



Get Set UK Impact Report.

April 2025 – March 2026

**Get
Set**

for a
better
tomorrow
A Palladium Company

Welcome.

From Thomas Harley.

This year feels like a defining moment in the Get Set UK story.

As we reflect on **16 years of empowering potential and transforming lives**, I am incredibly proud of how far we have come. What began as a small team in London with a clear mission to help people overcome barriers to employment has evolved into a national organisation delivering high-impact support across employability, education & training, health, justice and careers.

We've always believed that **opportunity should be accessible to all**, no matter someone's background, postcode or barriers. At a time when many communities continue to face economic uncertainty and widening inequalities, that mission has never been more important.

During 2025/26 alone, **we supported more than 52,200 people to move forward in their lives, while continuing to expand our reach, strengthen our partnerships and invest in the communities we serve.**

Behind every number is a real story. A young person stepping into their first apprenticeship. A prison leaver rediscovering self-worth. A jobseeker rebuilding their confidence through digital skills. These moments of progress, large and small, are what drive us.

We have continued to grow our **national footprint and extend our impact**, opening multiple new offices, including our largest office to date in Portsmouth and establishing our first office in Northern Ireland.

We also **strengthened our commitment to innovation and early intervention** through the acquisition of Ductu, enhancing our ability to connect young people, including those with SEND, to meaningful workplace experiences and employer opportunities. Together with Talentino!, this **strengthens our offer to schools, employers and young people** at a time when creating effective pathways into work has never been more important.

We've deepened our commitment to **co-production, integrated wraparound**



support, and partnerships that extend beyond programme delivery into real systems change.

Alongside this, we have taken bold steps on our environmental journey, bringing our **Net Zero target forward to 2030**, and strengthened our position as both a **Disability Confident Leader** and an **inclusive employer**.

Finally, we have **entered an exciting new chapter as part of the Palladium Group**, creating new opportunities to strengthen our impact, enhance delivery and remain responsive to the needs of the people and communities we serve.

This report tells the story of our impact throughout 2025/26, through **the outcomes we've delivered, the people we've supported, and the communities we've strengthened.**

Looking ahead, we're investing in **digital transformation**, expanding our **national reach**, and growing inclusive **employer partnerships** to unlock opportunity at scale. We're proud of how far we've come, and even more excited about where we're going.

Thank you to every individual who placed their trust in us this year. **To our team of Get Setters, who show up every day with skill, energy and care.** And to the commissioners, employers, and partners who believe in our mission.

Let's keep building for a better tomorrow.

Thomas Harley,
CEO, Get Set UK
Senior Director, Palladium

April-March 2025/26 at a glance.

52,200+

people supported

across employability, careers, skills, health and justice services this year.

Our impact.

Employment, health and wellbeing.



Supporting people facing health, wellbeing and housing barriers to secure employment.

7,622

individuals supported into employment through employability, IPS, mental health and housing services.

Justice.



Helping people prepare for life beyond prison through careers information, advice and guidance.

11,592

prisoners supported across 20 prisons.

A year of opportunity, growth and impact.

Together, with our partners and communities, we're helping more people build confidence, develop skills and create brighter futures.

Strengthening our impact.



- Our national footprint now spans 36 delivery locations across the UK.
- Secured major new contracts across employability, justice, skills and health services.
- Opened our largest office to date in Portsmouth.
- Won our first Department of Economy contract in Northern Ireland.
- Joined the Palladium Group.

Investing in the future.



- Acquired Ductu, to strengthen our careers and work experience offer to schools and colleges.
- Continued investment in digital transformation and service innovation.
- Brought our Net Zero target forward to 2030.

Skills and training.



Building skills, confidence and qualifications that support career progression and employment.

2,451

people trained through skills workshops, Skills Bootcamps and apprenticeships.

Careers education.



Helping people make informed decisions about education, careers and future opportunities, including inclusive pathways for young people with SEND.

30,623

people accessed careers information, advice and guidance.



289

Get Setters

powering our impact every day.

Developing our people.

- Accredited as a Disability Confident Leader and Living Wage Employer.
- Introduced our Get Set Future Leaders Programme to develop our next generation of leaders.

Behind every number is someone taking a step towards a better tomorrow.



Creating positive change, together.

Thank you to our colleagues, partners, employers and communities. Together, we're building opportunity for all.



Who we are.

Founded in 2009, **Get Set UK** began with a simple mission, to help people overcome barriers and move into work. What started as a small team in London has grown into a nationwide organisation transforming lives through **employment, skills, apprenticeships, health, justice, and careers services.**

We work in partnership with government departments, local authorities, and employers across the UK, empowering thousands of people each year to gain confidence, develop skills, and build brighter futures.

Our **vision** is a world where opportunities are equally accessible to all.

Our **mission** is to empower, ignite opportunities, support resilience, and nurture career success for everyone.



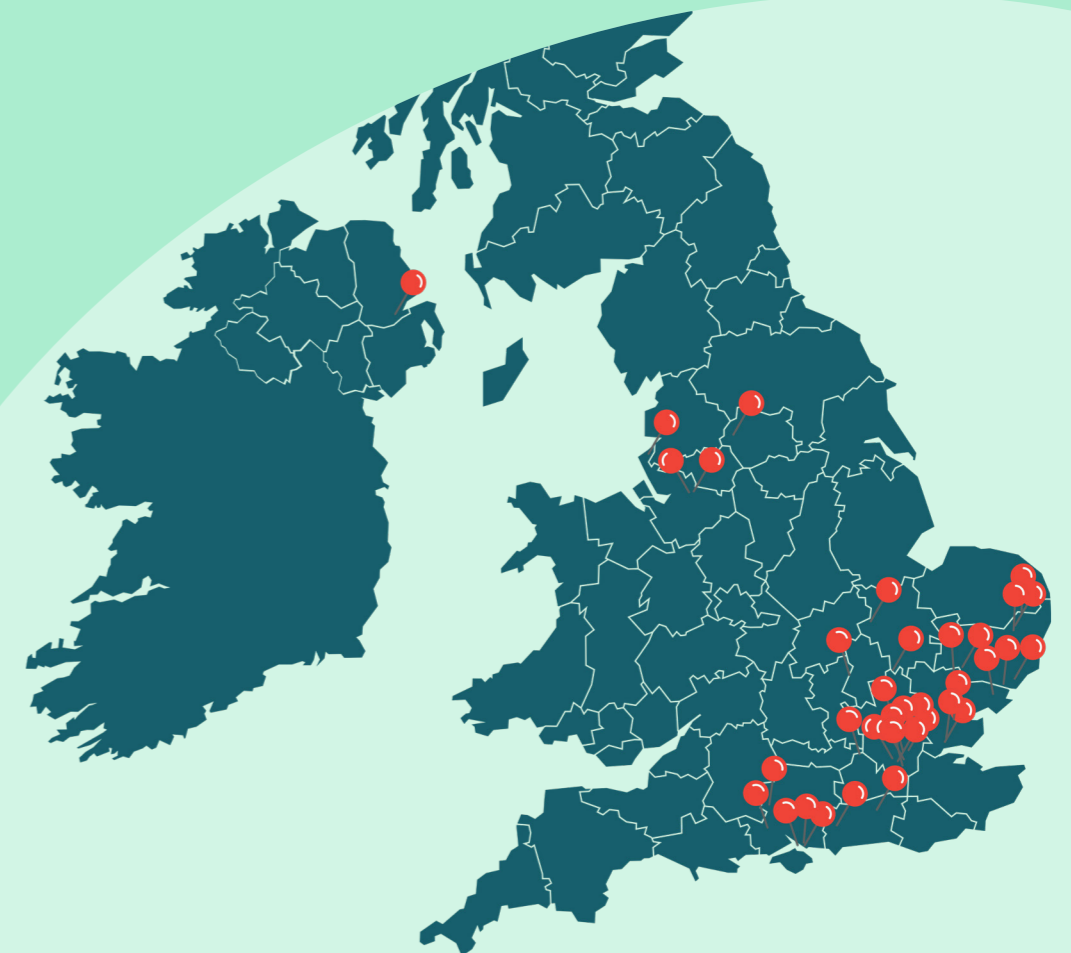
Why our work matters.

