



# Durham Employment Forum

Friday 21<sup>st</sup> March 2025





# Welcome





**Working together to  
connect people and jobs  
across County Durham**

# **Breaking Gender Stereotypes in Business Forum**



**Working together to  
connect people and jobs  
across County Durham**

1	Refreshments & Registration	08.30-09.30
2	Networking	08.45-09.30
3	Welcome & Introductions	09.30-09.35
4	Foundation of Light – Lucy Todhunter	09.35-09.55
5	Phoenix Security – Michelle Scott	09.55-10.15
6	Care Academy -Katy McVittie	10.15-10.45
7	Break & Networking	10.45-11.00
8	TRN – Richard Whiteley	11.00-11.20
9	Waythrough- Michelle Scott	11.20-11.50
10	Questions and AOB	11.50-12.00



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**Firstly**

**Congratulations!**

≡ International Women's Day ≡



**Female Manager of the year**

**Congratulations**

**Michelle Scott**



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# Foundation of Light Lucy Todhunter



**FOUNDATION  
OF LIGHT**

THE WORLD AT YOUR FEET

# FOUNDATION OF LIGHT



**FOUNDATION  
OF LIGHT**

THE WORLD AT YOUR FEET







# WHO ARE WE & WHAT DO WE DO?

**The Foundation of Light uses the power of Football to improve the lives of our communities across Sunderland, South Tyneside and County Durham.**

The North-East has some of the highest rates of poverty and deprivation, economic inactivity and lowest levels of life expectancy of anywhere in the UK. Through four main programme areas - education, world of work, sport and play and health and wellbeing - we use the power of Football to engage individuals and groups, to increase life opportunities and to develop happier, healthier and more cohesive communities. Recognised as one of the leading football charities in the country, we raise over £4million each year through community and corporate fundraising, as well as funding support provided by a range of public and private bodies.

## **What does this mean for our community?**

- Over 50 programmes delivered to support key areas of work
- Have worked with over 500,000 people since formed in 2001
- Raised the aspirations and motivations of almost 20,000 every year
- Directly support over 240 local schools
- 6,500 visitors to the Beacon of Light every week



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# WHAT ARE GENDER STEREOTYPES?



## Definition

Gender stereotypes are preconceived notions about the roles and behaviours that are considered appropriate for individuals based on their gender. These stereotypes limit personal potential, influence career paths and contribute to inequality.

## Example

The belief that women are not suited for leadership roles or that certain careers, such as engineering or sports, are more 'appropriate' for men.

## Impact on Society

These stereotypes have a profound impact on young people, limiting opportunities and supporting inequality.



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## OUR CEO - LESLEY SPUHLER OBE

"Before the Foundation was established, the SAFCCommunity department had significant cultural challenges, including a lack of gender diversity and inclusivity. As the first female Head of Community, I faced resistance and there was little in the way of a support network or mentorship. Attending male dominated Premier League meetings at the time was particularly difficult, highlighting the need for a more inclusive and supportive environment."

"I'm pleased (actually, not pleased) to say that I've lasted 23 years, working alongside 31 different, male, SAFC managers. Half of the workforce is now women and there is a PL/EFL network of women. We also have some great women on our Board of Trustees including, Kate Adie, Baroness Estelle Morris, Tanni Grey-Thompson and Jill Scott."



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# COMMITMENT TO BREAKING STEREOTYPES

Foundation of Light is committed to creating more inclusive and diverse communities by offering programmes that engage young people and communities in ways that break down traditional gender barriers.

Foundation of Light emphasises equality, inclusivity and empowerment, fostering environments where all individuals, regardless of gender, can thrive.

Foundation of Light is committed to providing a challenging, inclusive and progressive organisation where 80% of our Exec team, 66% of our SLT and 46% of our Middle Management team are female.



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# INSPIRE HER

## Female Careers in Sport Event - Date TBC

200 secondary school females will receive insight from other females in professional sports or who have a dual career.

