



HOME OF HANDS-ON LEARNING

three13 training | annual review

2024 - 25

This is us **&**
these are the ways
we've **responded** [pg4]
grown [pg6]
collaborated [pg9]
over the last 12 months
to increase the skills,
confidence and hope
of local people.

Three13 has always been more than just about training. It's about Transforming Lives. Our mission is to help people who need a fresh start - to forget what's in the past and look forward to what lies ahead.

With 87% of our 200 Learners this year reporting improvement in their health and wellbeing, we're confident that what we offer is creating outcomes above and beyond skills for work.

As Christians, we believe everyone is created with value and purpose, so our approach to helping people move forward starts and ends with restoring that sense of worth.

We hope this report provides insight into how that approach has successfully unlocked new skills, abilities and ideas to the benefit of our communities and economy.



DAVE MUMFORD
DIRECTOR | THREE13 TRAINING



newcastle





teesside

At Three13, we use training to change the lives of adults facing barriers to employment in North East England.

Funding and contracts for adult learning and employability support have reduced dramatically in the last few years. Yet the high unemployment rates and resulting poverty in our region remains. Wanting to strengthen our communities and respond to the wealth and health inequalities they face - we've played our part in equipping people with the skills, knowledge and experience they need, to not only move towards employment, but to sustain a healthy working life.

Helping people to forget what's in the past and look forward to what lies ahead, our Hubs and community projects have offered work-based training in kitchen, garden and workshop environments with opportunities to gain qualifications and create tangible outcomes for the communities in which our learners live.



our learners

Hosting hubs and projects in community settings enabled us to support **200 people** this year, referred to us by charities, job centres, social prescribers and probation.



NEET* YOUNG PEOPLE

34% of our learners were 18-25 yrs old



CARE EXPERIENCED

14% of our learners had lived experience of the care system



LONG-TERM UNEMPLOYED

64% of our learners had been out of work for over 12 months prior to enrolling with us



FACING MULTIPLE BARRIERS

56% of our learners had poor mental health
33% had a physical health issue
29% were people with convictions

delivery model

Once someone is referred to us, we give them a start date and send them any travel tickets they need to get to us.

Individual Learning Plans are co-designed with each learner during their induction with us. They provide a kind of 'route map' helping people to identify which elements of the programme will help them best achieve their desired goals and move forward.

Alongside the work-based training pathway, our learners can access personalised Information, Advice and Guidance in the form of 'Next Steps', as well as interactive workshops that develop broad skills for work and life.

At the end of their time with us, our learners complete a values-based evaluation, which shapes our future delivery and lets us know if we are as 'person-centred' as we claim.

We believe mixed groups of age, background and life experience is better for skill-sharing and community building



"I'M PROUD OF MY TEAMWORK AND HAVE ENJOYED WORKING WITH PEOPLE OF OTHER NATIONALITIES. EVERYBODY RESPECTS EACH OTHER...IT HAS REALLY IMPROVED MY WELLBEING."

-LEARNER D

northallerton



Learner voice

50% of our learners on the Northallerton project in this period have been people in the process of obtaining leave to remain. According to research by Migration Yorkshire, 34% of Yorkshire residents feel migration has had a negative impact on their local community and 38% oppose the claiming of asylum as an entry point to the UK. Using work-based training as a tool to promote integration and inclusion has supported these learners to improve their English and understanding of working practices/ health and safety in the UK. It's also helped dispel some of the assumptions held by a number of our British learners.

*NEET: Not in Education, Employment or Training

Our **Teesside Hub** offers the largest provision, with work-based training across kitchen, coffee shop, garden and workshop environments. Programmes are between 4-8 weeks in length, with activity and qualification opportunities tailored to match the aspirations and need of each learner.

As well as employability support, programmes include a series of sustainability workshops e.g. DIY, Make-do and Mend and Reducing Food Waste. These workshops mitigate against the effects of the cost-of-living crisis for those we work with and support a more equitable transition to a greener local economy.



