

ESG & IMPACT REPORT

2024-2025



E S G

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MESSAGE FROM OUR CEO, ROBIN BROWETT

2024 marked a milestone for the business as TeacherActive celebrated 20 years in operation. Since 2004, we have been dedicated to education: uplifting educators, supporting learners, and inspiring futures. From a team of just two in 2004, TeacherActive has grown to over 220 people, expanding our candidate offering to better support career development and broadening our services across all sectors in education, including further education and SEND/ALN. Throughout the last 20 years of development, growth, and success, our core values have remained steadfast.

We believe everyone deserves access to the best educators possible and are devoted to maximising learners' development and attainment in the classroom, in their career and in their life. Our mission is to facilitate this with pride, passion, accountability, knowledge and resilience to ignite a passion for learning and inspire progression for change.

In our first Environmental, Social and Governance (ESG) report, we outlined our commitments to achieving carbon neutral emissions by 2030, supporting our people through initiatives such as Empower and My-Progression, and adhering to strict governance to ensure safety and security. These efforts are part of our broader corporate social responsibility (CSR) strategy, which enables us to work ethically, respectfully, and with integrity.

As TeacherActive celebrates 20 years of inspiring futures, we aim to continue making a lasting, positive impact on the planet and to our people. Using the power of education, we strive to help individuals reach their full potential and excel in their skills while caring for the environment and their communities. This ESG report serves as evidence of these efforts, providing our teams with an opportunity to reflect on their achievements and impact.

This report is for our:

- Directors – to hold ourselves accountable and identify targets for the business.
- Colleagues – to inform them about the business they have helped create and involve them in key processes.
- Education staff – to reassure them that their agency is mindful of environmental and social issues.
- Education settings – with whom we are proud to partner with and whom we will continue to support through our business and social impact.
- Peers – to inspire other recruitment companies to consider their impact on the world and explore how they can drive positive change.

I am incredibly proud of the community we have built and the positive effect it has had on education, safeguarding, community fundraising, and career progression. As we reflect on our ESG initiatives, I feel immense pride in the accomplishments of our educators, internal staff, and peers, all working together to have a positive impact on education.

Robin Browett



Introduction



Introduction

TeacherActive is one of the largest education recruitment agencies in the UK, delivering well-established recruitment services to support outstanding learning experiences. We take pride in our expert knowledge and use it to enhance careers and achieve learning goals across all sectors of education and in residential care.

Our dedicated consultants, resourcers, managers and support staff all work together to understand the individual needs of settings and educators, promising an honest and professional service. We have invested heavily in technology and resources to allow us to provide expert services in 16 locations across England and Wales. Our consultants' expertise means we can provide a detailed service across a variety of child and adult learning, along with residential care settings, to both clients and candidates, with high-quality education at the forefront.

Our unique CPD (Continuing Professional Development) platform My-Progression further improves this service. We support and develop the careers of our educators by delivering free weekly education training videos, along with CPD certificates to evidence their learning, to help educators upskill and reach new career goals.

For our internal team, we believe in bringing 'your whole self to work', nurturing a welcoming environment where everyone can thrive. Our market-leading training and structured career progression with matching salary increments inspire our team to succeed in their careers, facilitated by our in-house Learning & Development (L&D) team. This team is committed to helping those with limited experience, but with transferable skills and personal qualities, so they can bloom into a successful team member, supported by unique training from induction to senior management, created by industry experts.

Across the business, we proudly champion diversity, equity and inclusion (DEI) via the Empower committee. Empower is leading the way for DEI in the education recruitment industry: uplifting voices, creating a culture of tolerance and driving change. This is achieved through regular events, seminars and discussions including external speakers and voices within the company, along with physical support and resources, empowering everyone who works at TeacherActive so we can continue to foster a thriving workforce that gives back to its community.

In 2024 we were shortlisted for more awards than ever before, in categories such as Best Employee Engagement Strategy, Best Employee Centric Approach, Diversity, Equity and Inclusion (DEI), and Community Impact of the Year. We are incredibly proud to have gone on to be one of The Sunday Times Best Places to Work, to win Best Specialist Recruitment Company at the Tiara Awards, and Best Company to Work For (SME) and Learning & Development (L&D) at the UK Employee Experience Awards – accolades that are a direct reflection of our approach of being an inclusive, innovative and truly employee-oriented business.

Our approach to ESG is people-centric, putting the safety, support and development of the people with whom we interact at the heart of our decision-making. This year we have increased our focus on Corporate Social Responsibility (CSR) and ESG, with a CSR task force now in place to align the strategies of our DEI, Charity and sustainability teams. The following document will explore the progress and achievements we have made over the past year.

Introduction to TeacherActive's products & services



For our candidates

Supporting career goals

From flexible working that suits their schedule to securing a permanent position, our sales teams are specially trained to look for skills, qualities and personal attributes in education professionals to match them to roles that best suit them.

My-Progression

Our unique CPD offering delivers weekly videos on classroom management, safeguarding, job interview preparation, upskilling and more, as well as offering free downloadable certificates.

Behaviour management training

Our specialist, award-winning L&D team can bridge training gaps to deliver expert training to education staff. They are accredited by the Crisis Prevention Institute to deliver safety intervention training and positive restraints, which focuses on identifying and de-escalating crisis behaviours.

For our clients

Emergency cover

Our robust system means we can secure and place candidates before school has started, supporting clients with last-minute cover when they need it most.

