



Wandsworth Work Match ANNUAL REPORT 2025 - 2026

Celebrating the achievements
and success of local residents
and businesses





FOREWORD

Cllr Lynsey Hedges

Cabinet Member for Opportunity

Welcome to our second Wandsworth Work Match Annual report. Celebrating the achievements and success of local residents and businesses.

It's been another successful year for Wandsworth Work Match, launched in September 2013. Over 3708 residents supported by the service since its inception and over 3000 placed into sustainable local jobs.

Wandsworth Work Match's Connect to Work programme, has had a successful first year of delivery with over 100 residents currently being supported on the programme.

The programme is designed to help individuals with disabilities, long-term health conditions, or complex life barriers find and keep sustainable jobs, or stay in work if they are at risk of losing their employment.

As a council we've promised to:

- Set up the "Business & Family Friendly High Street fund" - a return to the successful model which invested up to £300K and up to £50K per neighbourhood parade in improving the safety, accessibility and appearance of our borough, restoring pride in our community spaces and promoting independent retailers
- Focus Adult Education funding on getting people into local jobs, investing in Work Match to support businesses to employ local residents
- Work with the voluntary and community sector to help them provide support to our most vulnerable residents.

Wandsworth Work Match 5 Pledges:

1. **Accessibility** - Ensuring we publicise the service to all residents so they can access support to thrive in the local jobs market
2. **Opportunity** - Promote support for local residents and businesses such as jobs guarantee and apprenticeships
3. **Equity** - Support residents to access the right services in the expanded Work Match offer e.g. our Connect to Work & Trailblazers programmes, Training or Jobs Brokerage
4. **Value** - Added value for businesses, partners, residents and the council
5. **Economy** - Develop and sustain a positive local economy



Wandsworth Work Match achievements up to March 2026

Engaged **3708** into the service

Provided Training for **2871** residents

Supported **3052** residents into sustainable jobs

Average rate of pay **£15** per hour

Average age of residents engaged: **29**

Top **3** Wards residents engaged

- Roehampton
- Falconbrook
- West Hill



TSGAB'S STORY

"I want to express my heartfelt thanks to your organization"

Before I found my current job, I was on benefits and actively looking for work. I applied to at least ten jobs every day through various UK job sites and even visited employers in person for almost 6 months.

It was a really tough time in my life because I didn't even get a chance for an interview. I was almost ready to give up when the job centre referred me to your organisation, Work Match.

The challenges I faced while looking for work were overwhelming. I felt discouraged after so many rejections, and it was hard to stay motivated. I struggled with confidence and didn't know how to present myself effectively to potential employers.

The support from Work Match changed everything for me. The first thing I received was a detailed and practical week long training programme. Even though it was just a week I learned so much like how to prepare for interviews build my self-confidence and effectively search for jobs.

Now, I am working part time as a customer assistant at Lidl and I truly enjoy it. I get to interact

with hundreds of customers daily which is great for my personal development. I love creating positive experiences for them and helping with self-checkout. Working in a busy environment has taught me how to handle pressure and I find it interesting.

Working locally in Wandsworth has many advantages for me. The short distance to my workplace makes it easier to commute, which helps me be more effective and focused on my job.

Finally, I want to express my heartfelt thanks to your organization. Words can't fully describe what your support has meant to me. I was feeling hopeless and was even on medication for depression and insomnia due to my situation. Being dependent on benefits at my age was hard but thanks to your help I feel like I have regained control of my life.



BUSINESS TESTIMONIAL

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

The Work Match service has been incredibly efficient and supportive. The communication has been clear throughout, and the candidates presented have consistently aligned with our needs.

What outcomes have you achieved from the service so far?

The outcomes have been amazing. Every candidate we've seen has come well-prepared, understood the expectations of the role, and integrated smoothly into our team. On multiple occasions, we even over-hired because the quality

of candidates was so impressive we didn't want to miss out.

Any feedback on how we could improve?

Honestly, the service has been excellent so far. If anything, continuing to maintain the same level of candidate quality and responsiveness would be ideal. We've had a fantastic experience working with the Wandsworth Work Match service. The team has been consistently supportive, responsive, and efficient in understanding our needs and providing candidates who are not only well-prepared but also fully aware of the expectations of the roles. The quality of candidates has been so impressive that, on multiple occasions, we ended up over hiring simply because we didn't want to miss out on such strong talent. The outcomes have been genuinely amazing, and the service has made a real difference in streamlining our recruitment process. We look forward to continuing this successful partnership.