Economic inactivity remains high, skills gaps continue to grow and too many people face barriers to employment. **Get Set UK exists to ensure opportunity is accessible to everybody,** regardless of background, disability or circumstance.

National footprint, localised services.

With **36 delivery locations across the UK**, including **16 offices and 20 prison sites**, Get Set UK is a national people services provider rooted in the **local communities** we serve. We support people from all walks of life, from jobseekers re-entering work to individuals with disabilities or health conditions, refugees rebuilding their lives, adults retraining for new careers, and young people shaping their futures.

Wherever people are on their journey, we meet them there, providing the support, skills and opportunities they need to move forward.



A national **people** services provider.

Working alongside individuals, employers and communities to create opportunities, remove barriers and support lasting positive change.



Employability.

Helping people find and keep meaningful work.

Through programmes like the **Restart Scheme**, **Work & Health**, and **Connect to Work**, we deliver one-to-one coaching, targeted job matching and direct employer engagement that leads to sustainable employment and brighter futures.



Apprenticeships.

Developing the workforce of tomorrow.

Our high-quality **apprenticeships** help individuals earn while they learn, while enabling employers to grow and retain skilled teams. We deliver apprenticeship programmes across key sectors including **Business, Management** and **Early Years**.



Education.

Building confidence and capability through learning.

From **Adult Skills Funding (ASF)** and **Free Courses for Jobs (FCFJ)** to **Skills Bootcamps** and **Belfast Skills for Life and Work**, we deliver accessible training that equips learners with practical qualifications and real-world employability skills, supporting both career changes and those taking their first step into work.



Careers.

Empowering confident choices at every career stage, from school to second careers.

Through the **National Careers Service**, **Talentino!** and **Apprenticeship Support & Knowledge (ASK)** programme, we help adults and young people understand their strengths, explore pathways, and make confident, informed decisions about their future.



Justice.

Transforming lives through rehabilitation & opportunity.

Through our **Careers Information, Advice and Guidance (CIAG)** services in prisons and community settings, we help individuals prepare for employment, education, or training, supporting positive transitions and reducing reoffending.



Health, Wellbeing & Inclusion.

Creating healthier, more inclusive workplaces and communities.

Programmes such as **Good Health @Work**, **Work Wise** and **Next Steps Essex**, enable us to support people with disabilities, long-term health conditions, or neurodiverse needs using approaches such as the IPS model, while helping employers embed inclusive, wellbeing-focused practices.



Employability.



Helping people overcome barriers and get back into work.

Through the Restart Scheme, part of the government’s Plan for Jobs, we provide tailored employment support for those who need it most.

Commissioned by the Department for Work and Pensions (DWP), Get Set UK delivers the Restart Scheme with partners Maximus in Walthamstow and Redbridge, FEDCAP in Portsmouth, Crawley and Havant, Ingeus in Camberwell and Southwark and G4S in Bootle, Southport, Burnley and Widnes.

Our impact.

7,463

individuals started receiving support through Restart Scheme.

4,675

individuals supported into employment.

2,275

individuals achieved sustainable employment.

Hassan Syed, 52, had been out of work for more than two years when he joined the Restart Scheme. With a background in security, he was eager to return to the sector but faced several challenges, including an outdated CV, limited interview skills, a lack of recent experience, and financial barriers that made it difficult to access training and attend interviews.

Hassan’s Employment Advisor worked closely with him to build his confidence and develop a clear plan. They explored his transferable skills, refreshed his CV to align with the roles he wanted, and identified training that would strengthen his application. Hassan received tailored coaching to help him feel prepared and confident for interviews, and financial support to ensure that practical costs didn’t stand in his way.

Once he was job-ready, his CV was shared with our Employer Relationship Management team, who connected him with a suitable opportunity through one of our employer partners. He was invited to interview and successfully secured a role as a Security Officer, returning to the sector he knows and enjoys.

“My Get Set UK Employment Advisor, helped me a lot. She helped me create a new CV, prepare for interviews and supported me with travel expenses and clothing. She is very encouraging and motivating. Thank you, Get Set UK.”



Hassan Syed, Restart Scheme participant



Work Wise IPS.

Breaking new ground with IPS.



Work Wise was our first ever Individual Placement and Support (IPS) programme that we delivered in partnership with Surrey County Council.

This pioneering year-long pilot took the proven IPS model, traditionally delivered in clinical settings, and embedded it in communities across Surrey and North East Hampshire.

We worked closely with a wide network of local partners including Jobcentre Plus, employment hubs, voluntary and health organisations, and adult social care (ASC) teams. This deep-rooted community collaboration enabled us to connect with residents where they were, to support them holistically to move forward into sustainable employment.

The programme received external validation through a successful IPS Fidelity Review in 2025, which praised our high standards and commitment to the IPS model.

As our first IPS programme, Work Wise was a valuable learning experience for us. The team continuously adapted, developing skills in employer engagement, refining fidelity practices, and evolving our processes.