Bespoke workforce management

We have invested heavily both in technology and staff training to support filling long-term sickness, maternity and unfilled permanent vacancies, alongside planned day-to-day and last-minute supply.

Permanent recruitment

Our consultants can take the time, commitment and stress out of sourcing permanent staff. With a strong focus on finding the right person for each role and setting, we offer a dedicated recruitment drive, longlisting and shortlisting, offer management and thorough safeguarding checks to support education settings with their hiring goals.

End-point assessors

We source end-point assessors with recent and relevant industry experience, providing a pathway for people to step into the world of education while supporting our education settings with their attainment goals.

Early Career and Newly Qualified Teachers

Our unique offering provides a database of Early Career Teachers (ECT) and Newly Qualified Teachers (NQT) to choose from, on a permanent or temporary basis.

Learning support talent pools

Our high-quality pool of Learning Support Assistants (LSA), and the strong relationships we foster with our educators, mean that our clients have the benefit of consistent access to LSAs who can support specific needs at high volume such as Attention Deficit Hyperactivity Disorder (ADHD), British Sign Language (BSL), emotional/mental health, dyslexia, dyspraxia and personal care.

SEND/ALN support

Our staff have Special Educational Needs and Disabilities/Additional Learning Needs (SEND/ALN) training to help pupils thrive in their learning, both in person and in virtual settings. This enables us to offer group and one-to-one tuition and support to pupils who are no longer in mainstream education, as well as pupil liaison guides and transport for pupils both to and from education providers.

Summary of our commitments



Environmental

We pledge to be a carbon-neutral business by 2030. We are committed to continually reducing our impact on the environment beyond meeting legal and regulatory requirements and have put plans and processes in place to understand our emissions and subsequently map our route to becoming net zero by 2050.

Our commitments:

- Embed a culture of environmental awareness among internal and external stakeholders.
- Carefully consider office spaces for reduced office emissions, including making renewable energy a priority.
- Implement employee initiatives to promote more sustainable modes of transport.

Social

We are committed to supporting DEI in the workplace and to support the professional development of educators. People are at the heart of TeacherActive and, since 2020, we have proudly supported employees through our Empower initiative, providing training and celebrations of DEI. We have implemented policy changes to ensure an equitable workforce, made possible through a manifesto created from internal survey data results. Externally, we see the value in developing our educators to enable them to feel supported and confident in their work. Through our My-Progression platform, we regularly provide CPD support and development to thousands of educators.

Our commitments:

- Support employee equality and diversity through the Empower manifesto.
- Provide training to educators via My-Progression.
- Support educators and education establishments to adapt to market changes via our investment and infrastructure.

Governance

Our governance allows TeacherActive to thrive as a sustainable business for several years but also allows transparency, ethical operations and mitigates risk. We are proud to be REC audited and approved year after year, delivering safe education to settings through thorough safeguarding checks and policies.

Our commitments:

- Continue the process and promotion of updating policies and procedures in line with Keeping Children Safe in Education/Keeping Learners Safe, Wales.
- Prioritise quality and compliance within our educators, maintaining high-quality feedback from our education settings.

Why ESG and evidencing our impact matters

Pride, passion, accountability, knowledge and resilience are our core values and drive the business to ensure we are positively affecting both employment and the education sector. Being one of the largest education recruitment agencies in the UK, it is fundamental that we monitor our actions and impact, striving to reduce challenges in both sectors in the process.



Supporting the United Nations Sustainable Development Goals

The Sustainable Development Goals, or Global Goals, are a collection of seventeen interlinked objectives by the United Nations (UN), designed to serve as a “shared blueprint for peace and prosperity for people and the planet, now and into the future” (UN.org).

We support the UN Sustainable Development Goals towards driving real change by 2030 and have identified four core goals that our business model can support.

Quality education

How we support this goal:

- A focus on raising the quality of the educators and support staff supplied into mainstream schools, further education, EYFS, alternative provision settings and SEND/ALN schools.
- Providing free CPD to educators on YouTube (My-Progression) allowing us to broaden our influence beyond the limits of those employed by TeacherActive.
- We ensure that we meet the demand for support in SEND/ALN settings by having specialist SEND/ALN consultants with the knowledge to identify, recruit and place the right staff member for the right pupil.
- We partner with local authorities to provide educators to work with those pupils who, for a variety of reasons, are not taught inside the mainstream classroom.

Gender equality

How we support this goal:

- Having a dedicated DEI group (Empower), who educates the team, ensures that there is representation across our workforce, raises awareness of gender issues, and guarantees to offer everyone a platform to share their voice.
- Creating a ‘Women in Business’ forum which promotes honest conversation and provides an opportunity for new and junior members of staff to engage with successful women in the company.
- Flexible working policies supporting parents back into the workplace, ensuring they don’t have to choose between being successful and being a great parent.
- Ongoing and increased reporting, ensuring we keep our focus on representation throughout the firm.



Decent work and economic growth

How we support this goal:

- Committing to eliminating modern slavery, human trafficking, forced labour and similar human rights abuses. Training is provided to ensure there is a full understanding across the business of policies, processes and responsibilities.
- Providing regular employment for thousands of supply workers. We maximise the pay opportunity for each worker, going above and beyond the AWR legislation where possible.
- Actively expanding the branch network across England and Wales and creating new job opportunities in the process.
- Heavily investing in the training and development of both our internal team and our educators to improve their skills, earning potential and employability.

