



**Employment Support Service  
Across Southern Housing  
Group  
Resident Involvement Report**

**October 2020**

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## Report Purpose

Southern 360 provides care, support, independent housing for later life and community investment services for Southern Housing Group. The employment support team are reforming their service to deliver more projects to support Southern Housing Group residents into employment and training. The new service has changed from working with residents on an individual basis to delivering projects and creating external partnerships in order to deliver the same.

The 121 element has been removed from the service, and so, in order to create projects that fill a need, the employment support team wanted to hear what residents identify as being topics they will benefit from; as well as their current employment situation, and the best way to engage residents.

The findings from this report should provide our employment support team with resident feedback that will help them establish trends, as well as indicate what projects/topics would be useful for our residents. The Employment Support officers will then look to work with survey results to further research and form employment-focussed projects going forward.

## Consultation Themes

Gather any common employment themes amongst residents so that we can create projects about them. We also wanted to ensure residents had a say about what projects the employment service should have and finally to also inform them about the service.

## Consultation Methodology.

This report sets out the findings of the review undertaken by resident reviewers and residents that have selected service improvement as an option for getting involved. There were two parts to this projects and our resident reviewers were asked to review the questions for the survey. They were asked to give their feedback either by completing a survey form that was emailed to them or over the phone with their Customer Involvement Officer.

We then asked residents interested in service improvements to provide feedback. They were emailed a link to complete a survey monkey version of the survey, a paper form was also available. We also posted the survey to residents. The Employment Support team also contacted their old caseload to offer them the opportunity to provide feedback.

All residents were given the opportunity to provide feedback including those that were retired, the employment support team wanted to hear from all residents so that they can understand what the need of communities were and how they could support them. There were questions in the survey that were compulsory, there were also questions that residents didn't have to answer.

The Customer involvement team were responsible for the design, co-ordination and delivery of the review and report findings to the Employment Support Service Team.

In line with standard research practice, and due to the numbers of residents involved, the findings of this review group cannot be viewed as providing representative feedback on the views of all the Group's residents. These results do provide an insight into the views and opinions of residents.

## Respondent profile

This information has been gained to help monitor inclusivity of residents participating in the project.

To provide feedback on the readability of the questions we included in the survey. 57 Reviewers were offered the opportunity to participate with 5 residents responding; via email. 72 residents were invited to participate and provide feedback for this consultation, 31 residents responded via survey monkey online, paper survey and email. 5 of the residents that provided feedback are not "involved residents"

The age profile was as follows where data was not available, we have entered 'Not known'.

Age of Residents Involved	Resident Reviewers	Employment Support Service	Regions	Resident Reviewers	Employment Support Service
16-24	0	0	North	1	7
25-34	0	0	South	4	8
35-44	0	1	Supported	0	1
45-54	0	4			
55-59	1	3			
60-64	0	4			
65-74	2	3			
75+		0			
Not known	2	16		0	14
<b>Total</b>	<b>5</b>	<b>31</b>		<b>5</b>	<b>31</b>

7 residents were from the north region, 8 were from the south region and 1 from supported housing

## Consultation findings

**1. Did you know that Southern Housing Group has an employment service to support residents into work?**

21 said yes and said 9 no.

**2. If yes, do you remember how you found out about us?**

4 residents selected "Your Housing Officer, 5 said SHG website, 3 picked Leaflets/posters. 1 resident selected Neighbours/Family, 2 residents said Customer Accounts/Customer Service. Residents that selected other added the following comments:

- Resident Involvement team
- I didn't know about it
- S.I.D event
- N/A
- Love London project referred me
- Through S.H.G committee meetings that I sat on
- Dover Big Local
- At the Brading Centre where I live, we had a Representative visiting weekly from S.H. Group who helped residents to find work, training, further education, complete C.V.'s and complete Job Application forms. Also, to assist with filling in their Job Seekers allowance forms appropriately. It was an excellent resource for all of our Residents! Also, the town council and the financial officer from SHG who has visited me
- During conversation with one of the officers
- Via community centre outreach N16 6HH

