



L&Q

CUSTOMER CASE STUDY

LONDON & QUADRANT

Phoenix Software and London & Quadrant – a partnership delivering tangible social value

CORPORATE SOCIAL RESPONSIBILITY

For more than half a century, London & Quadrant (L&Q) has been creating homes and neighbourhoods to be proud of. Today, with more than 90,000 homes across London and the South East, L&Q is the largest landlord in the capital and one of the largest residential property developers.

As part of its mission to combine social purpose and commercial drive, each year L&Q aims to increase the amount of social value created by its supply chain. To this end, as a Category 'A' supplier to L&Q, Phoenix Software wanted to ensure it included a range of offerings in its partnership plan which would provide real social value. Indeed, Phoenix Software took Board-level interest in what L&Q was trying to achieve for its tenants and the community at large, as there was a specific desire to make an impact at a personal level to an individual's life.

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Lavina Arthurs

A plan was therefore drawn up to provide relevant training skills to L&Q tenants, with the aim of helping improve their employment chances. After considerable consultation between Phoenix Software and L&Q, a set of courses, both IT and Project Management-related, was presented as a starting point to this plan – with a view to providing the crucial skills required by the chosen candidate.

THE TRAINING

Liaising with the L&Q Social Value Business Lead, Aurelia Ciseran, and the L&Q Employment Support Officer, Maxine Whyte-Rhoden, Phoenix Software identified a suitable candidate for the training.

Lavina Arthurs, the chosen candidate, was engaged and consulted as to the most desirable courses that would be of use and interest to her. The outcome of that was that Phoenix Software provided PRINCE2 course details. PRINCE2 (an acronym for PProjects IN Controlled Environments) is a de facto process-based method for effective project management. Used extensively by the UK Government, PRINCE2 is also widely recognised and used in the private sector, both in the UK and internationally.

Sam Mudd, Phoenix Software Managing Director, said: "We are delighted that Levina has chosen such a highly-regarded and versatile course, one which can be used to establish the start of a new career path. This is exactly the kind of social value we hoped to be able to deliver – something which will make a real difference to Levina's life and provide long-term benefit."

Ahead of the course, Levina undertook 10 hours of pre-requisite reading to get ready, ensuring she was well-versed in the subject matter at large.

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Not only does it look good on my CV, but I also believe that having it makes me more competitive especially in this male dominated field. It gives me an edge and supports my other recently gained certificates in construction and health and safety. I would encourage others, if given the opportunity, to become practitioners in project management as I find it very useful in planning and managing my own personal life as well. It's a resounding 'yes' from me to offering this course to others."

HOW CAN WE HELP YOU?

To find out how we can help you transform any aspect of your IT estate, contact the Phoenix Team now on:

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