

Acorn Training & Development Service Introduction Pack

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Welcome to Jersey Employment Trust

MISSION STATEMENT

Our aim is to empower and facilitate people in Jersey with a disability and/or long-term health condition to maximise their potential to gain and maintain open employment through individual training and support.

ABOUT US

We are a supported employment service whose aim is to help people with a disability or long-term health condition to find and maintain open employment.

Jersey Employment Trust is made up of 3 different services, as the diagram shows:



A much more detailed view of our services can be found on our websites, www.jet.co.je and www.acorn.co.je

Acorn Training & Development Service

Our service is bespoke; we work with clients on a 1:1 basis to identify relevant training opportunities, access appropriate work experiences, placements & paid employment and to provide in-work support for as long as needed through your career.

We can provide you with several options to fit with your current status & employment goals.

Acorn is made up of three business areas; the horticultural nursery, Re-use and the Woodshack. All three are based at our Acorn premises in Trinity and form the trading and skills development area of JET. Our Acorn Group Projects and Volunteering Scheme all operate from our Acorn Training & Development Service.

ACORN PATHWAYS

Based at our Acorn site in Trinity, the Training & Development team works with clients to develop employment skills and build self-confidence and motivation. We will support clients to identify realistic & relevant vocational goals and work with them to identify appropriate training / volunteering opportunities to progress towards these goals. Coordinators hold regular reviews with clients in order to evaluate progress and plan the next steps on their vocational journey.

Some of the opportunities on offer through our Training & Development Service are our Acorn Group Training Projects, which include:

Allotment - Sowing, growing & harvesting a variety of seasonal fruit & vegetables

Furniture Up-cycling - Transforming donated furniture into bespoke, one-off pieces

Wooden Gifts - Creating unique gifts from donated timber

Textiles - Using donated fabrics to create quality, textile products

Jewellery Making - Creating beautiful unique necklaces and earrings

Metal Recycling - Stripping donated electrical items

Grow Project - Community gardening

Reuse Clothing - Sorting, Pricing, tagging, and displaying donated items for resale

Reuse Sorting - Sorting various household items donated for resale

Wooden Benches - Sanding, painting, and repairing the Island wide Benches

Woodshack - Creating bespoke items of furniture using wood from the waste stream

Tool course - Training in the safe use of hand tools and power tools, to make bespoke garden products

Greenhouse – Pricking out plants ready for repotting, plant care, cleaning trays, labelling and pricing

ACORN PLACEMENTS

As part of our workplace training programme, clients may have the opportunity to undertake a 4–6-week work experience placement in a realistic employment environment within one of the business areas at Acorn; either in our Woodshack, Nursery or Reuse Shop.

As part of this work experience, they learn about the specific area of the business in which they are working, as well as develop skills such as teamwork, time management and customer service skills. Some of the opportunities available include:

Woodshack - Sorting, de-nailing & preparing donated timber ready to be re-sold or made into bespoke furniture or kindling

Kindling - helping produce kindling from recycled wood

Greenhouse - Assisting with planting, growing & caring for bedding plants

Reuse Shop - Helping to sort, quality-check, clean & safety-test donated items at our Reuse shop

Acorn Reuse Centre – assist with receiving donations for our Reuse Shop from members of the public

VOLUNTEERING SCHEME

Volunteering plays a very important role in the community and charities often rely on the assistance that volunteers can provide. We offer a bespoke 1:1 supported volunteering service to give clients an opportunity to try new experiences, increasing their confidence and identifying their skill sets, whilst also helping the community. Volunteering can be used as a steppingstone onto employment or can be a valued long term vocational activity. Some of the opportunities include:

- Assisting with retail tasks within charity shops (customer facing or helping behind the scenes)
- Undertaking admin tasks for charitable organisations
- Supporting organisations that work with elderly
- Helping with tasks for charities that support animals/local wildlife
- Assisting organisations that support children/families
- Helping in Charity cafes
- Supporting charities with maintenance/gardening tasks
- Painting in churches
- Cleaning minibuses for charities
- Heritage hosting