The knowledge and experience gained through Work Wise paved the way for the award of the IPS Work Your Way contract, enabling us to continue supporting people with severe mental health conditions into employment.

Customer feedback.

“100% appreciation to my Employment Specialist who really made a difference to my mental health and fear of interviews. I am now able to walk into any building seeking employment with confidence.”

“For people with mental health or neurodivergence, a service like this is a godsend for helping organise and to get support when we need it most. Getting work can be scary and daunting and even the process of doing it can be.”

“I’d like to take a moment to highlight how brilliant my work coach has been throughout this process. Their support, guidance, and encouragement have made a real difference, and I’m genuinely grateful for the time and effort they’ve invested in helping me move forward.”

Our impact.

At its peak, the programme supported between **80 and 90 new participants** each month.

20%

of participants secured job starts.

66%

of those job starts have sustained their employment for at least 13 weeks.

95%

of customers were happy with the support they received.*

84%

had more hope for employment since joining the programme.*

95%

would recommend the service to someone else.*

600+

participants supported.

**Respondents of our customer survey*

National Careers Service.



Get Set UK delivers the National Careers Service (NCS) across London, Crawley and Portsmouth, providing free, professional information, advice and guidance to help people make informed decisions about learning, skills and employment.

Whether someone is starting out, changing careers or looking to progress, we provide personalised support to help them achieve their goals. Our experienced Careers Advisers provide tailored guidance to meet each individual's needs.

From exploring career options and identifying skills gaps to reviewing CVs, preparing for interviews and accessing training, we help people build the confidence, knowledge and skills to navigate a changing labour market and take positive steps towards their career aspirations.

The value of impartial career advice.



Advice is unbiased and objective, not influenced by employer or provider agendas.



Opportunities are more accessible, especially for those facing barriers to employment or learning.



Support is centred on the individual, considering their skills, goals, and unique circumstances.



Trust is built, particularly with vulnerable groups who may have had negative experiences elsewhere.



Customers are empowered to make informed decisions about their career, training or education.

Miriama's journey to her dream career.

Miriama, a single parent, came to us looking for work that would fit around school hours. She faced some challenges as she did not have formal English or Maths qualifications, which limited her access to many classroom-based courses.

Together with her Careers Advisor, they explored alternative learning options and found an online CPD-accredited Teaching Assistant Level course that did not require GCSEs. Miriama enrolled and successfully completed the course.

Building on her success, Miriama then began an additional digital skills course to boost her confidence and employability. With support to update her CV and access to school recruitment links, Miriama soon secured a position as a Lunchtime Assistant at a local school.

This new role allows her to work during school hours while gaining valuable experience in a school environment, an important step towards her dream of becoming a Teaching Assistant.

Neil receives a brand-new opportunity.

"My name is Neil, and I joined NCS after being out of work since mid-2024. I was really struggling with confidence, self-belief, and knowing where to begin my job search.

The support I received was second to none, my Senior Careers Advisor was extremely patient, professional, and encouraging. We focused on developing a strong CV, improving my application writing skills, preparing for interviews, and most importantly, building my confidence.

What stood out to me was how personalised the support was. We talked about my goals, my experience, and where I wanted to go in my career.

I felt truly listened to, and my adviser gave me the tools and motivation I needed to keep moving forward.

In just three months, I achieved my goal of becoming employed! I'm now working as a Passenger Host for GTR, and I finally have a steady income and a positive outlook for the future. I feel far more equipped to continue progressing in my career and am already thinking about how I can move into more senior roles. I'm now excited about my future and feel proud to be part of the working world again."

**Neil Elms,
NCS Participant**

Our impact.



2,263

customers started being supported by the National Careers Service.



546

customers supported into employment across London, Crawley and Portsmouth.



talentino!

Investing in the workforce of tomorrow.

As expectations on schools, colleges and employers continue to evolve, high-quality careers education has never been more important.

Talentino! helps education providers move beyond one-off careers activities and build inclusive, structured careers programmes that prepare every learner for successful progression into employment, further education and adulthood.

Working in partnership with schools, colleges, Multi Academy Trusts, Careers Hubs and Local Authorities, we support educators to create sustainable careers strategies that improve outcomes for all learners, including those with SEND and additional needs.

By combining professional development, strategic support, employer engagement and digital innovation, Talentino! is helping build a future where every learner can recognise their potential and confidently take their next step.

Our impact in 2025/26.



Building a stronger inclusive careers ecosystem.

This year we welcomed ductu into the Talentino! family.

Ductu strengthens our ability to connect schools, colleges, employers and learners through technology, helping make meaningful workplace experiences more accessible, inclusive and scalable.

Together, Talentino! and Ductu provide a powerful combination of careers expertise, employer engagement and digital innovation, supporting education providers to deliver Gatsby-aligned careers programmes. Working with **over 100 national employers**, we've supported **over 4,000 SEND workplace experiences**.



A joined-up careers ecosystem. Greater impact for learners, educators and employers.

Delivering meaningful outcomes.



Stronger staff capability.

Educators equipped with the knowledge, confidence and tools to deliver high-quality careers education.



Better learner outcomes.

Improved career readiness, confidence and awareness of future opportunities.



Clearer career pathways.

More meaningful connections between learning, employment and progression routes.



Sustained progression.

Long-term careers programmes that create lasting impact beyond individual activities.

A year of progress.

Reimagining the Talentino! offer.

- Relaunched the Talentino! brand and programme structure.
- Commissioned by Local Authorities to co-design specialist resources for regional distribution, combining Talentino's expertise with local priorities.
- Expanded delivery through MAT, Careers Hub and Local Authority partnerships.
- Achieved an average training satisfaction score of 8.2/10.
- Continued investment in inclusive careers resources and programme development.

Driving system-wide change.

Talentino! works with education, employer and public sector partners to strengthen inclusive careers provision and create better pathways into employment for young people with SEND.

Highlights this year included:

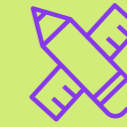
- Partnerships with careers hubs, local authorities and education providers.
- Leadership in national and regional conversations shaping inclusive careers education.
- Sharing effective practice to support successful transitions into employment.
- Strengthening connections between schools, employers and community partners.

Looking ahead.

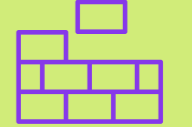
As part of our wider commitment to helping young people fulfil their potential, we will continue to invest in digital content and video masterclasses, employer engagement opportunities and continue to build strategic partnerships across education and industry.



Every learner deserves a future full of possibility.



Every educator deserves the tools to make that happen.



Together, Talentino! and Ductu are helping build both.