## Emerging Talent Centre

[https://www.facebook.com/SAFCFoL/videos/1401259194077225?locale=en\\_GB](https://www.facebook.com/SAFCFoL/videos/1401259194077225?locale=en_GB)



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# COLLABORATION & FUTURE VISION

The work that Foundation of Light does is crucial, but it doesn't stop here. You can get involved by supporting initiatives, volunteering or spreading the word about the importance of breaking gender stereotypes

Whether you're a business owner, educator or community member, there are countless ways you can contribute to this important cause and ultimately help to create a world where gender stereotypes no longer dictate available opportunities.

## Our Values

### Agile

- Flexible
- Responsive
- Dynamic
- Resilient



### Passionate

- Inspiring
- Committed
- Driven
- Industrious



### Collaborative

- Diverse
- Relationships
- Teamwork
- Community



### Integrity

- Respectful
- Inclusive
- Honest
- Caring



### Innovative

- Leading
- Creative
- Curious
- Bold



### Excellence

- Professional
- Transparent
- High performing
- Accountable



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Join us in building healthier, more connected communities!



<https://foundationoflight.co.uk/get-involved/wear-one/>





## CONTACT DETAILS

**Current Role:** Area Manager (County Durham & South Tyneside)

**New Role:** Interim Head of Informal Community Education

**Email Address:** [lucy.todhunter@foundationoflight.co.uk](mailto:lucy.todhunter@foundationoflight.co.uk)



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# Phoenix Security – Michelle Scott





**Phoenix FMS**  
Your facilities, our expertise, your success.

Phoenix FM Services Limited  
Event Management

Telephone: 0191 268 2237

Email: [info@phoenix-fms.co.uk](mailto:info@phoenix-fms.co.uk)

Website: [www.phoenix-fms.co.uk](http://www.phoenix-fms.co.uk)

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Your Facilities. Our Expertise. Your Success.

## Phoenix FMS at a glance



**EVENT MANAGEMENT:** EVENT STEWARDS, RESPONSE, SUPERVISORS, EVENT CONTROL, EVENT CLEAN

**MANNED GUARDING:** MOBILE PATROLS, DOG HANDELING, KEY HOLDING, CONTROL ROOM OPERATORS



**CCTV:** ACCESS CONTROL, INTRUDER ALARM SYSTEMS, ENGINEERS, GATES/ BARRIERS, FIRE SYSTEMS

**CLEANING SERVICES:** CONSTRUCTION, CABIN CLEAN, SPARKLE CLEAN, BUILDERS CLEAN









# EVENT MANAGEMENT

## BACKGROUND

We are a highly successful business based in the North East, with a network of regional offices around the country, offering a comprehensive events service. Coupled with the fact that we employ several hundred events staff, ensures that we are able to meet any demand on our services, as well as offer highly competitive rates to any business.

## WHAT WE CAN OFFER

Phoenix FMS employ two specialist events managers who can create event safety plans, assess staffing and security needs, carry out risk assessments, method statements, deployment plans, site visits/surveys, as well as identify health and safety issues, including staff welfare.

## WHAT WE HAVE DONE

Newcastle racecourse: Gosforth Park. The racing season runs all year round and includes the hugely popular Ladies day and Northumberland plate meetings where we supply over one hundred and forty staff.

Great North Run (Phoenix have been supplying over 100 stewards to this event for many years. We cover the road closures from Whitemare Pool right to the finish line.

Durham Cricket Club: Since 2019 we have been supplying staff to Durham Cricket Club for their T20 and One Day International game as well as their concerts. Providing stewards, SIA, Response, Corporate, Supervisors and an Event Controller.

Hartlepool Football Club: This is our third season working with Hartlepool FC supplying stewards, SIA, Response, Supervisors, and Head Stewards for all their match days.

# EVENT MANAGEMENT

## WE PLAYED A PART

**Edinburgh City Council:** 2022 marked the death of our dear Queen. To assist Edinburgh City Council with security services we supplied 50 stewards including a supervisor and Phoenix FMS Manager for the procession through Edinburgh to the Airport.

**England Cricket Board:** 2022 seen the hottest summer for events with it being over 40 degrees. The men's one-day international was being held at Durham Cricket Club. The medics struggled to keep up with cover, Phoenix FMS Response Teams doubled up with medics to double coverage as a result. Extra resources deployed to water stations, etc. The English Cricket Board published these guidance's as per the success of the game continuing.

