



# No Vice Ice

Licking The Planet Into Shape

**NOVEMBER 2022**

## Training and Work Experience Programme

First intake report;  
Summer and Autumn Trainees  
2022

**PREPARED AND PRESENTED BY**

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# About the Training and Work Experience Programme



## A LITTLE ABOUT THE PROGRAMME

This collaborative programme offers paid part-time work over 2 months, created *with* the participants and individualized to their needs, learning goals and skills. It is open to those who face barriers in the workforce because of an invisible health condition or disability, developing skills in food hygiene, production and packaging, offering access to a level 2 certified qualification, as well as development opportunities in other areas of business. We provide support in work readiness, getting into a work day routine, building confidence, facilitating positive conversations around access to work and reasonable adjustments, building a CV with practical work experience and supporting individuals to thrive in a workplace environment in this paid traineeship.



# Project Timeline

TASK	START DATE	END DATE
<b>PHASE 01</b> PLANNING AND RECRUITING	10 POTENTIAL PARTICIPANTS WERE INTERVIEWED AT FLO'S THE PLACE IN THE PARK AT THE END OF JUNE.	<b>M AND T</b> ACCEPTED OFFERS OF EMPLOYMENT AT THE START OF JULY, TO BEGIN IMMEDIATELY. <b>H AND J</b> ACCEPTED OFFERS OF EMPLOYMENT FOR A DEFERRED AUTUMN START DATE AS THE 2ND INTAKE
<b>PHASE 02</b>  SUMMER INTAKE	15TH JULY	15TH SEPTEMBER
AUTUMN INTAKE	7TH SEPTEMBER	16TH NOVEMBER (ADDITIONAL WEEK TO MAKE UP FOR HEALTH RELATED MISSED TIME)
<b>PHASE 03</b> EVALUATION AND FOLLOW UP	ONGOING	FURTHER FOLLOW UP IN 3 MONTHS FOR UPDATES RE THEIR PROFESSIONAL DESTINATION.

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# PROJECT GOALS

The Training and Work Experience Programme aims to give local people, that are not in work due to their invisible health conditions, the opportunity to learn food production skills and (re)introduce them to a working environment. It is aimed at building self-confidence and providing recent, relevant work experience to help build their CV. This is delivered through hands on experience in a production kitchen and linked learning, with intensive one-to-one support from a skilled employment coach with lived experience of invisible health conditions.

The project aims to provide an inclusive and welcoming environment to support members of our community living with invisible health conditions, who can often slip through the net of current disability support yet face barriers to paid employment. Our traineeships help by: supporting workplace well-being, developing new transferable skills and helping people to develop their sense of purpose and belonging.

## TRAINEES GOALS AND OBJECTIVES

On entry to the programme, the trainees identified their own goals for our time together:

**T** wanted to build routine into their daily life, gain practical experience in the workplace for their CV and build confidence.

**M** aimed to build up to working part time, continue to care for physical and mental health, and hoped to plan and pay for a holiday.

**H** planned to complete a level 2 qualification and fully commit to learning all they could in the programme.

**J** intended to achieve a level 2 qualification and learn more about themselves.





# Barriers to overcome

“I can’t trust when my benefits will come in so can’t even commit to a phone contract or buying a laptop, which makes finding a job even harder.”

“Because you can’t see my disability, I’m not in a chair or use a stick, it isn’t obvious so people think it doesn’t exist.”

Ongoing discussion and conversations identified some barriers the programme participants had previously faced in getting into work or whilst in a workplace setting;

- financial barriers to accessing technology to job search and attend interviews
- gaps in work history which are hard to explain or not desirable for potential employers
- medication side effects impacting ability to start work early in the day
- challenges explaining required adjustments to new employers
- being talked down to or overlooked once a disclosure about needs is made
- needing regular time off for health care appointments
- needing unplanned time off for sick leave
- having to explain symptoms of an invisible condition, or a dynamic disability that impacts differently from one day to the next
- facing lack of awareness/understanding for unseen conditions



**With thanks to Getting Oxfordshire Online, we were able to arrange a refurbished device for a 3 trainees who had no access to a working laptop. This allowed for online learning, leading to certified qualifications, and will support future study and job searches.**

At the commencement of the programme, trainees identified specific personal challenges they wished to highlight ahead of learning and working together, so they could be overcome. These included a lack of confidence, concerns around consistency and maintaining the required standards, the need for positive correction and encouragement, needing patience if forgetful or distracted owing to hidden symptoms, as well as some physical limitations to work around with reasonable adjustments and open clear communication.

