

# STEP SKILLS NEWS

The home of adult learning and employment support

THIS AUTUMN,

Issue 12

October to December 2024

## SKILLS PAY BILLS

### Learning opportunities

Gain skills

### Support into work

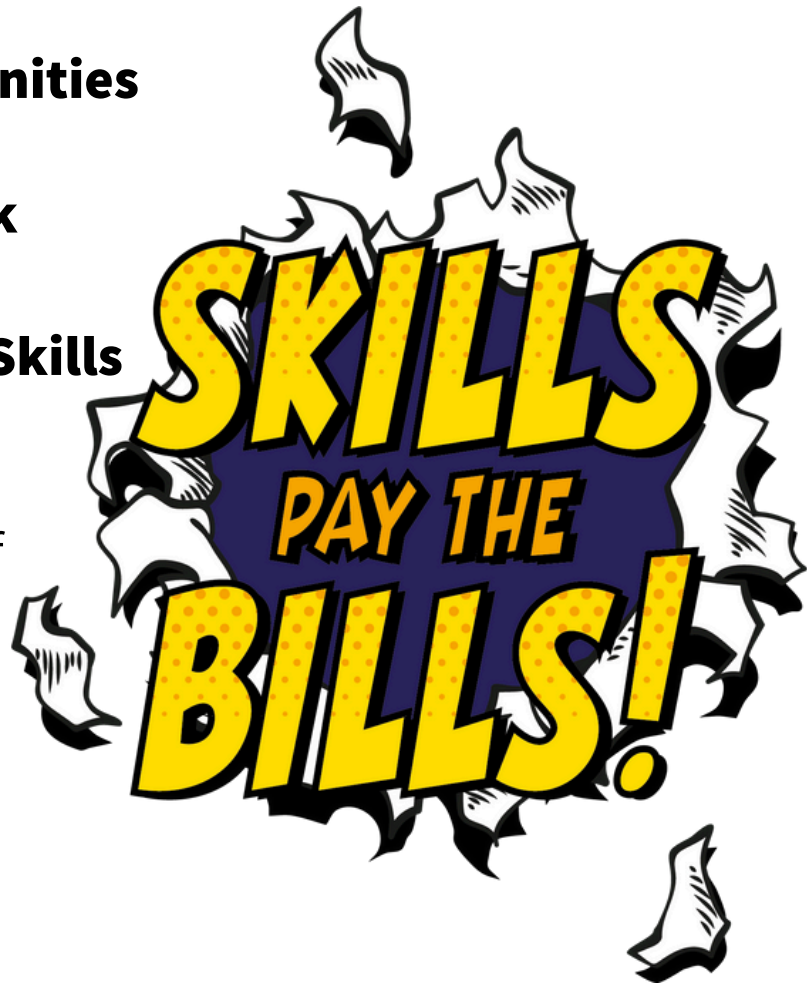
How we can help you

### News from Step2Skills & the industry

### Local employers

Developing your staff

### Events



Expert advice  
in our **FREE**  
Industry  
Insights  
webinars

Invest in  
developing  
your workforce  
and reap the  
benefits

Out of work?  
Our team can  
support you in  
finding new  
employment

In a muddle  
with maths?  
Join a **FREE**  
workshop

[www.step2skills.org.uk](http://www.step2skills.org.uk)

#Step2Skills

# FOREWORD

CHANTAL LOMMEL, HEAD OF SERVICE



**Autumn is here, seemingly very suddenly, with a distinct chill in the air!**

The team at Step2Skills are focused on ensuring that learners and participants can maintain and boost their wellbeing levels during the autumn/winter seasons, whether that's through our teachers offering learning activities to encourage connection with their communities, or from our mentors and employment advisors catching up in a local café, library or community centre.

With the chilly weather in mind, we're interested to hear more about Construction and Retrofit during November's Industry Insights webinar, which will focus on the mammoth task facing Hertfordshire builders as they improve the eco-credentials of our ageing houses. You can read more around the subject and consider your career options in this booming sector on pages 14 to 15.

Preparations for our autumnal Inclusive job fairs are well underway and we're looking forward to meeting more Hertfordshire residents in Stevenage on 24th October (more on that on page). Meanwhile, the 27th November will see us at another Inclusive Job Fair in Hemel Hempstead, keeping the team and our network of employers busy!

Finally, we're in a celebratory mood thanks to the wonderful news that Hertfordshire County Council, of whom we are a part of, has been awarded a Level 3 in the Disability Confident Scheme. This makes our council one of only seven county councils in the UK who have achieved Disability Confident LEADER status. Discover more on this wonderful achievement on page 10.

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# IN A MUDDLE with maths?

Want to upgrade your maths skills so that you can upskill and progress in your job? Or perhaps you want to change job and feel your number skills are a bit rusty?

Step2Skills can help you through our Multiply project which is a national campaign designed to help improve people's maths skills and upskill them to do the jobs they want.