[https://resources.ecb.co.uk/ecb/document/2023/07/10/b514abcd-c799-46c6-95dd-e50bf889fbf9/ECB\\_Extreme\\_Heat\\_Guidance\\_Recreational\\_Game\\_v3-1-.pdf](https://resources.ecb.co.uk/ecb/document/2023/07/10/b514abcd-c799-46c6-95dd-e50bf889fbf9/ECB_Extreme_Heat_Guidance_Recreational_Game_v3-1-.pdf)

These are only a couple of examples of what we have done and currently do. We are here to make your event safe.



# EVENT MANAGEMENT

## SOME OF OUR CUSTOMERS



# EVENT MANAGEMENT

## HOW DO WE OPERATE

**Contract Management:** We know the importance of seeing regular faces in contracts. We employ dedicated supervisors that will oversee the event site, and ensure that expectations from the client have been met as well as staffing issues, disputes, or concerns are highlighted and dealt with accordingly.

To understand the requirement for the event a pre-start meeting will occur a minimum of 1 week prior to the event. Our contracts manager will meet with you the client or Safety officer to ensure that the contact details for all those involved in the events have been received as well as discuss any concerns, pinch points, evacuation procedure, etc. This will ensure that contact with our team is available 24/7/365 providing advice, guidance, and security support. This meeting will be to understand the requirement and have clear guidelines of what will be expected from staff. Once this has been completed an event specific mobilisation plan will be created to outline all tasks, risks, equipment, and site reference pictures. This sheet will be available for all staff to complete and sign to ensure that the tasks have been done. An event handbook will be created prior to the event which will include general information about the event, site map, protocols, site specific information etc.





# EVENT MANAGEMENT

## HOW DO WE OPERATE

**Software:** Phoenix FMS has been using a mobile application called C247 which allows the use of geo-fencing to ensure that the staff member can only book on and off within a certain distance of their allocated site. This circumference can be as big or small as we or the client wish. This enables us to make sure that the staff member when they are booking on and off are still on site when they do so. Once the member of staff books on using C247 the app will send a check call every hour to ensure that the member of staff is safe. C247 is a great tool for sites with lone workers, there is a distress button which goes straight to our 24/7/365 control room which will then trigger a welfare check on the member of staff either from control or the mobile driver. The app also allows us to track where a staff member is on site, if there is any issues trying to communicate with them.

**Event Files:** Event files are created for each site which the event lead will be briefed on. These files will ensure easy access to site specific information and reporting documentation. These can be customised so if other documents or report forms are required they can be added.

This files include the following...

- Site specific instructions, and brief
- Incident report forms
- Site Specific Risk Assessment
- Dynamic Risk Assessment
- Daily log of any incidents, problems, changes etc.
- Handover sheet between night and day shift
- Lost/Found Property Log
- Lost/Found Child/Vulnerable Persons Log
- Duty Log
- HOT Policy, Run, Hide, Tell
- Contact Numbers and out of hours contact number
- Site Map and any other site specific details needed.

# EVENT MANAGEMENT

## HOW DO WE OPERATE

**Staff Training:** All stewards and SIA accredited staff must complete their ACT awareness training in order to work at Phoenix FMS or within the first month of employment. The goal is that each event staff within 6-12 months of their start date we will enrol onto their NVQ2 Spectator Safety Course which will give them the in-depth knowledge of their job role. Within 12-24 months of their employment employees can be enrolled onto their SIA and/ or NVQ3 Spectator Safety course which allows for natural progression.

Recently we have introduced JESIP to our training programme which contains important information with regards to working with other emergency services as well as METHANE. This ensures that staff are aware of the chain of commands when there is a possible major incident declared.

Stewards will be given an information sheet with the HOT policy, Run Hide and Tell, security codes and procedures of the event.