**3. Please also comment on your experiences if you have used the service previously.**

17 residents provided a response comments added were as follows:

- I was one of the first tenant that SHG contacted when the Employment service started a few years ago.
- I have not used this service but look to use this service in the future
- I have not used it
- Excellent supportive straightforward
- Proactive and efficient

- I had various experiences from not finding suitable job opportunities, to powerful workshops, one in particular called 'Transform and Achieve which was very beneficial.
- Excellent
- I have not used it
- a very helpful service
- It is so good to gain help, encouragement, learn the skills to complete forms, letters, how to research courses at college or those that are provided within the Isle of Wight and applications in a comfortable, warm, non-judgemental provision, as it was. I used to pass the information to other Tenants and other residents in Brading, giving them the address of the Venue and displaying the Posters about it for Brading Town Council who owns the Brading Centre where it was held. When you feel possibly disadvantaged, unhappy because you have young children, live on your own, do not have much money, to have someone who is available and willing to spend time assisting you personally, it is a lifeline, I think. I feel something like this is so important to provide and publicise as much as is possible. We have a Brading Newsletter that is hand delivered to every Household in our Boundary, if it is done again it could be advertised there and on our Town Council website under 'Activities' and a piece of writing explaining what it entails. I am willing to advertise this as a Brading Town Councillor, this is part of my voluntary position to give support etc.
- Not yet
- The employment program provided me with sponsored training to renew my expired competency IPAF ticket, which I researched and sourced; and have been able to seek jobs in construction, although the industry is moribund due to the Covid pandemic.

#### 4. Are there any topics for workshops you would like to see Southern Housing Group provide to residents? (Tick a maximum of three)

Cover letters	CV writing	Interview skills	Job searching/ applications	Confidence/ Motivation	Digital skills	LinkedIn	Access training	Apprenticeships	NEET/ school leaver	Progression within company	Career change	Self-employment	Volunteering	None	Other (please specify)
														None	
Cover letters	CV writing	Interview skills	Job searching/ applications				Access training	Apprenticeships							
	CV writing		Job searching/ applications		Digital skills										
	CV writing														
													Volunteering		
		Interview skills	Job searching/ applications							Progression within company					Remote Working/ working from home

Cover letters	CV writing	Interview skills	Job searching/ applications							Career change	Self-employment	Volunteering		
Cover letters														
					Digital skills									
	CV writing		Job searching/ applications	Confidence/ Motivation										
										Career change	Self-employment			
				Confidence/ Motivation	Digital skills		Access training			Career change	Self-employment	Volunteering		
									Progression within company	Career change				Shadowing members of staff to get on the job work experiences to help with securing getting a job.
														I had no idea this was a service offered by Southern. I think I would rather my housing association dealt with delivering and maintaining top quality, affordable homes before branching out into other areas.
			Job searching/ applications											
	CV writing	Interview skills					Access training							
				Confidence/ Motivation				Apprenticeships		Career change				

Cover letters	CV writing	Interview skills	Job searching/ applications					Apprenticeships					Volunteering		
														None	
Cover letters	CV writing	Interview skills			Digital skills		Access training	Apprenticeships			Career change	Self-employment	Volunteering		
Cover letters	CV writing	Interview skills	Job searching/ applications	Confidence/ Motivation	Digital skills	LinkedIn	Access training			Progression within company	Career change	Self-employment	Volunteering		
Cover letters	CV writing	Interview skills	Job searching/ applications	Confidence/ Motivation	Digital skills	LinkedIn	Access training	Apprenticeships	NEET/ school leaver	Progression within company	Career change	Self-employment	Volunteering		Budgeting, confidence building
										Progression within a company.	Career Change		Volunteering	None	Work Placement

**5. We support residents with volunteering and also offer work placement opportunities within Southern Housing Group. Are there any other support or initiatives you would like to see from the employment service? If so, what?**