Reduced inequalities

How we support this goal:

- Holding an annual internal remuneration review, where salaries are set for the coming year. Special focus is given to those employees on lower pay bandings, ensuring the salary for entry-level jobs is materially above the National Minimum Wage.
- Not just applying a salary weighting to London employees, but also to other high 'cost-of-living' areas across the country.
- Committing to promoting equal opportunities across the business with everybody receiving equal treatment regardless of age, disability, gender at birth or gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex, or sexual orientation.
- Providing the right training to ensure that people from all backgrounds have a real chance at success.
- Our culture of inclusivity, spearheaded by Empower, ensures that our workspaces are fit and welcoming for all.

(SDGS.UN.ORG/GOALS, 2015)

Environmental





Environmental

Our commitment

We are committed to continually reducing our impact on the environment beyond meeting legal and regulatory requirements*. This is why we have pledged to become carbon neutral by 2030.

Contributing to long-term environmental sustainability is an integral part of our business strategy, and we resolve to embed a culture of environmental awareness in both our internal and external stakeholders.

After carrying out our baseline emissions reporting at the end of 2023 and gaining a deeper understanding of our environmental impact, we committed to focusing on four key areas in 2024: spaces, travel and commuting, procurement and verified, carefully considered carbon off-setting.



The following is a summary of some of the great progress we have made in these areas so far:

Spaces

- Where we have relocated offices this year, we've made sustainability a focus and have moved into spaces that have B-Corp certification, approved plans to run on 100% renewable energy, support verified carbon off-setting schemes, or have pledged to operate at NetZero ahead of 2050.
- We have made the switch to refillable consumables at our Head Office.

Travel and commuting

- Partnered with TravelPerk, to offset where possible the emissions generated by our business travel.
- Begun an extensive review of alternative travel initiatives, which will be developed further in 2025.
- Increased and will continue to review the number of flexible working arrangements available to our teams.

Procurement

- Revised our procurement practices, to reduce the number of deliveries and packaging going to each of our offices.
- Published an enhanced Procurement Policy, and are developing our Supplier Code of Conduct and Supply Chain Management Process, to ensure that we are partnered with businesses whose ethics align with our own.

In addition, we have used 2024 as an opportunity to consider the framework we need within the business to drive our efforts continually forward in a meaningful way:

- Transform, our sustainability task force, was founded to drive focused, actionable objectives, and embed a culture that recognises the value we have and the impact that our decisions make, both as individuals and as a team.
- In 2025 we will launch an employee survey to gain wider input regarding improvements we can make as a business, identify knowledge gaps, and understand what initiatives our colleagues would like to see moving forward.
- Our next carbon emissions calculation will be carried out in January 2025. This is to bring our annual Carbon Reduction Report in line with our ESG and CSR reporting dates, to more easily align objectives and monitor the effectiveness of our efforts.

*As we learn more about the climate crisis, we recognise that information, terminology and recommendations will evolve. Currently, our approach aligns with UK guidance and we will continue to update our plans to reflect any future changes.



Transform



SOCIAL





Social

TeacherActive uses an established framework to benchmark the perception of the company, asking candidates and clients a simple question: “Would you recommend TeacherActive?” to gain a Net Promoter Score (NPS) from each party. This allows us to monitor our performance internally as well as to compare against external companies, competitors and the wider business community.

That said, we don’t want our feedback to solely rely on numbers. While these scores are important, knowing the reasons people like working with us enables us to, quite simply, do the things they value more often. The feedback also gives us comments on how we could improve which are considered and acted upon. This way, we are continually improving customer experience, which is reflected in us receiving scores in the ‘great’ category from both our candidates and clients, and a significant improvement in scoring from our new customers. To ensure that our exemplary candidate journey continually improves, we now have a Board Director appointed to hold responsibility for educator engagement.

What is a good NPS score?



In November 2024, we scored 36 for candidates (great) and 66 for clients (great).

A small selection of the feedback gathered from our 2024 survey...

...from our candidates:

"Friendly and efficient staff, also knowledgeable in the sector."

"I feel 'looked after'. Simple as that."

"It feels like the staff know me and I don't feel like another number."

On average, customers rated our market knowledge and trustworthiness 8.6 out of a possible total of 10.

...from our clients:

"The candidates are well considered before being presented to us. Our consultant is always available to take our calls and has attended some of our events to ensure he understands the needs of the school at that moment in time."

"Swift response, nothing too much trouble, and candidates have all been high-quality."

"Amazing customer service, reliable, and we always receive the perfect fit for our requirements."

93% of our clients gave their consultant a five star rating (out of five).



IMPACT ON OUR PEOPLE

'Pride, passion, people' is a motto that drives TeacherActive forwards, and is at the forefront in everything that we do. TeacherActive would be nothing without the people who work with us, and we want to ensure everyone feels empowered in what they do and that our communities are supported.

We encourage these five values:



Pride

You exude pride in every interaction and see the value in what you do. Your self-belief and high expectations have a positive effect on those around you and inspire everyone to be the best.



Passion

Everyone can sense your passion and unshakable self-belief. A strong belief in the TeacherActive way and your deep determination to be the best carries you and your team to success.



Accountability

When things don't go to plan, you show accountability, you never look to apportion the blame elsewhere. Success comes with challenges, and you take these challenges as a time to learn.