# EVENT MANAGEMENT

## TESTIMONIALS

**Durham Cricket Club** "Your Security Staff - On leaving the pre-paid parking area I was greeted by two members of your security staff (a lady with a blond bob/young lad with curly hair). They were taken in by my grandson's blond hair/blue eyes and immediately engaged with us. I explained that I might immediately return to our car if the baby didn't settle. How lovely to see them hours later and have them ask how we'd enjoyed the day. Your doorman at the Castle View Suite entrance (ground level) was a delight. He helped us check out the bathroom facilities at the main entrance to make sure I was aware of where the baby changing station was. Later in the afternoon he made sure we knew exactly where to go to access the Sensory Room. On arrival at the Media Centre we were escorted up to the sensory suite by a young lass on security at the lower ground floor. She and all the other staff we came across inside were so lovely. "

**Sunderland City Council**, "Good afternoon, I just wanted to give some feedback following a visit to Sunderland Light Festival on Wednesday 27th October. Trish and Malcom were at the gate and were both friendly and helpful as I couldn't locate my ticket on my phone and was trying to log into the website. Trish was very helpful as I was struggling to find what I needed. I asked their names as wanted to feed back that they were not only friendly and happy with myself and my partner, but with everyone going in and out. Smiling, greeting good evening, have a safe trip home etc., little things but make a difference for people entering and leaving the event."

**ODI** "Hi All, At the end of an interesting week I just wanted to share with you a compilation of the feedback we received on the ODI on Tuesday. It's by no means all the feedback we received (and focuses on the positive which was by far and away most of the comments). I just think it shows the event, with all its challenges, in a very good light and everyone involved should be really proud of their efforts and contribution. Please forward to others in your staff team who won't be covered by this initial email. Have a good weekend everyone 😊."

**Middlesbrough Football Club**, "The first thing that stood out to me was your own interest in the months ahead of the concerts. You sought information very early and this assisted me greatly in satisfying myself that the right staff would be sourced and deployed. Briefings were conducted and aspects were clarified well in advance. On event days, all your staff arrived promptly and were ready to be briefed and deployed in good time, and well ahead of gates opening. Names on staffing lists were thorough and accurate which made signing-in and the issue of passes a much slicker process.

This was hugely appreciated, especially as one of the other agencies arrived for the James Arthur event severely under resourced. Their replacements didn't arrive until well afterwards and even then, we didn't receive the full complement ordered. This only served to further illustrate the stark differences in the levels of professionalism and reliability that we had been seeking. Your staff clearly had experience of the roles expected of them and were smart and organised upon deployment. The pitch standing queue ingress was always going to be the biggest challenge, but it was managed extremely well. Staff were efficient, friendly and approachable, and built a good rapport with the incoming guests. Any ticketing issues were dealt with appropriately and without drama. Another potential sticking point was the arrangements in respect of early arrivals, VIPs and superfans. These were different for each concert but were embraced and discharged seamlessly. Once the main rush subsided, staff rotated roles and took breaks in an appropriate manner.

Bearing in mind Take That was the first time we had engaged Phoenix in over a decade, we were taking a leap of faith with such a high profile event. However, I am happy to report that faith was handsomely repaid."

**Cultural Spring**, "Hello Jessica, Just thought I'd feedback how lovely all the team were on the night, they were all so friendly and helpful and Mandy was great! "

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**Gasforth Civic Theatre** "Hi Jessica- just wanted to say Pete was brilliant on Saturday."

# EVENT MANAGEMENT

## OTHER SERVICES

We have many other services that we provide if event staffing isn't just what you are looking for.

The following services are what we can provide...

- Manned Guarding
- Key Holding
- Multi-functional CCTV Systems
- Alarm Response
- Cleaning Operatives
- Mobile Patrol
- Dog Handlers
- Intruder Alarm Systems
- Access Control
- Automated Gates / Barriers
- Structured Cabling (Data & Fire)
- Maintenance and Monitoring Services



I hope the above goes some way to give a view of how Phoenix can work with you and help establish a strong working relationship now, and moving forward.

**Your Facilities. Our Expertise. Your Success.**

# EVENT MANAGEMENT

ACCREDITATION / TRAINING



**ACT** | ACTION  
COUNTERS  
TERRORISM  
AWARENESS



APPROVED



PROUDLY  
SUPPORTING  
THOSE WHO  
SERVE.