78%

retention rate

130

qualifications achieved

40%

progression rate

inc.
24
jobs

Our **Sunderland Hub** offers work-based training to equip those furthest from the labour market with the skills to engage in their city's development. Sunderland City Council are investing over £400m in construction projects to transform the landscape... so we're aiming to pave a way for local people to be part of that growth. Programmes are between 1-6 weeks in length, delivered in a supportive workshop setting that encourages learners to progress through multiple qualifications at their own pace. We also provide the opportunity for learners to gain a CSCS card, supporting them through the test preparation.



98%

retention rate

131

qualifications achieved

27%

progression rate

inc.
6
jobs

In **Northallerton** we offer a work-based training opportunity wrapped around the creation of a new community garden at New Life Baptist Church. The project has been particularly effective in bringing local people together and promoting integration.



100%

retention rate

15

qualifications achieved

25%

progression rate

inc.
3
jobs

Seeking to launch our practical approach to adult learning in **Newcastle**, we ran a pilot project that offered an unaccredited 4-week programme of either Carpentry or Hospitality skills in the community hub at Kingdom Life Church, Heaton.



89%

retention rate

33%

progression rate

inc.
2
jobs

106

60

16

18

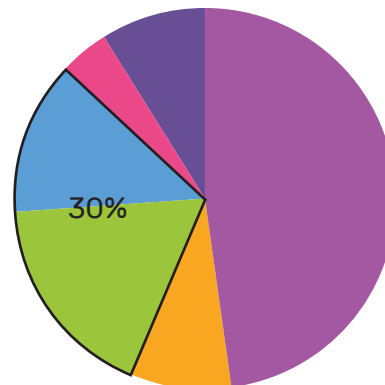
our learning

We're all on a learning journey (not just those we work with!)

Pages 6-8 contain our reflections; the changing needs of our learners, the practices that led to the greatest outcomes and the challenges around scalability...

Analysing disengagements at our Teesside Hub, reveals:

- 11 ■ Course not for them
- 2 ■ Travel overwhelming
- 4 ■ Mental health issue
- 3 ■ Physical health issue
- 1 ■ Family Bereavement
- 2 ■ Other training commitments



30% of disengagement was related to health.

We all recognise that the health and employment crisis are deeply interconnected. The growing number of people classified as long-term sick represents a failure to create appropriate pathways back to employment for those with a health condition.

We're keen to keep supportive, real-working environments at the centre of what we do, so that people facing health barriers have the opportunity to recognise their capacity for work (both physically and emotionally). What's positive, is although 4 people left our Teesside Hub provision due to mental health, they only represent 6% of those who declared they had a mental health issue upon enrolment. Similarly, of the 41 people who enrolled with a physical health issue, only 3 felt unable to complete the work-based training.

newcastle



Learner voice

Hands-on Learning in Heaton

Our project in Newcastle piloted two elements of development for us as an organisation; location and the delivery of unaccredited programmes.

With many of our referral partners working across the North East regions, we felt we had a headstart entering a new geographical area with our offer. However building relationships with potential learners through the local job centres and probation hubs took time and in some cases required us to offer 'taster days'.

We made the decision to pilot unaccredited programmes to keep the delivery to 8 sessions (2 days a week for 4 weeks). This was to focus the offer to those who were furthest from employment and education - acting as a stepping stone to build confidence. 92% of those who completed the programme (either Hospitality or Carpentry) said they found it helpful in moving them forward, and the same number reported an increase in confidence. Despite these positive outcomes, we feel offering accessible accredited learning is what we're known for and offering a qualification alongside the work experience may have made the offer more attractive to potential learners.

To date, we have not pursued funding for delivery in Newcastle for 2025/26 as we re-assess the model and feasibility of employing a team to deliver accredited learning projects 45 miles away from our core operations in Teesside.



