Richmond Work Match

ANNUAL REPORT 2025 - 2026

Celebrating the achievements and success of local residents and businesses

Work Match
securing jobs for local people

LONDON BOROUGH OF RICHMOND UPON THAMES

FOREWORD

Cllr Phil Giesler
Lead for Economy and Business

Welcome to the Richmond Work Match Annual Report celebrating the 2025-26 achievements of local residents and businesses.

Richmond Work Match celebrated its 5th anniversary this year. More than 1,200 Richmond residents have moved into training and sustainable local jobs through the council's Work Match service. It helps meet local demand for skilled workers, strengthening the borough's economy, and supporting residents into good, long-term jobs that improve wellbeing and independence.

On its fifth anniversary, Richmond Work Match launched a new initiative, Connect to Work. This aims to help even more residents into employment, particularly those with long-term health conditions, disabilities, or facing other barriers to work.

In March 2026 Richmond Council launched the Richmond Growth Plan, which is our vision for inclusive, sustainable growth over the next decade. A key part of the growth plan is:

Delivering for our people

- Create opportunities for all and better jobs and incomes through rewarding careers in high-quality and healthy workplaces.
- Support residents through upskilling, training and learning to succeed in a high value local economy.
- Develop career paths to higher earnings, especially for lower income groups - reducing income inequality.
- More support for residents who find it difficult to stay in work due to health conditions or caring responsibilities.
- More tailored support for residents who face multiple barriers to work to access good quality jobs, leading to healthier, more independent lives.
- Greater investment in a wider range of housing options, including affordable housing, to meet acute local housing need and allow more residents to work locally.

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Richmond Work Match achievements to March 2026

Engaged **1236** into the service

Provided Training for **872** residents

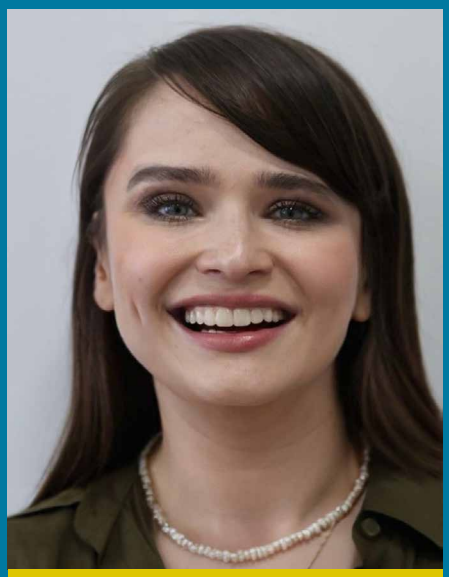
Supported **337** residents into sustainable jobs

Average rate of pay **£17** per hour

Majority of jobs sourced were in **Office/Clerical**

Top **5** Wards residents engaged

- West Twickenham
- Teddington
- Twickenham
- South Twickenham
- North Richmond



Aleksandra

ALEKSANDRA'S STORY

"I'm very grateful for the support I received through Work Match"

I used the Work Match service provided by the council on two occasions first straight after graduating from university, and again after a career break. On both occasions, the support I received was invaluable.

The team were incredibly helpful and supportive throughout the process. They took the time to review and improve my CV, carried out mock interviews with me, and provided practical, constructive feedback. This helped me better understand my strengths and feel more prepared for interviews. What stood out most was how supportive and confidence-building the service was! I'm very grateful for the support I received through Work Match, and I'm proud to say that I am now working for the council. I would highly recommend this service to anyone seeking practical guidance, confidence-building support, and help in moving into employment.

KEVIN'S STORY

"I'm really enjoying the job and meeting the postal staff who are very friendly."

After applying for several jobs Twickenham Jobcentre set up an interview with Richmond Work Match.

Kevin Ball

Three vacancies were offered to me, I applied to all three, the first no interview, the second two interviews but was not offered the job.

The third and last job had two interviews and was offered the job right away.

I have now been with Royal Mail at the Teddington DO as a cleaner for just over a month as part of the Property and Facilities Solutions team.

I'm really enjoying the job and meeting the postal staff who are very friendly.

RICHMOND AID

Richmond Aid

How have you found the Work Match service, and what's worked well for you?

The Work Match service has been extremely helpful in recruiting new team members. It's an easy and efficient service to use.

