



# Welcome Pack

An introduction to the Seetec Group

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# Introduction

## Who we are

Seetec is a people-to-people business.

We create opportunities to improve people's lives.

Ever since 30 unemployed young people first came to a former primary school in Essex in the mid-1980's to learn computer programming skills from Seetec trainers, we have aimed to unlock potential to change lives for the better.

Since our early beginnings, we have developed our services to meet customer needs, expanding across the skills, employment, justice and health sectors, always with social value firmly embedded in our culture.

We provide opportunities and support to people from all walks of life, empowering individuals to shape their own futures. Improving lives, business and communities is the driving force behind every one of our services and the motivation for our exceptional delivery standards.

Over time, we have helped hundreds of thousands of people find work, learn new skills, start a career and, more recently through our justice division, turn away from crime and make more positive choices. Originally founded as a registered charity, in 2020 majority ownership transferred to our employees, making us one of the largest employee-owned public service providers in the country.

## What we stand for

- Being the best at what we do and recognised by customers and commissioners as the best in our sector.
- Being open and honest and working with integrity with commissioners, service users and customers alike.
- Living our values and believing in our purpose and mission to improve lives and create opportunities.
- Adding value, true social value, doing extra that we are not paid nor expected to do, going the extra mile.
- Putting our colleagues and service users at the heart of what we do.



# Our history

In 1984, our main goal was to deliver IT training to unemployed people in the local community.

Fast forward to today and our commitment to improving lives is stronger than ever.

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## 40 years of helping individuals and organisations to achieve their goals

Seetec is more than a business, it's a group of colleagues with one common aim – to put people at the heart of everything we do.

# Employee ownership

In January 2020, Seetec became one of the largest employee-owned business in the UK.

An employee ownership trust, set up for the sole benefit of our employees, now owns more than half of our business. That means employees are in the driving seat and in short, Seetec's future is in our hands.

We have over 60 employee-ownership champions hard at work across the business, representing employees' views and interests. We have ten employee council representatives and one elected council member who serves on the board of the employee ownership trust and attend the Group Executive Board meetings. The employee council also sits on the boards that oversee our business units.

This level of employee ownership and engagement is unprecedented in the sectors in which we work. Seetec is once again at the forefront of a radical new approach, setting ourselves apart from our competitors and offering greater choice to our customers and those who commission our services.



# Employee ownership

## Our guiding principles for employee ownership

Five guiding principles to underpin business and how we talk about our purpose, each other and the outcomes we deliver.



### Employees at our heart

Employees are at the heart of our business because we all make a difference by improving lives in our communities for our customers and commissioners.



### Accountability

Employee ownership encourages all of us to collaborate, enable and empower each other to be accountable for what we deliver and together feel responsible for the outcomes.



### Transparency

Employee ownership strengthens our transparent and trusted governance with all of us working with honesty and openness to high ethical standards.



### Empowered people

We are empowered, enabled and engaged to drive better quality and outcomes for customers, learners and service users.



### Profit for social value

We are rewarded for creating social value for the people we work for.

# Our purpose, vision, mission and our values

## Our purpose

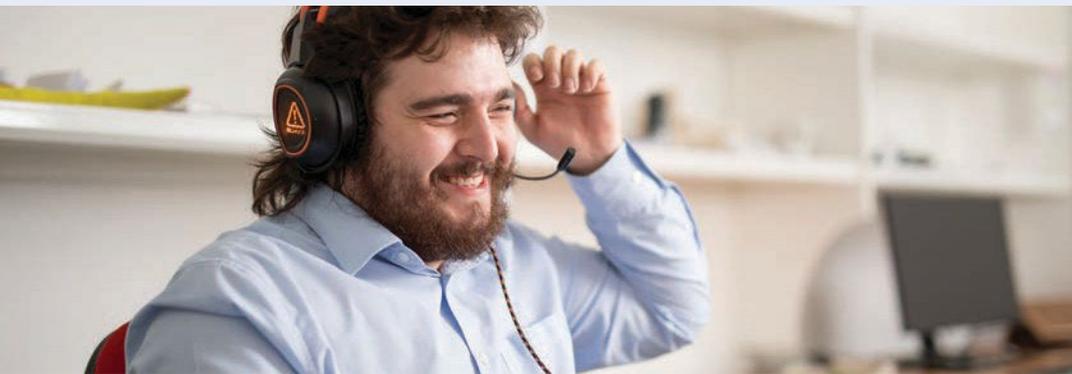
Our purpose is to empower people to discover and realise their unique potential, with every life changed advancing fairer, safer and more prosperous communities.