- I would like to be involved in supporting those that are interested in this area. I have had a lot of experience in volunteering in charity shops and across Portsmouth. I would also like to access these opportunities myself.
- SHG could consider a social enterprise that employs people for simple work, e.g. gardening, to take care of estates and potentially giving the employees 1. income, 2. self-esteem, 3. a routine.
- Apprenticeships & Traineeships
- Home/ remote work
- Support for families who needs support, as an example a child or teenager who lives on a SHG estate and needs to befriend others, community lead/bubbles of specific areas of need. Like Food sharing as a community, swapping old unwanted items before disposing, that might be of use to another resident.
- Work Placement



- Shadowing of S.H.G. staff if that is what people would like to go into
- Sometimes people I have come across are fairly nervous about approaching a big building they need to be made aware of who the people are that they are contacting. It might be good to prepare people that have been out of work for a long time or that are nervous
- advising the tenants of potential opportunity
- How to negotiate for your salary, if you know your value
- Telemarketing / Work at Home

**6. We may hold interactive webinars, where residents are able to communicate with the speaker, by asking questions and sharing experiences. What statement best reflects how you would feel about this kind of webinars?**

- 11 residents 'said that they would be very comfortable – and that they would get a lot of out of a session being able to talk about their personal situation and ask questions.
- 8 responded that they felt neutral and that it depends how they feel, or the topic of the webinar.
- 1 resident responded that he was not at all comfortable and would prefer to listen to others talk, but not participate.
- 2 residents said that they would rather the presenter spoke for the entire session, with an option to ask questions at the end.

**7. We may deliver some sessions via online webinars. How do you find using online platforms like Microsoft Teams, Zoom etc.?**

- 14 residents responded that it was easy, and they were very comfortable with using this technology
- 4 residents responded that it was somewhat easy and that they may find it difficult, but should be able to join meetings without help
- There were no residents that told us that it would be hard, and they would struggle with understanding how this works
- 1 resident selected that this was not applicable and does not have Wi-Fi or enough data to access a webinar
- 2 residents also selected N/A and that they do not have a device to access (e.g. laptop, smart phone, tablet)
- Other comments included: *"I have the software but have not used them before"*

**8. If a project were to last for more than one week, what is the maximum number of weeks you would commit to? Assume sessions are 1-1.5 hours long, once a week.**

- 2 residents selected one session
- 1 resident selected two weeks
- 2 residents selected three weeks
- 17 residents selected four weeks

**9. What times would you prefer sessions to be held? (Tick all that apply)**

- 9 residents selected Early AM (between 9am-10am)
- 11 residents selected Mid AM (10am-12pm)
- 7 residents selected Mid PM (12pm-3pm)
- 6 residents selected Late PM (3pm-5pm)
- 12 residents selected Evening (5pm-7pm) one resident added: *"In case I may be lucky to be on a temporary job at some point during the four weeks; although if the time slots can be inter-juggled to suit any work contingencies, then any times in the afternoon would do nicely."*
- Those that provided other feedback added: *"From 6pm"* and *"depends on my shifts"*

**10. Are you aware that we offer funding to support residents back to work or into training and education?**

12 residents said yes and 12 said no

**11. We can provide funding (up to £500) for travel, interview clothes, work clothes, work equipment, courses and more. In your opinion, what should we name the grant to make it obvious what the funding is for?**

13 residents selected Working Opportunities Fund, there was also 13 residents that selected Back to Work Fund.

**12. Online resources: Here there will be videos of pre-recorded webinars about different subjects and tips**

- 12 residents were very interested

- 6 residents were slightly interested
- 1 resident selected not of use
- 2 selected N/A

**13. Projects and important information: Here we would list online sessions and projects held by Southern Housing Group and partner organisations. For example, sessions may be on CV writing, Interview Skills etc**

- 14 very interested
- 5 slightly interested
- 1 selected not of use
- 2 selected N/A

**14. Vacancies: Eventually we want to start approaching employers to provide vacancies for just our residents.**

- 17 residents would be very interested
- 2 would be slightly interested
- 2 selected not of use
- 2 selected N/A

**15. Please detail any suggestions or comments on the current webpage.**

- Non at this time
- Maybe make all residents aware of this support package.
- It's looking good!
- N/A
- Excellent - Maybe the Headline above the photo?

