



# A4e Limited Fact Sheet

## Corporate Activity

**A4e is an international social purpose company that designs, manages and delivers public services in partnership with Governments, public and private sector organisations, and the voluntary and community sector.**

The company's overall mission is to improve people's lives through social change, specialising in providing services that make a difference to the lives of its customers.

### Our work focuses on the following key challenges:

- Finding work – moving people into jobs and promoting sustainable employment
- Reducing re-offending – by embedding a work ethos and tackling multiple barriers
- Financial inclusion – providing access to legal services, financial support and advice
- Skills and training – ensuring that people can access the employment and learning opportunities that are right for them
- Healthcare – improving access to health and social care services and empowering disabled people through employment and advisory services

## Executive Directors

- Emma Harrison** - *Chairman*
- Mark Lovell** - *Executive Chairman*
- Andrew Dutton** - *Chief Executive Officer*
- Mark Stanley** - *Group Finance Director*
- Roy Newey** - *Adviser to Group Board & International Director*
- Jo Blundell** - *Group Sales & Development Director*

## Non-Executive Directors

- Sir Hugh Sykes**
- Sir Robin Young**
- Steve Boyfield** - *Chairman - Audit Committee & Remuneration Committee*

## Financial record

	2010	2009
Revenue	£190m	£146m
EBITDA	£14m	£9.5m

## Key Statistics

- A4e was founded in 1991
- Since it began, A4e has helped over 1 million people in their journey into sustainable employment
- A4e delivers frontline public services from over 250 local, community-based delivery locations
- A4e works with a network of over 100,000 employers, from large multi-nationals to small and medium sized companies, helping them recruit and train staff
- A4e currently employs over 3,700 people around the world
- A4e has a supply chain of over 700 organisations from the public, private and third sectors

## What we do

### Globally:

- We are recognised as a global thought leader on social reform, particularly driving productivity, performance and quality through Prime Contracting models
- We operate in 9 countries across 3 continents delivering frontline public services
- During the year we supported 322,000 people to improve their lives across the UK and internationally

United Kingdom	255,000
Australia	6,400
France	600
Germany	500
Poland	800

### In the UK:

- We are one of the largest suppliers of Welfare to Work services to the DWP
- We are the market leader in the delivery of Direct Payment Social Care/Independent Living Services
- We are the largest provider of telephone-based legal advice on behalf of the Legal Services Commission
- We are the largest private provider of offender learning
- We are the largest supplier of face-to-face generic financial advice, mandated to deliver across England and Northern Ireland on behalf of the Money Advice Service

## UK welfare to work

- Every 3 minutes of every working day, someone on benefits goes back to work through A4e's support
- In 2010/11, A4e helped over 43,000 people into meaningful work
- Since 2007, almost 80,000 people on Incapacity Benefits have accessed the Pathways to Work programme and so far over 19,500 have gone back to work
- Over 15,700 people claiming health-related benefits have been helped by the Connect to Work (NDDP) programme since 2008, with 8300 now back in work (over half)
- Since December 2009, we have delivered over 19,000 Jobcentre Plus Support Contract modules with over 108,000 customers attending
- In 2011 A4e secured 5 Work Programme Prime Contracts and 5 Sub Contracts, delivering Work Programme in 10 of the 18 geographies covered



## Skills & Training

- In 2010-11 we helped more than 8,000 people gain a recognised qualification in industries such as Care, Retail, Business Administration and Construction/Engineering
- We engage with 7,000 employers nationally each month helping them to up-skill their workforce
- We provide a range of learning opportunities for those looking for work to help them improve their employability portfolio under our new Adult Skills Budget and Skills Support programmes
- A4e's Apprenticeships team ensure that those entering work for the first time can benefit from structured training, improving their confidence and competence and improving their long-term employment prospects