Regarding self-led learning to achieve a qualification in food hygiene, support for a dyslexic learner was highlighted so we ensured the online learning had audio alongside the written content and created additional time for study support.

It was also made clear that varied housing situations meant a quiet place to work onsite at No Vice Ice would be preferable over study at home, for optimal learning and productivity.

“I am strong, I can lift a lot and do physical things, I am quick, but it destroys my body. Being able to do something once doesn’t mean I can do it all day in a job. How do you explain the hidden pain is always there, but sometimes it flares up and is unbearable.”

# Units covered in the programme



## Training units covered

Personal Hygiene  
Separating foods  
Food allergies  
Physical and Chemical contamination  
Pest control  
Equipment maintenance  
Effective hand washing  
Cleaning schedules  
Chilled storage  
Defrosting and freezing  
Shift opening and closing checks  
Stock Control  
Traceability  
Introduction to HACCP

## Professional certified learning

All Trainees gained a Level 2 Certificate in Food Safety and Hygiene for Manufacturing  
2 Trainees additionally gained a Level 3 Certificate in Food Safety and Hygiene for Manufacturing

## Practical experience in the kitchen

Food preparation  
HACCP in practice  
Manufacturing products for sale

- Tangy Apple Ice Lollies
- Strawberry Crush Ice Lollies
- Raspberry Zing Ice Lollies
- Spiced Pumpkin Oat Bars
- Pumpkin and Banana Oat Bars

Packaging and Labeling  
New Product Development  
Taste Testing and Product Feedback  
Quality Control  
Sales delivery

## Personal and Professional Development discussions

Rights in the workplace  
Equality Act and work place discrimination  
Signposting to support – ACAS, Remploy, Access to Work, Scope, Rethink etc  
Workplace wellbeing  
Setting positive boundaries

**There were additional opportunities for fruit gleanings with the Earth Trust, and apple pressing with our fruit juice supplier at Oxford Farm House. There was also the option of leading a Lolly Lab (a fun interactive lolly making workshops where creative approaches to ice lolly making act as a catalyst for having conversations about the links between health, sustainability and food.)**

“It is good to know your rights so employers don’t take advantage of you or people don’t get taken for granted. I didn’t realise I was over-working before so I do need to know what my rights are. It was good to know there was another member of staff we could speak to if there was a problem with you as our manager. Great to hear there is a feed back loop.”

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# Programme Statistics



During this programme, the trainees made 1961 ice lollies ready to consume

Trainees made over 770 Tangy Apple Lollies, 1000+ Strawberry Crush Lollies, and 137 Raspberry Zing Lollies.

3 New Products were made and sold on to local stockists

Over 40 boxes of ready for sale products were made during the work experience programme, and then sold to vendors in Oxford

No Vice Ice's new winter line of Pumpkin Spice Oat Bars was developed with the Business Development Manager, and a trainee who showed skills and passion for NPD.

Each trainee completed up to 50 hours of paid work

316 gluten free Spiced Pumpkin Oat Breakfast Bars were made and sold to local cafes.

More than 30 kilos of locally grown, surplus strawberries were used during the programme



# Self evaluation

At the start of working together, we asked the trainees to list their strengths and skillsets

**T** came in confident in their ability to focus on work tasks and learn well from repetition.

**M** stated their skillset was that they could focus well to produce lollies.

**H** felt they are supportive, and would enjoy kitchen work.

**J** knew they were able to listen well and learn quickly. .

On completion of the programme we asked trainees to reflect on what they now recognise as their strengths

**T** realised they have great skills in

- efficient, thorough work
- finding their own ways of optimal working
- creating more efficient packaging processes to share with the team
- working well with others
- being self motivated

**H** left assured of skills in

- intuitive approach to team work
- compassion with others
- determination
- improved executive functioning

**M** recognized strengths in

- learning and adapting
- consistent work
- being easy to get on with and working well in a team
- self advocacy
- being self led