"I FOUND THE WORK EXPERIENCE HELPFUL AND BEING AT THE COMMUNITY CENTRE WAS GOOD FOR FEELING MORE CONNECTED TO LOCAL PEOPLE, AFTER THE PROGRAMME I STAYED AROUND TO VOLUNTEER. THE TEAM ALSO HELPED ME TO GET AN INTERVIEW IN A HOSPITALITY ROLE, WHICH LED TO A NEW JOB."
-ALAN



sunderland

“Three13 Training’s ability to build trust and deliver accessible adult education, even repurposing unused spaces for learning, demonstrates a commitment to empowering individuals and strengthening local communities.”

Sarah Potts | Quality, Performance and Achievement Manager
Learning and Skills Service, Sunderland City Council

In Sunderland, learners complete their evaluation forms online, sharing their thoughts directly with Sunderland City Council. Of the 60 people who came through the Hub doors, 77% engaged with multiple courses to progress through multiple qualifications. Their feedback forms revealed:

- 93% better understood their next steps
- 92% shared they had improved their social, communication and teamwork skills
- 95% experienced improved health and wellbeing as a result of attending.

Since moving our Sunderland Hub to Hendon in June 2024, we’ve been working to create a safe place for those facing barriers to employment to come for support. The renovations of the workshop, garden and meeting areas have provided work-based learning opportunities in themselves, creating a sense of ownership among the learners involved. We believe this has helped foster longer-term engagement and connection. The friendships through those connections has helped many of our learners to deal with the range of complex issues in their lives and provided a supportive and stable foundation from which they can move forward.

We’ve also been able to offer the space to external groups also looking to bring people together to strengthen community.

Reflecting on our year through the lens of our Quality Improvement Plan...

November

- In view of our culture of continuous improvement, we expanded our garden team, bringing additional expertise to significantly increase horticulture learning opportunities.
- We implemented revised IQA processes across all our programmes to provide stretch and challenge opportunities for learners, these were positively quality assessed by external partners.

December

- Improving our systems, we achieved the recognised security standard: Cyber Essentials Plus.
- In response to learner feedback we secured funding from the Garfield Weston Foundation to offer extended work placements at our Teesside Hub

January

- We launched our pilot in Newcastle, offering shorter, unaccredited versions of our Hospitality and Carpentry programmes with a focus on confidence building.

February

- We upgraded the carpentry skills environment at our Teesside Hub, to improve our energy efficiency and support learners to have a growth mindset through access to a quality workshop.
- We maintained our Matrix accreditation for IAG.

March

- Strengthening our finances through diversification, we launched a regular giving campaign through Stewardship and committed to investing in the development of 'Wonky Wood', the social enterprise arm of our Teesside Training Hub.

April

- To build a broader network of post-programme opportunities, we welcomed external partners Changing Lives and FIRST to run sessions in our Hubs to promote their local offers around employability support to our learners.
- We maintained our commitment to data security by renewing the ISO 270001 standard.

July

- As part of our commitment to embedding and promoting sustainable practices, we developed and shared a food waste workshop with members of the community and welcomed groups of school children (outside of our normal delivery hours) to our Teesside Hub to learn about composting.
- We registered with the fundraising platform just giving and developed a support package for supporters' fundraising.

our impact

We're not an island, and we don't want our learners to feel like one either. Our approach to training revolves around helping people to recognise the value of their skills and have the confidence to share them!

collaborating for better local outcomes

"Why sit in a classroom, when your learning could help someone else?!"



Carpentry skills learners gave a youth club a face-lift with recycled wood panneling.



