

Good afternoon everybody,

The jobcentres role is to move customers closer to and into employment, with support and guidance along the way to support and improve customer skills to enable them to become a skilled and competitive job seeker, actually changing futures together.

This is something that we cannot do alone. We do not have the resource or the time so we need to tap into the wealth of support and activity that is being generated in the community.

The majority of customers that come out of work are often self-sufficient, and easily find another job within weeks and so need our support for only a short amount of time. Others have barriers, not always apparent, that make securing employment very hard to do

In May 2016, Cheryl approached me to give a talk to my work coaches to discuss what Green Team was about and how to signpost relevant candidates for volunteering.

Cheryl explained about the more holistic approach that the Green Team also provide to enrich, involve and inspire people to promote their health, wellbeing and future employment prospects as well as a sense of belonging to the community.

Since then we have invited the Green Team to have stand in our forum area on a regular basis to reach even more people and also to have a guest appearance occasionally in our Group Information Sessions that we run, where extra support on what's out there is provided including volunteering.

All my work coaches know Cheryl and the team and will talk sensitively about our customers when referring to ensure the customer can get the most out of their placement or volunteering experience.

The benefits are clearly there to be seen. Customers we have referred to Green Team have benefitted not only from the outdoor working 'Green' side of things but have found in you an organisation that provides a feeling of belonging, a feel of worth, confidence and community. That, mixed with training and work experience in a supportive environment, has allowed individuals with multiple barriers to flourish and become closer to the work market.

This in turn allows the jobcentre to work more effectively with these individuals and build upon their new found confidence and skills which inevitable puts them in a more competitive position when applying for jobs.

The benefits to the individuals working with your selves should not be underestimated. It is so much more than your vision statement suggests. We see customers who are sullen, quiet, argumentative, lacking in confidence completely

changed around. A recognition of these benefits was demonstrated recently when my work coaches provided their opinions via testimonials for your successful Lottery bid.

Two things that are key for me are

1. the high esteem that the WC's hold for the work that you do. Believe me they are quick to criticise and avoid using those providers who do not deliver what they promise for the customer, and
2. the excitement, the buzz and enthusiasm that the jobcentre saw that was generated by the opportunity for the volunteers to apply for the new lottery funded roles was truly amazing and delightful. We were able to offer support to complete applications and offer mock interviews which would normally be shied away from.

The department for work and pensions has a vision for 2020 which is for Jobcentres to be a community hub for customers, where lots is happening, working more in partnership with others in the community to change customers lives, supporting and educating in the digital age that we find ourselves in.

This partnership works really well. There is honesty and trust that the customer is at the heart of all we do together.

All the staff at the jobcentre would like to thank all associated with the Green Team for the support you have given to each our customers that you have touched and wish you every success in the year to come. The commitment required by staff and individuals is immense to achieve such outstanding results. My expectation is that our partnership will continue to go from strength to strength to support the community in which we live ensuring inclusion for all.

Thank you

Julie Drury. Job Centre Manager, Goole Branch