**SCCIN**  
SEE, CHECK AND NOTIFY

ASK FOR ANGELA





- ▶ We're excited to announce a **Recruitment Drive** on:
- ▶  **Wednesday 26th March**
  - ▶  **Patrick House, Gosforth Park Avenue, Gosforth Business Park, Newcastle upon Tyne, NE12 8EG**
  - ▶  **10:00am - 2:00pm**
- ▶ We're recruiting for **all roles**, but we'd especially welcome **female applicants for Security roles** — everyone is welcome!
- ▶ If you have clients who would like a **face-to-face appointment** or simply want to learn more, please pass on their **name and contact details** to **Michelle Scott**, and we'll get in touch directly.
- ▶  **Alternatively, contact us on: 0191 268 2237**
- ▶ We're looking forward to meeting lots of clients!
- ▶ Kind regards,  
**Jessica Beek**  
*Events Manager*

# DEC Members - Recruitment Drive Invitation



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**Katy McVittie**  
**Care Academy**

County Durham  
**CareAcademy**  
training • support • opportunities



# Skills for Careers

## Adult Social Care



# What is it?

- Free part-time programme delivered over 10 weeks
- Delivered 2 days per week in the classroom
- Provides supportive learning as part of group
- One to one tailored support
- Works with employers and the individual





# Eligibility

- People aged 19+ who are interested in a career in adult social care
- Must be eligible for work
- Must have lived in the UK for at least 3 years
- Don't need to be unemployed
- Is recognised by JCP as suitable provision
- Learner must live within the North East Combined Authority- we cannot accept learners from Darlington or Teesside



# The benefits of this course

- Tailored Support- we realise one size doesn't fit all
- Work with candidates to find the right fit
- Provide help with interview skills
- We work with 200+ social care employers
- Free DBS if successful at interview
- Ongoing in work support
- Access to further learning and development

# What qualifications will I get

This training is approved by the Job Centre and includes the accredited qualifications:

- Award in progression
- Employability and Personal Development including interview skills and preparation for work
- Level 2 Food Safety
- Emergency First Aid - Standard 12
- Elements of the Care Certificate

There are no exams - just assessments!



# The learner experience



# Where and when

Venue	Day	Time	Start Date	No. of weeks
Cornerstones, Chester-le- Street, DH3 3TF	Monday and Tuesday	9.30am to 3.00pm	28 April 2025	10

To enrol please complete the [Adult Social Care expression of interest form](#).





# For more information

Visit: <https://www.durham.gov.uk/ASCtraining>

E Mail: [careacademy@durham.gov.uk](mailto:careacademy@durham.gov.uk)

Tel: 03000 260222





**Start your career in care today**

**Are you a caring person who enjoys helping people?**

**Have you always wanted to work in the care sector but not sure where to start?**

That's where the County Durham Care Academy can help!

**Take the first step today**

With free, personalised training and support, including guaranteed interviews with local employers, the Care Academy can give you all the skills you need to start a career in social care.

The next part time course starts on **Monday 28 April** at the **Cornerstones Centre, Chester-le-Street, DH3 3TF**, running between **9.30am - 3.00pm on Mondays and Tuesdays for 10 weeks.**

To find out more contact

📞 **03000 260 222**

✉ **careacademy@durham.gov.uk**

🌐 **durham.gov.uk/ASCtraining**



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# Any Questions?





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# Time for a Break & Networking





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# Teach, Reach, New Horizons TRN Richard Whiteley



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**Waythrough  
Michelle Scott**





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# Looking ahead: What's Next

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# **The Voices of Volunteering Forum**

**16th May 2025**

**Book your tickets now!**

<https://www.eventbrite.co.uk/e/945472211837?aff=oddtcreator>





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# **Future Forums**

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**Fund Finder Forum- Funding Opportunities Forum**

*Date: 25th July 2025*

<https://www.eventbrite.co.uk/e/945473335197?aff=oddtcreator>

**Empowerment for All – Building Success Through Inclusion**

*Date: 19th September 2025*

<https://www.eventbrite.co.uk/e/945473545827?aff=oddtcreator>

**Empowering Self-Employed Success**

*Date: 21st November 2025*

<https://www.eventbrite.co.uk/e/945473776517?aff=oddtcreator>



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Any ideas, comments or suggestions please get in touch.  
Also, please leave feedback from todays or any of our forums via the QR code  
below.





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# **Any Questions?**



# Thank you

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