

# STEP UP – FEBRUARY 2016 NEWSLETTER



## Welcome to the third edition of the Step-Up Newsletter

Step-Up is a programme funded by Trust for London and the Walcot Foundation that aims to test new approaches that help low-paid workers increase their earnings and progress into better jobs.

### *Step Up Delivery Partner Updates*

**Thames Reach** has recently supported a client from a £7.25 p/h role at McDonalds to a £35000 p/a role as an IT administrator. In addition, they:

- have been working with housing associations (Notting Hill Housing Group & Genesis) to drive referrals
- have attended Turn 2 Us training on benefits and grants (this is free and you are able to cascade materials to clients with their permission)
- are holding Universal credit training for clients, which will be delivered by partners Clean Slate
- would like to remind partners of the roll out dates for Universal Credit in Lambeth as this will affect how we work with clients: UC “full service” from Dec 2017 (Brixton and Stockwell Jobcentres) and Feb 2018 (Streatham and Clapham Jobcentres)

**The Creative Society** has been enjoying getting to know a new cohort of young Lambeth creatives. At our first networking event last week we brought them all together with our trustees, and the energy in the group was tangible. Despite their exhaustion from working long hours across a range of non-creative jobs to support themselves and their often unpaid creative endeavours, they were at their artistic best and are optimistic about the future for them on Step Up.

**IRMO** has recently reached their 100<sup>th</sup> participant and are looking forward to many more!

- One of the participants of our project who is originally from Ecuador has achieved great success. He worked with us to obtain his UK construction qualification, and recently has found a job earning the London Living Wage. He says: “The biggest achievement was when I finally got paid the London Living Wage. I could save money to send my eldest daughter to college.”
- Over the last year a lot has changed. We have introduced an important role within the project called Career and Employment Coach. This role works with participants who want to work in health and social care by offering support in job hunting, training and advice. This position boosts our efforts and the participants chances at obtaining meaningful work.
- We also have introduced a very similar role within the construction part of our project, called Employment Supporter. After participants have completed our in-house course and passed the necessary exam to work in the construction sector, we offer a further service which covers 3 important aspects: support in job hunting in the relevant sector, helping to validate overseas degrees and qualifications so that they can be used in the UK, and also to continue to take further courses and trainings to gain a specialisation, for example in scaffolding, electrician, plumbing etc.

**From the 20<sup>th</sup> February, IRMO are holding a fundraising week, including:**

- Wednesday 22nd February- SOCIAL AND FILM NIGHT: What a better way to spend time together and help our community. The price is £ 7.00.
- Saturday 25th February- 5K RACE: Join us at Brockwell Park - you will need to create your own fundraising page at [www.everyclick.com](http://www.everyclick.com) and link it to IRMO. You can also support IRMO by donating via one of our runners' fundraising pages or at [irmo.org.uk/donate](http://irmo.org.uk/donate).

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## *Spotlight on: Springboard*

Springboard supports low paid staff in the hospitality sector in London to progress. They deliver support through a series of one-to-one action planning sessions, as well as providing CV and interview guidance, and workshops on subjects including customer service, communication, motivation and confidence, team work and leadership.

Recently, Springboard has begun delivering some workshops on a one-to-one basis rather than in group sessions. They are also using peer-to-peer recruitment to bring new people into the programme by having existing candidates promote the programme to their friends and family.

## *Interview with a Step-Up candidate*

Margaret Raichura, Careers Manager at Springboard recently spoke with Simon, a Step-Up candidate, about his experiences on the programme. Simon worked for Premier Inn Putney Bridge as a Reception Night Member when he first started the Step-Up programme. A couple of months later he was promoted to Night Host managing a couple of staff members during the night shift.

**What did you enjoy most about the step up programme?**

The group work and presentations.

**What did you get most out of the programme?**

An increase in confidence and a better understanding of building team work.

**Would you present before to a group?**

Yes but not with a great deal of confidence.

**Would you present now to a group?**

Yes, since the programme, I presented at a step up learning event in front of about 50 people and was confident about doing it, receiving lots of positive feedback afterwards.

**Would you recommend the programme to a friend or colleague?**

Yes, I have already recommended 2 colleagues who are currently on the programme now.

**Where do you see yourself in 5 years' time?**

I would like to work towards getting promoted to an Assistant Operations Manager at Premier Inn.

**Any other words about the programme?**

I gained a lot from it, it was an engaging course and I feel that I completed it feeling better about myself and my career prospects.

## *Step-Up evaluation update: Year 2*

Over the next 2 months, L&W will be completing a number of key evaluation activities, including:

- 1. Online survey of participants:** An online survey is currently being tested and will be launched in early March.
- 2. Interviews with delivery staff:** We will be arranging telephone interviews with delivery staff, programme managers, volunteers, partners and other stakeholders to explore changes in delivery models and gain insight into what is working well.
- 3. Interviews with employers:** These will explore their role in the delivery of Step Up and gain their perspectives on in-work progression within their sector.

If you have any questions about the Step-Up evaluation, please contact:

[hannah.murphy@learningandwork.org.uk](mailto:hannah.murphy@learningandwork.org.uk)

We will be sending out the Step Up newsletter approximately every month with the next edition due in March. If you have any feedback, please do let us know by emailing:  
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