## Young People

- Our enterprise education and work-related learning activities reach over 12,000 young people per year
- We have engaged 600 NEET (Not in Education, Employment or Training) young people over the past 12 months, providing intensive personal development and learning support
- We currently have 10 Vox Centres delivering practical training activities with further centres planned for next year. Vox Centres provide a first-hand insight into the skills required to work successfully in a range of popular industries, including construction, hospitality and catering, care and retail
- 36% of all pupils in our Vox Centres have been excluded from school, 64% are at risk of being excluded and over 80% achieve qualifications
- We have developed a Learning Station model to provide hands-on training and development opportunities for all ages, helping our customers to become job-ready. This operates successfully in a number of our Vox Centres

## Enterprise

- Over the past 10 years we have helped over 20,000 new companies start up and grow through business support and entrepreneurship programmes
- We have supported 1500 long term unemployed customers taking part in Flexible New Deal and Pathways to Work programmes into self employment over the past 2 years
- We have supported over 5000 business start ups in the North West through the Business Startup Support Programme
- Over the past 2 years we have supported over 1000 individuals and businesses through business start up programmes funded by Local Authorities
- In 2011 we were awarded New Enterprise Allowance contracts in 5 geographies to provide additional support to 4880 job seekers who want to start their own business

## Financial Inclusion & Legal Services

- We help over 100,000 people a year with impartial advice and guidance on issues and problems relating to debt, family, employment, housing, benefits and financial capability
- Mandated to deliver on behalf of the Money Advice Service in England and Northern Ireland, from April 2011 - March 2012, A4e will provide face-to-face advice sessions to over 70,000 people, helping people to manage their money more effectively
- Our Community Legal Advice Centres provide specialist legal advice and representation to 25,000 people a year in Hull and Leicester with over 95% of our customers rating the service as either excellent or very good
- Through innovative telephone advice models, as the largest provider of Community Legal Advice, we support over 25,000 people with their legal needs, providing over 60,000 hours of advice
- Through Advice 4 Debt NI, our bespoke telephone advice line has helped our customers reschedule over £23m of personal debt in under 2 years. Following an independent KPMG report, 99% of Advice 4 Debt NI customers surveyed rated the service they received as either very good or good

## The FSI

- The FSI was founded by Emma Harrison and A4e in 2007. Since then, it has grown to become the UK's largest provider of free capacity building services to the small charity sector
- The FSI has donated capacity building services, training days, forums, workshops, partnerships and donations worth almost £3.5m to over 2,000 small charities
- The FSI launched the online Small Charity Community in July 2010 and to date over 1200 small charities have joined and are benefiting from real time advice and support
- The FSI offers donors the opportunity to support small charities in the UK through vital knowledge and learning; every £1 spent is leveraged to £4.80 in service and learning opportunities
- In 2011, the FSI will be undertaking roadshows across the UK to ensure small charities can access their free support. The aim is to ensure that all charities, regardless of geography have access to great training and support
- The FSI launched the Public Policy Forum in Small Charity Week 2011 and this forum, consisting of representatives from government and small charities will meet 3 times a year to discuss the issues facing small charities in the UK
- The Future: FSI will look at how to bring together partnerships, consortiums or less formal groups to work together to be more efficient, effective and more able to secure long term sustainability for their organisations and their beneficiaries

## Reducing Re-offending

- A4e currently provides education and training to over 8,500 prisoners within 29 prisons across the UK
- We are the largest private provider of Education and Learning in the Public Prison estate, delivering the Offender Learning and Skills Service (OLASS) Education in 21 establishments and CIAS (Careers Information and Advice Service) in 8 establishments
- Since 2005 we have delivered 2.5 million hours of learning and vocational training to offenders and ex-offenders, working with over 100,000 customers with a conviction
- A4e is the prime provider of Way4Ward, a region-wide NOMS/ESF initiative in supporting offenders in the South West, working with The Probation Services, The Prince's Trust, BME groups, specialist housing providers and social enterprises to support 3,285 offenders who are leaving prison or serving a community sentence
- Since August 2009, A4e has delivered Careers Information and Advice Service across 8 prisons in the North East of England
- This has involved 17,329 inductions, 11,204 one-to-one meetings, 11,346 mid-point reviews and 4,102 pre-release reviews