- You are trial blazing. Website is great and clearly laid out.
- It is very good, and I would be using.
- It is repetitive, but I'm sure you know that
- It would look a bit more friendly if there were things such as a balloon or clowns etc. The really bright colour used as background for “Our Community Investment team can: and Looking for work? Could be easier on the eye as the current colour smacks you in the phase when you first see the page. Maybe “Plan for changes to your income/benefits when you get a job” could be re-worded to “support you to plan for changes to your income/benefits when you get a job. It would also be good for there to be information of how income and benefits were going to change before the job does. So, give residents a way in which they could ask questions about this. E.g. What do I do – does it mean I get less money a week
- The web page is a bit repetitive I like the sound of it and would be nice if SHG if the work placement went well there was a chance of a job. I can't believe I hadn't heard of any of this. How does it all work? More details definitely are needed and advertising to get people involved. The email part needs a proper address not just email written under the phone number as needs to be clearer. Are placements paid or just a work experience?

**16. Thinking about what you know of your SHG estate/community/neighbours before COVID-19. Please rank the top three best ways to let residents know about upcoming events. Ranking 1st, 2nd and 3rd only**

Texts	Leaflet dropping	SHG website	Letters	SHG Social media	Service centre hold announcement	Door knocking	Communal notice boards	Other (specify)
2			3					1 Email
	3		2				1	
2			1	3				
1		2	3					
3	2		1					
1	3	3						
	2		1			3		
2	3						1	
1			2					Email
		3		2				1
		3						1
1	2		3					

	3	2	1				
	1		3	2			
1	3						2
						1	
	1		3				2
x			x				x
	3		2			1	
1	2						3
			1			2	3 phone

17. Thinking about what you know of your SHG estate/community/neighbours, in the current situation. Please rank the top three the best ways to let residents know about upcoming events. Ranking 1st, 2nd 3rd only

Texts	Letters	Door knocking	Leaflet dropping	SHG Social media	Communal notice boards	SHG website	Service centre hold announcement	Other (specify)
2	3							1 Email
	1	3 reason for this is some people have sight loss so we would need to keep that in mind when including these residents involved	2					
2	1			3				
1	2					3		
3rd	1st		2nd					
3	2	1						
3	1			2				
2nd	3rd				1st			
1st	2nd							Email
	3		2		1			

2			3		1			
1st	2nd		3rd					
3rd	2nd		3rd					
	3		1	2				
	3		1		2			
1			2		3			
	1		3		2			
x				x	x			
	3	1			2			
1	2				3			
	1	2						3 phone

**18. Do you follow southern housing group on social media?**

5 residents said yes and 16 said no.

**19. If yes, what social media platform do you follow**

4 residents said that they follow the group on Facebook. One resident added “*only just followed on twitter, quick response when things go wrong, unlike calling etc*”

**20. How often do you visit SHG social media for updates?**

- 2 residents said daily
- 1 said once a week
- There were no residents that selected more than once a week
- 2 residents said once a month

- There were no residents that selected more than once a month
- 12 residents selected N/A

Residents that selected other added: *“When I need to” and “have never yet accessed SHG Social Media Page, but shall try to do so henceforth, Weekly”*

### **21.Are you a Southern Housing Group resident?**

19 residents responded and they all selected yes

### **22.What is your current employment situation?**

- 3 said that they were employed full time
- 1 selected employed part time
- No residents selected employed zero-hour contract
- 8 said that they were unemployed, one resident said *“Unemployed, actively seeking work. Hopeful of occasional call-up when industry gets actively busy.”*
- No residents selected furloughed
- No residents selected redundant (within last 6 months)
- No residents selected prefer not to say