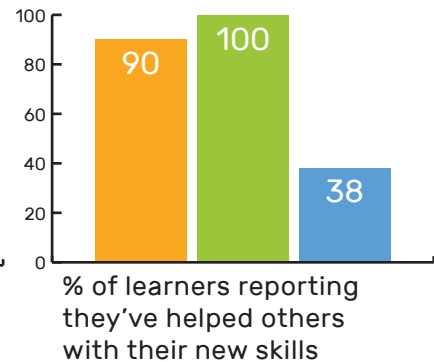
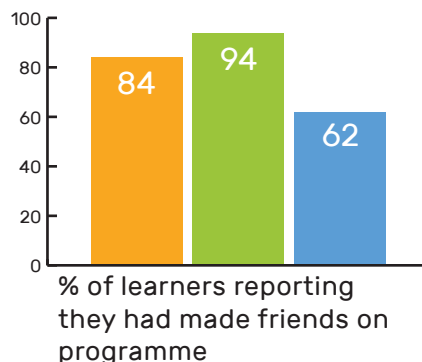
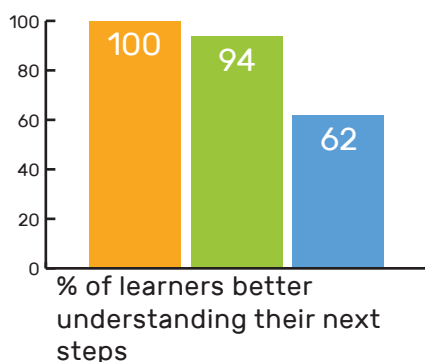
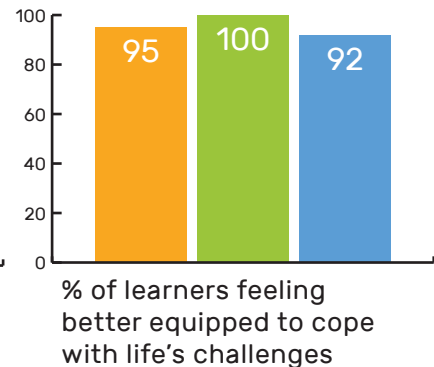
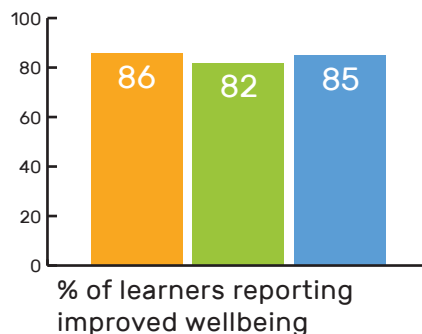
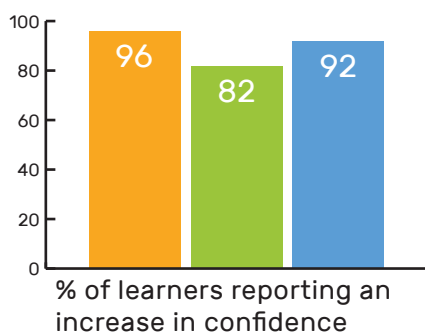
Over 1,000 hot meals (prepared by learners on the Hospitality Programme at our Teesside Hub) have been distributed by community partners to feed people at a community drop-in in Middlesbrough.



The land at the rear of a church on Northallerton's high street continues to be transformed into a vegetable garden and outdoor social space for the community.



Fostering community in this way has a powerful effect on people's health, wellbeing, attitude and aspiration.



teesside

northallerton

newcastle

Data above taken from 111 completed evaluation forms from across multiple Three13 delivery locations. The Sunderland Hub delivery used a different method of data capture, which allowed us the insights referenced on page 7 of this report.



teesside

This year, we shared our impact in a new way by hosting 'Stories from our Sofa'. An event designed to give a platform to those who've experienced worklessness and share their experience of Three13.

On a sunny afternoon in June, around 60 guests were welcomed to a cream tea hosted by the Hospitality learners at our Teesside Hub.

To a room of referral partners, funders and other stakeholders, nine learners shared their stories, alongside insights from local employers and recruiters who've benefited from the work-readiness of our learners.

