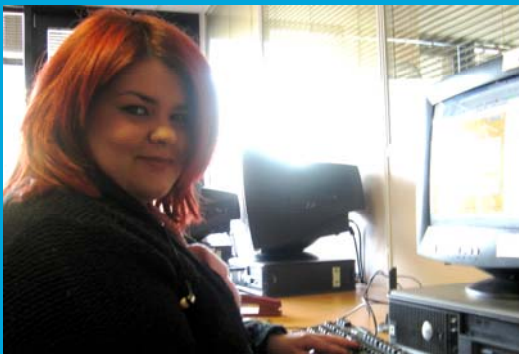


Annual Review 2007/2008



Welcome

Every year over 20,000 people make a real difference to their lives thanks to the work of Careers Development Group (CDG).

Whether in our network of training centres or through our delivery partners, our customers access high quality, tailored training and support that enables them to build their work skills, improve their qualifications base and ultimately move into employment.

Through its Welfare to Work partnerships with Jobcentre Plus, Careers Development Group (CDG) worked across the UK in 2007. CDG is the New Deal Prime Contractor in London South and London North, Hampshire and the Isle of Wight and Surrey and Sussex. We are at the forefront of Welfare to Work provision in the UK.

As a compassionate and professional charity we work with our customers to inspire change and enable them to transform their lives.

All photos in this annual review are posed by models.



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John's story

John had been involved with gangs and drugs and had also served time in prison custody before being referred to CDG Wood Green. Within three weeks of being with CDG John had secured some important interviews. He either turned these down, however, or didn't attend for a number of reasons such as being based at locations it was unsafe for him to go to, or unsuitable closing times, as he was on tag and had a curfew to observe.

After several motivational 1-2-1 sessions, John was empowered to take his life forward positively. He became very involved in activities at CDG and we began to work closely with him. He worked hard to get his curfew times shifted to enable him to work.

On his next birthday, his tag was removed. The next day he attended an interview at a major arcade in central London and was offered the job. John is now working and is determined to maintain his focus, thanks to his time with CDG.

The work we do

Careers Development Group is one of the leading Welfare to Work providers in the UK.

We deliver a range of services based on our contracts in London, Hampshire, Surrey, Sussex, Northamptonshire, Bedfordshire and the Isle of Wight. During 2007/2008 all of our customers were referred to us by Jobcentre Plus through the Government's Welfare to Work strategy.



First steps

The majority of customers who have been unemployed for six to 12 months claiming Jobseekers Allowance join the Government's New Deal scheme and usually take CDG's Gateway to Work first. This programme acts as an intensive route into employment and lasts just two weeks. Jobseekers who take this programme are offered a range of development measures such as personal skills analyses, basic IT assistance along with career advice and guidance. Gateway to Work acts as a fast track process to enable jobseekers who are job ready to identify and move into work quickly. CDG provides Gateway to Work from a range of centres across London and the South East.

More support for those who need it

For jobseekers who are unsuccessful during their initial Gateway to Work period, there are additional training programmes that they can be referred on to by Jobcentre plus. These courses include:

Full Time Education and Training (FTET) Intensive Activity Period (IAP) - Basic Skills and ESOL

For some jobseekers there are skill requirements that need addressing before they can move into suitable employment. CDG delivers FTET for jobseekers aged 18-24 and IAP for jobseekers aged 25+, programmes that run for 26 weeks. Jobseekers work towards qualifications in numeracy, literacy or ESOL to develop their basic skills or proficiency in English. As work experience is a valuable asset, jobseekers who attend these programmes also participate in work placements to enhance their skills to secure employment, which is the main goal. These work placements are available in a number of sectors including retail, hospitality, leisure, sport and travel, construction and media and design.

Voluntary Sector Option (VSO)

VSO targets jobseekers' employability and aims to improve it through training and participation in a project/placement that benefits the community. Work experience is with one of a variety of voluntary organisations that is local to the jobseeker. VSO is designed to improve the long-term employment prospects of jobseekers by providing a high quality work placement that is focused on the area of work they are interested in and that supports their job search.

Environmental Task Force (ETF)

ETF is designed to improve the employability of the jobseeker. Work placements play a key role in the programme. Placements are arranged to enable jobseekers to take part in environmental initiatives that support the UK's natural habitat or heritage.

