



An Update from PeoplePlus *Liverpool*

An Introduction...

Our centre is based in the city centre of Liverpool at the Queens Dock Business Centre. As part of our commitment to the City Region we work out of 'outreach hubs' including Anfield Business Centre, Crawford House in Toxteth, Bootle Investment Centre in Sefton and Share Knowsley. Our team of 12 is led by Centre Manager Paul Rowlandson.



We deliver variety of dynamic and engaging courses and work with around 70+ learners each month, helping them to get back into work, and gain new skills and qualifications.

All of the courses we run are attached to fantastic local work opportunities. We also work with two key charities in Liverpool - Crawford House and Share Knowsley where we support a high number of ESOL learners.

Our current courses include...

- **ESOL** (30+ learners every month)
- **Business Admin & Customer Service** (10+ learners each month)
- **Hospitality** (10+ learners each month)
- **SIA Door Supervisor** (12 learners per month)
- **Construction with free CSCS card.** (7+ learners each month)

What's Been Happening Recently

We brought together local residents, past and present learners, businesses and charities of Liverpool for a special event at Crawford House. We were joined by the Lord Mayor of Liverpool, Cllr Roy Gladdon who, along with our Skills Director Dominic Wade, talked about the impact PeoplePlus and everyone else in the room, can have on the local community - offering skills and employment opportunities to those who need it most, enabling people to progress into work.

Attendees included; Liverpool City Council, Bliss Recruitment Liverpool, Households into Work LCRCA, Realise, The Prince's Trust, Alternative Futures Group, The Omni Group and Carpenters Group.



The event was also the opportunity for learners and residents to talk to the employers about job opportunities they have available - which resulted in a number of them receiving interviews!

Our recent Employability programme had learners where confidence was a big issue for all of them - as the programme went on ALL the learners felt confident enough to attend the event at Crawford House and three of the received interviews - an amazing achievement for them!



We have partnered with **Everton Free School** who offer an alternative education pathway for young people aged 13-16, where traditional methods in mainstream schools have failed, along with an 'open' sixth form attracting many 16-19-year old students. We work with them to deliver workshop opportunities for their learners including CV writing and breaking down barriers to find jobs. We are also running workshops for parents of the EFS learners. More information on the school can be found here - [Home - Everton Free School %](#)



Welcome to Mal! -

Malik Karkar was a former learner at our centre, studying on one of our Business Administration courses. He impressed us so much, we interviewed him and subsequently offered him the role of Training Co-Ordinator here at PeoplePlus. Mal is also an interpreter and can speak

Arabic in 8 dialects, French, North African, Berber and English. He has lived in three continents where he learned a lot about people's cultures and backgrounds which is very useful for his role at PeoplePlus, as we have a number of learners with origins outside of the UK.

Mal says:

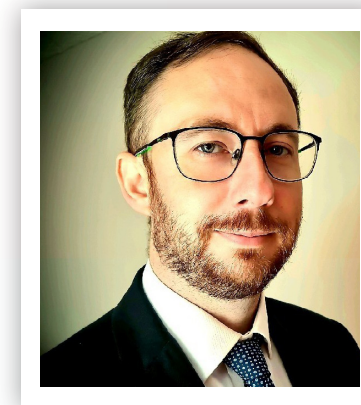
“I love and enjoy helping people that can't communicate properly as it can be a massive barrier for progress

We have also been working with **Carlisle Support Services** and RGIS to help them fill their SIA and Customer Service roles.

Finally, we recently held an interview day at our Queens Dock Centre with previous learners who had successfully completed the SIA Door Supervisor qualification. The interviews were with G4S and two of our learners were successful in moving to a second stage interview!

Meet the Team

In this update we're introducing you to **Kevin** our Employer Engagement Manager and **Leah** our Career Coach.



Here's what Kevin has to say - **“My background has predominantly been in Operations, Sales and Business Development teams having spent 18 years within the Pharmaceutical industry. After being made redundant during the pandemic, I decided to move away from the 'corporate world' and try to find a more rewarding role where I could help people using my knowledge and experience. In this short time here, I have developed a great passion for the sector, and I am very excited to be able to continue the fantastic work in my new position at PeoplePlus”**

Kevin.obrien@peopleplus.co.uk

And Leah with a background in Criminal Justice, she has experience in both skills and employability nationally and internationally.

She says:

“I found myself in Skills as I wanted to improve the low education attainment level of ex-offenders. Every day I come across people in need of skills and/or work. My job involves supporting individuals in their sign up for training opportunities, and creating wrap around care while they learn. I spend my time visiting Job centres, community centres and other agencies within the region - promoting course content and the inclusion and acceptance of all learners, celebrating diversity and ensuring the implementation of equal opportunities.”

