



November 2020 Customer Survey Results

www.renaisi.com

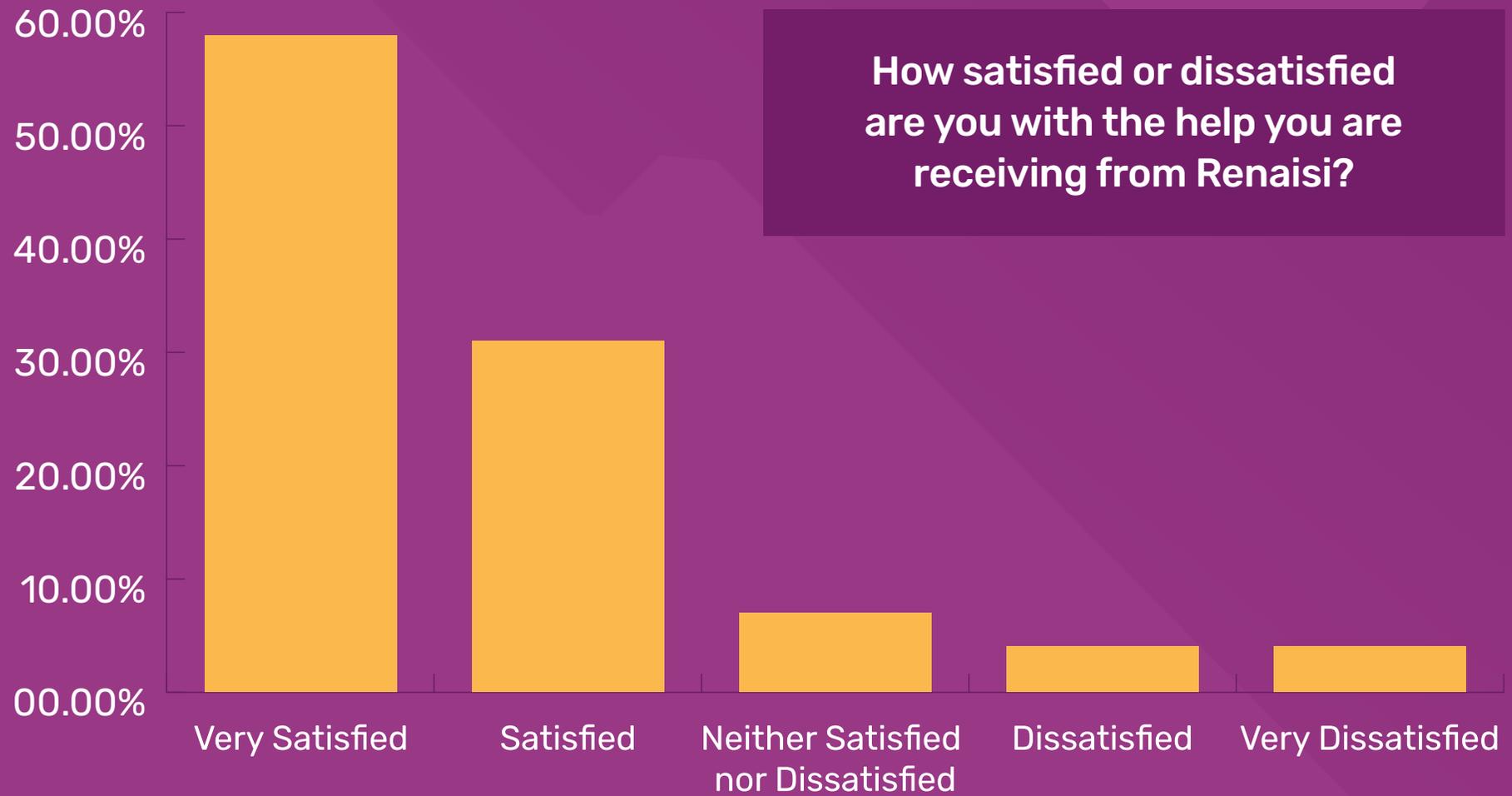
The Survey

Renaisi run an employment service customer satisfaction survey every 6 months. The survey helps to track customer satisfaction and also helps us improve our services for the participants.