Knowledge

You are honest in your self-reflection, pushing yourself to learn from others. You dedicate time to honing your skills to blossom in any situation, to become an expert in your field.



Resilience

You have a tenacious, dogged determination and a can-do attitude with everything you do and accept there will sometimes be challenges, which you tackle with positivity and enthusiasm.

From interviews to induction, processes, policies and community events, these five values are ever-present and allow our team to understand our company's ethos from the outset.

We are dedicated to nurturing personal skills and qualities in our teams. Some of our most successful recruitment consultants had no experience in recruitment or working in education but have gone on to lead successful and rewarding careers. We have invested heavily in bespoke technology and in-house training to ensure those who work with us have both personal and professional skills that will benefit them for life.

We are extremely proud that our commitment to our people has been recognised this year, winning both a bronze award for Best Employee Experience Journey and the top spot for Best Company to Work For – SME at the 2024 UK Employee Experience Awards.

Leadership development

For those who wish to progress into a leadership role, there is a full management training programme available. This programme takes a new leader from initial assessment for suitability, through to interview, subsequent promotion and then on to excelling in the role.

As a new or aspiring leader, team members join the Leadership Development Group (LDG) where they will receive a full day of leadership training every six to eight weeks. In addition, we have social events, book clubs and an online forum to discuss challenges and learning opportunities.

Established leaders attend the Senior Leadership Summit (SLS) where they participate in innovative and collaborative training sessions on a regular basis.

It's important to us that sessions for both the LDG and SLS are open and honest spaces, where people can speak freely without fear of judgement. Sessions are energetic and interactive, comprising of a mix of instructor-led modules, debate and discussion, and group work.

Our comprehensive and innovative approach to ongoing Learning & Development led to us to be shortlisted for Best In-house Training at the 2024 Global Recruiter Awards, and proudly take home the gold award for L&D at the EXA Awards.

Training seminars delivered this year include:



Make it happen



How to portray a message



Making the most of momentum



Measuring relationships



Staff retention



Building the right relationships



Candidate Charter



Inter-team relationships



Identifying training needs



Data-driven conversations



CPD creation



Communication challenges



Onboarding



Difficult conversations



PPA: beyond the hiring decision



Managing conflict



Training for our educators

We develop and help retain educators in the sector using our free CPD service, My-Progression. The channel, which publishes videos every week on topics such as challenging gender stereotypes, supporting children with dyslexia, and deescalating behaviours, aims to boost the confidence of educators and upskill them.

While My-Progression was initially designed to provide educators with access to the CPD that they often miss out on while working in supply, since its inception our audience has continued to grow; we now regularly receive positive feedback from schools who use our content to upskill their own staff. This bespoke platform and content is filmed and operated in-house, with weekly videos uploaded to YouTube.



**Over the course of 2024
our platform gained**

January - December 2024

Our safeguarding training series is CPD accredited and equivalent to Level 1 in Safeguarding, while content spans from job interview tips and first-day preparation to understanding phonics, oracy, differentiation and other learning styles to help educators deliver the best education possible. So educators can evidence their CPD and prove their knowledge, free CPD certificates are available from My-Progression's website after completing an assessment.

This year we have filmed 51 new videos, bringing our catalogue up to a total of 127, focusing on pedagogical skills, personal development and child safety/care, created in consultation with highly experienced education experts.

**+341,851
Views**

**+4600
Subs**

**+21.6k
hours**



Crisis Prevention Institute (CPI) Intervention Training

Our L&D team are qualified CPI Intervention Instructors delivering intervention training to candidates across the business, free of charge, to help them with supporting a child in crisis.

This training opens up a wider range of job opportunities as CPI training can equip candidates with the necessary skills to work with certain SEND provisions, which require this form of training as standard.

This training provides candidates with strategies and techniques to:

- Recognise triggers and when there is the need to intervene in a situation.
- Remain calm in a situation and if it does reach a crisis point, they have the necessary training to remove a child from danger.

Courses

CIPD in Organisational
Learning and Development

CIPD

CIM Level 6 Diploma in
Professional Marketing

CIM The Chartered
Institute of Marketing

AAT Level 4 Diploma in
Professional Accounting

aat

Mental Health First Aid Responders
with St John Ambulance

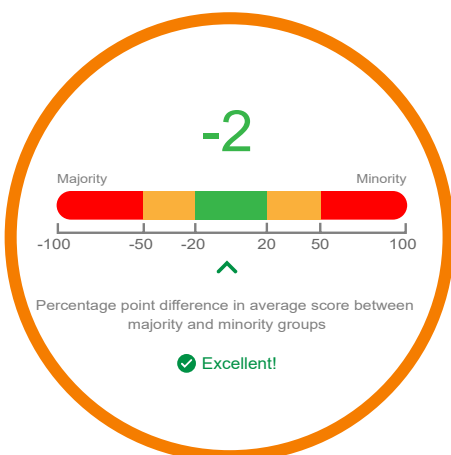
**St John
Ambulance** 

Diversity, Equity and Inclusion (DEI) overview

People are at the heart of education, and the heart of TeacherActive. We embrace diversity and aim to promote its benefits in all our business activities, while developing a culture reflecting that belief both in our education staff and internal team. We will expand the media in which we recruit to ensure that we have a diverse employee and candidate base and will strive to ensure that our clients meet their own diversity targets.



Below is a summary from the most recent
The Sunday Times Best Places to Work Awards survey:



87%

87% of employees feel happy
(and safe) with their working
environment

90%

90% of employees have a
good relationship with their
manager

Our score for 'my employer cares for my wellbeing' increased by over 30% from the previous survey.