ACORN LOCATION

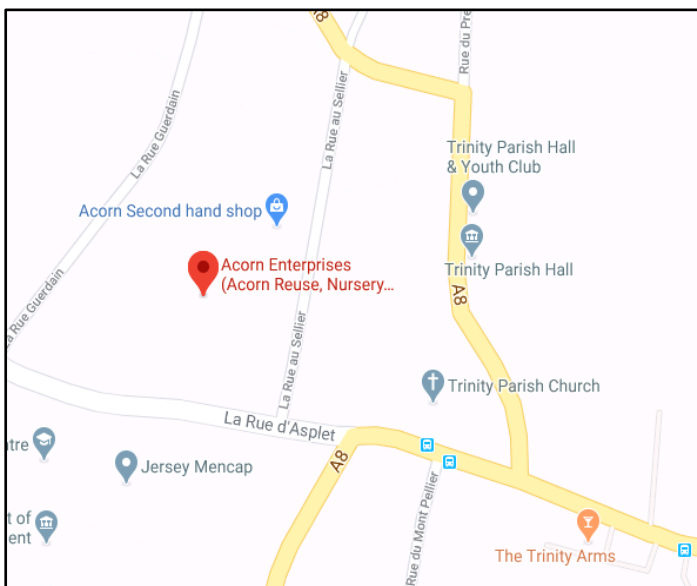
Acorn is based in Trinity, just a short distance from the village church. There are 2 buses routes close by and we have lots of parking available onsite.

Acorn Training & Development
La Rue Asplet
Trinity
JE3 5JF

T: 01534 788930
E: acorn@jet.co.je

Directions

We are located 300 metres from Trinity Church. If you are coming from town, go up Trinity Hill, all the way to the yellow line just past the Howard Davis Farm. (Trinity Church and the Trinity Arms are on your right) Turn left down La Rue Asplet, then right onto La Rue au Sellier. The entrance to Acorn is 100 metres along the road, on the left.



Travelling by bus

You can catch the number 4 bus and get off at Trinity Church.

From the Church, walk towards La Rue d'Asplet, about 200m down on the right hand side is the pedestrian entrance to Acorn.

The number 23 bus stops at the Reuse car park entrance.

For more information on bus times please go to - <http://libertybus.je/>

Service Charter

Jersey Employment Trust's Service Charter sets out the nature and quality of service that you can expect from us at JET whether you are a service user, a supportive employer or partnership agency. Below you will find the Charter, which includes our various policies & outlines, what you can expect from JET as a service and what we expect from you, the client.

Equality and Diversity

The Trust seeks to promote equality of opportunity and treatment for all persons in relation to all of its activities, such as employment training and employment support for service users, employment of JET staff, and liaison with employers and other agencies. We will accommodate diversity, ensuring our workforce and user groups represent and reflect the community in Jersey.

The Discrimination (Jersey) Law 2013 was introduced, using a phased approach over a number of years, in implementing protected characteristics in Jersey. JET adheres to the law and best practice as reflected in JET's Equality and Diversity Policy.

Measuring Performance

It is important for us to continually measure and evaluate our performance to ensure we meet the best possible service standards.

We will measure our performance through:

- Internal assessments of key performance indicators outlined in the JET Quality Assurance Standards
- Commissioning independent quality assurance reviews of the service
- Evaluating and monitoring our services in relation to the rights set out in the Service Charter
- Working with clients to gain feedback and ensure we monitor our performance

This charter has been developed in partnership with service users, staff and partner agencies. JET uses active risk management throughout the company & operations. The charter will be reviewed every 2 years. Other JET policies to refer to include (all available on request & in accessible and alternative formats):

Data protection Policies: Privacy statement, Client ICT Policy, Data Retention Policy, Subject Access Request Policy, CCTV Policy

Health and safety policies: Safeguarding Policy, Whistle-blowers Policy, Equality and Diversity Policy, Complaint and Appeals policy, Client and Customer Behaviour Policy, Smoking Policy

