



# Riverside Training

## Our impact in 2021/22

Helping people realise their potential.



We offer opportunities for people to develop themselves – personally and professionally.

Our **courses, qualifications** and **flexible support** options have been designed to help people pick up the skills they need to progress in their lives.

Over the last year, we've supported more people than ever as our communities look to bounce back from the coronavirus pandemic.

9

contracts

1361

people supported

+172%

people supported from pre-covid levels

We're here to solve issues that are clear across the country – but are very apparent in our own communities.

- **13,400** people in Lincolnshire and **37,100** people in South Yorkshire are unemployed.
- **103,100** people in Lincolnshire and **205,400** people in South Yorkshire are economically inactive.
- **18.9%** of economically inactive people in Lincolnshire, and **21.3%** of economically inactive people in South Yorkshire people want a job.
- **37%** of people who rent homes from Acis are worried about their future
- **10%** of people who rent homes from Acis were worried about future job opportunities and job security.
- Social renters are **7%** less likely than private renters to undertake skills training.
- **74%** of social renters don't have a Level 3 qualification.
- **10.7%** fewer people in Lincolnshire and **4.5%** fewer people in South Yorkshire have a Level 3 qualification, compared to the national average.
- **7.9 million** people in the UK will still lack digital skills by 2025.



## Our programmes

We've delivered a wide range of funded programmes to support people in the last year, including:

- **Restart Scheme:** Providing tailored support to jobseekers on behalf of the Department for Work and Pensions and prime provider Jobs 22.
- **Work and Health Programme:** Delivering online courses on behalf of the Department for Work and Pensions and prime provider Shaw Trust to help people build up their confidence and resilience.
- **Kickstart Scheme:** Helping unemployed 16-24-year-olds into six month paid placements during the pandemic to help them become more employable afterwards as part of the government's Plan for Jobs agenda.
- **South Yorkshire job support:** Providing support for unemployed people aged 25 and above in Sheffield, Barnsley, Rotherham and Doncaster as part of the South Yorkshire Mayoral Combined Authority's Adult Education Budget.
- **Adult education in Lincolnshire:** Serving up a range of free courses to support people to pick up new skills in everything from English and maths to first aid and mental health.
- **Youth Employment and Support (YES):** Working with VCS West Lindsey to supporting young people aged 16-30 and employers to tackle youth unemployment in the region.
- **Building Better Opportunities:** Giving flexible and tailored support for people looking to move forward with their learning or careers.
- **BBC Children In Need:** Working with local schools to provide extra-curricular fun and active activities to bring smiles to young people in Lincolnshire.
- **Unlock your potential:** A programme designed to support Acis tenants to enhance their skills and careers, funded by the European Support Fund, Bishop Grosseteste University, Greater Lincolnshire Local Enterprise Partnership and the Education and Skills Funding Agency.
- **The Workables:** Our weekly job club to support anyone in Gainsborough and the surrounding area with job-related queries.
- **Acistance:** Our new programme in Lincolnshire designed to support people boost their confidence, self-esteem and wellbeing.

**RESTART**  
SCHEME

**KICKSTART**  
SCHEME

**shaw trust**

SOUTH YORKSHIRE  
**SYMCA**

MAYORAL  
COMBINED  
AUTHORITY

Lincolnshire  
COUNTY COUNCIL  
*Working for a better future*



Education & Skills  
Funding Agency



European Union  
European  
Social Fund

Supported by  
**BBC**  
Children  
in Need

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& Wales no. 802052 and Scotland  
no. SC039557

**COMMUNITY**  
FUND



## How did we do?





161

people into work

54

employers worked with

40%

at least, sustained in work\*

£11,318.46

taxpayer saving per week\*\*

\*Job sustainment is only recorded on specific contracts, so real figure will be higher

\*\*By getting 161 people into employment, it could have saved the government £11,318.46 per week in Jobseekers Allowance payments.

370

courses delivered

30%

increase in optimism after  
taking our courses\*\*\*

\*\*\*Participants feel 30% more optimistic about their situations following our interventions, based on questionnaires on our Shaw Trust contract

We've widened our reach too. Through working with our partner agencies, we've supported people from **up to 150 miles away** from our Gainsborough base – spreading the word about our expertise and preparing for future growth opportunities.

All of this means we're performing well and delivering for the communities we look to support. According to the HACT social value calculator, we have had a huge impact in the areas where we work.

£4.2m

social value created

**And that's not all. We're making a difference where it really counts to the people we support everyday. Here are just a few of our stories from the last year...**



### **Michaela “alive again” after securing job**

A Gainsborough woman says she's 'alive again' after help to secure a new job and the start of a new career.

