



# Customer Survey May 2021: **Renaissi Employment Programmes**

[www.renaissi.com](http://www.renaissi.com)

# About 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.**

104 people from across 5 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.

89%



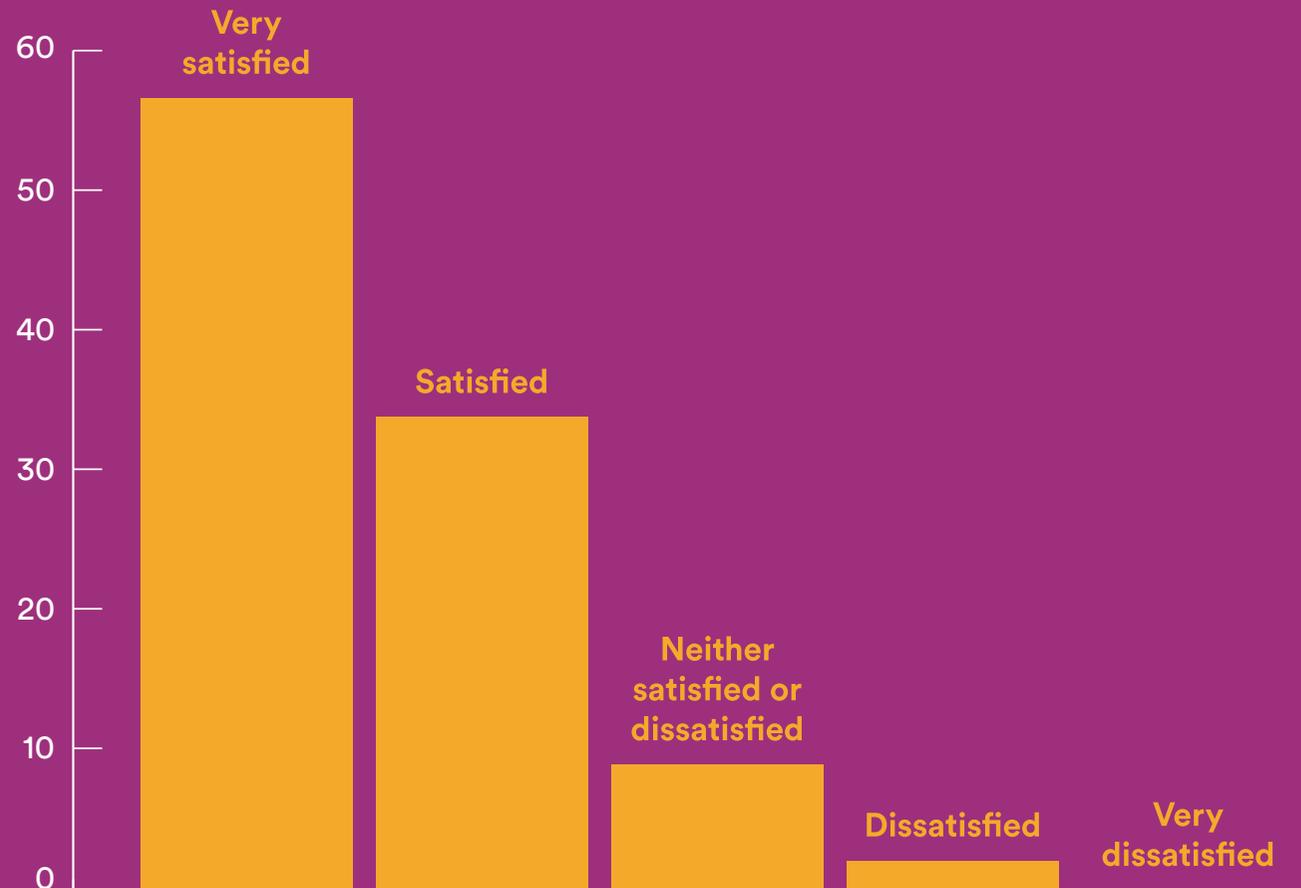
of respondents were either **Satisfied or Very Satisfied** with the support they received from Renaisi

# Satisfaction

**How satisfied or dissatisfied are you with the help you are receiving/received from Renaisi?**

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 and Nov 2020.

2% of respondents (2) were 'Dissatisfied' with the support they received from Renaisi, and none were 'Very Dissatisfied' 9% of respondents were neither satisfied or dissatisfied, similar to 8% in Nov 2020.



# Satisfaction

There have been no changes in the top 3 areas that respondents were either Very Satisfied or Satisfied with support in.

**These were: ‘Managing Expectations’ (76%) ‘Confidence Building and Motivation’ (69%), and ‘Accessing training and educational courses’ (61%).**

Confidence and Managing Expectations have been in the top 3 areas of satisfaction in the last 3 Customer Surveys, demonstrating a level of consistency in this area and something our advisors do well.