## Our vision

Our vision is to be trusted as the UK and Ireland's most effective provider of services that advance fairer, safer and more prosperous communities.

## Our mission

At Seetec, we believe everyone has the capability to discover and realise their unique potential. We help people to achieve this through our expertise in the training, skills and services that create lasting change coupled with support that is delivered with empathy, compassion and honesty. This empowers people to change their lives and in so doing, advances fairer, safer and more prosperous communities.



## Our values

To ensure we meet our customers' highest standards and provide ethical, responsible, and sustainable solutions, all our services adhere to our five values:



### We act like owners

As owners of our business we always act in a way which supports each other and Seetec's long-term sustainability.



**We put ourselves in other people's shoes** We can see the world from other people's point of view and our roots in the communities we serve enable us to build rapport that achieve lasting change.



### We never stop learning

Learning is part of our nature because our relentless curiosity about the people and places we support enables us to serve them more effectively.



### We celebrate everyone's uniqueness

We are free to be ourselves. We celebrate and embrace each other's uniqueness and ensure everyone has access to the same opportunities.



### We have faith in people

Our belief in the power and potential of each other and the people and communities we serve is inexhaustible.

# Social value

Social value is an umbrella term for capturing the full net value that an organisation provides to society, over and above our contractual commitments. At Seetec, Social Value is embedded in everything we do, and our aim is to boost opportunity and social value across the UK and Ireland.

To ensure we're achieving our aim, we have established a Social Value Committee. This is led by one of our non-executive directors and involves a mix of colleagues and Employee Council members from across the Group. The Social Value Committee monitors our progress against three core Social Value Pledges. The Pledges were developed through consultation with the Employee Council and other colleagues from across the business. These are:

## People

We pledge to promote local skills and employment and reduce inequality. We'll do this by:

- Providing more opportunities for disadvantaged people;
- Reducing inequalities;
- Improving employee's wellbeing and mental health;
- Improve the skills of our employees; and
- Creating employment opportunities for young people.

## Communities

We pledge to support growth and build healthier, more resilient communities. We'll do this by:

- Creating opportunities for local Micro, Small and Medium-sized Enterprises (MSMEs) and voluntary, community, and social enterprise (VCSE) organisations;
- Promoting ethical procurement;
- Creating a healthier community;
- Helping vulnerable people to live independently; and
- Doing more voluntary work with the community.

## Sustainability

We pledge to safeguard our planet. We'll do this by:

- Reducing air pollution;
- Safeguarding the natural environment;
- Promoting sustainable procurement;
- Promoting resource efficiency and circular economy solutions; and
- Reducing carbon emissions.

# Communication and how we communicate

We want our colleagues to have a strong sense of connection to the organisation, and be aware of, and understand, our vision and strategy so they can become advocates of our business.

## To do this, we:

- Provide regular business updates focusing on the vision, purpose and achievements of the organisation and how we are embedding our values into all that Seetec does;
- Communicate with our colleagues in a timely, open, honest and transparent way;
- Seek, listen and act of the view of our colleagues;
- Write clear, concise and consistent messages – free from jargon and technical speak and aligned to external communications;
- Put our colleagues first with breaking news and supporting managers to cascade and help clarify messages;
- Target and tailor our communications – different messages mean different things to different people;
- Promote and increase the visibility, accessibility and voice of our Executive Directors and Senior Leaders; and
- Celebrate Seetec successes and highlight the reward and recognition of our people and teams when they deliver excellence.



## How we communicate

We use the following main channels of communication to help keep everyone up-to-date and informed about what's happening at Seetec:

**Intranet** - our group intranet is called mySeetec and includes a news section. We publish news stories as they occur for colleagues to read at their leisure. If the news isn't also the subject of an all-colleague email, then a Latest News round-up email will be sent to everyone at regular intervals as a reminder of the recent news published on mySeetec.