There are a variety of FREE workshops available covering topics including crafts and number skills, to working with programmes like Excel and Google Docs. However, if you feel like your maths skills could be improved, Step2Skills will have a workshop to suit you!

And for a limited time, if you sign up and attend one of our workshops, you'll be in with a chance of winning a Samsung Galaxy Tablet. We have three tablets to give away to anyone who **signs up and attends a workshop by 31/10/2024**. So why not have a look at some of our workshops via the QR code; you're bound to find a workshop you'll enjoy, and you might just win a Tablet in the process!



Scan the QR code to book



## Quiz time

How do you rate your English speaking and listening skills?

Take this fun quiz, written by one of our teaching team, to see whether you might like to join an English or ESOL (English for Speakers of Other Languages) course with us.

**Just scan the code to visit our quiz page!**



 Funded by  
UK Government

**STEP 2 SKILLS**  
PREPARE FOR SUCCESS IN HERTS

## HOW DO YOU RATE

**YOUR ENGLISH  
SPEAKING &  
LISTENING  
SKILLS?**



Take the quiz at  
[www.step2skills.org.uk](http://www.step2skills.org.uk)

# Crafting for Wellbeing



## Courses & Workshops



Scan me with your phone camera for our latest **Crafting for Wellbeing** courses &

**Paper Crafting Celebrations** – 4 Nov 24 - Monday - 9.45am-11.45am - 5 wks. - Bishop's Stortford - £25

**Crochet - Intermediate level**- 4 Nov 24 - Monday - 12.45pm-2.45pm - 5 wks. - Bishop's Stortford - £25

**Sewing - Intermediate level** - 4 Nov 24 - Monday - 6pm-8pm - 5 wks. - Online - £25

**Crochet - Intermediate level** - 5 Nov 24 - Tuesday - 9.45am-11.45am - 5 wks. - Online - £25

**Sewing - Intermediate level** - 7 Nov 24 - Thursday - 9.45am-11.45am - 5 weeks - Stevenage - £25

**Crochet - Intermediate level** - 7 Nov 24 - Thursday - 12.45pm-2.45pm - 5 weeks - Stevenage - £25

**Fabric Flowers** - 7 Nov 24 - Thursday - 1.15-3.15pm - 5 weeks - Waltham Cross - £25

**Brilliant Boxes** - 13 Dec 24 - Friday - 1pm-3pm - 1 week - Online - £5

**Tunisian Crochet** - 13 Jan 25 - Monday - 12.45pm-2.45pm - 5 weeks - Bishop's Stortford - £25

**Tunisian Crochet** - 13 Jan 25 - Monday - 9.45am-11.45am - 5 weeks - Online - £25

**Sewing for Beginners** - 16 Jan 25 - Thursday - 9.45am-11.45am - 5 weeks - Stevenage - £25

**Tunisian Crochet** - 16 Jan 25 - Thursday - 12.45pm-2.45pm - 5 weeks - Stevenage - £25

**Creative Writing** - 17 Jan 25 - Friday - 9.45am-11.45am - 5 weeks - Online - £25

# Wellbeing Courses & Workshops



Scan me with your phone camera for our latest **Digital Skills** courses & workshops

**Boost Your Confidence** - 24 October 24 - Thursday - 12.45pm-2.45pm - 1 week - Online - £5

**Boost Your Confidence** - 06 Nov 24 - Wednesday - 9.45am-11.45am - 1 week - Online - £5

**Boost Your Confidence** - 14 Nov 24 - Thursday - 12.45pm-2.45pm - 1 week - Online - £5

**Boost Your Confidence** - 28 Nov 24 - Thurs - 9.30am-11.30am - 1 week - Borehamwood - £5

# Digital Skills Courses & Workshops



Scan me with your phone camera for our latest **Digital Skills** courses & workshops