130 people from across 4 employment programmes responded to the survey. Of those, 89% of respondents were either Satisfied or Very Satisfied with the support they received from Renaisi. This is exactly the same as in Feb 2020.

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Satisfaction



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The survey asks respondent to rank their satisfaction levels across 10 different areas of our support.

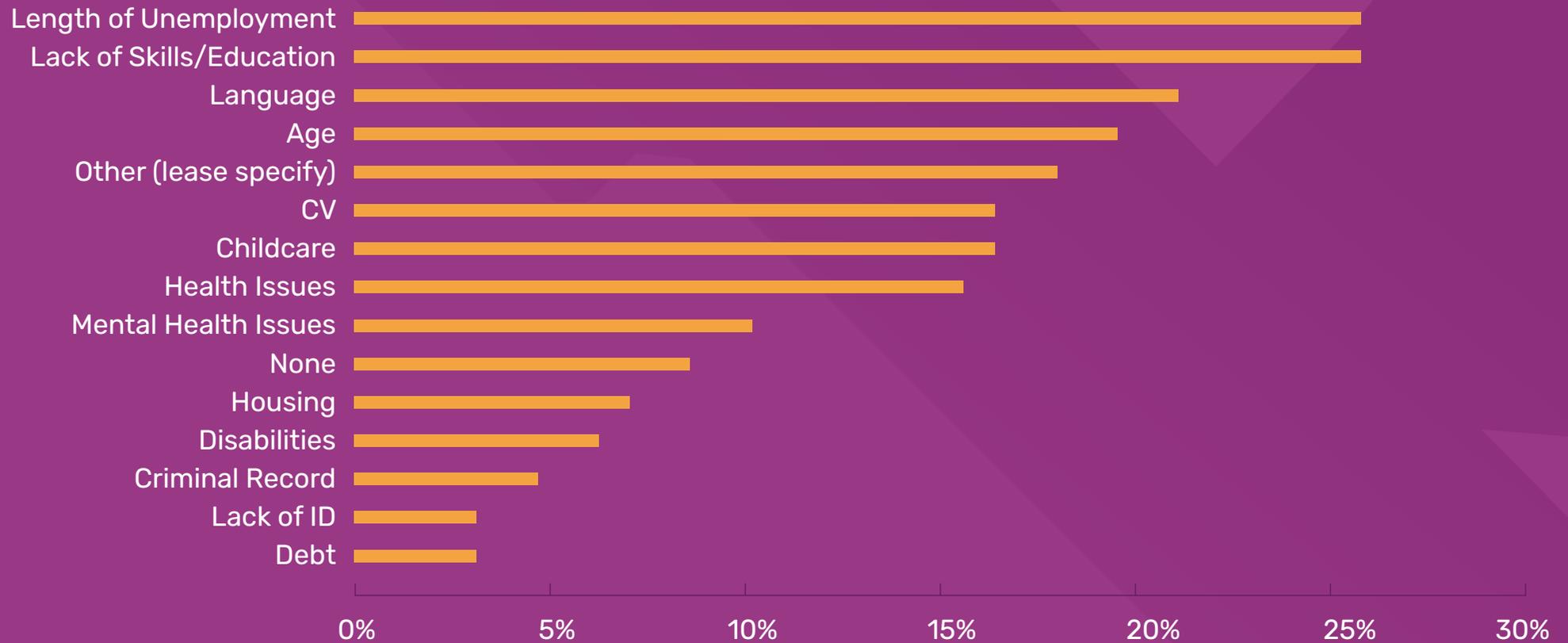
The top 3 areas respondents were either Very Satisfied or Satisfied with support in were:

- 1. Managing Expectations (85%)**
- 2. Confidence Building and Motivation (72%)**
- 3. Accessing Training and Educational Courses (61%)**

Confidence and Managing Expectations were also in to the top 3 areas of satisfaction in the last 2 customer surveys demonstrating a good level of consistency to our support in these areas. Along with 'Paying for Travel' (8%), 'Accessing Training and Education Courses' (9%), 'Managing Expectations' (8%) also featured in the top 3 areas customers were either Very Disappointed or Disappointed with.