Other courses

CDG also delivers a number of other training programmes for jobseekers to develop their skills and build on their experiences. These programmes include Routes to Work, which is delivered in conjunction with BAA Heathrow.



Additional incentives

To further encourage customers to move into employment there is a £100 reward for any customers who move into work through a New Deal course that CDG delivers. Customers with greatest need could also access CDG's charitable grants scheme to assist with the purchase of specific items.

Scott's story

"When I started a 13 week course with CDG Eltham I had been out of work for over a year. I had been to similar courses twice before and when my advisor sent me for this one I felt even more depressed. I had no money and felt really down. But I had to go for this course because my benefits would have been stopped. However my 13 week course lasted for two days! During the second day of induction my tutor organised an interview for a gardening job with a recruitment agency. She prepared me for an interview and on the day of the interview I was offered a full time job as a gardener for my local Council. I could not believe it! I was looking for a job for over a year and CDG managed to find it for me in just two days! Eight months later I am still working there. I love my job and could not have done it without your support."

Our performance

...a summary of the lives we've made a real difference to and the places we've worked....

Surrey and Sussex

In Surrey and Sussex CDG supported 594 people into employment both through our CDG Centres across these counties and through our sub-contractor partners.

This year also saw our first OFSTED inspection for a CDG Prime Contract. A successful Grade 3 was achieved during the inspection with both Capacity to Improve and Quality of Provision recognised.

Towards the end of this financial year CDG was awarded the Programme Centre Prime Contract in Surrey and Sussex.

Programme Centres provide support to jobseekers who require specific help in overcoming barriers to obtaining work.

Mark's story

Mark was a customer supported by CDG on our Progress to Work training programme. "After a life of drug taking and prison sentences I was looking for a new direction in life but didn't know where or how to start until I got in touch with Careers Development Group. They gave me inspiration and showed me the way into learning, taking courses and starting my own business. My life is going in a positive direction and I feel more confident. These are the key features in my recovery from drugs and a life of crime".

Midlands and East of England

In this region CDG supported 134 people into employment. During the last financial year our Power to Work Contract ended. Power to Work focused on working with individuals with health conditions who were claiming Incapacity Benefit and who were interested in improving their skills and looking for work.



Shirley's story

When Shirley started at CDG Chertsey she had had no formal education or training as she was a member of the travelling community and had never worked before.

At the start of her course her self confidence was low and she often sat in the class on her own rarely speaking to others. Her numeracy and literacy skills were very poor and she needed a lot of 1-2-1 attention. She had never written and couldn't spell her own name.

Within two weeks of support at CDG Shirley had achieved both and went on to pass her numeracy exam. Her first steps into work came when she started a one day work placement that has since been expanded into three days per week.

Lambeth, Southwark, Wandsworth and West London

The subcontracted ETF and VSO provisions delivered from these two areas are one of the highest job performing contracts within the area, supporting 220 people into employment.

CDG also started some specific work with Lone Parents in this period. A Job Brokerage Contract, funded by London Borough of Hounslow, started in 2007, recognising and addressing the varied needs of Lone Parents to support them into work.

Hampshire and the Isle of Wight

669 jobseekers successfully moved into employment with the support of CDG and our sub-contractor partners. This success builds upon the opening in 2006 of a new CDG Centre based in Portsmouth. CDG's work in Hampshire and the Isle of Wight will be extended in 2008 following the award of the Programme Centre Prime Contract for this region.

North London

Nearly 600 jobseekers successfully moved into employment with the support of CDG and sub-contractor partners. In addition to the range of traditional New Deal programmes delivered by CDG in North London, CDG entered into a sub-contracted partnership with CSV/Springboard Media to deliver a media pilot project with the BBC.

North London also worked in partnership with BTEG, the Black Training and Enterprise Group on the Building Futures project. Nearly 70 non-New Deal clients successfully moved into employment as a result of this partnership. CDG Islington's Tomorrow's Workforce Project for ex-offenders was also successful in achieving 100% of its job outcome target by the end of the contract in February 2008.

Progress to Work, a four year contract with Jobcentre Plus, to support individuals with history of substance misuse, ended in March 2008. This programme supported 30% of clients into employment, further education and full time study.

South London

Nearly 2,000 people in South London were supported into employment by CDG and sub-contractor partners. To enable us to provide an enhanced service both to our customers and to our employer partners we have developed relationships with Croydon and Lewisham Colleges. These relationships allow CDG to offer employer specific training to customers, to ensure that the highest success rates are achieved for securing employment.