**Smart Living with AI** - 10 October 24 - Thurs - 10am-2.30pm - 1 week - Online - £10

**Introduction to MS Word** - 16 October 24 - Wednesday - 10am-2.30pm - 1 week - Stevenage - £10

**Smart Living with AI** - 17 October 24 - Thurs - 10am-2.30pm - 1 week - Online - £10

**Introduction to MS PowerPoint** - 21 October 24 - Monday - 10am-2.30pm - 1 week - Online - £10

**Improving Skills in MS PowerPoint** - 04 Nov 24 - Monday - 10am-12pm - 5 weeks - Online - £25

**Improving Skills in MS Excel** - 06 Nov 24 - Wednesday - 10am-12pm - 5 weeks - Stevenage - £25

**Improving Skills in MS Word** - 06 Nov 24 - Wednesday - 1pm-3pm - 5 weeks - Stevenage - £25

**AI in the Workplace** - 07 Nov 24 - Monday - 10am-2.30pm - 1 week - Online - £10

**Protecting Children Online** - 08 Nov 24 - Fri - 10am-12pm - 2 weeks - Online - £10

**AI in the Workplace** - 28 Nov 24 - Monday - 10am-2.30pm - 1 week - Online - £10

**Protecting Children Online** - 06 Dec 24 - Friday - 10am-12pm - 1 week - Online - £5

**Introduction to MS PowerPoint** - 09 Dec 24 - Monday - 10am-2.30pm - 1 week - Online - £10

**Protecting Children Online** - 11 Dec 24 - Wednesday - 10am-12pm - 1 week - Stevenage - £5

**Smart Living with AI** - 13 Jan 25 - Monday - 10am-2.30pm - 1 week - Online - £10

**Introduction to Digital Marketing** - 16 Jan 25 - Thursday - 10am-12pm - 5 weeks - Online - £25

**Smart Living with AI** - 20 Jan 25 - Mon - 10am-2.30pm - 1 week - Stevenage - £10

**Understanding Your Smart Device** - 22 Jan 25 - Wednesday - 10am-2.30pm - 1 week - Stevenage - £10

**Smart Living with AI** - 27 Jan 25 - Monday - 10am-2.30pm - 1 week - Online - £10

**Introduction to MS Word** - 29 Jan 25 - Wednesday - 10am-2.30pm - 1 week - Stevenage - £10



# English skills Courses & Workshops



Scan me with your phone camera for our latest **English & ESOL** information

## Do you not have a qualification in English?

We run Functional Skills qualification courses in English all year round.

Functional Skills qualifications are intended for anyone wishing to develop their maths and English. They focus on both the underpinning skills as well as the ability to apply maths and English to different contexts.

We offer Entry Level, Level 1 and Level 2 qualification courses.

We also offer ESOL courses for speakers of other languages.

You can apply at [www.step2skills.org.uk/englishandmaths](http://www.step2skills.org.uk/englishandmaths)

# Supporting Family Learning Courses & Workshops



Scan me with your phone camera for our latest **SFL** courses & workshops

**Autumn Explorers (Half-term fun!)** - 31 October 24 - Thursday - 10am-12pm - 1 week - Stevenage - £5

**Story Sacks (Half-term fun!)** - 31 October 24 - Thursday - 1.30pm-3.30pm - 1 week - Stevenage - £5

**Paper Crafting with Family & Friends** - 05 Nov 24 - Tuesday - 12.45pm-2.45pm - 5 weeks - Online - £25

**Helping Your Child with Phonics** - 07 Jan 25 - Tuesday - 10am-12pm - 1 week - Online - £5

**Helping Your Child with Writing** - 09 Jan 25 - Thursday - 10am-12pm - 1 week - Online - £5

## ESOL (English for Speakers of Other Languages)

**ESOL Skills for Beginners** - 13 Jan 25 - Monday - 1pm-3pm - 10 weeks - Waltham Cross - £25

**If English is not your first language, we have courses available to improve your English and gain a qualification.**

Would you like to improve your English skills?

Хочете покращити свої знання з англійської мови?

¿Quieres mejorar tus conocimientos de inglés?

Vorresti migliorare il tuo inglese?

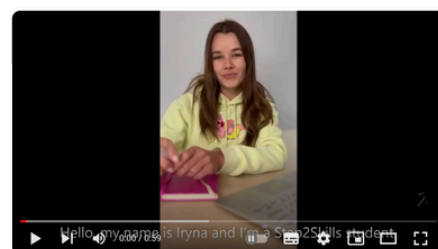
想要提升你的英文能力嗎?

کیا آپ اپنی انگریزی کو بہتر بنانا چاہتے ہیں؟

Chciałbyś nauczyć się angielskiego?



Scan the QR code with your phone to hear from ESOL learner, Iryna



Hear from an ESOL learner

You can apply at [www.step2skills.org.uk/englishandmaths](http://www.step2skills.org.uk/englishandmaths)

# Maths & Number Skills Courses & Workshops



Scan me with your phone camera for our latest **Maths & Number Skills** courses & workshops