Comments about other areas of Renaisi's support referred to "Great general support and motivation" "Wellbeing advice" and "Getting a tablet for jobsearch"

Barriers to Work



Barriers to Work

When asked what stopped them from finding work, respondents listed the top 3 barriers to work:

1. Length of Unemployment (26%)
2. Lack of Skills/Education (26%)
3. Language (21%)

This is consistent with the criteria for our programmes, which include a specialist service for long-term unemployed people and services for refugees and migrants.

Along with issues relating to COVID-19, lack of work experience or references also came up as a barrier to finding work in this survey.

What do our Employment Customers Really Think?

When asked how Renaisi could develop or improve its service for job seekers, 78% said not applicable, whilst some provided a positive response.

As a result of customer feedback we're analysing waiting times between registration and first appointment, looking to improve signposting for job seekers who are interested in very specific industries, and reviewing our ESOL assessments at registration appointments.

As with previous customer surveys many positive comments related to advisor's people skills, with 'helpful', 'caring' and 'supportive' being key words used. Renaisi's Employment Advisors build trusting and consistent relationships with customers and offer positive support and encouragement. Customers appreciate the additional support offered, such as language, finance, appropriate work clothing, alongside employment support.

What do our Employment Customers Really Think?

QUOTES FROM OUR CUSTOMERS

What has been the best thing about your contact with Renaisi?

My advisor has been so kind and patient with me. She not only helps me look for work, but listens to me with all my problems, I feel very supported.

It was the reassurance of help and advice during the difficult and uneasy time with employers, employment and looking for other work.

All the services he needs are provided in one place.

Me and my wife have had a brilliant relationship with Renaisi. Her current job she got through Renaisi so we are very happy. Very encouraging to have had a call out of the blue, my wife pushed me to contact you and they motivate you and send you jobs you can pursue.

Advisors take time to understand me and my issues.

Its great that you still have jobs available and offering a service especially during these times.

How has COVID Impacted Service Delivery?

We introduced an additional question to this survey so we could get a sense of the impact that remote working has had on our customers-direct quotes on next slide.

Customers appreciate continued support. Some customers have specified that there are issues with remote appointments and are looking forward to having face to face appointments again, whereas others are quite happy to continue with remote appointments as they can fit them into their lives and it helps them to develop their telephone skills.

“It has been good to speak to someone especially talking to someone during the lockdown.”

What do our Employment Customers Really Think?

QUOTES FROM OUR CUSTOMERS

Is there anything you would like to tell us about how remote appointments with Renaisi have impacted you, in a good or bad way?

It has been good to speak to someone especially talking to someone during the lockdown.

It has developed my listening and concentration skills. I do all my meetings by phone so I have to listen carefully.

It is good to be contacted by phone because you can't always afford to attend appointments.

There phone calls helps me very much we speak about all my worries and fears like a member of my family very understanding will help with the right advise and give numbers and names that will help.

Nothing has changed, my wife and I very happy to join the lessons online.

No problems. Trevor has made me more IT compatible over the last months.

Renaishi cares about creating the conditions for strong and inclusive communities to thrive.

We believe that once basic needs like housing and food have been met, secure and sustainable employment is essential for anyone trying to build a better life for themselves and their family. We help our customers overcome barriers to sustainable employment so they can benefit from the social and economic security work can bring.

Find out more about our employment & advice programmes at:

renaisi.com/programme-delivery/

We operate from two offices in London, located in Hackney and Lambeth.

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