Those that selected other said:

- *“I was made redundant a few years ago, as I said previously I was one of SHG tenants contacted to get involved in SHG helping their tenants to get work, I had a case worker I really got involved thinking there would be a role for me with the help of SHG, all I have to say is to this day nothing happened. I would gladly discuss this further, as I feel my experience going through the Employment programme would help SHG going forward.”*
- *“Self-employed”*

- Contract
- Retired
- I am a full-time carer for my son. I was made redundant and haven't gone back to work. I do voluntary work.
- Retired
- Retired

**23. What employment sector(s) are you currently working in or would like to work in? (Tick a max of three that apply)**

Administration	Construction	Customer Service	Food/Hospitality	Health care	IT	Retail	Security	Self-employment	Tourism	Unsure	Prefer not to say	Other or if you have a specific role (please specify)
		Customer Service										
		Customer Service	Food/Hospitality			Retail						
Administration								Self-employment				
Administration				Health care						Unsure		
		Customer Service	Food/Hospitality					Self-employment				
		Customer Service						Self-employment				
	Construction											
				Health care								
												Fashion
Administration			Food/Hospitality									
											Prefer not to say	
												Not Applicable
	Construction							Self-employment				



Administration			Food/Hospitality						Tourism			
		Customer Service										
		Customer Service		Health care								
												Retired
Administration roles would also be nice, as I had done ECDL Microsoft Office training in 2014	Construction; would like to train-up into supervisory role, if given the work trial. Have already passed my SMSTS, but need to get a job placement as a Novice Supervisor with ten years general construction site experience working alongside various trades											
												Retired

**24. What borough do you live in?**

- Tower Hamlets
- Portsmouth, Hampshire
- Islington
- Ventnor
- Isle of Wight
- Brighton & Hove
- Hackney
- Waltham Forest
- Hackney
- Islington

- Isle of Wight
- Brading
- Greenwich
- Greenwich
- Kent South East
- TMBC
- Arun
- Hackney
- Basingstoke

**25.Are you of “working age”? (This is from 16 years to State Pension age)**

17 residents were of working age, 2 residents responded that they weren't.

## Report summary

The key outcomes have been summarised and reflect majority opinion from the qualitative and quantitative data:

There are 14 residents that have told us that they would like to be informed about future employment workshops and projects, we will share details of those that provided their contact information to us. There are questions in the survey that cannot be summarised but will be used by the employment support team to continue working on improving the service.

**1.Did you know that Southern Housing Group has an employment service to support residents into work?**

Most residents were aware of the employment service 21 answered yes, an 9 answered no.

**2.If yes, do you remember how you found out about us?**

Most residents said that they had found out about the service from the SHG website. Others that were selected included:

- Your Housing Officer
- Leaflets/posters.
- Neighbours/Family
- Customer Accounts/Customer Service.

**3.Please also comment on your experiences if you have used the service previously.**

17 residents provided a response, please see their responses in page 6 above.

**4.Are there any topics for workshops you would like to see Southern Housing Group provide to residents? (Tick a maximum of three)**

The most selected topic was CV writing with 10 residents. Comments for “other” can be found in page 7. The count for the other topics can be found below:

- Cover letter- 7
- Job searching- 9
- Confidence/motivation- 6
- 6 Digital skills- 6
- LinkedIn- 2

- Access training- 6
- Apprenticeships- 5
- NEET/school leaver- 1
- Progression within a company- 5
- Career change- 9
- Self-employment- 6
- Volunteering- 8

**5. We support residents with volunteering and also offer work placement opportunities within Southern Housing Group. Are there any other support or initiatives you would like to see from the employment service? If so, what?**

This question required open ended responses which can be found in page 9.

**6. We may hold interactive webinars, where residents are able to communicate with the speaker, by asking questions and sharing experiences. What statement best reflects how you would feel about this kind of webinars?**

11 residents told us that they would be “very comfortable”, this was followed by neutral and that they would rather the presenter spoke for the entire session with an option to speak at the end. The least selected option was not at all comfortable.