**Developing Numeracy Skills** - 18 Oct 24 - Fri - 11am-1.30pm - 1 week - Stevenage - FREE

**Seasonal Crochet with numbers** - 22 Oct 24 - Tues - 10am-12.30pm - 1 week - Hatfield - FREE

**Understanding Your Payslip** - 23 Oct 24 - Weds - 1.30pm-4pm - 1 week - Online - FREE

**Building Your Budget on Excel** - 25 Oct 24 - Thurs - 9:30am-12pm - 1 week - Online - FREE

**Seasonal Crochet with numbers** - 28 Oct 24 - Mon - 9.30am-12pm - 1 week - Watford - FREE

**Personal Budgeting** - 04 Nov 24 - Monday - 10am-12.30pm - 1 week - Online - FREE

**Macrame with numbers** - 05 Nov 24 - Tuesday - 10am-12.30pm - 1 week - Hatfield - FREE

**1st Steps to Excel** - 05 Nov 24 - Tuesday - 10am-12.30pm - 1 week - Online - FREE

**Revision Strategies and Exam Techniques** - 06 Nov 24 - Wednesday - 9.30am-12pm - 1 week - Online - FREE

**Macrame with numbers** - 11 Nov 24 - Monday - 10am-12.30pm - 1 week - Watford - FREE

**Numeracy for ESOL Learners** - 11 Nov 24 - Monday - 1pm-3.30pm - 1 week - Watford - FREE

**Sewing a Draught Excluder using numbers** - 12 Nov 24 - Tuesday - 12pm-3pm - 1 week - Hemel Hempstead - FREE

**Crafting in Clay using numbers** - 19 Nov 24 - Tuesday - 10.30am-1.30pm - 1 week - Hatfield - FREE

**1st Steps to Excel** - 25 Nov 24 - Monday - 10am-12.30pm - 1 week - North Watford - FREE

**Numeracy for ESOL learners** - 25 Nov 24 - Monday - 9am-11.30pm - 1 week - Online - FREE

**Festive Crochet using numbers** - 02 Dec 24 - Monday - 1pm-3.30pm - 1 week - Hatfield - FREE

**Supporting Children with Maths** - 04 Dec 24 - Tues - 12pm-2.30pm - 1 week - Online - FREE

**Sewing a Draught Excluder using numbers** - 04 Dec 24 - Weds - 12.45pm-3.45pm - 1 week - South Hill Centre - FREE

**Supporting children with Maths** - 04 Dec 24 - Weds - 12pm-2.30pm - 1 week - Online - FREE

**Seasonal Crochet with numbers** - 09 Dec 24 - Mon - 10am-12.30pm - 1 week - Stevenage - FREE

**Numeracy for ESOL learners** - 09 Dec 24 - Mon - 1pm-3.30pm - 1 week - Stevenage - FREE

**Numeracy for ESOL learners** - 10 Dec 24 - Tuesday - 5.30pm-8pm - 1 week - Online - FREE

**Adapt and Repair using numbers** - 11 Dec 24 - Wednesday - 11am-1.30pm - 1 week - Waltham Cross - FREE

# Skills for Work Courses & Workshops



Scan me with your  
camera for our latest  
**Skills for Work**  
courses & workshops

