

Returning Citizens and 'evolve



Entry details

Your name

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The Secondary Contact is happy for their email address to be added to the BQF marketing database

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Organisation Name

Chevron, part of Ramudden

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Please give a brief summary of your award submission

Chevron Traffic Management (CTM) offers a fresh start to ex-offenders—whom we refer to as “Returning Citizens”—through a unique recruitment and training program. By providing training in select prisons before release, CTM ensures these individuals are work-ready and highly sought-after in the traffic management industry. The program benefits not only Chevron TM but also the community, the Prison Service, Returning Citizens, their families, and the broader construction sector

How did you hear about the UK Excellence Awards

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Section 1: What you achieved

- What results are you getting and what has the feedback been?

- How are you measuring the benefits?
- How are you sustaining the momentum/ outcomes?

The first Returning Citizens training programme was delivered in HMP Stocken in December 2023 from which 11 candidates were selected. Since then, Chevron TM has invested over 600 hours visiting 20 prisons, speaking to approximately 400 candidates, providing career advice, conducting interviews and promoting the construction and traffic management industries for future careers.

Chevron TM has delivered 3 training programmes to 33 ex-offenders while Daruma, our training partner, has delivered a further 10 programmes to approximately 300 candidates.

To date, Chevron TM has recruited 24 Returning Citizens and had made offers to 2 additional candidates who are completing their sentences. We also have returning citizens in the pipeline just waiting for release. We have had 2 leavers, but they have stayed in the construction industry and secured promotions.

The impact on the Returning Citizens, their families, communities and our depots has been positive. A number of Returning Citizens have returned to prisons to tell their stories and encourage other offenders to consider our route to employment. Our depot managers are full of praise for their work ethic and their attitude.

Our #evolve project is still in its infancy but it is already making a big difference. We have delivered the training in HMP Stocken, Ford and Lindholme and are engaged with 5 other prisons on the #evolve programme. Whilst we have chosen 8 strategic prisons to work with #evolve, we are still very open to employing returning citizens from other prisons, who have not attended training. This includes the 3 women's prisons we have also visited.

Section 2: Why you did it

- Why are you doing what you are doing and what did you hope to achieve?
- How does this initiative support the strategic direction and values of your organisation?

Chevron TM faces the ongoing challenge of recruiting new talent in the traffic management industry. With only 13,500 qualified Traffic Management Operatives (TMO) in the UK and over 28,000 vacancies in Traffic Management, competition is fierce. To address this, Chevron TM launched the #evolve Returning Citizens training initiative.

The #evolve program focuses on hiring ex-offenders, recognizing that employment significantly reduces reoffending rates. Research shows that ex-offenders who secure jobs are less likely to reoffend, and businesses employing them contribute positively to society. Timpson, for instance, has successfully integrated ex-offenders into its workforce.

Chevron TM's initial visit to HMP Stocken revealed enthusiastic potential candidates among prisoners. The program aims to create a new pipeline for recruitment and retention while meeting EDI objectives. Although not every candidate may receive employment, the #evolve initiative provides opportunities for returning citizens.

Ultimately, #evolve can make a difference in recruitment, retention, and the lives of ex-offenders, benefiting both Chevron TM and the wider industry¹. It's commendable that Chevron TM is committed to providing second chances and fostering a fair, inclusive workplace culture. □

Section 3: How you did it

- How did you go about achieving the results you did?
- How did you structure your way of working?
- How did you go about involving stakeholders, gaining their buy in and support?
- How did the team pull together to achieve an excellent outcome?

Following more detailed research and the approval from our Executive Management Team, we launched #evolve, our returning citizens training initiative

Just 15 months later, we are seeing tangible benefits, and the project has attracted interest and buy in from industry stakeholders.

We held an initial event at HMP Stocken where we did a presentation on Chevron Group to selected prisoners, followed by 1-2-1 interviews. The men who were successful were guaranteed an interview on release. We did this across a number of prisons with very positive feedback.

Following the success of these events we teamed up with an external training provider, Daruma Group to develop a Traffic Management training programme for the prisons. The first training programme was delivered to HMP Stocken who had secured funding from DWP. This is called #evolve.

The TM course is 10 days delivered over 2 weeks. Successful trainees attain TTMBC T1 T2 banksman, manual handling, vehicle inspections, loading/unloading, how to use traffic lights and they get 1 out of 3 end point assessments. This makes the prisoner very attractive to TM employers.

Whilst our Group Head of Talent Acquisition has created this programme it has been enthusiastically sponsored by our CEO. Our Social Value Manager mentors all successful candidates with the assistance of our Depot Managers, who have also been involved in prison visits.

We identified early that while we could provide the training course to selected candidates, there may be occasions when we can't offer employment. We decided that we would engage with our clients and suppliers in the wider construction industry and encourage candidates to seek employment with them if we couldn't provide suitable employment. Given the skills gap in the industry, we felt that it was better to retain them in our industry than lose them.

Section 4: What you learnt

- How was learning captured, actioned and shared to benefit others?

Research shows that only 17% of ex-offenders secure employment within a year of release but those who do get a job are less likely to reoffend. The same research also shows that the sooner the returning citizens gets a job, the less likely they are to re-offending. We looked at Timpson for whom 10% of their workforce have come through the prison system. They report that these employees are loyal, engaged, many have developed into managers and have built long-term careers in Timpson.

Additionally, research also shows that 79% of people think that businesses employing ex-offenders are making a positive contribution to society while 92% of inclusive employers say it's enhanced their reputation, often helping them win new contracts. 75% of people would be comfortable doing business with a company that employs ex-offenders.

We have now employed over 24 Returning Citizens, some have been through #evolve and others have joined us on release. All 24 Returning Citizens are performing incredibly well and our retention of these individuals is 90%. Our Managers appreciate and encourage us to recruit Returning Citizens because they make excellent employees.

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