**7. We may deliver some sessions via online webinars. How do you find using online platforms like Microsoft Teams, Zoom etc.?**

14 residents told us that it would be easy for them and that they would be very comfortable with using this technology. No residents told us that they would find this hard. 4 said that it was somewhat easy. 2 selected that it was not applicable because they did not have a device and 1 said that this was not applicable and does not have Wi-Fi or data.

**8.If a project were to last for more than one week, what is the maximum number of weeks you would commit to? Assume sessions are 1-1.5 hours long, once a week.**

17 residents told us that they would commit to a project that lasts more than 4 weeks. 2 told us one session and another 2 said three weeks, only 1 resident selected 2 weeks.

**9.What times would you prefer sessions to be held? (Tick all that apply)**

The most selected time was evening (5pm-7pm) with 12 residents. 11 residents selected Mid AM (10am-12pm), 9 residents selected Early AM (between 9am-10am), 7 residents selected Mid PM (12pm-3pm) and 6 residents selected Late PM (3pm-5pm)

**10.Are you aware that we offer funding to support residents back to work or into training and education?**

12 of the residents that provided feedback told us that they were aware that we offered funding. The number was the same for the feedback that told us that they weren't aware.

**11.We can provide funding (up to £500) for travel, interview clothes, work clothes, work equipment, courses and more. In your opinion, what should we name the grant to make it obvious what the funding is for?**

13 residents that provided feedback for this selected "Working Opportunities Fund". "Back to Work Fund" was also selected by another 13 residents.

**12.Online resources: Here there will be videos of pre-recorded webinars about different subjects and tips**

12 residents were interested in this. 6 were slightly interested 1 selected not of use and 2 said that this was not applicable to them.

**13.Projects and important information: Here we would list online sessions and projects held by Southern Housing Group and partner organisations. For example, sessions may be on CV writing, Interview Skills etc**

14 residents were very interested, 5 Slightly interested, 1 selected not of use, 2 selected N/A.

**14. Vacancies: Eventually we want to start approaching employers to provide vacancies for just our residents.**

17 residents would be very interested, 2 would be slightly interested, 2 selected not of use, 2 selected N/A

**15. Please detail any suggestions or comments on the current webpage.**

Feedback for this question can be found in pages 11-12.

**16. Thinking about what you know of your SHG estate/community/neighbours before COVID-19. Please rank the top three best ways to let residents know about upcoming events. Ranking 1st, 2nd and 3rd only**

The first way most selected by residents is texts. There were a few options that received the same number of selections for the second way to let residents know about upcoming events they are texts, leaflet droppings and letters. The 3<sup>rd</sup> most selected way again leaflet dropping. One resident didn't specify what options were 1<sup>st</sup>, 2<sup>nd</sup> or third but selected texts, SHG social media and communal notice boards. 2 residents also added email and 1 residents also added phone

**17. Thinking about what you know of your SHG estate/community/neighbours, in the current situation. Please rank the top three the best ways to let residents know about upcoming events. Ranking 1st, 2nd 3rd only**

The 1<sup>st</sup> most selected option by residents is letters, the second most selected option is also letters and the third most selected option again was letters. Residents also added email and phone as an option. The resident which did not rank the options selected texts, SHG social media and communal boards.

**18. Do you follow southern housing group on social media?**

5 residents said yes and 16 said no.

**19. If yes, what social media platform do you follow**

The most followed social media platform is Facebook. One resident added “only just followed on twitter, quick response when things go wrong, unlike calling etc

**20.How often do you visit SHG social media for updates?**

5 residents told us that they visit SHG social media for updates. 2 said daily and another 2 said once a month, 1 said once a week and another. 12 residents told us that this question was not applicable to them

Residents that selected other added: *“When I need to” and “have never yet accessed SHG Social Media Page, but shall try to do so henceforth, Weekly”*

**21.Are you a Southern Housing Group resident?**

19 residents responded and they all selected yes

**22.What is your current employment situation?**

The highest response for this question was that residents were unemployed with 8 responses. 3 said that they were employed full time. 1 selected employed part time. Further feedback can be found in page 15.

