

Who could have predicted the effect that the on-off lockdowns would have had on all of our lives?

In our last newsletter, I emphasised our resolve to not simply keep going, but to keep going forwards. And that is what we have done with dedicated teamwork that has produced truly creditable results.

We have learnt so much by listening and observing and taking action. The past months have taught us a great deal about ourselves and our ability as an organisation to adapt and be innovative with our working methods while never compromising on the ethos of People Matter.

Through these challenging months, we have continued to provide help and guidance to over 2,500 clients through various interactions towards employment. Early in the pandemic, our team took to remote working and utilised all that technology can provide to keep up contact and services. By now, Zoom, Face Time etc. have become our new normal with no lessening of commitment to each client. More than ever, we can offer a wide variety of help and skilled assistance. Clearly, we have missed the amount of personal contact that we are known for, and greatly look forward to resuming this safely and securely when restrictions are lifted.

Looking back on the months of upheaval and uncertainty, I can see so many positives that we have grasped and turned into opportunities to refocus and reinforce our resolve to encourage and enable jobseekers to enjoy a successful and fulfilling future.

Here's to new horizons and a very big thank you to everyone within People Matter and to the many and varied local organisations with whom we have formed even closer alliances during challenging times.



Ann

UPDATE FROM
ANN GILLARD, CEO

Open and Shut

The face-to-face contact that is a well-known element of all we do has been much missed by both clients and Advisors plus our whole team.

We will endeavour to restore this important part of our service when regulations and practicalities allow. Advisors have, of course been working throughout our closures using Zoom, phone and email and actually meeting clients albeit in a limited way.

Outreach is a key part of our plans for "opening up" so it is welcome news that we are at Langney Library offering face to face sessions each Monday morning and also back at St Elisabeth's Church on Tuesday mornings.

Also worth noting is our annual summer break from AUGUST 16th when the Saffrons Road office will be closed for one week.

Client quote

'My CV looks great and all the information you have sent me regarding learning, support and advice is brilliant'

WELCOME BACK!

Job Club Re-opening

It is great news that our much-missed **Job Club** has also recently reopened.

The system is different and clients will need to phone our reception and book their slot in the diary as only one person at a time can use this service until such times as restrictions are safely lifted.

Experience and guidance is provided, as ever from Bill Fennell. Grateful thanks go to Rob Kirby-Maynard and Winston Taylor who are retiring having given great help and service to many job seekers over the years.

A new and yet familiar face within Job Club will be Eastbourne former MP Stephen Lloyd who will be on hand to give assistance to clients as they navigate their way to job prospects using our technology if they don't have a computer at home and need guidance.

To book an appointment, call: 01323 431289 or 07843 190738.

Eyes on Success!

We always applaud ideas and initiatives so we are pleased to know that *People Matter* client Alex Wickens is enjoying success with a small social enterprise by launching an innovative product called MistyClip. It simply clips onto your spectacles and minimises that annoying “misting up” that occurs when wearing masks and visors plus glasses.

Alex is 21 years old and is from Eastbourne where he is running a cottage industry selling to corporates and consumers. A percentage of the revenue generated is given to a local charity supporting the homeless.

He originally came to *People Matter* for career and CV advice as he is keen to pursue a future as a pilot. The success of MistyClip may mean he has taken off in another direction. Whatever he does, we send congratulations and wish him well.

STOP PRESS

It hardly seems possible but *People Matter* will be 25 years old next year. We are planning many interesting events.

Where are **you** now?

Do you know anyone who used our service from the early days of the charity?

We would love to hear stories about what happened next.

Contact PR Volunteer Pat Cairns

pat@people-matter.org.uk



Message of Thanks

We were delighted to welcome Deputy Lord Lieutenant of East Sussex John Smith to Saffrons Road recently. He came to relay thanks and recognition to *People Matter* and several other key charities in the area from the Queen as appreciation for the work and achievement during challenging times – especially noting the efforts of volunteers.

John lives in Eastbourne and told us he was particularly interested to come and see the team and hear of our achievements as he knows *People Matter* well and wished us continued success.

Working for You

The Working For You Team has remained active during the pandemic and lockdowns – dealing with two extreme situations.