**Public Speaking & Presentation Skills** - 18 October 24 - Friday - 10am-2.30pm - 1 week -  
Online - £10

**CV Writing & Cover Letters** - 24 October 24 - Thurs - 1pm-3pm - 1 week - Waltham Cross - £5

**Intro to Team Leading** - 04 Nov 24 - Monday - 1pm-3pm - 5 weeks - Online - £25

**Public Speaking & Presentation Skills** - 07 Nov - Thurs - 10am-2.30pm - 1 wk - Online - £10

**C&G L2 Certificate in Team Leading** - 12 Nov - Tues - 10am-12.30pm - 11 wks - Online - £25

**Intro to Mental Health & Wellbeing** - 13 Nov - Weds - 9.45am-11.45am - 5 wks - Online - £25

**How To Write a Business Plan** - 14 Nov 24 - Thursday - 9.30am-11.30am - 1 week -  
Borehamwood - £5

**NCFE L1 Award in Preparing to Work in Schools** - 15 Nov 24 - Friday - 9.30am-12pm - 10  
weeks - Online - £25

**Public Speaking & Presentation Skills** - 21 Nov 24 - Thursday - 10am-2.30pm - 1 week -  
Online - £10

**CV Writing & Cover Letters** - 22 Nov 24 - Friday - 10am-12pm - 1 week - Online - £5

**CV Writing & Cover Letters** - 28 Nov 24 - Thursday - 12.45pm-2.45pm - 1 week - Online - £5

**Interview Skills** - 29 Nov 24 - Friday - 10am-12pm - 1 week - Online - £5

**CV Writing & Cover Letters** - 05 Dec 24 - Thursday - 9.30am-11.30am - 1 week -  
Borehamwood - £5

**How To Write a Business Plan** - 05 Dec 24 - Thurs - 12.45pm-2.45pm - 1 week - Online - £5

**CV Writing & Cover Letters** - 08 Jan 25 - Wednesday - 12.45pm-2.45pm - 1 week - Online - £5

**Boost Your Confidence** - 08 Jan 25 - Wednesday - 9.45am-11.45am - 1 week - Online - £5

**CV Writing & Cover Letters** - 13 Jan 25 - Monday - 10am-12pm - 1 week - Online - £5

**Online Job Search and Applications** - 13 Jan 25 - Mon - 1pm-3pm - 1 week - Online - £5

**Introduction to Mental Health & Wellbeing** - 15 Jan 25 - Wednesday - 9.45am-11.45am - 5  
weeks - Online - £25

**Boost Your Confidence** - 15 Jan 25 - Wednesday - 12.45pm-2.45pm - 5 weeks - Online - £25

**Job Search in an Online World** - 17 Jan 25 - Friday - 10am-12pm - 5 weeks - Online - £25

**Online Job Search and Applications** - 20 Jan 25 - Mon - 10am-12pm - 1 week - Online - £5

**CV Writing & Cover Letters** - 20 Jan 25 - Monday - 1pm-3pm - 1 week - Online - £5

**Public Speaking & Presentation Skills** - 24 Jan 25 - Friday - 10am-2.30pm - 1 week - Online -  
£10

**Interview Skills** - 27 Jan 25 - Monday - 10am-12pm - 1 week - Online - £5

**Interview Skills** - 27 Jan 25 - Monday - 1pm-3pm - 1 week - Online - £5

**Boost Your Confidence** - 31 Jan 25 - Friday - 9.45am-11.45am - 1 week - Online - £5



## Our network of learning providers across Hertfordshire

Our fantastic network of partners deliver Step2Skills-funded courses and workshops across Hertfordshire. Get in touch with them today. Look out for our Multiply partners, delivering workshops to boost your numeracy skills.



Create Community Network  
Telephone: 01462 558802  
E: [admin@create-community.co.uk](mailto:admin@create-community.co.uk)  
Website: [www.create-community.co.uk](http://www.create-community.co.uk)



Adult Training Network - Stevenage  
Telephone: 07852 414665  
Website: [www.adult-training.org.uk](http://www.adult-training.org.uk)

Creative Learning, Community Action Dacorum  
Telephone: 01442 253935  
Email: [learning@communityactiondacorum.org.uk](mailto:learning@communityactiondacorum.org.uk)  
Website: [www.creative-learning.org.uk](http://www.creative-learning.org.uk)



Oaklands College  
Telephone: 01727 737000  
Email: [info@oaklands.ac.uk](mailto:info@oaklands.ac.uk)  
Website: [www.oaklands.ac.uk](http://www.oaklands.ac.uk)



SPS Training  
Telephone: 01438 537699  
Email: [enquiries@sps-trainir.com](mailto:enquiries@sps-trainir.com)  
Website: [www.sps-training.com](http://www.sps-training.com)



West Herts College  
Telephone: 01923 812345  
Email: [admissions@westherts.ac.uk](mailto:admissions@westherts.ac.uk)  
Website: [www.westherts.ac.uk](http://www.westherts.ac.uk)



Watford Women's Centre  
Telephone: 01923 816229  
Email: [general@watfordwomenscentre.org.uk](mailto:general@watfordwomenscentre.org.uk)  
Website: [www.wwcplus.org.uk](http://www.wwcplus.org.uk)

Community Learning Partnership (CLP)  
Arts & Crafts courses  
Telephone: 020 8421 5544  
Facebook page: CLP Arts and Crafts courses

Be Positive Now  
Telephone: 07710 672867  
Website: [www.bepositivenow.co.uk](http://www.bepositivenow.co.uk)  
Email: [info@bepositivenow.co.uk](mailto:info@bepositivenow.co.uk)

Herts Sports Partnership  
Telephone: 01707 284229  
Email: [hspinfo@herts.ac.uk](mailto:hspinfo@herts.ac.uk)  
Website: [www.sportinherts.org.uk](http://www.sportinherts.org.uk)



SSG Education & Training  
Telephone: 01234 340782  
Website: [www.ssgservices.co.uk](http://www.ssgservices.co.uk)  
Email: [courses@ssgservices.co.uk](mailto:courses@ssgservices.co.uk)

Community Alliance Broxbourne  
Telephone: 0300 123 1034  
E: [communitylearning@communityalliancebeh.org.uk](mailto:communitylearning@communityalliancebeh.org.uk)  
Website: [www.communityalliancebeh.org.uk](http://www.communityalliancebeh.org.uk)



Bedwell Community Centre, in Stevenage  
Telephone: 01438 314839  
Email: [admin@bedwellcc.co.uk](mailto:admin@bedwellcc.co.uk)  
W: [www.bedwellcommunitycentre.co.uk](http://www.bedwellcommunitycentre.co.uk)



South Hill Centre, in Hemel Hempstead  
Telephone: 01442 234728  
Email: [enquiries@southhillcentre.co.uk](mailto:enquiries@southhillcentre.co.uk)  
Web: [www.southhillcentre.co.uk](http://www.southhillcentre.co.uk)



Communities 1st, locations across Hertsmere  
Telephone: 01727 649950  
Email: [training@communities1st.org.uk](mailto:training@communities1st.org.uk)  
Website: [www.communities1st.org.uk](http://www.communities1st.org.uk)



Sunnyside Rural Trust  
Telephone: 01442 863364  
Website: [www.sunnysideruraltrust.org.uk](http://www.sunnysideruraltrust.org.uk)