**23.What employment sector(s) are you currently working in or would like to work in? (Tick a max of three that apply)**

Most residents that provided feedback for this question told us that they would like to or currently work in customer services, with 6 selecting this option. 5 selected administration, 3 said construction, 4 said food/hospitality, 3 said health care, 1 said retail, 4 said self-employment, 1 said tourism and another told us that they would prefer not to say. 1 was unsure and there were no selections for security and IT. Other roles included fashion.

**24.What borough do you live in?**

19 residents provided this information. 3 of these residents are from Hackney and another 3 are from Isle of Wight, 2 from Greenwich and another 2 from Islington. Other boroughs included Portsmouth, Hampshire, Brighton & Hove, Waltham Forest, Brading, Kent South East, TMBC, Arun and Basingstoke.

**25.Are you of “working age”? (This is from 16 years to State Pension age)**

17 residents were of working age, 2 residents responded that they weren't.

## Recommendations

These recommendations have been summarised and reflect majority opinion from the qualitative and quantitative data:

Because of the nature of the survey the recommendations are mostly based on most picked answers. For example:

- The employment support team might want to focus on workshops for CV writing- this was the most selected by residents
- Make sessions for residents at later times such as 5pm-7pm
- Consider using texts to promote events etc. once things go back to normal
- Use letters during COVID-19

Other recommendations are based on feedback from residents on what the team could focus any future projects such as:

- Consider a social enterprise that employs people for simple work, e.g. gardening, to take care of estates and potentially giving the employees 1. income, 2. self-esteem, 3. a routine
- Look into home and remote/work such as telemarketing etc.
- Provide more opportunities for shadowing and work placements



- Consult further with residents about the name of the grant and promote this more
- Review the website and check for repetitiveness, it might help to do a complete review of it.

## Project Lead Feedback

Thank you for your comments and feedback on the Employment Support Service at Southern Housing Group.

Following residents comments a number of recommendations were given to the project team and I am pleased to let you know the outcomes for each recommendation:

- **The employment support team might want to focus on workshops for CV writing- this was the most selected by residents** – *Our employment team is facilitating Webinars on key topics such as CV writing. We can also signpost tenants to other services that provide this service.*
- **Make sessions for residents at later times such as 5pm-7pm** – *This is not something the team have yet reached a decision on, but it is under consideration. Following a recent restructure, the revised employment team is currently bedding, with a new management structure in place. A number of areas of how the team delivers its work will be further reviewed, and a variation of hours will be considered.*
- **Consider using texts to promote events etc. once things go back to normal** – *Currently text is used, as are emails, but with some limitations due to privacy laws and GDPR.*
- **Use letters during COVID-19** – *The team have also been promoting services and opportunities using letters and flyer in specific areas.*

- **Consider a social enterprise that employs people for simple work, e.g. gardening, to take care of estates and potentially giving the employees 1. income, 2. self-esteem, 3. a routine** - *We are currently exploring a number of options similar to the idea put forward in this recommendation, and how to pilot one to two initiatives over the coming year.*
- **Look into home and remote/work such as telemarketing etc-** *This is something tenants can raise on an individual basis with the employment staff in our team.*
- **Provide more opportunities for shadowing and work placements** – *we have paid work placements available throughout the year, and will explore further options to help residents gain work experience as our team develops*
- **Consult further with residents about the name of the grant and promote this more** – *We will address this with the staff who manage the fund and agree next steps*
- **Review the website and check for repetitiveness, it might help to do a complete review of it.** – *We are looking at reviewing the website and our online resources this year*

Thank you, once again for your feedback and I hope you find this information useful.

We look forward to your continued involvement.

John Gleeson,  
Head of Funding and Innovation