**All-colleague emails** - when news or updates are of importance to everyone, we will send an email to all colleagues from our Colleague Communications mailbox.

**Business area emails** - if important news is only relevant to those who work within one of our business areas, then we only send that information to those who need to know it.



This section details the services we provide in each Business area:

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# Employment

The Employment business area is a leading provider of work and wellbeing services that inspires thousands of people to find and progress in work each year. The below key aims and objectives will give you an insight into what this business area hope to achieve.

As one of the largest [employee-owned \(this will open in a window tab\)](#) companies and public service providers in the UK, Seetec's aim is, and always has been, to change lives and communities for the better.



## JOBSEARCH SUPPORT

Getting back into work after a period away can seem daunting and we understand that circumstances are different for everyone, our teams support individuals on their journey back into work by helping them every step of the way.

With 40+ years of experience Seetec has assisted thousands of individuals to return to work by offering them guidance on the job market and equipping them with all the tools required to succeed. Individuals can expect expert advice on creating CVs, career guidance, job search support and skills assessments.

## CONNECT TO WORK

Connect to Work helps one find good work quickly – with free, personalised job support in the heart of your local community. Some of the locations where our friendly teams are ready to support with one-to-one coaching focused on your strengths and goals includes Hampshire, London, Norfolk, Suffolk and Worcestershire.

## EMPLOYMENT SUPPORT IN HILLINGDON

Tailored support for individuals interested in digital training and learning English in Hillingdon. On this Employability and support programme based in the Hillingdon area of London we offer tailored employment support for individuals for whom English is not their first language .

Our customised support includes helping you to build upon confidence with English language skills, which will aid in the employment journey and prepare one for job interviews. Alongside this we can support in the creation of CVs, which is a vital tool in connecting with employers and applying for jobs.

During the first part of the journey we provide an initial assessment which will lead to 1:1 support face to face with our team.

# Pluss CIC: Disability Employment Specialists



Pluss is Seetec's Community Interest Company (CIC)

Pluss helps jobseekers who need the most specialist support to find work and realise their unique potential. It is an award-winning Community Interest Company (CIC), that supports thousands of people each year to achieve a career and fulfil their true potential. With a proven track record spanning more than 40 years, Pluss is recognised as one of the leading social enterprises in the UK. We deliver nationally and locally procured employment programmes on behalf of the Department for Work and Pensions (DWP), Local Authorities and the NHS.

Pluss is rated as GOOD by the Merlin Standard for quality and treatment of subcontractors.

## Supported Employment

Supported Employment is a personalised approach that helps people with disabilities or health conditions find and keep meaningful, paid work. It's built on one simple belief; that with the right support, everyone can contribute and thrive in the workplace. Some of the services are as below:

- Dorset Supported Employment Service- for those living in Dorset with a learning disability or Autism, help is provided to get ready for and find paid work
- Plymouth Learning Disability Day Opportunities- for individuals with learning disabilities to learn practical skills with a view to finding paid employment

## Pluss Manufacturing

Seetec Pluss operates a manufacturing facility in Plymouth, providing meaningful employment for local people. Many of our team members have been part of the organisation for decades, with some proudly contributing their skills and dedication for over 30 years. Together, they bring a wealth of experience and craftsmanship that not only shapes the quality of our products, but also strengthens the community we serve.

[Find out more about Pluss Manufacturing](#)

### **Making it real: This is a story from a participant who Pluss has supported in their journey to gainful employment**

Living with cerebral palsy and osteoarthritis, Chantal has faced enormous challenges from a young age. A wheelchair user for much of her life, doctors once doubted she'd even make it to adulthood – but she defied every expectation. She's no stranger to work either. In her earlier years, Chantal was an office manager and fundraiser for a Bristol-based charity, a job she loved – until the charity sadly closed. From there, life took a different turn. But six years ago, she made a decision: she wanted to return to work. "I missed the independence. I missed the structure," she says.

Feeling stuck but not ready to give up, she turned to her Jobcentre Plus in Yate. Her work coach referred her to Seetec for more tailored support. That's when things started to change.

Chantal joined Seetec in May 2024. With guidance from her employment adviser David, she equipped herself for the next steps of this journey and then David introduced her to Hardeep from Kaleidoscope, a specialist organisation supporting disabled people into meaningful employment. And that's when the magic really began. Hardeep worked with her and a few months later, Chantal was preparing for an interview with P&O Cruises because of her love for cruises.

