



Futures

Our Impact
2018



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Unlocking potential in people of all ages.
Future thinking, focused on leading change
in careers, advice, skills and training.

Foreword from John Yarham Chief Executive

2018 has been an important year of transition for Futures. We have had success in tendering for new work to extend the scope of our impact; most notably the National Careers Service, which is our largest contract. We have also invested in the underpinning infrastructure of the organisation – new premises, IT and branding – to ensure that we are well placed to continue our mission of being a financially resilient social enterprise that is defined by our exceptional quality and results.

National developments during the year in the advice, education, skills and employment sectors highlight why our pursuit of this mission is so important. We have seen training providers and Further Education colleges struggling on quality and finance issues, due, in part, to an increasingly difficult operating environment. We have experienced challenges during the year, with the government's decision to no longer operate the National Careers Service in prisons, as well as the cessation of the careers inspiration activity in schools, despite our strong track record in both areas of work. Now, more than ever, the country needs high quality, ethical and stable organisations to deliver the support required by individuals and employers. These values guide our work.

This mission was first established two years ago, in our 2020 plan, along with the ambition to diversify our activity and increase our social impact. To enable this diversification, our Group structure has emerged over the last year, separating more clearly our support for



individuals under the 'Futures for You' brand, and our work with employers under the 'Futures for Business' brand. The impact of Futures for Business has grown considerably over the last year, with new Apprenticeship delivery for large and small employers, adult skills training and family learning all commencing. Our focus on quality and impact will be at the forefront of developments as this work grows further over the next year.

I would like to take this opportunity to thank all of our funders, partner organisations and colleagues for the impact that we have achieved during 2018. The common interest of supporting those in need provides a single point of clarity for all of our work. We look forward to developing these arrangements further in 2019.

Michelle Wright

Operations Director



This year has seen significant achievements; we have introduced new contracts, including the renewal of the National Careers Service contract in the East Midlands and the East of England. We are working across more of the UK as part of this work, now delivering advice directly to adults in Northamptonshire, Cambridgeshire, Peterborough and Essex. We have also secured the Independent Advice Support Services contract, which provides information and advice for parents of children and young people with special education needs and disabilities.

We have started delivering our first social impact bond, Future Impact, which helps 16- 24 year olds overcome barriers to learning and achievement. In Nottingham City, for the first time in the initiative's history, there are zero Year 11 leavers across the city whose employment and training circumstances are not known, and in Nottinghamshire County there were only 14 not knowns. These results are record-breaking low levels of year 11s in Nottingham and Nottinghamshire, a true testament to the team's dedication and hard work. It has been a successful year, one I am incredibly proud of.

Sandra Cowley

Commercial Director



2018 saw Futures for Business achieve a number of firsts; first year of trading, a successful adult education budget contract, 100% apprenticeship achievement rates for our first academic year, and my one year anniversary of working at Futures, to name only a few.

Setting up our own apprenticeship training provision with the landscape such as it is has had its challenges; we continue to focus on quality and honesty. Delivering what we say we can and doing it to a high standard is really important to me. It has been a busy year setting up the team, which we are now starting to see the results of. I have incorporated the established Professional Development Centre into the Futures for Business brand to create a streamlined offer for both individuals and businesses.

I believe that education at any age can be life changing; we will continue to aim high as we develop the business further with businesses and learners at the heart of everything we do.

Our Highlights

Futures Group to Build Unlimited Possibilities with Rebrand

The rebrand establishes a fresh look with a determined mission - to unlock potential in people of all ages. Future thinking, focused on leading change in careers, advice, skills and training.

The workplace is undergoing a transformation and a new, broader definition of success is emerging that focuses on whole-life fulfilment.

Futures have taken this opportunity head on and articulate this clearly through the new brand.

“The careers and advice sector is ever-evolving and we want to be future thinking in a way that helps people to challenge themselves and achieve more from life, and it’s important that our brand reflects this too. Whilst things will be simplified, Futures Group will still retain the high level of professionalism that our clients and partners have come to recognise.”
John Yarham, Chief Executive for Futures.



Futures for Business Wins £390k Government Contract

Futures secured £390,000 of adult education funding to deliver valuable training schemes across Nottinghamshire and Derbyshire. The funding allows Futures to give unemployed people the chance to prepare themselves for employment through a tailored training programme with a work placement and guaranteed interview with the employer at the end.