Kate's story

When Kate started at CDG Chertsey her initial assessment indicated a number of potential barriers that could block Kate from moving into employment, ranging from basics skills needs to motivation and confidence issues. She also has a rare disease which affects her everyday life.

Kate started on the Lifelong Learning Course. At first she was very withdrawn and did not communicate with her peers. However, she started to feel a part of the class and became very confident. Her work rate excelled and she achieved Entry Level 3 for Numeracy. She even sang songs from time to time for her peers as she enjoyed singing very much.

Kate's passion lies in helping others. Unfortunately she did not have any experience or qualifications within the care industry, so the team at CDG Chertsey helped secure her a placement in the caring sector for three days a week. Kate was very excited by this and attended the placement for over three months. This led to some excellent feedback from the care home about her work.

While completing her qualification and attending the placement, Kate was still applying for work. She attended three interviews a month on average and received a job offer four months into the course. She accepted the job offer and is now on the relevant course (Health and Social Care) to further herself in the care industry.

Kate is now enjoying her working life and keeps in regular contact with the staff at CDG.

Looking to the future....

Careers Development Group looks to the year ahead with confidence, with robust performance on our New Deal contracts and substantial growth in our service provision. As the Government reviews its approach to Welfare to Work provision, CDG will be investigating a number of additional potential areas of work with funding bodies such as the Learning and Skills Council. This will enable CDG to reach more potential customers and make a real difference to their lives, skills and work experiences. We will also continue to rigorously monitor the work carried out by our sub-contractor partners to ensure that a quality service is delivered across our range of activities.



As part of the investigation into new areas of work we will look at refining and enhancing our service provision in areas outside London. Our customers require us to be accessible and able to meet their needs and aspirations, and CDG is well placed to achieve this through the commitment of our staff and our high standard of performance.

How CDG is viewed by our potential customers, staff, stakeholders and funders will also be a priority in 2008/2009. The public perception of the work we do needs to match the dynamic work we are already delivering, to enable us to continue attracting customers and forge new partnerships. CDG's professional and compassionate approach has made a real difference to the lives of over 20,000 unemployed people in the past year and in the coming months will reach even more unemployed people who are keen to transform their lives.

Cllr Maurice Heaster

Our Trustees

Chair—Councillor Maurice Heaster
Vice Chair—Angie Stannard
Honorary Treasurer—Aruna Boyland
Ian Brown
Helen Delnevo
Gary Ramsden

Statement of Financial Activities (Incorporating an Income and Expenditure Account)		
For the year ended 31 March 2008		
	2008 Total £	2007 Total £
Incoming resources		
<i>Activities in furtherance of the charity's objects:</i>		
Grants and contracts for education and training	28,029,271	15,431,976
Investment income	132,016	52,603
Other income	7,000	28,000
Total incoming resources	28,168,287	15,512,579
Resources expended		
Costs of generating funds:		
Cost of generating voluntary income	73,172	225,951
Charitable Activities		
Education and training	27,094,464	13,945,323
Governance costs	42,180	52,790
Total resources expended	27,209,816	14,224,064
Net incoming resources	958,471	1,288,515
FRS17 - Actuarial Gains	20,000	67,000
Funds at 1 April	3,361,981	2,006,466
Funds at 31 March	4,340,452	3,361,981

CDG's work is supported by:



Including Jobcentres and social security offices

This project is funded by:



Leading learning and skills



European Union
European Social Fund
Investing in jobs and skills

Careers Development Group (Limited by Guarantee) - Balance Sheet

As at 31 March 2008

	2008	2007
	£	£
Fixed assets		
Tangible Assets	559,995	641,387
Investments	100	100
Current assets		
Debtors	5,461,803	5,231,594
Cash at bank and in hand	1,273,110	1,008,323
	6,734,913	6,239,917
Creditors: amounts falling due within one year	(2,804,556)	(3,342,424)
Net current assets	3,930,357	2,897,494
Total assets less current liabilities	4,490,452	3,538,981
Pension Scheme Deficit	(150,000)	(177,000)
Total net assets	4,340,452	3,361,981
Funds		
Unrestricted funds		
General Funds	1,990,452	2,618,981
Designated Funds:	2,500,000	920,000
Pension Scheme Reserve	(150,000)	(177,000)
Total funds	4,340,452	3,361,981

Careers Development Group

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