Chantal was one step away from turning her lived experience into a career where she can make a real difference. And no matter the outcome, she's already won. "I'm not just applying for jobs anymore – **I'm creating opportunities,**" she smiles. **"This is the most confident I've ever felt."**

## Supporting Growth in our communities

Seetec partners with a range of organisations in the public, private and not-for-profit sector to support sustained and purposeful growth in our communities.

We have delivered nearly £300 million worth of contracts in the last four years and are always looking to work with organisations that share our ambition for the people, businesses and communities we support.

As an employee-owned company with a robust set of values, our partners can be confident that we work on a foundation of mutual respect, openness and honesty.

At Seetec, we build collaborative and mutually beneficial relationships with partners to help meet the needs of our customers. With the right people and systems, the sky is the limit. Our training and expertise help organisations to recruit and train the right colleagues while our managed services take the pain out of doing business so businesses can focus on what they do best.



Seetec offer the ultimate business management solution, to support businesses and people with our managed services – delivered under the name; Tribal.

## **HR Management**

Building a productive team requires effective HR management. We partner with organisations to manage relationships with employees, establish policies, and ensure they stay legally compliant, managing everything from contracts to inductions to compliance — all while creating a positive workplace culture

## **IT Support**

Businesses rely on technology doing what they are supposed to, and we know every minute of downtime counts, so Tribal's IT experts are always available to support, so that technical issues never hold their teams back when they need to get work done. We provide quick solutions, peace of mind, and long-term stability.

## **Payroll**

As businesses grow, payroll becomes more complex and time-consuming and the last thing they need is the stress of payroll calculations and taxes.

With over 120 years of combined experience, our professional team handles the payroll so organisations can focus on their core mission, safe in the knowledge that their payroll processes are in line with HMRC regulations.

In 2015, Seetec began delivering employability and skills programmes across Ireland.

This business area delivers employability and skills services that help improve lives, businesses and communities within the Republic of Ireland.

Our expertise in supporting people with diverse needs to access full-time sustainable employment underpins our mission to be an employability service that advances fairer, safer and more prosperous Irish communities, engaging with over 29,000 people over the years





## **Services**

With a 37-year legacy, our services have continued to develop and evolve, expanding into various new sectors and locations.

### **Local Area Employment Services**

LAES provides job seekers with the financial assistance and support needed to establish financial independence, whether that be fulltime employment or establishing a business. Your Local Area Employment Service is an employment support service provided under contract to the Department of Social Protection.

### **National Employment Service**

We provide job seekers with the employment assistance and advice services needed to establish financial independence, whether that be fulltime employment or training. The Intreo Partner National Employment Service (NES) is a service provided under contract to the Department of Social Protection.

### **Meath Traveller Education Service**

We offer free employment support to all members of the Meath Travelling Community from 18 years of age and over. Our job service is flexible and supportive. We consider your life circumstances and listen to what you want and need.

### **EmployAbility**

EmployAbility is an employment service for people with disabilities, mental health difficulties, and people in recovery from illness or injury. We help to find and sustain suitable employment through individual mentoring and practical support to assist people in their new job. They do not need to be in receipt of a social welfare payment to access this employability service, however, they may be required to provide evidence of their support need.

# Group Functions

Group Functions – these teams work behind the scenes to keep Seetec running smoothly. They support all our operational areas so colleagues can focus on delivering great services to the people and communities we work with.

These teams help to make sure everything stays connected, safe and compliant. Here what they cover: Payroll & Finance, HR (People development) IT, Marketing, Bid Writing, Contract Management, Compliance, Internal Audit, Risk Management and Business Continuity, planning for unexpected events so the business can keep running smoothly, whatever happens.

## Our Group Functions

Those who deliver expertise to support the work of our operating functions.

Growth and Excellence

Marketing

Comms, Research and Policy

Customer Engagement

Systems and Data

Strategy and Initiatives

People and Business Support

Commercial

Finance

Risk and controls

Compliance and Assurance

Business Development

Together, these teams make sure Seetec is well-supported, well-governed and set up for success every day.