



Residents into Employment, Skills and Training to Improve Customer Satisfaction

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Work & Enterprise Team est. 2013

- ✓ Customers said that they wanted the Trust to provide employment support services
- ✓ Pockets of high deprivation, no projects available to access, intergenerational worklessness, expensive/poor transport service
- ✓ Struggling with benefit compliance- in danger of regular sanction & eviction



The Work & Enterprise Team

Started with a Manager, a Coordinator, an Apprentice & 2.5 Employment Advisors

We now have a Manager, 4 teams, 3 Team Leaders, 3 Coordinators, an Apprentice, 12 Advisors & a Money Advisor



What do we offer our customers?

Do you need help getting into work?

Christine and Sue can support you with the following...



- ✓ CV and cover letter writing
- ✓ Job searching
- ✓ Application forms
- ✓ Interview skills and preparation
- ✓ Building confidence
- ✓ Training opportunities



Plus, we now have 3 additional funded projects targeted at specific groups which offer...

A personal mentor

Money advice

Self –
employment
advice

Work/voluntary
placement

CBT for low
level anxiety &
depression

Funded
vocational
training

Childcare
during training
sessions

Equipment e.g.
lap-
tops/mobiles

Confidence
building & lots
more!



Delivery

- ✓ Accessible local venues such as libraries, cafes etc
- ✓ During Covid we were the only service to deliver locally from day 1 - remotely via phone, video call etc
- ✓ After consultation with customers we now deliver a hybrid model- face to face or remote, whatever the customer wants
- ✓ We are part of the Income Management Team- so customers receive a wrap around service





Our Customers in 2021

Female: 114 Male: 95

*Age range of customers
accessing the service*

16-24: 48 25-34: 51

35-49: 72 50-65: 38

*Age range of customers
assisted into work*

16-24: 27 25-34: 15

35-49: 26 50-65: 6



Our Customers 2013 - 2021

Female: 882 Male: 895

*Age range of customers accessing
the service*

16-24: 254

25-34: 489

35-49: 525

50-64: 424

65+: 85

*Age range of customers assisted
into work*

16-24: 102

25-34: 174

35-49: 192

50-64: 148

65+: 24

Our Work Team have

Supported

638

people
across
Cheshire



Helped

107

people into work



Provided

723

People with
money advice



120

people into
training &
education

366

people helped
with job
searching



430

people create a
new CV



We referred 241 people
for mental health
support



217

people provided with
volunteering
opportunities

399

training courses
completed

161

people provided with
work placements



Case study

29 years old

Extreme anxiety & depression

Hoarding – condition of house & garden in a poor state of repair



Not capable of working

Single occupant in a 3 bedroom house having had the children permanently removed

High rent arrears, increasing weekly preventing downsizing-facing imminent eviction



What happened next...

Interventions

- Prioritised issues
- Multi team approach
- Therapeutic mental health support
- Grant funding to clear debt
- Hired a skip
- Management let
- Volunteering

Outcome

- 1 bed flat
- No arrears
- Involved customer for the Trust
- On panel of Poverty Truth Commission
- Delivers community mental health groupworks
- Gets carers allowance for dad



Partnership Working

Contractors

- ✓ Social Value contributions support our Raising Aspirations Fund, deliver job opportunities & apprenticeships.

The Pledge

- ✓ We take a coordinated approach to our work in schools & colleges via The Pledge. We target our services to areas with high levels of deprivation & low aspirations

Local Business Support

- ✓ We offer support to local businesses, assisting them to recruit local residents.



In summary

- Our customers requested the service & it continues to grow & diversify to meet our customers individual needs
- We are delighted to support so many into employment, education & training-and protect vulnerable customers through our benefit compliance service
- We have raised the profile of the Trust through our work which enables a better joined up service for customers
- We measure Income gains for our customers last year was over £1.3 million- definitely making a difference!



Thank you for listening!
Any Questions?