## Top 3 areas

- 1** **Managing Expectations**  
(76%)
- 2** **Confidence Building and Motivation**  
(69%)
- 3** **Accessing training and educational courses** (76%)

# Satisfaction

Areas where customers were either Very Disappointed or Disappointed with support were generally very low but 3% of respondents said they were Very Dissatisfied with 'Accessing Training and Education Courses', IT/Computer Skills. Language Skills and Managing Expectations.

Although only a very small proportion of respondents stated this, it could be an indication of a need to increase our access to training/ upskilling for customers.

The top 3 areas where customers stated that support was not applicable to them were: 'Childcare advice' (65%), 'Housing' (63%) and 'Language/ESOL (57%)'. It is worth noting that the 3 respondents who were dissatisfied with ESOL were from contracts where ESOL is not provided by Renaisi as part of the contract specific support.

Overall, customers were far more Satisfied with the support received than Dissatisfied.

## Other areas of support

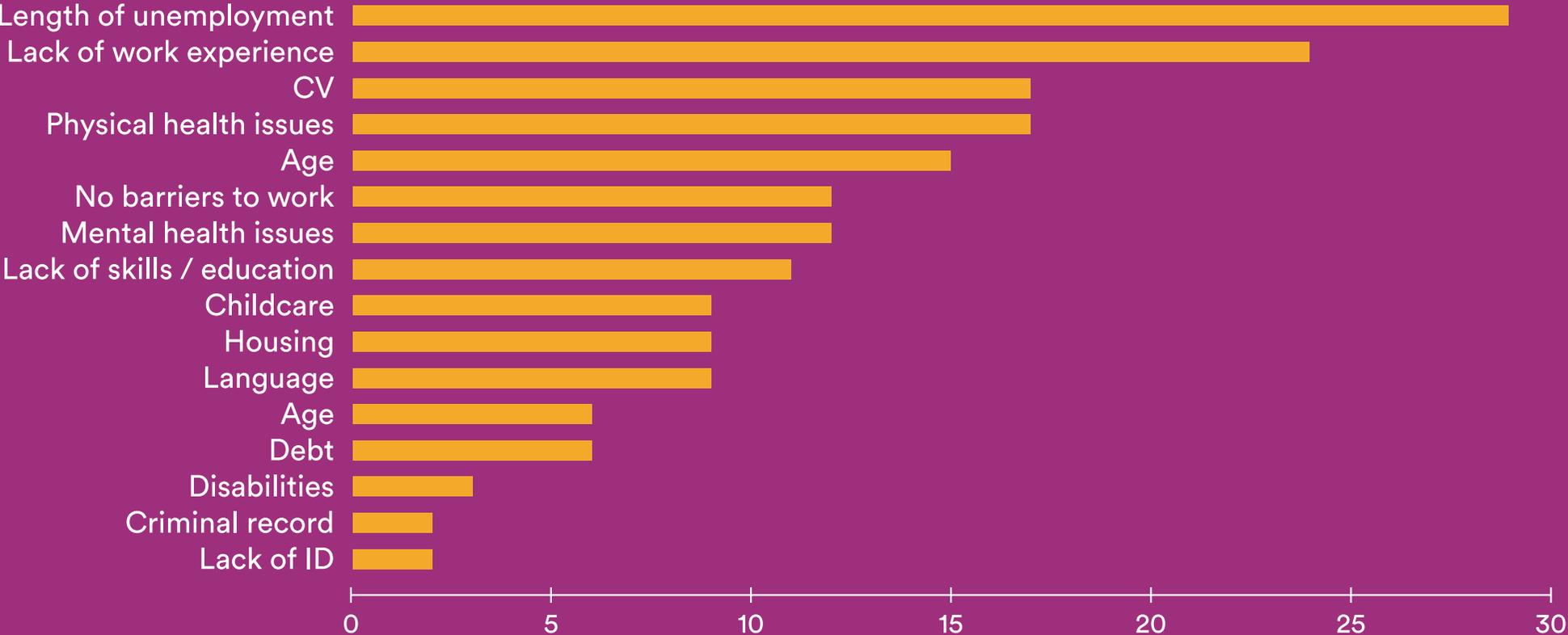
“He is very encouraging and always follows up when I had a hospital appointment.”

“I am still in contact with Trevor as he's making sure all is on track with my new job.”

“Renaisi helped me to move forward with my aspirations.”

# Barriers to work

What barriers do you feel stop you from finding work?



# Barriers to work

**The top 3 barriers to work identified by our customers across all programmes were: ‘Length of Unemployment’ (30%), ‘Lack of work experience’ (25%) and ‘Physical health issues’ (18%).**

Length of unemployment is a consistent barrier to work in our previous surveys but also reflects the criteria for 2 of our contracts.

13% of customers stated that they had ‘None’ in terms of barriers stopping them finding work which is slightly higher than previous surveys: 8% in 2019, 7% in February 2020 and 11%. In November 2020.

Comments that were made by individual respondents who ticked ‘Other’ included: issues relating to Covid-19 and uncertainty around the job market, caring responsibilities for children and ill partners, and personal health issues.