Health, Wellbeing & Inclusion.

Good Health @Work.





Good Health @Work helps small and medium-sized businesses create healthier, happier and more productive workplaces. Through expert guidance, practical resources and the Good Health @Work Awards framework, the programme supports employers to improve employee health and wellbeing, strengthen workplace culture, reduce sickness absence and embed sustainable practices that benefit both their people and their business.

Delivered by Get Set UK in partnership with Suffolk County Council, the programme continues to support employers across Suffolk to create positive, lasting change.

Our impact.

 **500+** referrals received.

 **200+** people trained in Neurodiversity, Mental Health and EDI.

 **200+** IAG queries resolved.

 **130** businesses signed up for the Good Health @Work Award.

140 Good Health @Work Awards given to Suffolk employers.



Feedback highlights.

100% employer satisfaction with the programme.

100% employers confirming staff benefitted from programme.

87% employers very satisfied with knowledge gained.

100% rated engagement with navigators extremely effective.

Strengthening a culture that already cares.



RSZ Accounting, a modern digital accountancy practice based in Ipswich, joined Good Health @Work to build on the positive, people-centred culture already in place.

Working with their Employer Consultant, the team explored simple and meaningful ways to strengthen internal communication, encourage honest conversations, build intentional wellbeing practices and involve employees more closely in day-to-day decisions.

Rather than using the programme as a tick-box exercise, they used the structure of the award to refine and evidence what they were already doing well. The process opened up new conversations across the team, created space for employees to share ideas and added clarity around their existing wellbeing approach.

As a result, RSZ Accounting proudly achieved the Good Health @Work Bronze Award, demonstrating how practical, people-focused action can help employers strengthen a workplace culture that already cares.



Get Set for Work

Inclusive Support for Employers and Employees

Empowering inclusive workplaces with Get Set for Work.

Get Set for Work supported adults with learning disabilities and neurodiverse needs to move closer to employment between September 2023 and October 2025. Delivered in partnership with Essex County Council, the programme helped individuals build confidence, develop skills and achieve their employment goals, while also working alongside employers to create more inclusive and accessible workplaces.

Alongside participant support, the programme provided free employer consultancy to help organisations strengthen their approach to disability inclusion. This included accessibility audits and recommendations, policy and procedure development, community engagement, accessibility certification guidance and tailored advice to help employers create more inclusive environments.

We are proud of the impact of this programme and the partnerships we built. The lessons, relationships and positive outcomes created through Get Set for Work leave a lasting legacy and continue to strengthen understanding of what inclusive employment can achieve for individuals, employers and communities alike.

“The support has been invaluable in helping us achieve our Disability Confident Tier 1 renewal and Tier 2. The way the support was delivered was easy to follow and very encouraging. We very much look forward to continuing to work with Get Set UK on additional training and achieving our Tier 3 award.”

Rachael,
Uniform 7,
Get Set for Work Employer Participant



Rachael from Uniform 7 accessed support through Get Set for Work to help the organisation strengthen its commitment to workplace inclusion and progress within the Disability Confident scheme.

Working closely with her Employer Consultant, they developed a tailored action plan that enabled Uniform 7 to achieve Disability Confident Level 2 status. This milestone recognised the organisation’s commitment to attracting, recruiting, retaining and supporting disabled employees, while creating greater accessibility and opportunity across the business.

Through this work, Rachael has helped position Uniform 7 as a more inclusive employer, demonstrating how practical changes and a commitment to accessibility can create positive outcomes for both employees and employers.

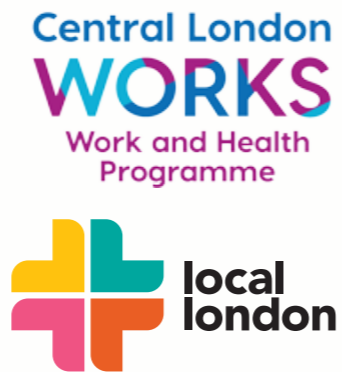
Our impact.

40
employers engaged.

37
employees supported to stay in work.

136
economically active people supported towards employment.

Work & Health Programme.



Across Central and East London, Get Set UK supported people facing complex barriers to employment through the Work and Health Programme. Working in partnership with Ingeus and Maximus, we combined personalised employability support with holistic health and wellbeing interventions to help people build confidence, stability and long-term progression into work.

Delivery focused on quality, personalisation and added value, ensuring participants received meaningful support that reflected their individual circumstances and remaining time on programme.

Advisors worked closely with Employer Services colleagues and external partners to ensure opportunities were realistic, appropriate and sustainable, while proactive in-work support helped participants navigate

the transition into employment and remain engaged once in work.

As delivery concluded in December 2025, the programme left behind a strong legacy of personalised support, partnership working and positive outcomes, helping individuals across London move closer to, and into, sustainable employment.

Creating sustained employment with Monica.

Monica joined the Work & Health Programme eager to re-enter the workforce after struggling to secure stable employment. With personalised support from her Employment Advisor, she was supported to rebuild confidence, prepare for work and secure a role as a Cleaner with Alphabet House Nursery.

Through ongoing in-work support, regular check-ins and close engagement with the employer, Monica settled into her role and demonstrated strong commitment and reliability. As a result, she was offered a permanent contract, achieving employment stability and renewed confidence in her future.

“I’m so happy in my job now. My Employment Advisor has been very supportive and checks in with me regularly. It feels good to have a permanent job and be part of such a great team.”

Monica

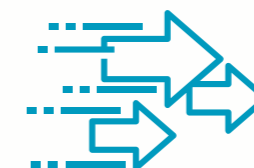
Our impact.

Since delivery began, Get Set UK has supported thousands of participants through Work & Health Programmes.



4,416

people supported.



2,145

people moved into employment.



1,483

sustained employment outcomes.

IPS Work Your Way.



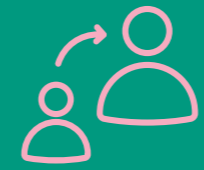
The IPS Work Your Way service supports people with severe mental health conditions to move into paid employment as part of their recovery. In October 2025, Get Set UK became the prime provider for the service on behalf of Essex County Council.



Working in close partnership with a network of specialist organisations, including the NHS, Mind Thurrock and Brentwood, Mind Mid and North East Essex and Inclusion, the service delivers personalised employment support that helps participants explore their goals, build confidence and take practical steps towards meaningful work.

The team has integrated strongly within clinical settings across Essex, maintaining referral flow and ensuring continuity of support. Employer engagement and close partnership working with clinical teams remain central to delivery of the programme, helping participants access opportunities that reflect their skills, interests and health needs while supporting them to find and sustain meaningful employment.

