



# An Update from PeoplePlus *West Yorkshire*

# An Introduction...

**Our West Yorkshire team is based in Bradford in West Riding House,** but we deliver courses all over West Yorkshire, focusing on Huddersfield, Wakefield, Halifax and Bradford. Our team of 12 is led by Alex Ellison.



**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 local charities such as FareShare who provide lunch for our learners and food parcels to take home. We work with other organisations such as NCS to support learners further in the journey with us.

Our current courses include...

- **L2 Door Supervisor with FREE SIA licence**
- **L1 Customer Service**
- **L1 Warehousing and Logistics with FREE training and licence.**
- **L1 Employability**
- **L1 Health and Social Care**
- **L1 Construction with FREE CSCS Labourer card**



## **What's Been Happening Recently**

We have recently welcomed a second SIA tutor, David, to PeoplePlus. SIA is by far the most popular course in West Yorkshire so there is plenty for him to get his teeth stuck into!

We have been holding some great 'A Day In the Life' sessions with our local employers such as Professional Security, McQueen's Dairies and Bradford Council who speak to our learners about their fantastic work opportunities. Just last week McQueen's offered a guaranteed interview to two of our learners.

We have received some great feedback from the learners, saying they feel inspired and excited to get back into work!

We have been busy out and about in the local community doing events and meetings with The Job Centre, Maximus, Reed and The Opportunity Centre to name a few. We have also been working with some local charities to help support our community further, along with FareShare these include; Support 2 Recovery who are a mental health charity based in Huddersfield and Focus 4 Hope who are a foodbank based Brighouse.

In March our Career Coaches, Beth McArthur and Kim Kounnas attended Career Live 2023! It was a fantastic event organised and hosted by The Opportunity Centre at the beautiful Leeds City Museum. The day event was about 'all things Careers in West Yorkshire'. There were some great Keynote speakers and activities giving a fantastic insight to the current local labour market, ultimately enabling us to help even more learners back into work.

**Photo: McQueen's Regional Sales Manager Lee Middleton talks to learners about the Field Sales roles available.**



## Meet the Team

In this update we're introducing you to **Billy** who was previously a learner with us and completed a L1 Customer Service course in April 2022.

In May 2022 Billy was offered an Apprenticeship (L2 Customer Service) position to join the Bradford Skills team as a Receptionist/Customer Service Apprentice. Billy contributes to the day to day running of the centre by meeting and greeting learners and visitors, supporting with admin responsibilities, dealing with telephone enquiries and ensuring the centre is neat and tidy for our learners.

Since joining the team Billy is now officially no longer relying on benefits as of October 2022.

## Shining a Spotlight...

Our learners are at the heart of everything we do here, so we wanted to shine a light on some of them.



**Leroy** came to us from a referral from the Job Centre looking to get some new qualifications with the aim of finding sustainable employment as well as building up his confidence. Leroy has completed our Customer Service, Warehousing, Health and Safety and Mental Health & Wellbeing courses and is currently doing our SIA course with the hope of then securing employment with Controlled Space Security. Here's what he had to say:

“

**My first course was Customer Service and my tutor was Paul. He was very aware of the support I needed and what my aims were. During the course I was able to build on my confidence in talking to new people and working in a team. Whenever I was daunted by anything I was able to speak to Paul and talk things through. The next course I did was the Warehousing course with tutor Linda who was very supportive and encouraged me to share my experiences with others on the course.**

I am now more confident in myself and that the qualifications and my understanding of what is expected of me in the workplace will enable me to secure a job!

”

**Rebecca** had to leave her job in healthcare due to a severe latex allergy and was searching for a new career path when she decided to take a chance on PeoplePlus and attend our two-week Employability training course in Keighley.

Rebecca found that the course provided many benefits, including boosting her confidence, helping her to identify transferable skills, showing her that she was employable, and understanding how to work in a team. She said:

“

**Following the course I am happier and feel like the stress of being unemployed and being a homeowner has lifted. I am grateful to this course and especially our tutor, Kim.**

”

Rebecca also appreciated the routine and structure that attending the course each day provided, she saying “Not only did I learn new things and facts about myself, but I had lots of fun doing so.” She also found the course to be a “safe space to grow” and to understand how to work in a team.

Following her course, Rebecca was offered a guaranteed interview through our Social Recruitment Framework and thanks to her hard work and dedication landed a full-time, work-from-home role with Direct Line. She's grateful to PeoplePlus and her tutor, Kim, for helping her regain her confidence and discover a new opportunity.



## Here's what some of our other learners said:

“

I had a really positive experience at PeoplePlus. I felt safe and welcomed from day one. Linda has been a fantastic tutor; really helpful, patient and clear. I would definitely come back to do another course!

**Katie**

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“

It has been an amazing experience at PeoplePlus, all the team are super friendly and very supportive. I have learned many valuable and highly beneficial things which I will carry on in my life

**Auais**

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“

After the first course I was eager to do more as it was a fun experience.

**Dominic**

”

“

I had communication problems before I started at PeoplePlus. Now that I've completed my course, I can confidently say that I can communicate with other people without feeling anxious

**Kamil**

”



## Working With... Controlled Space

Controlled Space are a Security firm based in Leeds but offer stewarding and security roles for events up and down the UK, along with static security vacancies in West Yorkshire.



We have partnered up them to offer security jobs for our learners. Controlled Space have been coming into our Bradford centre to give 'a day in a life of a Controlled Space security guard talks,' along with giving learners information on what it's like to work for them. So far approximately 70 learners have been interviewed. As an SIA licence can talk a little while to come through, Controlled Space employ our learners initially as Stewards and once their licences have been received, they move into an SIA role. Ryan Johnson, Operations Manager at Controlled Space comments:

**“The Bradford centre is always busy and has a real buzz and atmosphere. We are looking forward to continuing our partnership with PeoplePlus.”**



## Positive Destinations

We have tracked that **169** 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). This has brought an increase of **20% more positive progressions** compared to August to December.

**NPS of  
61.3**



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