**J** felt confident in

- taking initiative
- being self motivated
- efficiency
- being hard working
- good memory for details
- seeing through their commitment

## WHAT TRAINEES MOST ENJOYED

Getting a wage for the first time in 8 years

Having a voice in the team

Seeing a project to completion

Being in Florence Park

Tasting the lollies

Feeling useful

A relaxed learning environment

Benefitting our local community

Being part of a friendly team

Having a sense of purpose

Trying new products

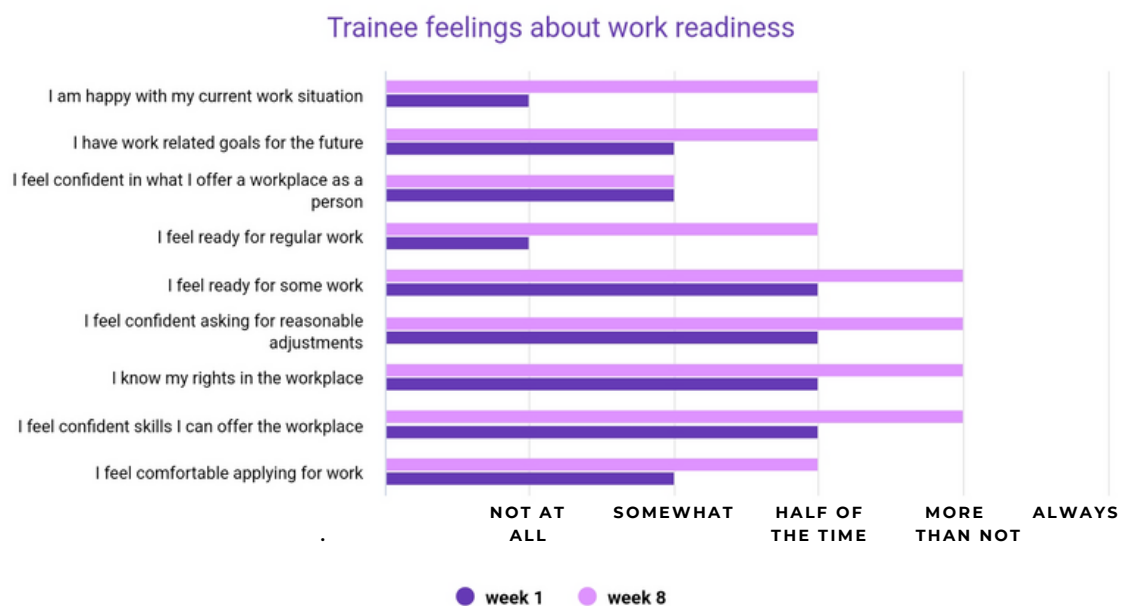
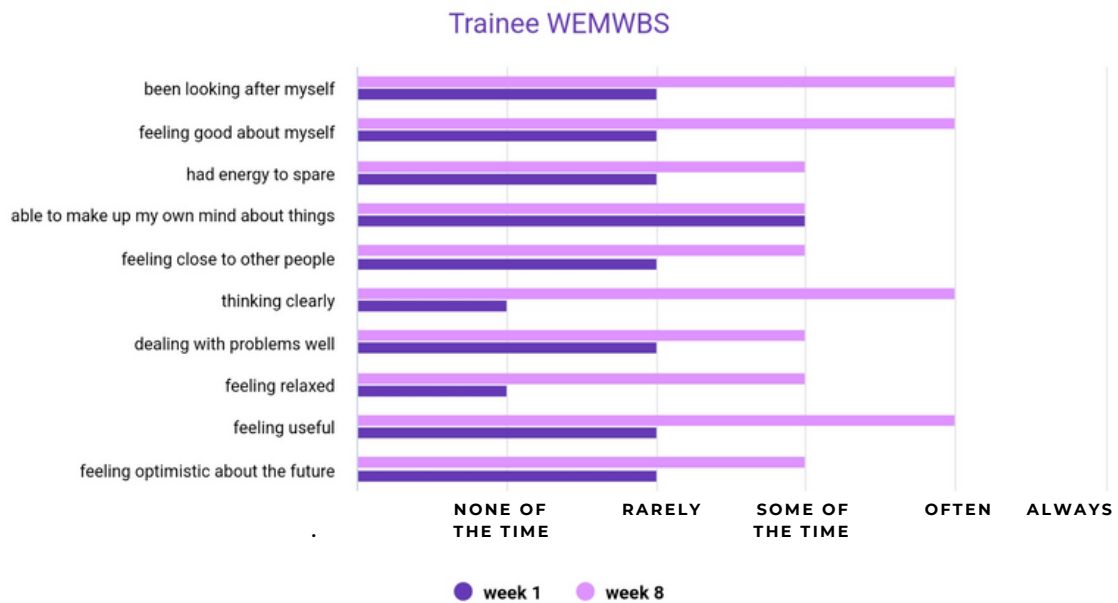