Our impact.



600+
people referred for support.



268
people supported to overcome barriers to work.



32
people retained employment.



102
people moved into paid employment.

Boosting confidence and finding the right role.

Helen Murphy joined the IPS Work Your Way programme after returning to the UK following a series of traumatic life events that resulted in complex PTSD. Helen was experiencing low confidence, uncertainty about her future, and anxiety about re-entering the workplace.

Helen wanted to work but struggled to recognise her transferable skills and felt apprehensive about interviews and workplace relationships. She required trauma-informed, specialist support to help her rebuild belief in herself and identify employment that felt purposeful and manageable.

Personalised support through IPS.

Working closely with her Employment Specialist, Helen received personalised support using the IPS model. Together they:

- Explored Helen's interests, values, and transferable skills
- Identified work that aligned with her strengths and sense of purpose
- Updated and tailored her CV
- Prepared for interviews, including strategies to manage anxiety and triggers
- Built confidence through reflective conversations and coaching

Support was also integrated with Helen's wider care team, including Occupational Therapy, ensuring that learning from therapeutic work could be translated into practical workplace strategies.

Helen secured a role as a Volunteer Coordinator, a position that strongly matched her skills, experience, and values. A particularly significant milestone came when Helen confidently spoke at an AGM sharing her experience and networking professionally. For Helen, this was a powerful personal achievement and a visible demonstration of how far she had come.

Helen continues to receive tailored in-work support through IPS Work Your Way, helping her navigate workplace relationships and manage triggers linked to her role.



IAG Services.



Get Set for delivering careers information, advice and guidance across England’s prisons.

In April 2025, we were awarded a four-year Ministry of Justice contract to deliver Prison Careers Information, Advice and Guidance (CIAG) services across 20 prisons in London and the East of England, seeing **Get Set UK become the largest CIAG provider across England’s prisons.**

Our inclusive careers service forms part of a coordinated approach to reduce reoffending, involving multiple delivery partners. Together, we aim to enable individuals to attain qualifications, develop skills and gain work experience leading to sustainable employment on release.

In the field of criminal justice, impact is rarely defined by high-profile moments or public recognition. It is demonstrated through consistent, often unseen actions: thoughtful

conversations, steady encouragement, patient guidance and a firm belief that every individual, regardless of their past, deserves the opportunity to change their future. This is the standard our teams uphold every day.

As a result of this work, prisoners feel respected, supported and heard. Through sustained commitment and consistency, individuals who once felt disengaged are able to rebuild confidence, rediscover purpose and move forward.

“I’d stopped believing I had anything to offer. Talking to my Advisor reminded me of who I was, someone who could achieve things. It gave me back hope.”

Client T,
HMP Whitemoor



Transforming perceptions in Littlehey prison.

A man in custody with significant neurodiversity needs was struggling and had even begun refusing food because he felt overwhelmed at the prospect of being released in 2027. He missed his first IAG appointment, explaining that he didn’t plan to leave prison and didn’t trust the IAG service due to previous experiences. Staff visited him on the prison wing to understand why he missed his appointment and encouraged him to attend the next one, even if just for a conversation.

At the second invitation, he met with an Advisor who gently addressed his fears and discussed the support available, such as employment agencies, charities like Creating Future Opportunities (CFO) and assistance both during custody and after release. By the end of their discussion, his outlook had improved, saying, “I actually feel slightly positive about the future,” which marked a substantial shift from his earlier state.

He provided positive feedback, describing the Advisor as approachable, supportive and easy to talk to. A referral to CFO has been made, and he will continue receiving support every six months to help him prepare for release at a pace that suits him.

11,592
prisoners supported.

20
prisons reached.



London and
East of England
coverage.

Right Step into Work.



Right Step into Work is a pilot employment support programme delivered with Waltham Forest Council, supporting residents with complex barriers such as housing instability, limited English, mental health challenges, criminal records and long-term unemployment.

Through flexible, person-centred support, the programme combines one-to-one guidance, employer engagement, sector tasters, Better Off Calculations, ESOL referrals and links to housing and mental health services. By responding to each person’s circumstances, Right Step into Work helps residents build stability, rebuild confidence and take meaningful steps towards sustainable work.

Finding security through housing and work.

“I joined the Right Step into Work programme in May 2025 while living in temporary accommodation with my wife and twin boys. Our housing situation was very difficult, and it was mentally challenging trying to provide stability for my family.

My Employment Specialist supported me with job applications, interview preparation and practical employment advice. He also guided us through the housing process, helping with our Discretionary Housing Payment (DHP) application, liaising with estate agents and supporting us with Universal Credit to secure a stable tenancy.

With his support, I secured a full-time role as a Maintenance Operative, which I have now sustained for eight months. In August 2025, my family and I moved into private rented accommodation. Leaving temporary accommodation has completely changed our lives. We now feel secure, settled and proud of how far we’ve come.”

Eleftherios Rozakis,
Right Step into Work participant



Our impact.

This small targeted pilot supported 68 disadvantaged Waltham Forest residents.

17

people moved out of temporary accommodation to stable housing.

34

people moved into paid employment.

11

people completed vocational training courses.

From temporary accommodation to a place to call home.

“I joined the Get Set programme in October 2025 after spending three years in temporary accommodation as a single parent. It was one of the most difficult periods of my life. The accommodation was unsuitable and unsafe for health reasons, and I struggled to provide stability and security for my child.

My Employment Specialist immediately worked with me to create a clear plan. He strengthened my CV, completed a Better Off Calculation, prepared me for interviews and made sure I was applying consistently for jobs. Alongside employment support, he guided me through the housing process, helping with my Discretionary

Housing Payment (DHP) application, arranging property viewings, liaising with housing officers and supporting me to have my Universal Credit claim reassessed in line with the London Housing Allowance.

In November 2025, my child and I moved out of temporary accommodation and into a safe, suitable home. We no longer live with the fear of eviction or uncertainty. I finally feel secure, stable and in control, and I can focus on building a positive future for my family.”

Maria Niazi,
Right Step into Work participant



Finalist for Supplier of the Year at the Go Awards.



Education & Training.

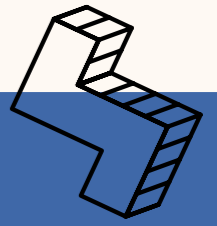


Real people. Real progress. Real success through Apprenticeships.



“I wanted to build my confidence and feel skilled across all areas of primary education. The apprenticeship gave me exposure to year groups and parts of the curriculum I wouldn’t have otherwise experienced. I really enjoyed the flexibility, my confidence has grown so much.”