Client Agreement

In order to provide clients with the best possible service, we have a set of mutual expectations, which can be found below:

What we expect from you:

- Respect for other service users, staff, resources and facilities
- Adherence to safe and healthy work practices and policies
- Sign up to the Client Agreement
- Participate in reviews and overall service evaluation
- Provide up to date and accurate information about yourself
- Provide feedback to allow us to sort problems out informally in the first place and as soon as possible

What you, the client, can expect from JET:

- Dignity, confidentiality and respect
- Access to appropriate training and employment opportunities
- Accurate information in order to make informed choices
- Safe and healthy working practices and policies
- Long term employment and training support appropriate to your needs
- Opportunity to communicate, express opinions, be consulted and listened to
- Links with other relevant services
- Timely response to feedback to enable us to sort out possible problems as soon as possible
- Active and ongoing risk management

Feedback

JET wants to know your views of our service and welcomes all feedback in any of the following ways:

Tel: [01534 788900](tel:01534788900)

Email: admin@jet.co.je

We also have suggestions boxes at our Acorn premises where you can leave feedback.

Complaints & Appeals Procedure

The Jersey Employment Trust (JET) is committed to providing good quality services. We recognise however, that we may sometimes get things wrong or make mistakes. To deal with this we have a complaints and appeals procedure.

Further to this, sometimes people are not happy with decisions or outcomes and so they can use the appeals procedure, provided they are appealing against a decision they find unfair and not the fact they have been subject to a procedure.

It must be noted that if your appeal or complaint relates to JETs Grievance or Disciplinary Procedure, the appeals process in said procedure will supersede this policy.

We will deal with your complaint or appeal

We do not look on complaints or appeals as unwanted. In fact, they often help us to see where our services or procedures might be improved. So do let us know where you feel we have made a mistake or done something that you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to deal with something we would otherwise overlook.

How to complain or appeal

Step 1: Contacting Us

The first step is to talk to a member of JET staff. This can be done quite informally, either directly or by telephone. Usually, the best staff member to talk to will be the person who dealt with the matter you are concerned about, as they will be in the best position to help you quickly and to put things right. If they are not available, or you would prefer to approach someone else, then ask for their relevant line manager.

Fiona Scott is our Acorn Client Services manager. She can be contacted via our main reception on 01534 788900, or by sending an email to complaints@jet.co.je

We will try to put things right straight away for you. If we can't do this, for example, because information we need is not to hand, then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within five working days or we will make some other arrangement acceptable to you.

Step 2: Taking your complaint further

Usually what would happen if the line manager cannot resolve your problem to your satisfaction they will ask if you want to take your complaint further and make it formal; they will advise you that you can either put this in writing or they can record the complaint from your discussion. They will read to you what they have recorded and ask you to confirm that this is correct.

You will receive a letter / email within 5 days confirming your complaint has been received, a copy of the complaints procedure and who will be investigating it on your behalf and what are the next steps.

Please put your complaint in writing to JET at our Oakfield Building address, or via email at complaints@jet.co.je

Step 3: The next stage

If you are not satisfied with the outcome of the investigation you can take your complaint to the JET Board. JET is a registered charity and as such is managed by a Board of Trustees. All materials relating to your complaint and to the formal investigation will be sent to the Chair of the Board (contact details will be provided for you). They will appoint a member of the board and let you know within seven working days that they have received your complaint and who will be dealing with it; they will also inform you when to expect a full response from them.

Appeals Procedure

If you are not satisfied with the outcome from all of the above 3 steps, then you can appeal to the Chair of the Board of Trustees who will review the evidence and make a casting decision.

In exceptional circumstances following the appeal; if you are still not satisfied you can request an independent review. An independent body would be appointed to carry out an investigation.

The Jersey Employment Trust

The Oakfield Building

La Rue du Froid Vent

St Saviour, Jersey JE2 7LJ

Tel: 01534 788900