On average, our employees marked us eight out of a possible 10 points in answer to the question 'I would recommend my friends and family to work for my organisation', with over 50% of responses giving us the maximum score of 10 points.

Our score for questions regarding wellbeing was segmented and filtered for different groups of people within the business. We compared the data between minority and majority groups, and TeacherActive scored the global average of -1, ranked as 'Excellent' by The Sunday Times Best Places to Work Survey.



In 2020, we launched Empower – an employee-led initiative to increase DEI discussions and inspire change within the recruitment industry and beyond.

The Empower team, made up of internal team members, started with a focus on making internal changes to uplift TeacherActive team members and ensure everyone has a voice that is heard.

Through events, knowledge-sharing and changes to policies and procedures, Empower has been the driving force behind real change within TeacherActive's internal culture. This change has positively affected the wider industry, with other education recruitment agencies adopting similar initiatives. In recognition, TeacherActive was shortlisted for DEI awards by both the REC and Investors in People in 2024.

Included in Empower's initiatives is an annual Community Satisfaction Survey (CSS), a chance for the team to provide feedback to Empower to highlight what they enjoy and what can be improved. In 2023, we began requesting diversity data to gauge how TeacherActive's diversity compares to the UK Census, and provide a focus for future events and our recruitment practices. This data was collected for the first time in 2023.

In 2024, we expanded the scope of our internal people reporting to include a gender pay report, which we're satisfied shows that we have good representation throughout the business.

Empower end of year report

During the 2023-2024 academic year, Empower:



Held 20+ events – an increase of 60% compared to the previous year.

These events include:

- Neurodiversity in the Workplace Managers' Training 27th July
- Equip your Candidates: Tools for LGBTQ+ Curriculum & Parent Conversations with Ian Timbrell 27th June
- Drag'd Through the Mud - Myth Busting the Culture of Drag 18th June
- Empower Pride - LGBTQ+ & the Classroom with Ian Timbrell 12th June
- Fertility & Me 20th May
- Moving Past Mental Health Stigma 16th May
- Desk Yoga 13th May
- World Maternal Mental Health Day 1st May
- Handling Discrimination in a School Setting 25th April
- Empower Cookout 19th April
- Women's Hour Discussion 8th March
- The Gender Pay Gap 6th March
- #InspiringInclusion – A Minority Woman's Perspective 4th March
- Eating Disorders: Defining ARFID 28th February
- World Interfaith Harmony Week: Understanding Interfaith 6th February
- Wellness Week: Desk Yoga 18th January
- Wellness Week: How to Nurture a Growth Mindset 17th January
- Wellness Week: Practising Gratitude 16th January
- Wellness Week: Managing Stress Techniques 15th January
- Hidden Disabilities 7th December
- Men's Physical and Mental Health 16th November
- Empower Cookout 20th October
- Windrush - Before and After 11th October



Hosted two cookouts - celebrating food and cultures from across the world.



Increased our Empower Champions - volunteers who share topics and host events on causes that matter to them – from six to seven.



Published 37 intranet articles on various topics important to our communities.



Delivered neurodiversity management training to 15 team members, to ensure we have resources across the business who can help us to provide a working environment that is suitable for everyone.



Implemented four policy changes, including amendments to maternity and paternity leave and the Bank Holiday annual leave exchange for religious/personal events.



Empower manifesto

Empower has published three annual manifestos, an official document which outlines the mission, activities and goals for the academic year. The CSS survey means that every member of TeacherActive can have their say, and the manifesto ensures Empower's commitments each year are understood by all.

The 2023-2024 manifesto saw 14 actions completed over the academic year, including:

- Delivering training for LDG and SLS members on maintaining inclusive environments and empowering employees.
- Increase in networking events for marginalised groups and communities with Empower members acting as facilitators.
- Used recently collated census data to quantify employee experience with DEI initiatives.
- Completed a policy audit.



 **TeacherActive**
Empower

2024-2025

**Empower
manifesto**

Empower CSS results*:

The events organised by Empower are interesting and engaging	8
The articles posted by Empower are interesting and engaging	8
This year, I have learned more about diversity and inclusion from Empower	8
Communication from Empower is good	9
I understand the internal impact Empower has had on TeacherActive e.g. Training and policy change	8
I value having Empower in my workplace	9
How likely are you to recommend Empower to a friend or colleague	9

***All scores are out of a maximum of 10**

The 2024 CSS showed that we maintained our standards across the business. This was evidenced in responses to the questions “The events organised by Empower are interesting and engaging”, and “I have learned more about diversity and inclusion from Empower”. We scored exceptionally highly in response to “I value having Empower in my workplace” and “Communication from Empower is good”. Upon completion of the survey, the most used words to express how our employees felt about Empower were “proud”, “informed”, “empowered,” “knowledgeable” and “included”.

In 2023, Empower came up with six pillars to improve our presence across the business. Based on our CSS results in 2024, we have now decided to focus on three key points to maintain our standards and refine our presence across the industry. These are, ‘Maintain’, ‘Improve’ and ‘Develop’.

Disability Confident Employer

TeacherActive is registered as a committed Disability Confident Employer, meaning we ensure our recruitment process is inclusive and accessible, that we communicate vacancies across a multitude of channels, do not discriminate, and anticipate and provide reasonable adjustments as required to support new and existing employees who have a disability or long-term health condition.