Carryanne Smith,
Teaching Assistant Apprentice



Get Set UK offers a wide range of education and training services direct to individuals and to businesses, large and small. We specialise in delivering Apprenticeships and training courses which help people fulfil their potential through learning valuable real-life industry skills and knowledge whilst gaining self-confidence and motivation.

After four years working in a primary school, Carryanne Smith wanted to take the next step in her career. She joined Get Set UK to gain a recognised qualification, build her confidence, and broaden her knowledge across different year groups and parts of the curriculum.

With tailored support from her Learning and Development Mentor, Carryanne’s apprenticeship programme was designed around her individual goals and her

school’s needs. Assessments were aligned with her daily responsibilities, and regular off-the-job training helped her develop new skills while balancing her workload.

Their strong partnership and clear communication ensured Carryanne met all her targets, completing every assignment on time. She successfully achieved her Level 3 Teaching Assistant Apprenticeship, earning a Pass with Distinction.

Our impact.

169
people supported through apprenticeships.

72
new apprenticeship opportunities created.

41
apprenticeships successfully completed.

46
employers developing talent with us.

Skills for Work.

MAYOR OF LONDON
FREE SKILLS FOR WORK COURSES

KICKSTART
YOUR CAREER
BY BOOSTING YOUR SKILLS

Adult Skills Fund (ASF) and Free Courses for Jobs (FCFJ) help people build the skills they need to move forward, whether that's into work, further learning or simply gaining confidence. This is a core part of Get Set UK's commitment to empowering adult learners through accessible, high-quality education.

The programme supports a wide range of qualifications, from Functional Skills in English and Maths to ESOL, Digital Skills, Customer Service, Cyber Security, and Hospitality. These programmes are designed to help participants build confidence, gain essential skills, and progress into sustainable employment.

We also work closely with Employment Advisors on the Restart Scheme, to

support customers in upskilling and re-entering the workforce. ASF-funded training complements the Restart Scheme by offering targeted learning opportunities that align with participants' career goals and local employer demand. This joined-up approach ensures that learners receive both the support and the skills they need to succeed.

ASF impact.

1,995 learners supported. **1,671** completed a course.

FCFJ impact.

179 learners supported. **119** completed a course.

From low confidence to construction-ready.

“Before the course started, I was unemployed and lost confidence in finding work. I needed my CSCS card to help me find employment. I wasn't sure if it would be the right course for me.

My tutor very quickly made me feel included and at home. He was very engaging and passionate about the world of construction and Health & Safety, and it was clear he cared about the students on the course and wanted to make sure we learn and pass our tests to find work.

In the classroom we watched construction videos, had discussions, worked in pairs, solved problems in small groups, and we were encouraged to learn from each other.

I passed my Level 1 Award in H&S and Construction and I also went on to pass my CITB CSCS Green Card test. I'm now waiting for my Green Card and feeling so much more confident now and positive I can find work as a labourer.”

Danny Stainer,
Skills for Work Participant

Kbrom's journey to employment.

Kbrom, who had moved to the UK from East Africa, was homeless and unemployed when he discovered the CSCS course provided by Get Set UK through the JobCentre. Despite English not being his first language, he enrolled on the 7-day course determined to secure his CSCS card and find full-time work.

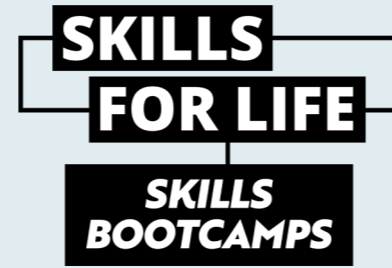
The course tutor provided encouragement and support, helping Kbrom build his confidence and gain essential health and safety knowledge

for construction. Kbrom passed his Level 1 Award and the CSCS test, receiving his green card, which opened doors to employment as a labourer.

Thanks to Get Set UK and its partners, Kbrom now has **stable accommodation, a network of peers, and renewed optimism for his future.** He credits the course and the support he received for transforming his life and helping him move forward with confidence.

“The course exceeded my expectations. The course tutor very quickly made me feel included and at home. You saved my life and supported me through a difficult period. I now have my own accommodation and a CSCS card to get work.”

Kbrom Gebreslassie,
Skills for Work Participant



SKILLS BOOTCAMPS.

Skills Bootcamps provide adults with a fast-track route into employment, helping them build sector-specific skills, gain recognised qualifications and connect directly with employers. Delivered on behalf of West Sussex County Council, Hampshire County Council and Solent Growth Partnership, Get Set UK's Skills Bootcamps focused on sectors with strong local demand, including Hospitality, Adult Social Care, Teaching Assistant, Early Years and Customer Service.

Designed in collaboration with employers, the fully funded programmes combined practical training, industry-recognised qualifications and personalised employability support, including CV development, interview preparation and confidence building. Every participant was guaranteed a job interview on completion, helping to create clear pathways into employment, apprenticeships and further learning.

Whether supporting someone returning to work, changing careers or taking their first step into a new industry, Skills Bootcamps equipped learners with the knowledge, skills and confidence needed to progress towards sustainable employment while helping employers access motivated, job-ready talent.

10
Skills Bootcamp courses delivered.

108
learners started courses.

93
learners completed the course.

28
learners secured employment in their chosen sector.

ARSALA'S JOURNEY FROM MINIBUS DRIVER TO TEACHING ASSISTANT.

Arsala previously worked as a minibus driver but had always wanted to pursue a career in education. Lacking formal qualifications and classroom experience, Arsala felt unable to make the leap until the Skills Bootcamp provided a structured and supportive pathway.

"The bootcamp has helped me build my confidence and improve my communication and teamwork skills. It also made me more aware of how important a TA's role is in supporting both the teacher and the pupils.

"I would also like to thank my teachers, who were absolutely supportive and understanding throughout the course. Their guidance and encouragement really helped me believe in myself. I'm very thankful to them and to Get Set UK for giving me this opportunity and making it possible for me to start a new career path."

Arsala,
Skills Bootcamp Participant



PELUGENA'S POSITIVE EXPERIENCE.

"From the beginning of the Skills Bootcamp, I felt supported and encouraged to grow. The guidance and opportunities provided helped me build my confidence and develop skills I didn't realise I had.

What I've enjoyed most is the sense of community and the encouragement to push myself further. I feel proud of the progress I've made so far and I'm excited to see where these new skills and experiences will take me in the future.