## Top 3 barriers to work

- 1** Length of unemployment (30%)
- 2** Lack of work experience (35%)
- 3** Physical health issues (18%)

# Working with Renaisi

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

As with previous customer surveys many comments related to staff people skills and Renaisi's 'human quality', with 'approachable', 'caring' but 'professional' being key words used.

Employability specific support, along with skills, training and ESOL were referenced.

Holistic support and supporting with issues outside of employability was very much a theme.

A minimal number of respondents (6%) didn't provide an answer to the question.

ESOL  
*approachable*  
**caring** *human quality*  
employability specific support  
*training* professional  
holistic support  
*skills*

# Working with Renaisi

## Responses from our customers

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

I am learning the best job search technique

Regular phone calls to keep in touch with work I am doing and how the team can help further

Able to get a job; Advice given on many issues; Liaised with many other agencies to get into work.

Giving me the chance to get back to work 5 yrs before state pension

The people are kind and professional

Keeping me motivated whilst looking for work

I cried over the phone once because of a home office issue, but my advisor Faisal was compassionate, listened to me till the end and did his best to help

Being referred to ESOL

The patience of advisor with dealing with my personal family needs and the positive impact with advice and guidance

Help with ESOL class having a 121 with tutor

Great support and encouragements during this difficult time

# Working with Renaisi

## Responses from our customers

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

I have learnt a lot in regards to job search, CV and interview techniques

I improved in Maths course

Best for employment advice

When I was referred to a debt management agency

They are there for you and if they can't help they send you to somewhere to get the help

Supporting me financially when I returned to work

The initial contact and support

My adviser is approachable and does not judge me. She supports me

Reviving the hope of getting back to my profession

The best thing is the Human Quality

The regular contact, checking on me and family wellbeing, positive realistic conversations with EA about how best to support me into employment

My advisor has encouraged me to seek mental health support at a time when I did not even feel like talking to people because I was in deep depression

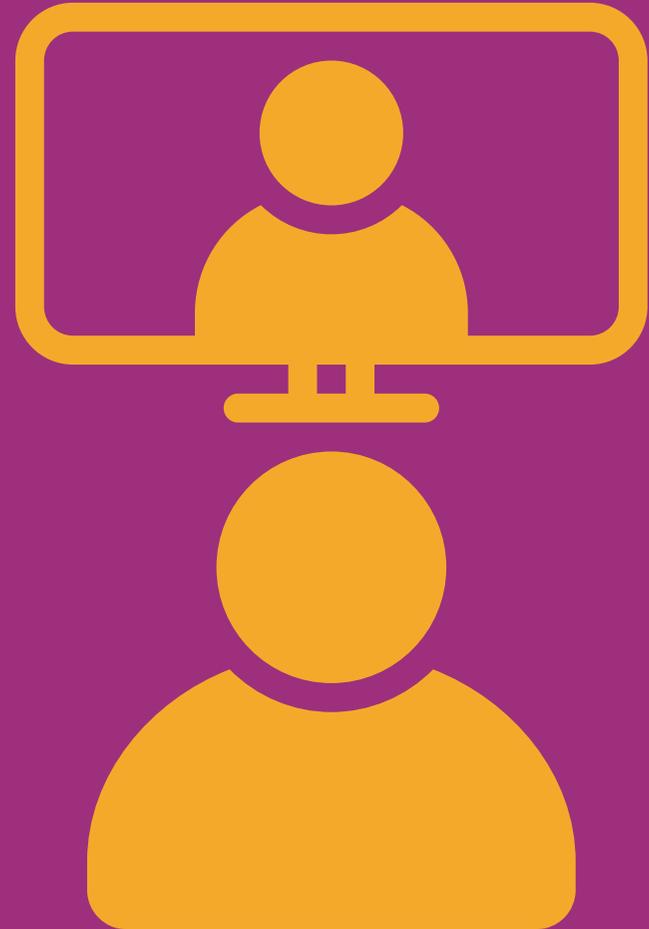
# Impact of COVID-19

## How has COVID-19 and remote working affected you?

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

The positive responses regarding the impact of Covid-19 on support far outweighed the responses which mentioned a negative impact. Customers stated that remote appointments were easier to attend with no travel and related costs, they became more empowered to do things themselves without face to face appointments, were able to practice their IT and telephone skills more

Some customers have specified that they would prefer to have in person contact with their advisor as communication is better that way.



# Impact of COVID-19

## Responses from our customers

How has having remote meetings with Renaisi due to COVID-19 affected you?

My 1st experience with being out of work at the time, so it's all new and worked out very well for me

I am more independent with my job search

I am more focused with my online tasks. I can easily work remotely

I am now happy to conduct meetings over the phone. I am no longer afraid

It's encouraged me to job search throughout the pandemic

My IT skills have improved

Nothing unpleasant always very good and really supportive. Regular calls and even helped me to link up with food banks during the lockdown

I would not be able to travel to the office due to my back pain but I am ok with telephone appointments

I don't think it works. As humans, we need face to face more often

It's always better sitting face to face, a few metres apart rather than on the phone