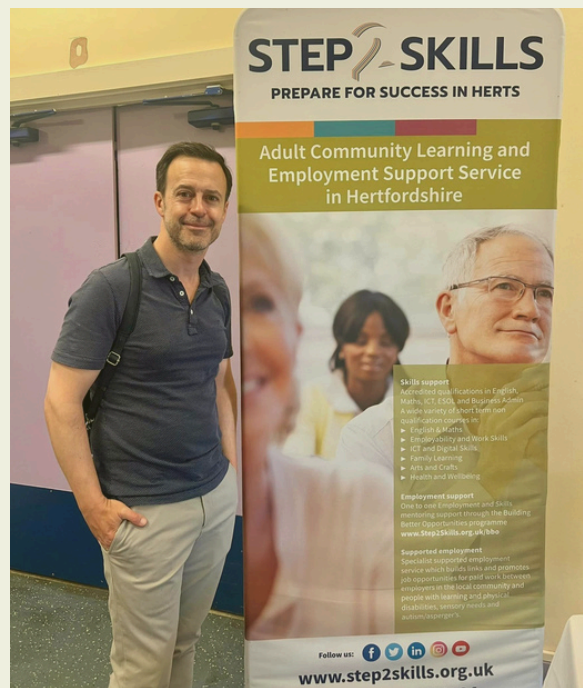
## Nationally recognised as a 'Leader'

In August Hertfordshire County Council became one of only 7 county councils to be awarded Disability Confident Scheme Level 3 (Leader) status which is the highest accreditation within the Government's

Disability Confident scheme. Step2Skills are extremely proud to be part of an organisation who champions inclusivity. Our mission is for Hertfordshire residents from diverse backgrounds to overcome challenges and realise their ambitions. Part of the work we do involves engaging with local employers to encourage them to join the scheme and offer opportunities to residents. Temi Fawehinmi, the council's Head of Diversity and Inclusion, said: "Reaching these milestones has been the result of years of dedicated effort by HCC colleagues and a clear vision for what we want our workplace to represent."

## A Fun-Filled day in Stevenage

On Saturday 10th August we attended the annual fun day organised by Bedwell Community Centre in Stevenage who we work in partnership on multiple projects. More than 500 members of the community attended this fun-filled day, and it was a fantastic opportunity to chat with some of them about our service and what we can offer. Our team also had a chance to meet the new MP for Stevenage Kevin Bonavia and speak to him about the work do to improve residents' lives. Our teacher Maria had a reunion with a former learner, and they were able to celebrate her successful exam results.



## Welcoming a new employer onboard

We are excited to announce that we are now working in partnership with City and County Healthcare Group.

They are the UK's largest provider of community-based social and home care services and operational in Hertfordshire under the name, Care by Us. We are looking forward to collaborating with them at our Inclusive Job Fairs, sharing their opportunities with participants across our service as well as offering our courses and workshops to members of their workforce.



# Thinking about returning to learning?

Here's Emma's story as to why she made the leap to learn.

It can be difficult as an adult to make the conscious decision to return to education. Work, family and life commitments can be difficult to navigate and a fear of the unknown can also create hesitation to take the leap. Here's Emma, a current learner who is now planning to study towards her Functional Skills Maths Level 2 qualification with us.



## BACKGROUND

**Name** - Emma

**Age** - 43

**Hometown** - Watford

**Course taken** - Functional Maths Level 1, April - July 2024

**Where was I in my life when I undertook the course** - I was on a work-break following two surgeries and wanted to do something productive with my time before returning to work. Maths was always something I struggled with. I didn't pass my maths GCSE at school and was convinced I just could not understand it. I started the course not actually thinking I would pass it.

## REASONS FOR STUDY

**Why did I choose the course** - The course looked really good, costing only £25 for intensive online tuition twice a week with other adult learners, all the online resources and help and then the exam fee included. Great value!

**What did I want from the course** - I wanted to have more confidence and understanding of basic maths and to be able to help my daughters with their homework which I had been unable to do on some occasions.

## What did I like best about the course -

There were people from all walks of life, different ages and abilities which was reassuring. The teacher Michelle was really good; she made me feel comfortable and able to ask questions if I was unsure or confused. The online classroom felt like a safe space where everybody's voice was heard. This course has also given me the confidence to believe that I can learn and understand maths. For the first time in my life, I enjoy maths and want to learn more which is why I am due to start the next level course in a few weeks.

**My next steps** are starting the Level 2 Functional Maths qualification course in mid- September.

**Any advice?** There is so much support and help available to you. The teachers are lovely and really encouraging. If you want to learn and are willing and able to commit to the programme, then anyone can do this course. If people put the effort in, they will reap the benefits. I started the lessons sure that I would either give up or fail miserably, but as time went on and I started to understand more, I wanted to learn more. I would say to anyone thinking of taking the first steps into one of the Functional Skills courses to go for it, you can do it!