I've enjoyed being part of a supportive environment where people feel encouraged to learn, develop and succeed. Seeing these journeys unfold reinforces the importance of providing opportunities like this and I'm excited to see it helping others reach their potential too."

Pelugena,
Skills Bootcamp Participant



Our **green** initiatives.

Get Set UK is committed to operating responsibly and minimising our environmental impact. As an organisation focused on building better futures, we recognise our responsibility to protect the planet for future generations which is why we invest in being carbon-positive.

1,625.71 tCO₂e offset in 2025.
Equivalent to 4.34 million miles travelled by an average car.

Our carbon offset programme also supported the planting and long-term establishment of **over 78,700 trees**, contributing to habitat restoration, biodiversity and our commitment to a more sustainable future.

Get Set UK is committed to achieving Net Zero emissions by 2030.

This has changed from previous years when our target was 2050. We have amended our commitment in line with commissioner requirements and the local commitments in the communities that we deliver in.

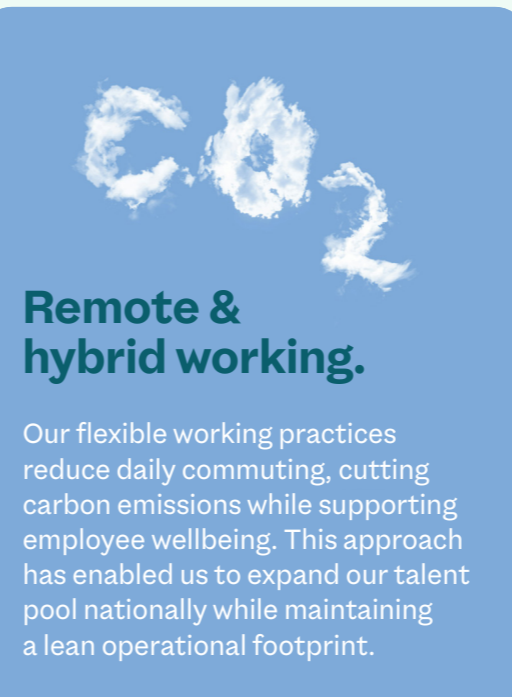
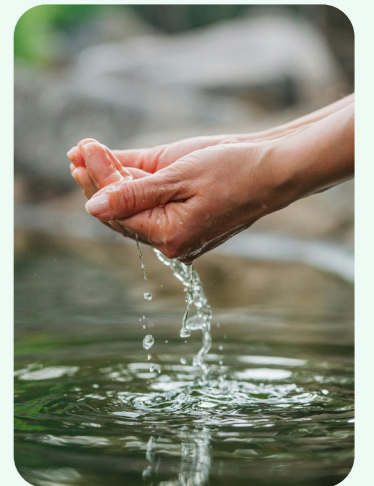


Digital-first delivery.

We've embraced digital and hybrid service delivery models that reduce travel requirements while we maintain service quality and accessibility. Our online platforms enable us to reach participants across the country with a significantly reduced carbon footprint.

Waste reduction.

We prioritise paperless operations wherever possible, utilising digital documentation, e-signatures, and cloud-based collaboration tools to minimise paper waste and create more efficient workflows.



Remote & hybrid working.

Our flexible working practices reduce daily commuting, cutting carbon emissions while supporting employee wellbeing. This approach has enabled us to expand our talent pool nationally while maintaining a lean operational footprint.



Our commitment to sustainability extends beyond operational efficiency. We integrate environmental awareness into our training programmes, helping participants find opportunities within the growing green economy and sustainable sectors.



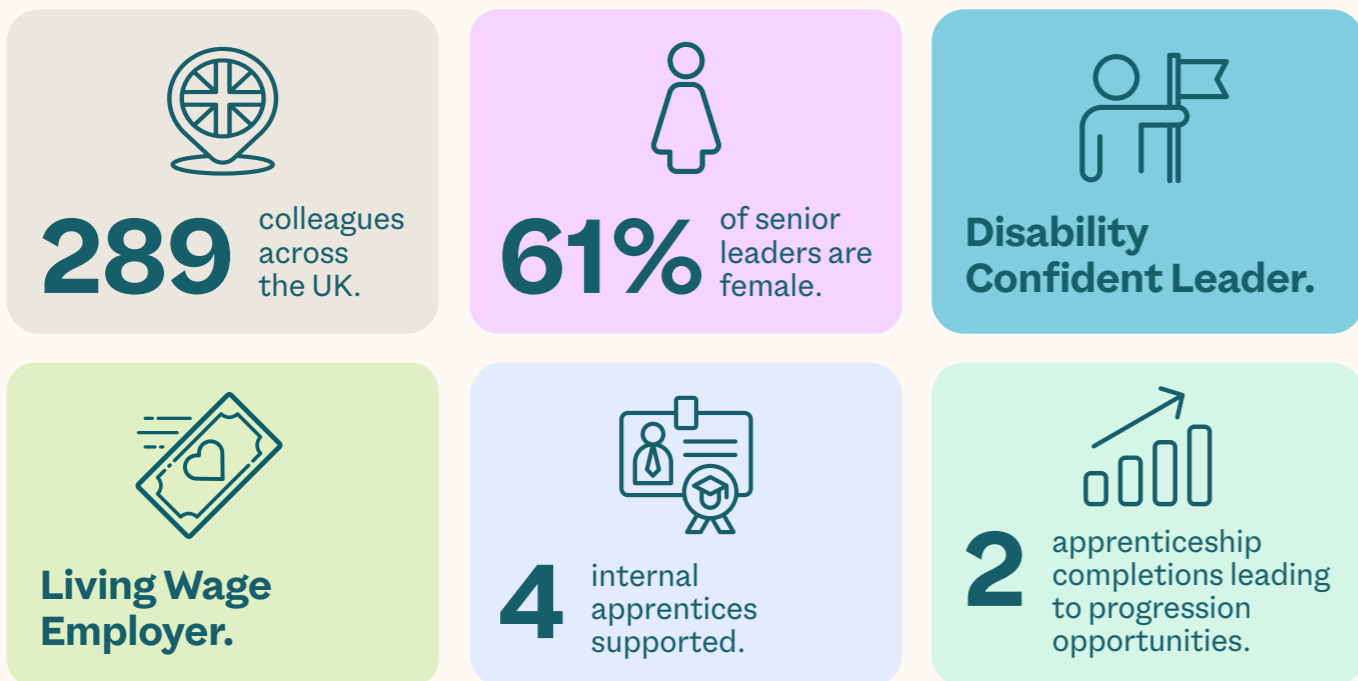
The people behind the impact.

Every outcome we achieve starts with our people.