Mental Health Workplace Responders

The Empower team gained the certification of Mental Health Workplace Responders via St John Ambulance. They are certified and responsible for promoting awareness of mental health in our workplace and providing judgement-free support for our people. They are a point of contact for people who need advice on the support available, and can provide access to resources to help manage any mental health issues people may be experiencing.

Neurodiversity training

The Empower Team recognises the importance of equity, and ensuring that support suited to the needs of the individual is available to all of our team members. In 2024, we engaged with an external specialist to provide informed and meaningful training to our senior leaders and the Empower team, equipping them with the knowledge and tools to understand and address neurodivergent needs effectively. This foundational training is the first step in a broader plan, with rollout to additional leaders and teams to foster an inclusive and supportive environment across all levels of the organisation.

Macro-climate and market overview

In 2024, we supplied over 3,300 schools, further education, EYFS and SEND settings with high-quality, fully vetted staff that inspire the next generation.

We take the time to understand the unique needs of each setting, putting quality education first while finding the best personal fit.

The education sector is facing a serious challenge with major shortages of both teachers and support staff, and reports show the number of teacher vacancies has increased dramatically in the last decade. This demand spans across multiple age groups and specialisms.

According to a new survey from the Early Years Alliance, more than three-quarters of early years settings have struggled to recruit suitable staff in the last year (NURSERYWORLD.CO.UK, 2024).

The demand for SEND services continues to increase and – with the number of children in England with an EHCP standing at a record high of 600,000 in June 2024 - the current shortages of staff mean that both schools and local authorities are struggling to cope (BBC.CO.UK, 2024).

ITT (Initial Teacher Training) has been significantly below target in recent years, and according to a Department for Education (DfE) Recruitment and Retention Strategy, approximately 20% of new teachers leave the profession within their first two years of teaching and 33% within their first five years (Teacher Recruitment and Retention Strategy, GOV.UK, 2019).

While the Government have pledged to recruit 6,500 new teachers, the parameters of this commitment have not been defined, and the sector may continue to face challenges for years to come.



How TeacherActive is addressing these challenges

With 23 branches across 16 locations, we have access to thousands of high-quality educators to fill staffing gaps across all areas, from early years, primary, secondary, SEND/ALN, residential and further education.

We attend university and career fairs to help encourage and support Early Career and Newly Qualified Teachers starting in the profession, offering placements and advice for their first two years of teaching.

We provide staff to residential homes, from support workers to registered managers and area managers. We also work with local authorities to source tutors to work in residential homes and provide one-to-one educational support to young people who aren't attending school due to various reasons.

We've long recognised the need for specialist SEND/ALN consultants to ensure that the correct staff are placed in the correct environment – to meet the growing need for this, we're proud to have specialist SEND/ALN consultants across the UK.

Our International office is growing rapidly – providing high-calibre educators from countries such as Australia, New Zealand, South Africa, Ireland and Canada.

We provide training for educators at all levels; from people entering the profession, to give them the knowledge and confidence to begin their careers, to experienced educators to help them develop their skillset and progress in their roles.



We have a roadmap in place to deliver qualifications, resources and leadership training to support and upskill our candidates.

These efforts to provide incredible educators and an exceptional service to our clients saw us very proudly awarded the Tiara Award for the Best Specialist Recruitment Company in 2024.

