

# Employability Newsletter

Spring 2019

## Welcome to the Thirteen employability services e-newsletter

Thirteen's award-winning employability service offers a range of services throughout the Tees Valley, County Durham and Newcastle to support individuals into employment, education and training.



We have supported  
**2,246**  
customers since our  
launch in May 2016

**1,011**

of our customers  
have received an offer  
of employment,  
education or training



From those;

**750**

customers found  
employment or  
apprenticeship and  
**264** accessed  
full-time education or  
vocational training

**1,669**

customers have received  
some form of supported  
intervention to break  
down barriers to work,  
improving their chances  
of landing their  
ideal role

**We would like to share information with you about our full employability offer and how to refer to the different services:**

- **Thirteen's employability service for our tenants**  
This service allows anybody living in a Thirteen property of working age to access high quality one-to-one support, advice and guidance to help them into work, education or training. The service is delivered in Tees Valley, County Durham and Newcastle.  
Email: [employability@thirteengroup.co.uk](mailto:employability@thirteengroup.co.uk)

- **New Directions (Youth Employment Initiative – YEI) in the Tees Valley**

We deliver the New Directions (YEI) programme across the Tees Valley. This provides 1-1 support to 15 to 29 year olds who are currently not in work, education or training and living in the Tees Valley area.

Email: [new.directions@thirteengroup.co.uk](mailto:new.directions@thirteengroup.co.uk)

- **Customer service and hospitality routeways in County Durham**

We deliver customer service and hospitality routeways for 16 to 24 year olds living in County Durham and surrounding areas who are not in education, employment or training.

This is funded via DurhamWorks as part of the YEI.  
Email: [durham-routeways@thirteengroup.co.uk](mailto:durham-routeways@thirteengroup.co.uk)

- **Volunteer and peer mentor service**

We continue to provide volunteering opportunities within various departments at Thirteen. Those taking part can access volunteering opportunities as well as our other support services, to boost their experience and their employability. We provide structured programmes and our team works with customers throughout their placement to make sure they have the best experience possible.

Email: [volunteering@thirteengroup.co.uk](mailto:volunteering@thirteengroup.co.uk)

- **Employability support for Accent and Clarion Housing tenants**

We work in partnership with Accent and Clarion Housing to provide employability support to their residents in various localities. Through our continued delivery of job clubs and one-to-one appointments we provide support into employment, education and training. There are exclusive e-learning opportunities, exclusive vacancies, IT facilities and access to a range of grants to support customers into work.

Email: [Khialah.wilson@thirteengroup.co.uk](mailto:Khialah.wilson@thirteengroup.co.uk)

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## Spotlight on Thirteen's customer service and hospitality routeways



Our Durham Routeways programme, funded by DurhamWorks (YEI), launched in February this year.

The service offers customer service and hospitality routeways for 16 to 24 year olds in County Durham who are not in employment, training or education.

The two-week programmes provide a level 2 qualification along with guaranteed interviews for live job vacancies with local employers. Individuals are also given 1-1 support from Thirteen's Employability Service after course completion to progress them into work.

The first six cohorts of young people have now completed their routeways. Many have started work already following routeway completion and others are currently preparing for interviews for live job vacancies.

Susan Borrow, Employability Support Services Manager at Thirteen, said: "Durham routeways offer a great opportunity for young people in County Durham to gain valuable skills and a qualification that will stand them in good stead for the future."

Due to the success of routeways in County Durham, we are now replicating the Customer Service course within the Tees Valley.

All routeways in County Durham and Tees Valley are now open for enrolment for future cohorts with many employers including the Cairn Hotel Group and the Ramside Group providing guaranteed interviews.

For more information on the routeways or to make a referral, contact the team via:

### County Durham

Email: [durham-routeways@thirteengroup.co.uk](mailto:durham-routeways@thirteengroup.co.uk)

Tel: Philip Bentham 07789 923 490

### Tees Valley

Email: [employability@thirteengroup.co.uk](mailto:employability@thirteengroup.co.uk)

Tel: Leigh Karakosta 07464 656 456



## Northern Housing Awards

We have won 'Resident Employment/Training Initiative of the Year' at the prestigious Northern Housing Awards.



Full story in the next issue.



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## Success stories

### Meet Thomas

Thomas came to Thirteen's employability service in January after hearing about us from his work coach at Billingham Job Centre.

Caseworker Jay identified his skills and passion for the construction industry and decided to submit Thomas for our apprenticeship roles the same day.

Our Employer Engagement Team were working with local scaffolding company, J Mac, to source roles exclusively for our customers and met with Thomas within the hour.

### Jay and the team worked together to help Thomas showcase himself and skills to the employer by:

- Developing a top quality CV
- Supporting him with interview skills and tailoring his answers to employer needs
- Providing quality information, advice and guidance about the opportunities available to him

Thomas secured an interview and work trial for a scaffolding apprenticeship that afternoon, which followed with a start on the apprenticeship the following day.

Thomas had been unemployed for over six months and after working with us for just one day, secured this amazing apprenticeship that will provide him with skills for an entire career.



### Meet Paul

Paul has recently started work as a Tenancy Support Officer at Thirteen after receiving support from the Employability Service.

Caseworker Jessica began working with Paul, who lives in a Thirteen property, last year after a recommendation from a family member.

We supported Paul by helping update his CV and complete a Thirteen application form, which led to him securing an apprenticeship in our neighbourhoods team.

Paul was in his apprenticeship role in neighbourhoods for four months before having the opportunity to apply for his current tenancy support role.

He plans to continue with his apprenticeship qualification at home and is working hard to gain an NVQ level two in housing and property management, as well as continuing with his full-time position.

Paul said: "If anyone wants a little extra support in their working lives, I'd thoroughly recommend giving the employability service a call. Their help has been invaluable, and I just want to say a massive thank you to Jess and everyone else involved within the team."



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## Employer engagement successes

Our employer engagement service is continuing to support employers across the Tees Valley and County Durham with filling their vacancies and apprenticeship opportunities.

One of the many employers to have benefitted from our bespoke services is J Mac Scaffolding and Safety Systems. Nine local residents have secured apprenticeships or employment through Thirteen's partnership with the expanding local company.

As part of their social value commitment as a Thirteen contractor, J Mac partnered with Thirteen's employability team to recruit for their apprentice opportunities. The Stockton-based company then also approached Thirteen to support them with a full time administrator vacancy.

Luis McCarthy, Managing Director at J Mac said:

"We are delighted to be working with Thirteen's employability team. They have already identified nine great candidates for us who are all now busy learning their trades."

The team also helps with internal Thirteen vacancies and recruitment for numerous external employers by running short academies to guide candidates through the application process.

Any enquiries about support from our Employer Engagement Team can be made by phone to **01642 947 840**.



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## Contacts

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Tel: **07789 923 490**

To discuss partnership working opportunities with Thirteen's employability services, please contact:

**Susan Borrow, Employability Support Services Manager**

Tel: **07816 070 370**

Email: [Susan.borrow@thirteengroup.co.uk](mailto:Susan.borrow@thirteengroup.co.uk)

Alternatively, visit:

[www.thirteengroup.co.uk/page/employment-support](http://www.thirteengroup.co.uk/page/employment-support)

<https://www.facebook.com/Newdirectionsteesvalley/>

<https://www.facebook.com/ThirteenGroup/>