Unscripted, it was a powerful afternoon that both celebrated the overcoming of barriers and presented the challenging reality for those at the mercy of a broken system.



Wycliffe (pictured above) described the hub as 'home'. Wanting to secure work that would allow him to move his family to the UK, Wycliffe (52) shared how the team had helped him gain the right qualifications and experience to move out of zero-hour care roles into a steadier job. Mixing with others and building local relationships had also meant he'd got involved with a project, renovating bikes confiscated by the police into usable assets for local people. With a passion for cycling in his home nation of Kenya, being able to share his skills as a volunteer has been transformative.

Stuart (pictured right) shared how he was reluctant to attend, firmly believing his mental and physical health problems meant he wouldn't be able to cope with work. He opted for work-based training in the workshop and loved learning the carpentry skills and the camaraderie among the learners. Stuart was also experiencing hardship with the rising cost-of-living but was able to dramatically cut some of his bills following the money management sessions.

Attending the Hub each day, feeling better about his circumstances and realising he was an asset to a working environment really boosted Stuart's confidence. Surprising himself, after 24-35 months of unemployment, he began to engage with the careers advice available and began to apply for jobs in his neighbourhood. A week after our event, he got in touch to share he had been offered a job, and he felt like a new man.



our next steps

With increasing pressures on household finances, there is a rising need for holistic support for the long-term unemployed. Job status is only one part of a range of complex issues in their lives and navigating multiple systems or services alone is proving impossible/ineffective for the majority.

In 2025/26, our Hubs in Teesside and Sunderland will remain accessible, one-stop-shops for more people to come together, build confidence and move forward in their journey to employment.

- + We're planning to scale up our provision in Northallerton and Sunderland by piloting Hospitality skills courses alongside our existing offer. For Sunderland this will involve upgrades to the Hub.
- + We're planning to strengthen our governance by welcoming a new Board member.
- + We're continuing to develop our relationships with local Prison and Probation services in order to meet the changing needs of people with convictions and maintain an effective local rehabilitation offer with skills for employability at the centre.

Impact made possible through funding from (alphabetically)
Bettys & Taylors Group Community Fund • Bramall Foundation • CABWI • Charles Heywood Foundation • County Durham Community Foundation • Energy Savings Trust • Garfield Weston Foundation • Goshen Trust • Hedley Foundation • Lauderdale Trust • MSE Charity • Nationwide Community Grants • Platten Family Fund • Sky • Stockton Borough Council Food Aid Fund • Sunderland Connect Network • The National Lottery Community Fund • The Rothley Trust

and contracts with Hartlepool Borough Council (UK SPF) • Ingeus • North Yorkshire County Council • Sunderland City Council (NECA) • TVCA

*Please think carefully before printing.
(We're hoping most of you will just enjoy this review digitally).*

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sunderland



Learner voice

Mark (38) came to Three13 seeking to improve his mental health and agoraphobia. He was clearly capable of all aspects of DIY but needed some activities to build his confidence after going through personal issues that led to a conviction.

Mark soon became the main contributor in the classroom and always engaged well with the others. He said he felt his anxiety improved as the Hub was so relaxed and the atmosphere positive. Having previously been employed in a managerial role, he remembered how much he enjoyed encouraging others and leading projects. He shared how the Hub helped him to recognise the value of his skills and his ability to get alongside others to help them.

Mark's next steps are to apply for roles that fit around his caring responsibilities and allow him to build on his passion for helping others. The team are also supporting him to explore self-employment by connecting him to local mentoring schemes.



WHEN YOU'VE EXPERIENCED THE SYSTEM AS I HAVE, YOU KNOW THAT IT IS BROKEN, AND PEOPLE NEED HELP TO NAVIGATE IT AND MOVE FORWARD. THREE13 HAS GIVEN ME THE CONFIDENCE TO DO JUST THAT AND HELP OTHERS TO DO THE SAME.

-MARK



**Give now at
Stewardship**



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