International

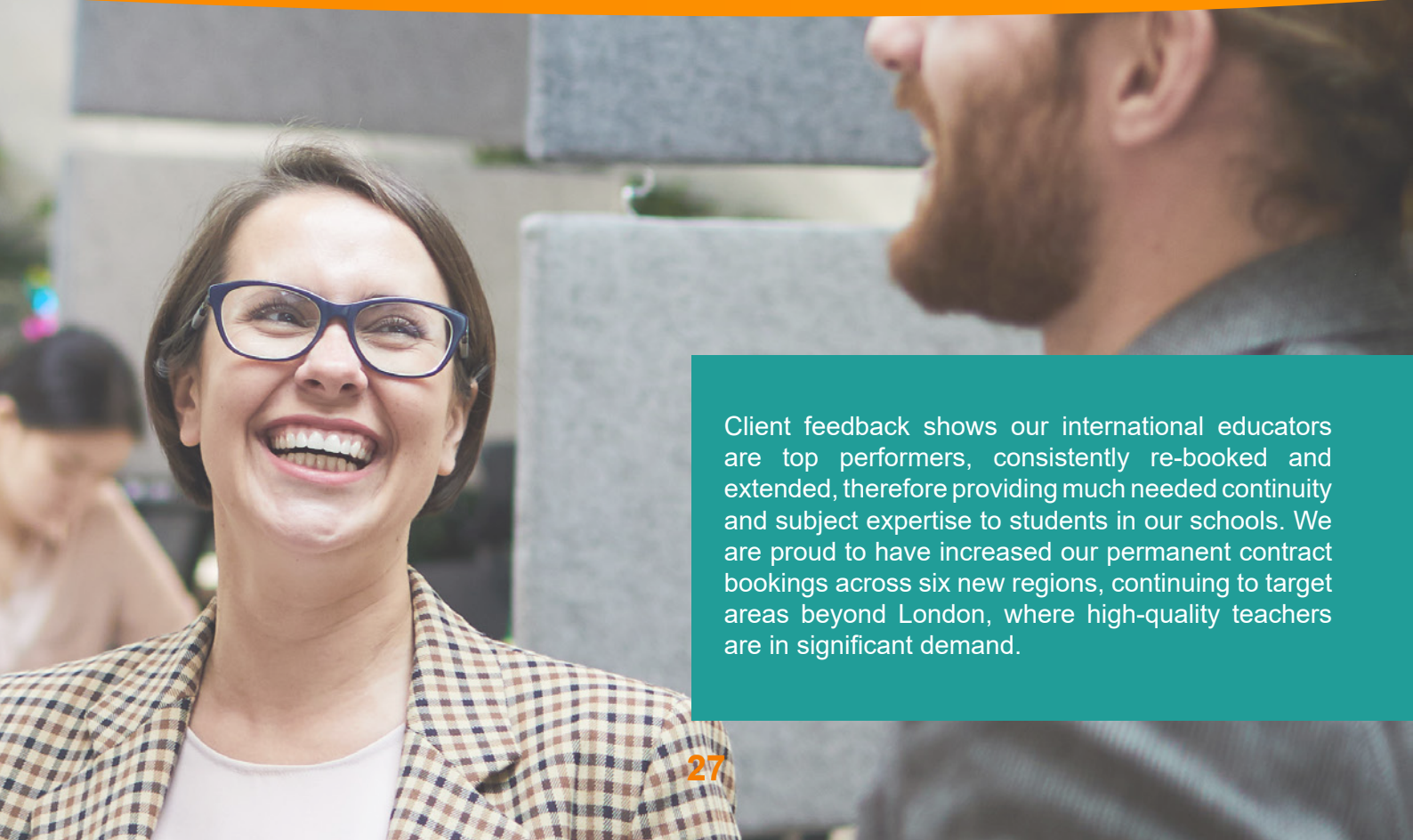
At the heart of our International division is a commitment to addressing the ongoing teacher shortage. Rather than simply redistributing teachers across placements, we are actively seeking long-term solutions to future-proof the support that we provide to the education industry. This includes expanding our recruitment efforts to attract qualified teachers from across the globe, diversifying our workforce and meeting demand in areas facing teacher shortages.

In 2024, we expanded our International division to better support the attraction, resettlement, and retention of our internationally trained educators. Building on our 2023 successes across Australia, New Zealand, Canada, South Africa and Ireland, we developed new partnerships with teacher training universities in our target regions, engaging with a much wider audience than in any previous year.

To support relocating our educators more effectively, we created a comprehensive digital brochure highlighting key benefits of working with TeacherActive along with specific requirements for working in schools across England and Wales. In addition, we have created a specific playlist for international educators on our CPD platform, My-Progression.

As a result of our candidate care, referrals are now one of our best performing attraction routes. Beyond our specialist support and guidance, our international educators also benefit from:

- A generous flight reimbursement (often resulting in a free flight)
- Free online CPD
- A dedicated consultant with expert relocation knowledge
- A wide network of schools across England and Wales
- Community and social events (in-person and virtual)



Client feedback shows our international educators are top performers, consistently re-booked and extended, therefore providing much needed continuity and subject expertise to students in our schools. We are proud to have increased our permanent contract bookings across six new regions, continuing to target areas beyond London, where high-quality teachers are in significant demand.

Internal team benefits

To help teams succeed:

- Simple and transparent commission and bonus structures
- Transparent salary bandings
- Structured career progression
- Access to the Learning & Development Academy
- Exceptional training materials, available across varied mediums, both in person and online
- Access to all the resources needed for the job
- Market-leading technology underpinning the right way to work
- Clear leadership pathways
- Leadership training for every leader from senior consultant to director

To support a work-life balance:

- Flexible work-from-home allowance
- Increasing holiday allowance based on service
- Additional annual leave for 'life admin', birthday and a charity day
- Bank Holiday exchange for religious holidays and important events
- Reduced working hours outside of peak times
- Health and Life insurance
- Discounted gym membership and other health benefits
- Access to an Employee Assistance Programme

To celebrate communities:

- Empower-led and diversity-inspired events
- Regular team social events
- Individual and team milestone events
- High-performance rewards and events
- AGM event designed to inform, entertain and celebrate the successes of the year
- Companywide festive celebrations
- Weekly company magazine sharing great practice, celebrating wins and making you smile

Charity

The mission of our Charity Task Force is to use our unwavering passion for people to support others through causes close to our hearts, while creating unique and engaging fundraising activities.

Corporate Social Responsibility (CSR) is paramount to TeacherActive; we recognise the importance of contributing to the wellbeing of the communities and the environment in which we operate. We are dedicated to thinking outside the box, and aim to continually grow our charitable contributions through five key initiatives:

- Our CF Trust x3 initiative, where we triple every pound our teams raise for Cystic Fibrosis Trust.
- The Charity Cup, where teams compete throughout the year to fundraise and engage with as many charitable activities as possible - winners are awarded £10,000 to work in partnership with Groundwork to create and develop green spaces in schools and communities.
- Charity Day; we champion all of our colleagues to support causes close to them, providing an extra day of paid leave to take part in charitable causes.
- Our Active Impact initiative provides donations to enable every team across the business to support charities local to them.
- All of the above are underpinned by our Event Spotlight strategy. We want everyone across TeacherActive to have the chance to give back with complete backing from their colleagues. Props – our weekly good news platform – promotes all charity events, whether company-led or driven by a team member.