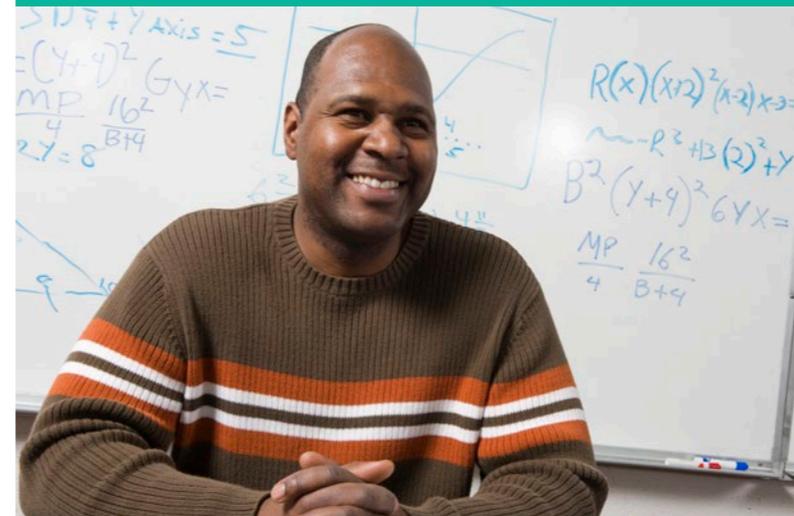
Futures for You Wins New Contract Providing Support to Children, Young People and Families

Futures for You launches a new service, bringing together the services of AskUs (Formerly the Parent Partnership) and the IRIS project – creating a new information, advice and support service across Nottingham and Nottinghamshire, supporting children and young people with special education needs and disabilities (SEND).



Futures for Business Training Programme Sees 87% of Participants Offered Jobs

Futures for Business was awarded a contract from government to deliver adult training schemes across the East Midlands. The programme supports unemployed people by equipping them with the skills and knowledge needed in a modern workplace, preparing them to apply for jobs and attend interviews.



Futures Celebrates National Careers Service Contracts Win

Having delivered the National Careers Service in the East Midlands since its inception in 2012, Futures re-secured the prestigious National Careers Service contracts for the East Midlands and East of England regions, supporting adults with their career options.

Dr Farheen Khan benefits from Careers Leaders Training

The Careers Leader from Carlton Le Willows School in Nottingham, Dr Khan Farheen came to Futures looking for support to prepare her for widening her network and offering more opportunities to her students. We enrolled Farheen on a careers leadership course, which helped her to further develop her skills and contacts.

The course had an instant impact on Dr Khan and her confidence to lead rather than manage the careers service within the school. The case study that Dr Khan used as part of her course was used as a submission for National Careers Week (NCW), which then afforded her the opportunity to become a National Careers Week Ambassador for the East Midlands, a role she's incredibly proud of.

Janet Colledge, Education Director & Company Secretary at National Careers Week highly commends Dr Khan, saying "Her commitment to improving young people's life chances is demonstrated by her willingness to support other ambassadors via the NCW ambassador chat network and her boundless energy. We're very grateful to have Farheen on board promoting and supporting NCW."

"The course had an almost immediate effect; it showed me how to take the lead in what I'm doing and how to bring others along with me. For me, this role is about social mobility and providing the same opportunities to all students, particularly those students who might not have had those opportunities otherwise. I just love the feeling of community, supporting our young people."



Futures in Figures

We have supported **25,069** adults across the **East Midlands**



11,077 of those progressed into work or training



111 People trained through our careers qualifications

We have supported **26,667** adults in the **East of England**

13,041 of those progressed into work or training



Our greatest asset is our people
283 members of staff



97% of employers we have worked with would recommend Futures' apprenticeship service to another employer



88% of our apprenticeship learners would recommend Futures to a friend

92% of our apprentices rated the support received by Futures as either good or outstanding



Year 11s in Nottingham



4 Awards Achieved:
International Organisation for Standardisation (ISO) 27001, Matrix, Cyber Essentials Plus and Careers Services Careers Development Institute Manager of the Year

Through Nottingham Jobs,

189

businesses have engaged with us to create opportunities in Nottingham

We have supported **1,517** people into employment and training in Nottingham

100%

of employers who have used our Adult Education service would consider using it again in the future to support staff training and development needs

100%

of all employers that have used our Adult Education service, felt that the application forms and interviews of the candidates were of a good standard

100%

of employers who have used our Adult Education service would consider using it again in the future to support staff recruitment

Knowledge



We support people and businesses to develop, grow and be the best they can be. Rated by Ofsted as Outstanding, our services are clear, enterprising and bespoke.