For some months, the team carved out what opportunities it could in a jobs market that was on its knees. Working with our clients to build confidence and prepare them for the few opportunities that came forward, remained our priority.

More recently, with the reopening of the economy and particularly of leisure and hospitality – our services have been much in demand. We have worked almost daily with hotels and restaurants in trying to fill their vacancies and help them get back on their feet, and we are currently engaged in a joint initiative with the Chamber of Commerce, the BID (Business Improvement District) and East Sussex College Group in trying to resolve something of a sector crisis.

There have been a number of notable successes. An experienced Facilities Manager and victim of the pandemic job losses secured an equally senior position at Michelham Priory; two clients (one an ex-offender) were offered mature person apprenticeship training with GM Monk at The Winter Garden, and a homeless client relocated to Eastbourne was coached into his first employment in many years.

Most recently, a young man who we placed with a local hotel and who couldn't cope because of acute anxiety, was offered gardening work by the same business owner and is now enjoying working in a Kickstart position which we helped to arrange.

The government's Kickstart scheme (for 18-24 year olds claiming Universal Credit) has been another opportunity that we have embraced to support existing and new clients. *People Matter* is offering to take the strain off employers by providing a package of employability support to work with Kickstarters during their 6 month placement.

As we approach mid-summer, the team will also be helping to fill vacancies for fruit pickers and farm workers under the “Pick for Britain” initiative. With the government seemingly on course for its lifting of final lockdown measures, an extremely busy summer is in prospect.



Client quote

‘It was good to talk to someone with great listening skills who was willing to really engage with me genuinely in my search for job opportunities. Thank you Mary’

QUIZ

Calling all quizzers

People Matter have been nominated as the recipients of funds raised by a charity quiz run by Jo and Paul Richards, ... details to follow in our next newsletter.

If you would like to fundraise on behalf of People Matter, please get in touch with Ann: ann@people-matter.org.uk

Thank You

We are welcoming some new faces to People Matter and bid farewell to others with grateful thanks.

WELCOME!

Cllr Steve Wallis - Advisory Panel

Josh Babarinde OBE - Advisory Panel

Mike Thompson - WfY

Sara-Jane Williams - Client Adviser

Mary Hudson - Client Adviser

Julie Brown - Customer Service Specialist/Client Adviser

Sarah Mackenzie - Client Administrator

Stephen Lloyd - Job Club Adviser

Soo Newbold - Reception Admin

Francine Judd - Reception Admin

Chantal Paskins - Reception Admin

Bernice Noad - Langney Library Reception Volunteer

John Hennock - GAJ

Dave Parks - GAJ

Reception Volunteer placements -

Laura Neef

Virginia French

GOODBYE!

Margaret Maloney - Client Adviser

Beth Robertson - Business Adviser

Winston Taylor - Job Club Volunteer

Rob Kirby-Maynard - Job Club Volunteer

Daniel Huff - Job Club Volunteer

Janet Fortnum - Admin Assistant

David Ingham - Contracts Administrator

Elizabeth Roberts - Database Admin

Jean Harvey - Reception

Lesley Tipler - Admin Support

Received with thanks

Former Mayor of Eastbourne, Councillor Steve Wallis presented us with a cheque for £15,560 from his fundraising efforts.

This was a fantastic amount as he was unable to hold any events during the pandemic. We are truly grateful for this sum which will support our work.



Back on Track

We fully intend to restart our popular workshop programme over the coming months. These include:

Employability Workshops over two consecutive weeks 'Job Search and Applications' and 'Interview Techniques'. These are half-day workshops held on a Thursday morning from 9.30am - 12.30pm.

There is a waiting list for our 1 day Food Hygiene course: 'Food Safety in Catering Level 2' and our Confidence Course over 6 weeks which re-starts in September 2021.

For more information and to book, please call: 01323 431289 or 07843 190738

Client quote

'Thank you for the comprehensive, thorough and extremely helpful support you have provided. The CV template is excellent, the resources on the National Careers Service digital service are tremendously helpful.'

Many thanks for all your help and advice'

Contact us

If you have found employment, progressed in your current job or gone into learning, we would love to hear from you.

Please email details to: janeparratt@people-matter.org.uk

If you no longer require our services and wish to be removed from our newsletter mailing list, please email: reception2@people-matter.org.uk