## A4e's work outside of the UK

### Past:

#### Israel

- From July 2005 to July 2010, A4e (trading as Amin) ran a DEL/AME focused welfare to work contract
- 14,905 participants were referred to Amin and over 12,000 worked with us to find employment
- 6,619 placements were arranged, 4,192 (33%) were placed in work and over 1,000 employers were working with Amin over the life of the contract

### Present:

#### Australia

- A4e operates from 27 centres with more than 300 employees assisting up to 12,000 people every year into work experience, training and work.
- We deliver job services, skills development and training, pre-and post-offender programmes and services to Indigenous Australians across three states: NSW, Victoria and Tasmania
- Our position in Australia is being solidified by both organic and acquisitive growth

#### France

- A4e operates from 4 centres and more than 11,000 people have accessed our services since 2007
- We have successfully supported a range of client groups; youth, long-term unemployed and disabled people
- Average leavers to jobs ratio stands at 52% with 75% sustainability over 6 months

#### Germany

- A4e operates from 3 centres and more than 9,000 people have been referred to us since 2006
- We have mostly supported LTU people but also delivered innovative projects for families
- Average leavers to jobs stands at 42% with 66% sustainability over 3 months

#### Poland

- A4e operates from 5 centres and over 1500 clients have accessed our services since 2008
- Different client groups from rural areas, long-term unemployed, over 45s, homeless and disabled people have been successfully supported
- Average leavers to jobs stands at 50% with 85% sustainability over 3 months

### Future:

#### India

- A4e is working with the Government of India to create an inclusive, collaborative, transparent and scalable skills solution
- We have been appointed by the Ministry of Rural Development to train 8,370 learners from Below Poverty Line (less than 1\$ a day) communities in vocational skills
- We will be helping 5,000 domestic workers get trained and certified for the first time

Find out more at

[www.myate.com](http://www.myate.com)

## A4e People

- A4e recruits from the local demographic to ensure our staff understand the issues being faced by their customers
- Internationally we have 3778 staff
 

United Kingdom	3327
Germany	38
India	19
Poland	54
France	33
Australia	307
- By gender, we have 37% male and 63% female staff
- Our age range for staff is between 17 and 72 years, with 7% in the 18-24 group, 57% in the 25-45 group and 33% in the over 45s group
- Over the past year, we have recruited 34 ex-customers to join our teams

## our Customers

- Our customers have less formal skills and qualifications than the wider population. For example in the wider population around 16% have no formal qualifications, in our welfare customers this rate is almost double (30%)
- Our customers are more likely to be in financial difficulties, 26% reported difficulties keeping up with their housing payments, this is in comparison to the wider population where only 5% reported the same difficulties
- 19% of our customers have found themselves more than two months behind with their rent/mortgage, in comparison, less than 1% were in the same situation in the wider population
- 31% of customers have to make repayments on hire purchases or loans (not including mortgages but including DWP/DHSS social fund loans); this is in comparison to 21% of the wider population
- Of those customers with repayments to make 29% reported that they were a heavy burden (in comparison to 11% in the wider population).
- 56% of our customers smoke in comparison to 22% in the wider population
- 12% of our customers have talked to, or visited a GP or family doctor about their health more than ten times in the last three years (in comparison to 7% in the wider population)
- 40% of our customers are not registered with a dentist
- 10% of our customers have never had a job at all
- 31% of our customers have become unemployed after being in work for over two years
- The proportion of people who never talk to their neighbours is much higher among our customers than it is in the wider population (13% our customers compared to 3% in the wider population)

Data on our customers comes from a survey conducted in December 2010. 205 of our welfare customers completed the survey. The UK data is taken from the British Household Panel Survey.