Expertise





Futures and Insight Healthcare Working Together

Jon had been working in a senior management role in an engineering firm for many years, “It was incredibly high pressured. I started to break down in many different ways. I wasn’t sleeping, I was getting chest pains, and although ordinarily I hardly drink at all, I was drinking three or four bottles of wine a night.

“It was killing me. I even considered suicide, which is something I thought I’d never say, but I really was in a dark place.

“At that point I thought, ‘get a grip of yourself Jon’ and I got myself to the doctor to seek help. The doctor gave me a leaflet and so I picked the phone up and called Insight Healthcare, and was given an appointment with Kate and then Esther. I can honestly say the two of them saved my life.

“Esther’s help wasn’t because I didn’t know how to find another job. I consider myself a well-educated person, who’d got to a senior position in his career, but at that point, I really did just need someone there, as a sounding board, as some encouragement that I could do jobs I might not have considered before.”

Esther is a Futures Careers Coach and is integrated into the Insight Healthcare team supporting people who are experiencing mental health issues with their careers.

Futures Footprint

Leading change
in careers,
advice,
skills and
training

Supporting Vulnerable People

We offer support for vulnerable people, primarily in Nottingham and Nottinghamshire. This includes our support to deliver The Family Service by integrating our people within Nottinghamshire County Council. The Family Service supports children, young people over the age of five and their families to help resolve significant problems and provide support.

Working in partnership with Insight Health Care on a scheme supporting NHS patients suffering with mental health issues, we help people who want to get back to work, change jobs, or pursue a new career.

We provide information, advice and support to disabled children and young people, and those with Special Educational Needs, and their parents through dedicated services. We support families in Nottingham City, providing courses that generate ideas and activities parents and carers can share, enjoy and learn with their children.

Outside Nottinghamshire we manage Community Grant Funds in the South East Midlands region through local community groups, social enterprises and charities. This fund supports people from deprived communities get back into work.

Engaging Individuals for Work

Taking us further afield than Nottinghamshire, the work we do delivering the National Careers Service spans the East Midlands and East of England, supporting adults into learning and work whether they've been out of work, looking for a change or facing redundancy. A large proportion of this we deliver ourselves, but also through a network of sub-contractors who share our passion to change lives through quality services.

We have aspirations to provide training to adults through the adult education budget across the same areas and currently do so in Derbyshire, Leicestershire and Nottinghamshire.

Through a consortia of local organisations we support Nottingham City Council's Ahead programme of activity, removing barriers to employment and linking people's interests with businesses actively recruiting. Since the company's inception, we have delivered careers guidance in schools. We currently do this in two ways, providing advice in all City schools to those young people at risk of leaving education without a clear path into learning or work, and bespoke guidance packages that can be purchased to supplement this for other students.

Skills for Work and Employer Support

Our work developing skills for careers practitioners is available to people across the country through a number of qualifications and modules. These courses are supported by highly regarded industry experts. We have an Apprenticeship Training Agency, Futures Employment Solutions, which means we recruit, employ and arrange training for apprentices on behalf of employers in the East Midlands. This offers the opportunity to get all of the benefits of taking on an apprentice but in a risk-free and flexible way. We work with thousands of businesses across the East Midlands who are keen to offer work experience placements; schools can reduce the time spent researching, and increase the number of quality opportunities for their students through our database. Our Employer Advisory Service provides support on understanding the Apprenticeship Levy, grants and funding opportunities and workforce development. We tailor make solutions that meet the needs of business through our apprenticeship delivery. We co-deliver the Careers and Enterprise Company's Enterprise Advisor Network with D2N2 Local Enterprise Partnership. We do this by supporting schools to implement the Careers Strategy through partnerships with employers. In Nottingham we combine our skills with that of Nottingham City Council and the Department for Work and Pensions (DWP) to form Nottingham Jobs, supporting Nottingham city employers to fill vacancies and helps job seekers find work.