# Celebrating Emotions: A holistic approach to job-searching

Samantha from Stevenage and Lilla from Baldock both joined the Road To Employment project in February 2024 and became friends when attending the Sunnyside Hospitality Course in March 2024. Here, their mentor Sarah, explains her creative approach to give them more understanding of emotions to help them as they prepare to enter the workplace.

'To celebrate Samantha's birthday in July, Lilla and I took her to watch *'Inside Out 2'* at Cineworld in Stevenage. This animated film delves into emotions.

I chose this film to help Samantha and Lilla understand the importance of all emotions and recognise that each one contributes to our personal growth. Both Samantha and Lilla have mentioned experiencing sadness and anxiety at times, so I wanted them to see that navigating our emotions and mental health can be challenging, especially during times of change.

*'Inside Out 2'* beautifully illustrates that it's important not to suppress emotions such as sadness, stress, anxiety, and fear, whether at home or in the workplace. It's crucial to talk to family members or colleagues about how we're feeling. The film helped Samantha and Lilla identify and recognise that unpleasant emotions like anxiety can lead to negative thinking and behaviour, but also that anxiety is normal as long as it doesn't completely take over our minds and lead to depression.'



If you have a challenge or barrier and want support with finding work, we would love to hear from you.

Our employment services are here for Hertfordshire residents, aged 18 or over.

We provide one-to-one support to people with challenges, such as a learning or physical disability, neurodiversity or a mental health condition.

Our mentors, employment advisors and job coaches are here to help YOU into work.

[www.step2skills.org.uk/EmploymentSupport](http://www.step2skills.org.uk/EmploymentSupport)

**Aged 16-25?**

# FIND YOUR DIRECTION

IN PARTNERSHIP WITH THE PRINCE'S TRUST

Join our 12-week personal development Team programme

## Aged 16 to 25 and exam results not as expected?



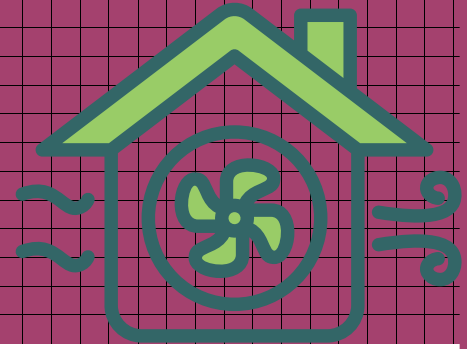
Prince's Trust

Learn more and follow the link to apply via our website at

[www.step2skills.org.uk/employmentsupport](http://www.step2skills.org.uk/employmentsupport)

# INDUSTRY FOCUS

## RETROFIT IN HERTFORDSHIRE



### What is Retrofit?

Retrofit describes any work done to an existing building to improve energy efficiency and reduce its carbon footprint. Retrofit forms part of the Government's 2050 Net Zero target, delivering warmer homes, improved health, and lower energy bills.

### Key facts

- 482,900 homes need retrofit measures in Hertfordshire by 2050.
- 59,800 retrofitters are needed to meet targets.
- Over £100m funding has already been secured in Hertfordshire to retrofit building stock.
- £36bn by 2030 is the forecast value of Hertfordshire's Domestic Energy Efficiency Supply Chain market (currently £1.2bn).
- Only 1.7% of employers are currently certified to deliver retrofit in Hertfordshire.

### The Retrofit Challenge

The majority of Hertfordshire's housing stock is old, built circa 1945. Three in five Hertfordshire homes possess an average Energy Performance Certificate (EPC) rating of 'C' and there are more failing certificates than passing in most districts.

The retrofit roles most needed to improve these dwellings relate to the installation of energy efficiency measures, including:

- Double or triple glazed windows and doors
- Improved wall and loft insulation
- Internal energy management systems
- Smart heating controls
- Modern heating technologies such as photovoltaics, heat pumps, geothermal, etc.

### Career Opportunities

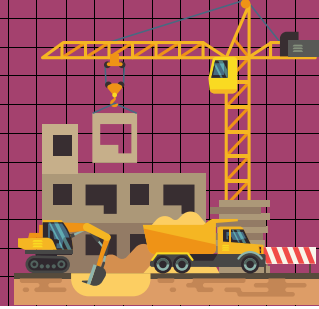
There is strong demand for both technical roles, e.g., retrofit assessors, installers, and heat specialists, and non-technical roles, e.g., project managers, customer service, and finance professionals. With only 157 certified retrofit installers in the county, we urgently need more! If you are a Hertfordshire resident looking to pursue a career in retrofit, there are opportunities in the county. If you would like to deliver retrofit-related services, you must first obtain the necessary qualification and certification. You may already have transferable skills, which will reduce the amount of upskilling or training you need to do. Three examples are set out below:

- **Are you a heating engineer?** Upskill into heat pump installation and maintenance.
- **Are you a roofer?** Upskill into solar panel installation and maintenance.
- **Are you an electrical engineer?** Upskill into smart meter & thermal solar panel installation.