Yordan Yordanov

YORDAN'S STORY

Brand Ambassador

Genesis Motors

"The recruitment process was impeccable and straightforward with the support of Caroline who sent over my CV and then arranged an interview"

What did you do before starting your role here at Battersea Power Station?

I was working as an Operations Lead at a fintech start up based in London but was looking for work since March 2025.

What made you apply for this role?

It looked like a great opportunity to put my foot in the door and join a reputable company with vast possibilities for career progression.

Please can you outline the recruitment process that you went through?

I attended a 5-day pre-employment training with Work Match which gave me an introduction to the recruitment team based in the Power Station (BASE). After completing the programme, they consulted me around the jobs they have and the jobs that may suit me. Caroline from Work Match spoke to me about the opportunity at Genesis and it seemed very interesting. The recruitment process was impeccable and straightforward with the support of Caroline who sent over my CV and then arranged an interview with Angie, the store Manager. Caroline prepped me for the interview which resulted in me being offered a role.

What does your role involve?

It involves mainly interacting with customers and explaining about the products - in my case the car models Genesis offers currently on the UK market. Also arranging test drives and in general keeping the studio in good shape and following the Genesis philosophy of Son-Nim which means everyone that steps in the studio is treated like an honoured guest.

Have you learnt any new skills?

For me the direct interaction face to face with customers is relatively new so it was more like sharpening the skills I already had in terms of approaching clients and maintaining a smooth product related conversation.

What 3 words would you use to describe your role?

Focus, Manner and Adaptability.

How do you see your career developing?

It's early days but I hope an opportunity for a managerial role opens where I can show my full potential within the team or in the company in general.

How has your life changed since starting work at Battersea Power Station?

Really Happy joining Genesis which gave me purpose and direction now to focus my energy on the job and career progress.



Oliver Lax

OLIVER'S STORY

Barista

Blank Street Coffee

"I'm lucky to have had the amazing help from Work Match. I couldn't recommend Work Match enough."

What did you do before starting your role?

I was looking for work having graduated earlier in the summer from university. Lack of relevant experience was holding me back from making much progress in the hospitality sector

What made you apply for this role?

I wanted to work in a team with good people around. To that end I was drawn to Blank Street as their values and work atmosphere appealed to me.

Outline of Recruitment process:

Once Dish put me in touch with the Blank Street team, I was invited to an interview at Blank Street HQ in London. We did mock customer service scenarios, and they assessed our ability to perform this. Then we were invited to an online interview, asking us our motivation to join Blank Street and what we sought to gain out of it. Finally, we were formally inducted into Blank Street, where a training week at a busy store prepared us for barista work.

What does your role involve?

As a barista I primarily make coffee and matcha's. But everyone does a bit of everything- good customer service is a must, as well as making more matcha when required, dealing with stock and supply issues when they arise etc..

Have you learnt any new skills?

Apart from latte art and the actual recipes, the main uptake from Blank Street has been the development of teamwork and interpersonal skills. Especially during rush hours, long closes or early openings, being able to remain calm, pleasant and effective at your job is an important skill to muster. This work provides the perfect place to hone that.

What 3 words would you use to describe your role?

Cheerful, focused and fulfilling

How do you see your career developing?

With experience and new skills learnt, I would hope to be put on as a shift lead, managing a team of people and overseeing tasks delivered correctly and on time.

How has your life changed since starting work here?

I'm much more contented that I am able to make a difference to people's day. I'm lucky to have had the amazing help from Work Match and Dish and Muhit. Through them I met my team, who are fantastic. Couldn't recommend Work Match enough.



SEAHORSE NURSERY

You came to Employ Wandsworth 2026 – how was that experience for you?

We first started working with Work Match Wandsworth at their annual Employ Wandsworth Event held in May 2025. The organisation and the experience of the event was really good.

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

It has been great collaborating with work match and Isabelle has been super helpful and a good communicator. Besides meeting lots of great candidates at the event, Work Match have helped by promoting our vacancies on their platforms and provided a screening service of suitable candidates that has saved us so much time and promoted efficiency within our small operation.



What outcomes have you achieved from the service so far?

Since the Event in May, we have hired 5 candidates from the Work Match service.

Claudia Bonu,
HR Manager





Work Match

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