What outcomes have you achieved from the service so far?

We have interviewed a number of candidates who've applied via Work Match with success in offering them a position here at Richmond AID.

Any feedback on how we could improve?

To be honest I the service works extremely well as is!

Christine Fleming – Office Manager

Testimonial of Meriem, who is working at Richmond Aid as Benefits Advisor

I was looking for a job in the borough of Richmond Upon Thames and wanted to find an organisation that could really support me in my search. Work Match turned out to be exactly what I needed. In fact, the service was above my expectations. They contacted me quickly, helped me through the registration process and took the time to understand what kind of roles would suit my background.

I had the chance to work with Dre and Andrea directly and I really appreciated how efficient and professional they were.

Every week, they also sent me job adverts, which has been really helpful. I applied for a role through them and, because they work closely with local employers, the process was very efficient and I felt fully supported. In fact, I was shortlisted for a role just a few days later!

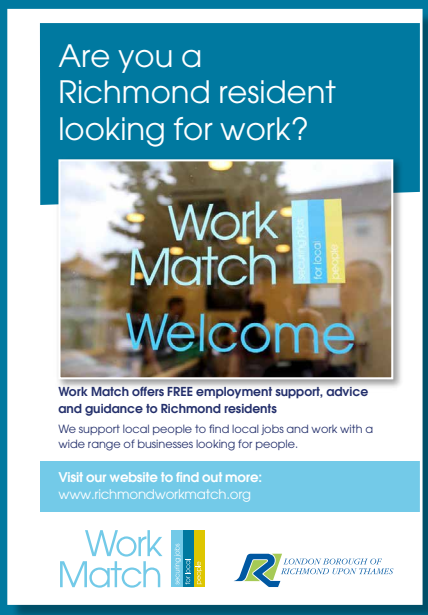
Even on short notice, Andrea prepared me for my interview, explained the role clearly and shared valuable advice. The preparation made a big di;erence, many of the questions we practiced came up during the interview and I felt ready. The result was that I was o;ered the job just a few hours later!

I'm very grateful for the support of Andrea and the Work Match team and I would strongly recommend the services to anyone looking for a job in the area or to those who want to build their confidence in their job search.

CODE CADETS

"Working with Dre at Work Match has been a great experience. He was able to quickly find us a tutor for a vacancy in our after-school coding club in Richmond, making the whole process smooth and stress-free. Dre takes care of screening candidates and only puts forward the CVs that best match our vacancy, which saves me a huge amount of time compared to going through countless applications myself.

What makes it even better is that the service is free, which is a big plus for us. Dre also took the time to clearly explain the job details and requirements to candidates before they even reached me, so by the time I spoke with them, they already understood exactly what the role involved. This really streamlined the hiring process, and I'd happily recommend Work Match to others."



RICHMOND HOUSING PARTNERSHIP

RHP Group's partnership with Work Match has played a crucial role in improving their recruitment process and widening access to opportunities for local residents. By combining RHP's commitment to community with Work Match's expertise in local employment support, the organisations have successfully identified strong, suitable candidates and created greater pathways into work. This case study outlines the impact of that collaboration.

How did you find the overall experience of working with Work Match?

I've found Richmond Work Match to be incredibly helpful and supportive. They'll ask questions to clarify and understand what we're looking for, and they are as passionate as we are at supporting local people. Their values very much align with ours.

What difference did our support make to your recruitment process?

It helped us to reach out and target local people, who were not confident in applying for vacancies by supporting the application.

What stood out to you about the candidates we put forward?

The problem we've had in the past is candidates not being suitable for the roles they applied for. All candidates put forward by Work Match were suitable for the roles. Those that were unsuccessful were only bettered by a more suitable and experienced candidate.

Would you recommend Work Match to other local employers, and if so, why?

If you're looking to support your community then Work Match is where you need to go. This is what I'd advise as Work Match have a far better insight to the local area than many employers.

How does our partnership help promote local opportunities to residents?

As a social housing provider, we have access to our customers/tenants, but there are a whole group of local people that would never get in touch with us, and this is where Work Match really help to promote our opportunities. We have discussed many projects we'd like to work on, and I look forward to taking these forward.

Donna Bispham Talent Attraction Advisor

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