Leah.RichardsJames@peopleplus.co.uk



Here's what some of our other learners said:

“

I loved this course! Wayne helped me so much and I am now a lot more confident and feel like I can find work more than I ever could.

Marie
(Employability Learner)

“

Thanks to the tutelage of Paul I have learnt so much on the course and the skills I have developed will allow me to progress into work

Paul
(Employability Learner)

**NPS of
30.2**

And here's what Crawford House had to say about us...

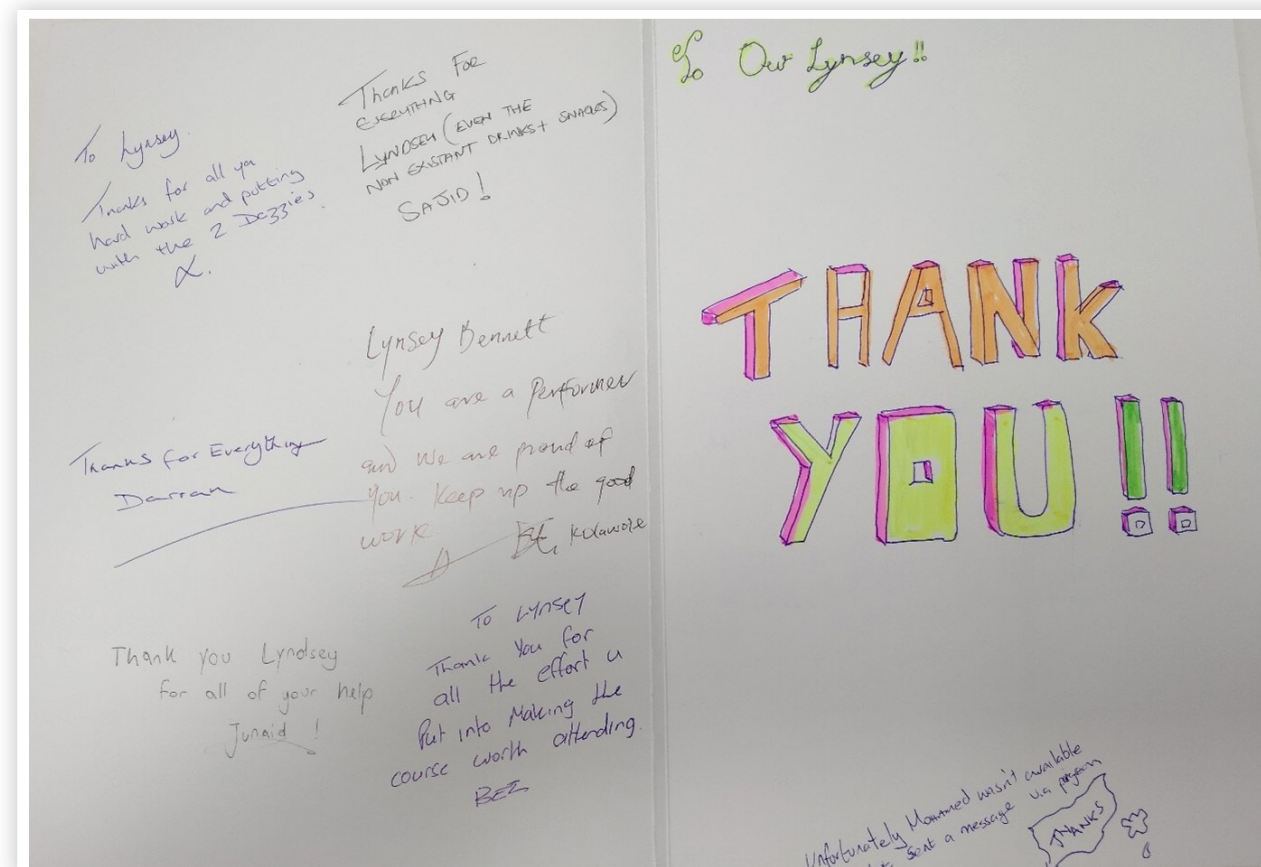
“

PeoplePlus provides fantastic opportunities for the people of Toxteth, being a deprived area, people of this community struggle day to day but PeoplePlus has given them many opportunities, in particular with their ESOL programmes. We are seeing more and more people asking about this course and the positive impact it is having on the whole community

Crawford House

”

And here's a card our tutor Lynsey received from her learners on the last day of their course.



Positive Destinations

We have tracked that **16** learners have progressed into a positive destination of employment or education, as part of our plans to increase our destination data tracking which we have done in Q1 (January-March).



Visit us online

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Contact our Centre Manager, Paul at any time

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