standard for our information advice and guidance services.

Charitable giving and volunteerism are part of the Remploy culture, and our employees are making a difference through local involvement and corporate activities through our Be the Change initiative. This not only helps with the development of personal skills, but also improves teamwork and our profile in the community.

A reduction in sick rates from the previous year of 3.87% to 2.97%

64% of employees have a length of service of 3 years and above

A diverse workforce of which 29% are disabled

A skilled workforce delivering a total of 909 training courses across the business

A 6% reduction in voluntary staff turnover to 11%

An engaged workforce 200 days volunteering in the community

55% of staff going through "Call to Action" programme have had an upward/lateral career progression

"Our people are central to the success of our organisation; their passion and drive distinguishes us from other employers. Our vision is to be the go to employer who understands and embraces disability and difference. We want to attract and retain the best talent to our organisation to invest in their development to ensure we have a future talent pipeline to lead our business to meet its social mission."

Jean Cabena – People Director

# Social Return on Investment Analysis Summary Report

## Our environment

Remploy recognises that environmentally-friendly practices can yield enormous rewards, both for the environment and for our business. By adopting a different way in how we communicate with each other and embracing digital technology, coupled with recycling paper throughout our business we have:



- **Reduced our carbon footprint** CO2 emissions **by nine per cent** from the previous year by reducing business mileage.
- **Recycled 1721 tons of paper**, saving the equivalent of **2,271 trees**.

## What people have told us...

- From the training that was delivered to our employees it received an average satisfaction rating of 86 per cent.
- 98 per cent of candidates with completed social impact questions completed stated they would recommend Remploy.

“Remploy gave me so much help, they were brilliant. I love my job working in the chilled foods section. Work is such an important part of your life and I’m delighted to have this great job at Asda. My target is now to progress to the next level”.

Daniel Riley – candidate, Leeds branch



“Remploy enables independence for disabled people and help them realise their ambitions. It is a real privilege for me to work for Remploy; who as an individual with a learning difficulty, struggled greatly on in my early life.”

Cathy Clemants –  
candidate, Derby branch

Mark Burrett –  
Remploy employee

“Remploy helped me recover my self-esteem and made sure I was fully prepared for my interview at M&S. They also paid for my travelling costs during my first month at work and provided a clothing allowance, which was crucial given my circumstances at the time.”