Throughout the past year, our Charity Task Force have delivered a calendar of fundraising events focused on involvement and inclusion, allowing everyone to get involved regardless of their location or ability.

Highlights included:

- Christmas Music Video for Cash for Kids
- Dance-a-thon for Cystic Fibrosis Trust
- The Great Blue and Orange Cake Off for Macmillan Cancer Support
- Two days spent creating an outdoor area for the Annie Lennard Primary School in Smethwick.

Cystic Fibrosis Trust – a cause very close to our hearts – has been our key charity partner for several years now. We have been proud to continue to fundraise for them throughout 2024, in addition to over 20 other charities, many of those local to our branches across the country:

- £5,490 donated to Cystic Fibrosis Trust
- £3,095 raised for national charities
- £6,865 donated to local charities via Active Impact
- £10,000 donated to Groundwork

Total £25,450



For more information on our activities, our Charity Report is available on our website at www.teacheractive.com

CORPORATE GOVERNANCE



Awards and accreditations

REC Audited Education

REC Audited Education is the gold standard for recruitment in education. It gives assurance to both our clients and candidates that they are using an accredited supplier who is measuring themselves against the highest industry standards.

The standard looks at more than just compliance; it assesses how well an agency cares for its candidates and the level of service offered to clients to ensure that we continue to provide the best possible experience to all.

Cyber Essentials Certificate

Our staff, customers, and other stakeholders can rest assured that we have implemented robust defences against the vast majority of common cyber attacks. This ensures that their data and privacy are safeguarded, and they can continue to trust us with their sensitive information.



Compliance team and processes, onboarding and safeguarding overview

TeacherActive's safeguarding procedures for supply staff are thorough and stringent. We are open and honest with our clients and supply staff, always working to the safer recruitment requirements of the DfE's statutory guidance Keeping Children Safe in Education. Ultimately, we instil confidence that we support the needs of the children and vulnerable adults that we educate.

Regular external audits have shown repeatedly that our standards are exceptional, and in the past year we have further developed our risk management and business continuity procedures to ensure that we are able to maintain these standards at all times.



Safeguarding

We are proud to hold the REC Audited Education Award, which verifies that TeacherActive policies and procedures follow the Employment Agencies Act, The Conduct of Employment Agencies and Employment Businesses Regulations 2003, the REC Code of Professional Practice and safeguarding practices concerning children.

Gaining this award acknowledges the dedication and professionalism that TeacherActive delivers and ensures confidence that the highest standards of compliance and best practices within the recruitment industry and education sector are met daily - we were audited and reaccredited in 2024.

We have a thorough safeguarding process followed by our in-house Compliance team, who are the only people who can clear a candidate for work. Our CRM doesn't allow a candidate to go out to work without being cleared.

Our Selection and Vetting Policy sets out the requirements of TeacherActive's recruitment process, which identifies people who are unsuitable to work by carrying out all the necessary pre-employment checks.

Before clients meet any of our educators, the following required documents and checks are carried out:

- Face-to-face interview
- Verification of identification
- Verification of address
- Eligibility to work in the UK
- Enhanced DBS checks covering Barred List Checks
- Teacher agency and/or SET checks
- Prohibition checks
- Education Workforce Council (EWC) checks (Wales)
- Qualification checks
- Medical and health checks
- Overseas police checks
- Professional reference checks
- CV checks
- Online checks
- Disqualification under The Childcare Act 2006 checks

All policies and procedures are reviewed regularly to ensure continued and improved compliance with best practices, legislation and industry standards.

All documented processes are reviewed and signed off by our board and are uploaded to our intranet 'My Hub' so staff have instant access to them.

Staff from all departments receive relevant and tailored training and support on all policies, backed up by LXP modules on the topics.

Our CRM has a specific module for reporting on any professional conduct and safeguarding allegations, which facilitates swift, fair, and consistent treatment and action.

To further enable our teams to follow these important processes seamlessly, in 2024 we launched our own Wiki, which features detailed guides on each step of the process.

Privacy and data protections

Given the size and speed of growth at TeacherActive, a significant amount of personal data flows through the organisation. As a result of this, we ensure that our policies are robust and formally reviewed, with our in-house IT team maintaining systems which store personal information securely and confidentially.

All policies, procedures and systems protect the rights of individuals in line with current legislation, and we ensure that any requests for copies of personal data held are actioned quickly. We provide the option of retaining data, as many candidates return to us seeking further work opportunities, or it can be erased completely.

All TeacherActive staff are fully trained on privacy and data protection responsibilities during their initial induction and in their first week of employment, this content is regularly refreshed on our LXP platform. In addition to this, from a wider perspective, we produce videos on GDPR for My-Progression.

We have a Data Protection Officer, who responds to data requests and queries, and is fully backed by a large risk and compliance structure.



Modern slavery statement

TeacherActive is committed to eliminating modern slavery, human trafficking, forced labour and similar human rights abuses.

We ensure all staff and any educators we supply, both directly and indirectly, are not subjected to any of the above.

To ensure a high level of understanding of the risks of modern slavery and human trafficking in our supply chains and our business, we provide training to ensure there is a full understanding of policies, processes and responsibilities, and our commitment to preventing the exploitation of people under the Modern Slavery Act 2015. This includes how we can identify risks and how we monitor them.

We have never had any reports of incidents of modern slavery at TeacherActive. This is continually monitored.

Sources



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www.teacheractive.com