Bridie Got the Job

Bridie had been unemployed for a while and attended a Futures recruitment day after being advised about it at her local JobCentre Plus. With Futures she completed an administration course that was designed to support Leicester City Council recruit people with the skills they required. Bridie secured an interview and subsequently one of the jobs they had available and is now happily working as a Business Administrator within the council.

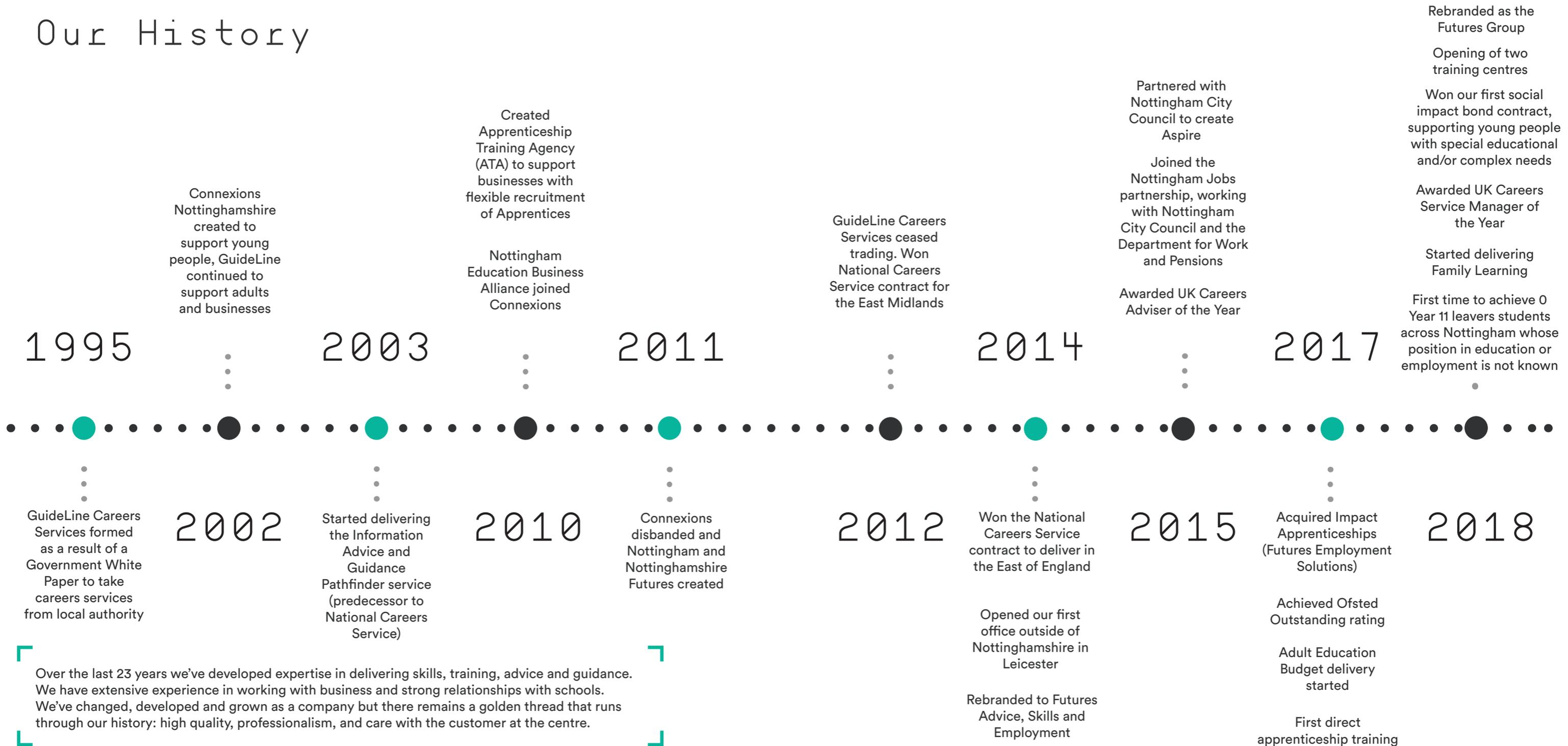
“The way Futures operate is brilliant. They gave me an opportunity to change my career. Caroline and Kevin were outstanding; it massively built my confidence up. The Course was brilliant.”