# INDUSTRY FOCUS

## CONSTRUCTION IN HERTFORDSHIRE



**Booming Industry:** Significant investments planned for housing, infrastructure, schools, healthcare, and more.

- £1.1 billion per year spent on construction projects.
- 46,350 construction workers needed to fulfil demand.
- 8% of all employment in Hertfordshire is within construction.
- 9,500 registered construction businesses.

**Diverse Roles:** Over 170 roles in construction, including planning, architecture, engineering, skilled trades, off-site manufacturing, and property maintenance.

**Environmental Impact:** Crucial role in achieving net-zero carbon emissions by 2050.  
Job Opportunities

**High Demand:** 46,350 construction workers needed to meet current demand.

Variety of Roles: Technical roles (engineers, skilled trades) and non-technical roles (project managers, finance experts, sales, marketing, customer service, HR, procurement, logistics).

**Self-Employment:** Many workers are self-employed. Resources available for setting up a business.

**Current Job Listings:**

Indeed: Over 4,000 construction jobs listed in Hertfordshire.

Totaljobs: More than 1,000 construction jobs available within a 10-mile radius of Hertfordshire.

**Future Prospects:**

Ongoing Projects: Hemel Garden Communities, Harlow and Gilston Garden Town.

Growth: The construction industry is set to grow, providing numerous job opportunities and career progression paths.

### Join us on our next webinar

Join us on Wednesday 13th November at 10am as we welcome speakers from the construction industry within Hertfordshire.

With so much local construction and development, now is the time to start your career in the industry!

**Book your ticket by scanning this QR code:**



# Supporting your staff development

Growing the skillset of employees has multiple benefits for a business

**Are you an employer wanting to upskill your current staff? Not sure how you can or where to begin? Well, Multiply can help with that!**



Multiply is a national campaign to help improve people's confidence with numbers which means we can help improve your number skills and upskill your employees for FREE.

There are many benefits to upskilling your staff, including:

- Improved productivity
- Increase in staff retention with higher staff confidence and morale
- Reduction in mistakes and waste

Scan the QR code to book



**4th November** – Google Sheets for the Workplace (Online)

**20th November** – Digital Skills in the Workplace (Online)

**22nd November** – Excel in the Workplace (Hatfield)

**25th November** – Digital Skills in the Workplace (Hemel Hempstead)

**11th December** – Excel in the Workplace (Online)

## Supporting a school community with number skills

We were so pleased to have Ayesha, from our community partner, Step2Skills, share her expertise in supporting children through their SATs exams, both academically and emotionally, to Year 5 and 6 parents in April. This was part of the Government's Multiply programme for adult learners, that has been very successful over the past two years at Laurance Haines. Her advice and support were invaluable in helping parents to support their child to achieve to the best of their abilities.

Ayesha provided guidance on how SATs work, what the questions may look like and what is expected from the children. This gave parents better understanding of what their child will experience during the week of the tests. Knowing what to expect can greatly reduce anxiety and boost confidence in the run-up to the SATs.

In addition to practical advice, Ayesha gave insights on managing emotions on the day of the tests. Even though at Laurance Haines we prioritise the children's wellbeing, SATs can be a worrying time for some children, so it's important to have strategies to help them stay calm and focused.

**Nicola Furey, Pastoral Lead at Laurance Haines School, Watford**

If you have links with a primary school and want to explore the possibility of Step2Skills coming in to deliver adult learning opportunities to the parents of the school community, please get in touch.

## Bridging the digital divide:



**Good Things**

Helping people connect with free mobile data

Step2Skills is delighted to now be part of **The National Databank** which is an initiative by the Good Things Foundation. Like a food bank but for mobile data, it provides free mobile SIM cards for people who can't afford internet connectivity. These data packages are kindly donated by Good Things' partners Virgin Media O2, Vodafone and Three.

We invite anyone who is finding internet connectivity a barrier to learning with us to contact us on 01992 556194 or [step2skills@hertfordshire.gov.uk](mailto:step2skills@hertfordshire.gov.uk) to get more information.

# Step2Skills Inclusive Job Fairs Winter 2024

- Find out about local job opportunities and the skills that employers are looking for
- Chat with the Step2Skills Employment Support team
- BSL (British Sign Language) Interpreter available all day
- 12 - 1pm Low sensory/ Quiet Hour

Aimed at residents with barriers to work, such as learning and physical disabilities, sensory needs, mental health conditions and neurodiversity

## Stevenage Job Fair

 24th October 2024  
10am-3pm

 Lounge 76, Stevenage Football Club

## Hemel Hempstead Job Fair

 27th November 2024  
10am-3pm

 Everyone Active



Interested? Scan the QR codes below for more information and to book your FREE ticket!

Stevenage



Hemel Hempstead



Contact: [employmentsupport@hertfordshire.gov.uk](mailto:employmentsupport@hertfordshire.gov.uk) | 01992 556825