Michaela Conners was struggling to find work since the start of the coronavirus pandemic, with it hitting her confidence and wellbeing. Coupled with some mental health issues to overcome, she needed support to get back on the career ladder.

Her luck changed after being partnered with Employment Coach Emily Humphries on the Restart Scheme. Emily and Michaela worked together on a plan to build up her self-esteem, skills and start to think about potential employment options.

After undertaking courses to help her reach her potential, Michaela enrolled on Riverside Training's care routeway – our intensive course to give people the insight and skills they need to work in the care sector.

Michaela enjoyed the course and secured an interview with a local employer soon after. After being prepared for the interview by Emily, she impressed would-be managers and started her new job just before Christmas.

Michaela said: “That first day I came, I was in tears. But now I feel like a different person. I was so low, and you, Emily, made me feel so good, just being honest. I really needed you guys to pick me up off the floor, and you did. You made feel alive.”



### **Ann's career plan back on track**

Ann Slater joined one of our courses simply to improve her office skills – and now she's on the path to becoming an accountant.

Ann, 49, initially took our Business Administration course, but it sparked a fire inside her and lit up her career pathway.

She's since undertaken a series of other courses with Riverside Training, including her Level 2 English and Maths qualifications, which helped her land a spot at Lincoln College.

After passing her Level 1 qualification in Business Administration, she's now progressed onto an accredited bookkeeping and accounting course – and is working with our team to help find some work experience opportunities locally.

Ann dreams of being a self-employed accountant and said: "The Riverside team are fantastic and the courses are really helpful. They don't leave you to struggle and they have helped me a lot.

"I am enjoying it. But I don't have any experience. Only what I've done on the course. So, I'm just looking for a bit of work experience or an apprenticeship. I know I'm 50 this year but they always say age doesn't matter. The business admin course is what inspired me to be an accountant. I was doing all these courses and I thought I might as well do something with them. And I liked business admin and maths. So that's when I thought about accounting.

"I wanted to broaden my horizon and put something different and more qualifications on my CV.

"Since everyone at Riverside has helped me with the courses, I feel so much better. Less anxious and more confident."



### **Lisa lands work experience on her journey back to work**

Acis tenant Lisa Houchin has rebuilt her confidence, improved her IT skills and has landed work experience in a bid to get back on the payroll after years away.

Lisa, who had been away from the world of work due to ill health, was initially supported by Acis' Supporting Foundations team before being helped with her career planning through our Unlock your Potential project.

Despite being 'petrified', she enrolled on two IT courses and started to work on improving her confidence in speaking to others. And before long, she was a regular at our Workables job club to update her CV and apply for jobs.

Soon after, Lisa was presented with an exciting opportunity to undertake work experience alongside our team.

She said: "I've had no confidence in myself for a long time now. I didn't realise how much I didn't know.

"But these courses have really helped me to prepare for an admin or receptionist role. It has helped me tremendously as I was able to support other people in building their confidence and share my experiences.

"If it wasn't for Kirsty, I wouldn't have taken the steps into rebuilding my confidence and taking on work experience."





### **Crafty course puts Jayne in right mindset**

When the pandemic hit, West Midlands woman Jayne Preston had to shield – and that meant losing her job.

Being supported to get back to work by Shaw Trust, she was referred to our Time for Art course to reset and help her through a dark time in her life.

Jayne said: “It has been a really tough time. The past 12 months has been really tough financially. I wanted something to chill me out. So, Shaw Trust pointed me in the direction of an arts and crafts course with Riverside.

“It’s been accessible and inclusive. I wouldn’t have done the course if it wasn’t online as I wouldn’t have had the motivation. It’s helped me get into a positive mindset.

“It helped me to improve my confidence and know that I can do this.”

What’s more, upon finishing the course, she was offered a job doing a similar role to what she’s done before.



### **Kyran loves Riverside so much he travelled from Stoke**

Kyran Phokeerdoss attended our Time for Art course to overcome self-esteem and confidence barriers, helping him to refocus his mind, to relax and unwind.

Kyran, 22, was diagnosed with autism at the age of three and sometimes finds it difficult to concentrate, so the course was perfect for him.

And he loved the course so much, he travelled from Stoke-on-Trent to attend, even when the course could have been delivered online.

He said: "After the course I felt chilled, relaxed, and focused. The tutor is great and very patient; he offered a relaxed environment that made me feel very welcome.

His father Dean said: "Ky has always had difficulties communicating and socialising. This course will help him with his self-confidence, believing he fits in, and his self-worth.

"I think Ky will be a good employee regardless of what job he'll end up doing but it is about confidence and structure which I believe he will receive doing this course."

**To find out more about how Riverside can help you, contact us:**

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