Caroline and Kevin are Futures’ tutors who deliver training across a number of recruitment courses helped in the selection and enrolment process for Leicester City Council and Bridie was one of the candidates who stood out for a position with her enthusiasm during training.

“Even if you’re employed, you should never stop thinking about going further, I’ve got a new job and a new qualification, I can’t thank you enough.”



Our History



Strategy

We exist to make a positive difference to people's lives by enabling them to realise their full potential in employment, education and training through increased confidence, awareness and skills. However, we need sustainable sources of income to achieve this goal as well as to be able to extend our support to over 100,000 people and businesses a year by 2021. This diverse range of income streams across the Group will enable investment in quality approaches in every area of our activity. We will invest in our people, our processes and systems to ensure that they enable the delivery of outstanding services. We will combine the strong focus on care for our beneficiaries with professionalism and efficiency.

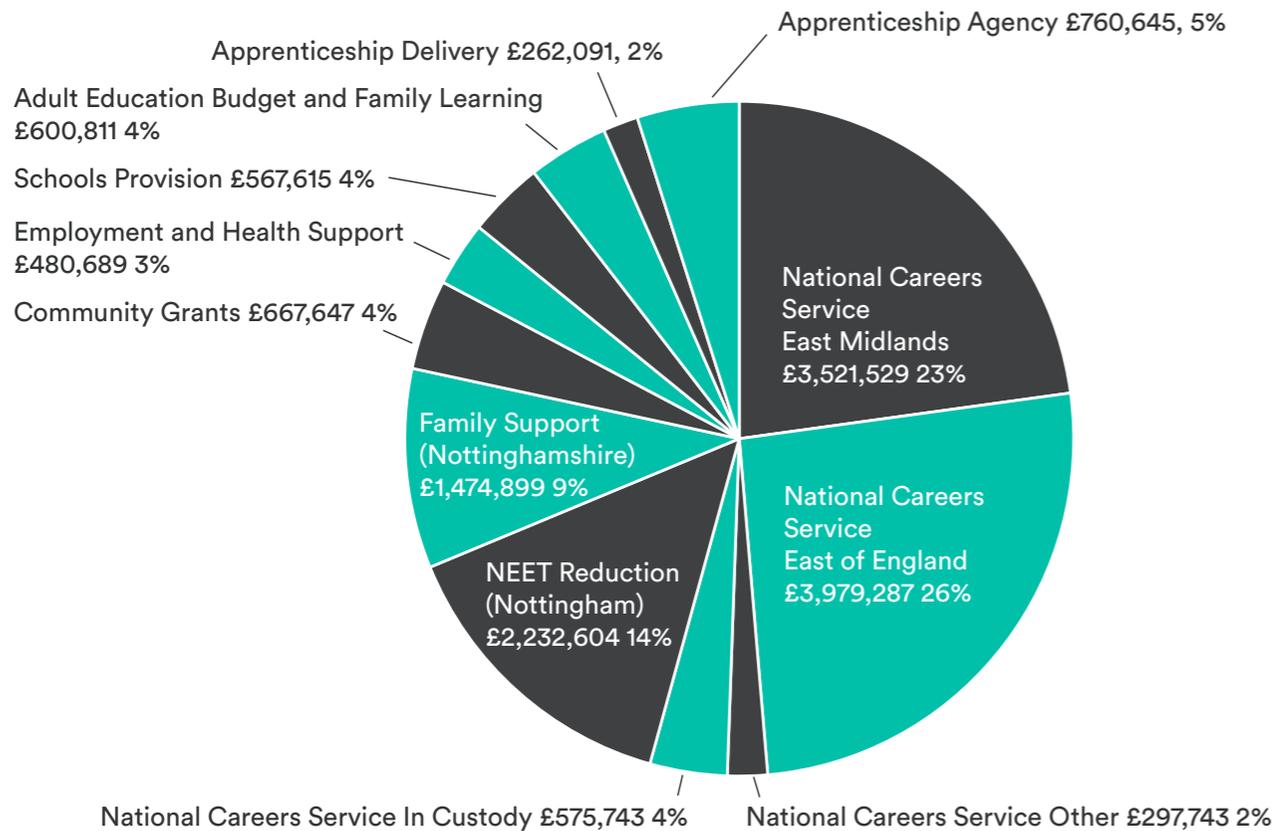
Our values form the guiding principles of everyone at Futures. They are critical to our success and demonstrate our approach to everything we do. They are:

