



Progress Housing Group own and manage nearly 11,000 homes and have been delivering housing related services to communities for over 20 years.

We operate mainly in Lancashire but offer supported living services nationwide as well as delivering key worker accommodation in Lincolnshire.

We are the Central Cluster lead for MPT but have outputs in the South Ribble and Fylde area.

Our Vision:

“Have a positive impact on people and communities by providing high quality homes, supporting independence and creating opportunities”





Progress Futures

- Innovative service that offers a person centred approach to Progress Housing Group (PHG) customers and their families to help them improve their employment prospects through training and education.
- We enable customers to achieve their goals, whilst empowering them to make positive decisions along the way.
- Since 2014 we have supported 211 customers into employment, training, education and work experience.
 - 99 in employment
 - 31 in education
 - 38 in training
 - the remainder work experience or volunteering activities



We create opportunities



Work experience



Volunteering



Paid work placements, employment opportunities, traineeships and apprenticeships with PHG



Partnership working

- Partnership working is key to the work we deliver. The team have worked with local colleges and training providers to deliver bespoke courses for our customers that are delivered locally to them at a time which is accessible for all.
- This allows us to maximise the opportunities for our customers



Lancashire
Adult Learning



skills
construction centre



Progress Futures Team



Annette Stevens – Head of Progress Opportunities

Sian Coulton – Progress Opportunities Manager

Cathy Fleet – Progress Futures Officer

Carina Lynch - Progress Futures Officer

Claire Goodworth - Progress Futures Officer

Samantha Beattie - Progress Futures Officer

Emily Fisher – Apprentice Progress Futures Officer

Lucy Howcroft – Administrator



More Positive Together

- Mentors operate the South Ribble and Fylde area.
- Run weekly job clubs from local community venues
- Total outputs for the duration of the project 216
- To date we have had:
 - ✓ 63 referrals
 - ✓ 34 cases open
 - ✓ 10 cases closed
 - ✓ 19 on the waiting list

More Positive Together

Challenges

- Views!
- Understanding the correct processes and paperwork
- Consistency in approach
- Getting the relevant evidence and information from customers, timely process
- 3rd parties understanding what we do
- Inconsistent engagement from customers
- Administration time

More Positive Together

Outcomes so far for customers:

- Improved confidence in own abilities
- Feeling supported and having someone to talk to
- Improved appearance of individuals
- Improved confidence
- Increase in digital skills
- Happier customers with a positive outlook
- Training / education
- Employment
- Reduction in rent arrears



- Paul asked for help from Progress Futures when he lost his job as a cleaner and wasn't sure of his next steps
- Paul wanted help with his job searches so he started attending the weekly job club that Progress Futures staff run every Monday at The Base Community Centre
- Through the 1:1 support he received Paul was encouraged to register with recruitment and employment agencies in the local area that specialise in cleaning and other manual work
- Progress Futures funded a bicycle, high visibility vest and some steel toe cap boots as he didn't have the correct protective clothing and footwear.
- As a result Paul is now working regularly through a recruitment agency and has secured a permanent part-time position as a cleaning operative



- Conor was on the verge of eviction and was suffering with anxiety and depression.
- He had worked as an apprentice in a sandwich shop previously and had little work experience but had good qualifications due to a high level of intelligence. With no family support and struggling financially he has struggled to ask for help to begin with but with encouragement he has engaged well.
- He has had assistance with CV writing, effective job searching and interview skills as well as bursary payments for interview clothes and a bicycle to allow him to get to work.
- He has been supported into employment to improve his finances and gain some updated experience so is currently working two part-time jobs as well as engaging with a debt specialist.
- He is happier and more confident and his rent arrears are reducing with no recent reports of any anti-social behaviour.

“I cannot believe I’m this far into getting my life back on track compared to last year”



- Nikki is a single parent who has never had a paid job, she had no qualifications and wasn't sure what she wanted to do when she started with Progress Futures.
- She had low mental health following a violent DV incident and also had substance issues. She now attends weekly sessions with a substance misuse service and her wellbeing has greatly improved.
- She has been supported to enrol on Maths and English classes to improve her skills and intends to continue through to GCSE with an overall plan of becoming a mental health support worker to use her bad experiences to support other people.
- Nikki has seen an increase in her confidence and wellbeing already and is feeling positive about her future.



- Glynn was referred to MPT as was in rent arrears and was struggling to get back into work as he thought that his age was a barrier to him finding work he is in his early 60's.
- He would like to start his own business and has been practicing hypnotherapy for 20 years and would like to do something that would help others.
- With the support of his Progress Futures Officer and the Job Centre Plus, he got an appointment at Chamber of Commerce and was helped to draw up a business plan.
- PHG have supported him through this process and have helped him to produce and distribute marketing material and to get the relevant insurance. He is currently looking for people to use as case studies and promoting his business in the local communities and within PHG Independent Living Schemes.
- Glynn has been supported to secure employment so he can save funds for his business and is currently working fulltime hours.