Across employment, careers, skills, health and justice services, our colleagues bring expertise, compassion and determination to the communities we serve every day. Whether helping someone return to work, supporting a prison leaver to build a new future, guiding a young person towards their next step, or helping an employer create a more inclusive workplace, it is our people who make lasting change possible.

This year, our team continued to grow alongside our impact, supporting thousands of individuals across the UK while maintaining the values that define Get Set UK: being ambitious, inspiring, proud, considerate and accountable.

Our workforce at a glance.



Investing in our people.

We believe that when our people thrive, the people we support thrive too.

That's why we continue to invest in learning, development and career progression. During the year, we launched Your Career, Your Journey, a framework designed to support professional growth across every role and career stage.

Colleagues also accessed a wide range of development opportunities, including accredited qualifications, professional memberships,

leadership programmes, manager development sessions and employability-focused learning. Through initiatives such as 'Get Set Lead - Future Leaders Programme', we are building the next generation of leaders who will help drive positive change in the years ahead.

We also remain committed to providing alternative routes into rewarding careers. This year, four colleagues undertook internal apprenticeships, with two successfully completing their programmes and progressing into permanent roles within the organisation.

Creating an inclusive workplace.

We are proud to be an inclusive employer that reflects the diversity of the communities we serve.

As a Disability Confident Leader and recognised Living Wage Employer, we are committed to creating an environment where every colleague feels respected, supported and able to achieve their potential.

Today, Get Set UK employs 289 colleagues across the UK, with women representing 61% of our senior leadership team. We remain focused on ensuring opportunity, progression and fair treatment are accessible to everyone, regardless of background, identity or circumstance.

"I believe Get Set UK sets a strong standard by rewarding hard work and dedication while creating opportunities for people from all backgrounds. The organisation is committed to building an environment where individuals are supported to succeed, develop and grow."

Get Set UK colleague

Listening and learning.

Creating a positive workplace starts with listening.

Through initiatives such as our 'Your Voice Matters' survey and Employee Forum, colleagues help shape the way we work, providing valuable insights that inform improvements to wellbeing support, communication, learning opportunities and employee experience.

The result is a stronger organisation, one that continues to evolve while staying true to its purpose and values.



Growing our reach.

Building on our success in London, Crawley and Belfast, we will continue to expand our reach into new regions and communities. By extending access to high-quality support, we aim to help more people overcome barriers, achieve their goals and improve their long-term prospects.



Committed to people. Driven by purpose.

Whatever the future holds, our purpose remains unchanged: helping people build confidence, develop skills and create brighter futures. We will continue listening, learning and improving, ensuring our services remain responsive, inclusive and focused on achieving lasting impact.

Harnessing digital innovation.

We will continue investing in technology, data and AI to enhance participant experiences, improve service delivery and strengthen decision-making. By embracing innovation, we can respond more effectively to changing needs and deliver better outcomes for the people and communities we support.



Looking ahead.

Strategic priorities: 2024-2027.

Building on more than a decade of impact, we are focused on reaching more people, strengthening partnerships and creating better outcomes across the communities we serve.

Strengthening employer partnerships.

Employers play a vital role in creating opportunities and driving economic growth. We will continue building relationships with employers across a range of sectors to create more pathways into work, develop skills and support long-term career progression.



Expanding integrated support.

People's lives do not fit neatly into service categories. We will continue bringing together employment, education and skills, career, health, justice and education services to provide more joined-up support, helping people overcome complex challenges and achieve sustainable outcomes.



Strengthened through Palladium.

In 2026, Get Set UK became part of Palladium's Employment and Community Services team. By combining Get Set UK's trusted local delivery and specialist expertise with Palladium's governance, operational capability and experience, we are creating a stronger platform to deliver more



connected support across employment, skills, health and wellbeing. Together, we will strengthen partnerships, enhance joined-up support and create greater opportunities for the people and communities we serve.

Partners that drive change.

Our impact is only possible through strong partnerships. We continue to work collaboratively with a wide range of organisations to deliver integrated, person-centred support.

Co-production & joint impact.

We believe the best outcomes emerge from collaborative working. Our partnerships are built on co-production principles, ensuring services are designed and delivered with input from those who use them and the communities they serve. This approach is reflected in programmes such as Next Steps Essex, which was designed with a co-production panel to ensure the service responds to the needs and experiences of the young people it supports. Together, these partnerships enable us to create wraparound support that addresses the complex, interconnected barriers people face, from health challenges and skills gaps to practical obstacles such as transportation and childcare.

Employer engagement.

We work with employers of all sizes, from multinational corporations to local SMEs, to create sustainable employment opportunities. Our employer partnerships go beyond simple job brokerage; we provide ongoing support to ensure successful, lasting placements that benefit both individuals and businesses.



"It's a pleasure working with the Get Set UK team and supporting individuals into opportunities with Holiday Inn. Helping people move into employment and improve their circumstances is something we're very passionate about as well.

The team has been proactive and efficient, ensuring everything was set up quickly so we could fill the positions in a timely manner.

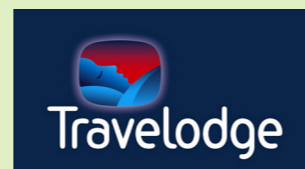
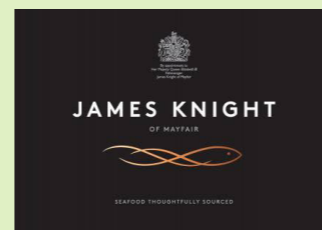
We value the relationship we have with you and look forward to continuing our partnership and supporting our recruitment needs."

Melanie Mckerlie,
HR Manager Holiday Inn



"The Get Set UK team listened to our previous experiences and took onboard our feedback. Rather than taking a one-size-fits-all approach, they focused on delivering the right people for the roles we needed. That level of consistency, communication, and understanding has made a real difference."

Michael Adair,
Natures Way Foods



Thank you.

Real change happens when people, organisations and communities come together around a shared purpose. We are proud to work alongside participants, commissioners, employers, educators and partners to create opportunities, strengthen communities and improve lives.

Thank you to the community organisations, employers, educators, commissioners and partners who work alongside us to deliver support where it is needed most.



Our dedicated team members who bring passion, professionalism, and care to every interaction.



Our commissioners.

We would like to thank our commissioners and funding partners for the trust they place in Get Set UK. Their support enables us to reach more people, create more opportunities and deliver lasting impact in communities across the country.

Together, we are helping people build skills, improve wellbeing, overcome barriers and achieve brighter futures, whatever their circumstances.





Get Set UK Impact Report.



for a
better
tomorrow
A Palladium Company