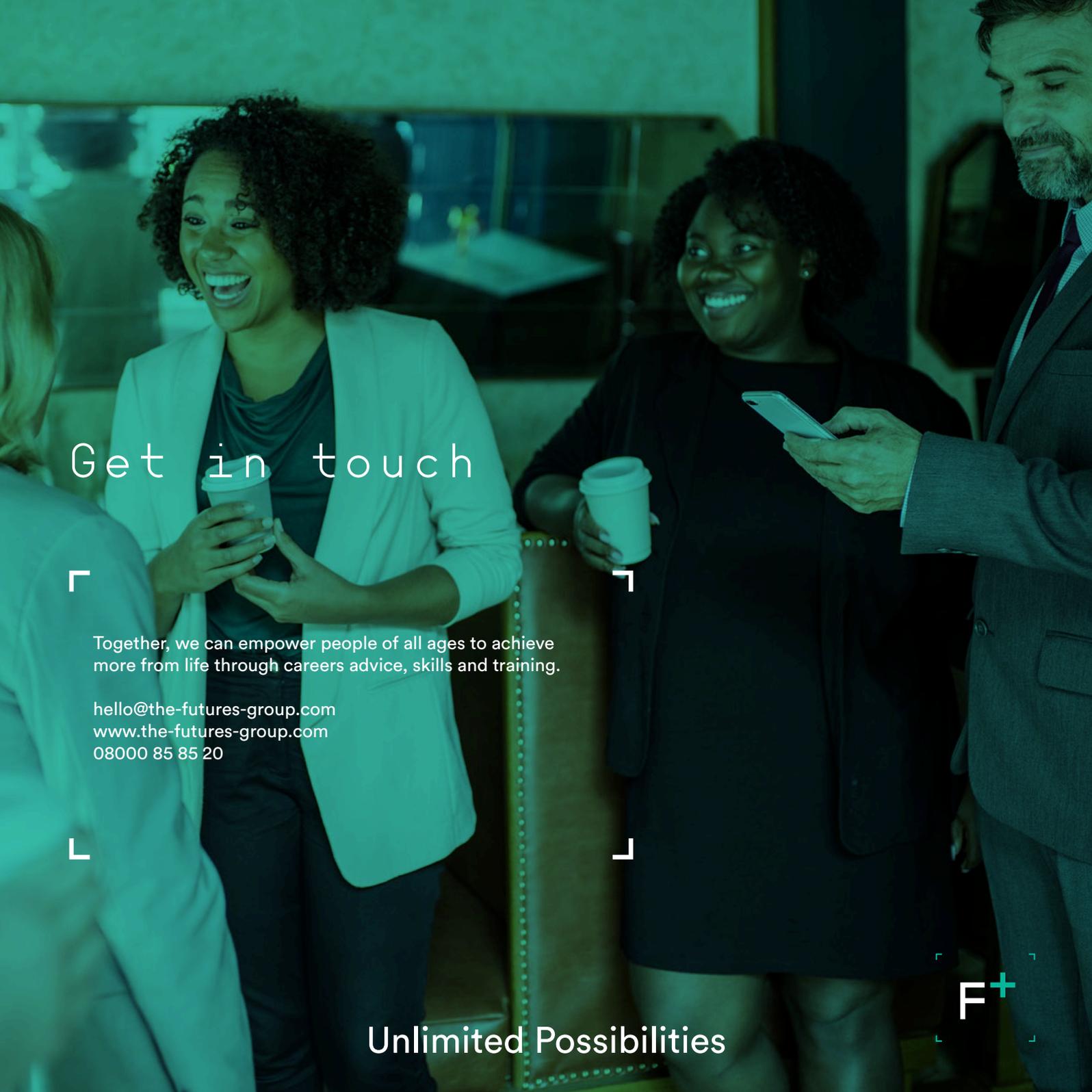
Have passion

Do the right thing

Make a difference

Financials - Income in 2018





Get in touch

Together, we can empower people of all ages to achieve more from life through careers advice, skills and training.

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Unlimited Possibilities