# Evaluation and Monitoring

Trainees completed Warwick-Edinburgh Mental Wellbeing Scales self assessment forms at the start and end of the Training and Work Experience Programme, as well as work place readiness questionnaires.

These graphs show the change in personal reflections from a trainee who said it was "a 100 percent positive experience" and they were so glad they got involved.



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# Further Evaluation and Monitoring



Using the Warwick-Edinburgh Mental Wellbeing Scales self assessment forms and the work place readiness questionnaires we surmised the following about the biggest areas of increase;

- All trainees reported a significant increase in feeling relaxed
- There was a significant increase in feeling useful
- Considerable increase was noted in feeling good about themselves
- Considerable increase was noted in feeling confident in what they can offer a workplace as an individual
- Notable increase was reported in thinking clearly
- Notable increase was reported in knowing rights in the workplace and understanding what can be asked in interviews about health

## BIGGEST TAKEAWAYS FROM THE PROJECT

"I was surprised how much I valued the community impact and I'm grateful to have a positive role in the community."

"I feel ready to work again and would be interested in working more in lolly making in the future."

"I have a sense of pride in having a job - It has been nice to have a wage after only volunteering or being off work for so long".

"I am so much better at setting boundaries and speaking up for myself now, It really has boosted my confidence."

"I am so much better at getting up and being ready for the day now. I am in a good routine and will start working mornings, which a few months ago just felt too overwhelming".

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# Next steps and future goals



**T** had aimed to get into a better day to day routine, and reports sleep and hygiene routines are much better and they want to keep this up.

They now aim to

- remain engaged with a work coach
- get reassessed with a new Work Capability assessment
- remain connected to Flo's The Place in the Park through community participation, work or volunteering
- find part time work to continue to contribute to the community

**NEWS UPDATE; has gone back to college for further study to gain a professional license to pursue a chosen career path**

**M** had hoped to plan and pay for a holiday. During the training they achieved their goal in attending a festival, and paying for a trip to visit friends.

Their new goals include

- completing an allergy awareness course found through the virtual college
- further well being courses with Restore to continue to care for themselves
- look for further work to make plans to move into new accommodation
- continued self care

**H** wanted to gain a level 2 qualification during the programme, which was completed and superseded by obtaining a Level 3 certification! They have left feeling more positive and ready to increase their hours in a local refill shop, including morning hours that had previously seemed too overwhelming. They plan to pursue further self-led study.

**J** wished to pass their Level 2 course and learn more about themselves. They also surpassed their initial goal and qualified in Level 3 Food Safety and Hygiene for manufacturing. They are now considering their next steps and can approach the world of work with hands on, recent experience on their CV and greater understanding of their rights in the workplace.

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# And finally... THANK YOU!

**The first 2 years at No Vice Ice would not have been possible without the support of many people/funders/organisations so a big round of applause to you all:**

- Customers and lolly lovers of Oxford – you are great!
- Our director team, staff and trainees
- Flo's – The Place in the Park (special thanks to Makena, Annie and Pippa)
- The National Lottery
- Oxford City Council
- The Funding Network (Oxford Gives)
- OSEP and OXLEP's Escalate programmes
- CAG Oxfordshire
- Good Food Oxfordshire
- Oxford Farmhouse
- Rectory Farm
- Our Stockists - Flo's Cafe, Eat the Future @ OU Museum of Natural History, Waste 2 Taste & Tap Social
- Farmability

