

# the Horizons PROGRAMME



looking forward to a brighter future



## Introduction to the Horizons Programme

CCHA set up the Horizons programme to help unemployed residents or those looking for a career change. The programme is designed to assist residents to develop the skills they need in the hope of significantly boosting their chances of securing employment, voluntary work and training opportunities. We have been developing the programme for over a year and have had promising results so far.

## Work Experience Placements

CCHA provides flexible work experience opportunities to residents to assist them in gaining valuable skills. Our work experience placement programme is designed to suit individual requirements. We want to help you – maybe that is helping you to improve and build on the skills you already have or it could be that you would like some help in developing completely new skills. Work experience can be gained in a number of different ways.

**Firstly within CCHA** - There are several different departments that carry out a variety of duties that you may be interested in. We can be flexible and will try our best to meet your needs, however here is an idea of some of the areas we cover and work you could do:-

### Customer Services and Administration

- Spending time on reception, communicating face to face and on the telephone. Using IT packages such as Outlook, Word and Excel and may involve tasks such as letter writing and data entry.

### Property Services

- Working with our Surveyors to monitor repairs, improvements and decorations. Also liaise and working with contracts such as water, gas, electrics and lifts. You could also spend time seeing how our Maintenance Coordinator organises the work of the Surveyors, our partnering contracts and residents.

### Housing

- Working with the Tenancy Management Officers you can gain skills in delivering services to residents, which includes ensuring residents receive the appropriate

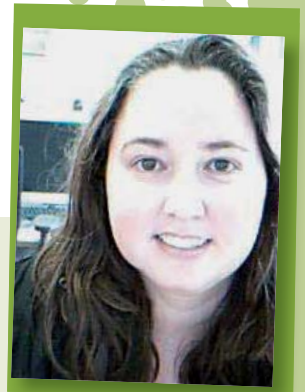
support and advice to meet their housing needs. Also learn how to deal with lettings, anti social behaviour and carry out estate inspections.

### Sheltered and Supported Housing

- Gain the skills to pursue or further develop a career that provides support to vulnerable adults. Within CCHA we specialise in mental health services, learning and physical disabilities, young persons including care leavers and housing for older persons.

Tina Giuffrida - a CCHA resident that went through the programme said...

*“ My work experience at CCHA was an enjoyable one. As I have been out of work due to my mental illness, CCHA gave me the opportunity to improve my admin skills such as typing, filing and reception work. This work experience was valuable to me as it helped prepare me for when I do find permanent work ”*



**Secondly – with some of our contractors** who provide a variety of trade work. Axis Europe provides us with repairs and maintenance, PH Jones are our specialist gas services provider and Wealden's Services do our cleaning and gardening.

Alison Macey – a CCHA resident went to Axis and here's what they had to say about her...

*“ After completing the first week of a work experience placement, we were so impressed with Alison, that we offered her a job in Customer Services on a rolling contract ”*

And this is what Alison had to say..

*“ The work placement was really helpful, it gets you back into a working environment ”*



*Please contact CCHA to discuss in more detail, we can help find a placement that suits you. Please note all placements are voluntary and unpaid.*

## Apprenticeships

Another part of this programme is apprenticeships, which we continue to work with our partners and contractors to offer to residents. Becoming an Apprentice can offer many benefits, including:

- Giving you the opportunity to complete qualifications and training whilst being paid.
- Studying at college and training on site, you will learn the theoretical knowledge and the practical skills that complement each other and enable you to understand both aspects of the job.
- You work with people who genuinely understand the industry, and have experience they can pass on to you.

## Job Opportunities

CCHA advertise all job vacancies on our website as and when they become available at [www.ccha.biz](http://www.ccha.biz) with some specific posts advertised to residents only.

## Job Seeking Skills Programme

As part of the package CCHA are offering to residents, CCHA work in partnership with Hays Recruitment Agency to deliver an intense 12-14 week job seeking skills programme. Hays offer their services, which are focused uniquely on giving our residents expert support and knowledge in securing employment. You will receive one to one career coaching, job skills workshops and work placements.

## One Off Workshops

We regularly hold one off workshops to assist in areas needed by residents to improve their employability skills. Please look out for these advertised separately or contact us to make a suggestion.

## Signposting

As part of the Horizons package, CCHA have sourced a number of local organisations to try and help our residents generally in gaining work experience and skills.

**Next Step** are one of these – they offer a service which is available free to every adult in England and has already helped millions of people improve their working lives. It provides information, careers and skills advice that tailored for you. At Next Step help is available online, or with a careers adviser over the phone or face to face.

To register with **Next Step** or for further information visit [www.direct.gov.uk/nextstep](http://www.direct.gov.uk/nextstep) or call **0800 100 900** or for face to face appointments please contact or drop in to:

**The Next Step Centre Sutton,**  
236 - 238 Sutton High Street  
Monday - Friday, 8:30 - 5.00  
Contact: 08000 641 481

Next Step Advisers are also available at the following places;

**Learning Curves, CALAT High Street Centre,**  
217 High Street, Croydon Tel: 020 8253 8560

**Central Library, Katharine Street, Croydon**  
Tuesday 10:30 - 1:00; Wednesday 2:00 - 5:00;  
Thursday 10:30 - 3:30

**Thornton Heath Library,**  
190 Brigstock Road, Thornton Heath  
Tuesday 11:00 - 12:30 and 2:00 - 5:00

Contact: 020 8726 6900 and ask to speak to library staff on level 2 of the Central Library or at Thornton Heath Library to find out more.  
Or email: [nextstep@croydon.gov.uk](mailto:nextstep@croydon.gov.uk)

If you make contact with Next Step we would love to hear from you to see if we can help in any other way.



CCHA's resident Matt Piner, after completing the programme said...

“ Since the programme – I have had two interviews and many more responses since completing the programme and although, the jobs were not quite right for me, I feel I am getting close. The programme has been very good for me ”

CCHA are a starting point for you to contact, if you are not sure what direction you should take or whether any of the initiatives mentioned in the leaflet will be of any help, please just call for an informal chat and we can see if there is anything we can do for you.

**CCHA for any of the initiatives mentioned**

Gemma Haines, Resident Involvement Co-ordinator  
Phone: 020 633 8732 Email: gemmah@ccha.biz

**Welfare Benefit Advice: Yomi Olowu**

Every Tuesday 10am to 1pm  
To make an appointment call 020 8726 6000 extension: 64995

**Debt and money advice: Lex Lewis**

Every Monday 10am to 1pm  
To make an appointment call 020 8726 6000 extension: 63696  
Or 07553 387935

**Next Step**

[www.direct.gov.uk/nextstep](http://www.direct.gov.uk/nextstep) or call 0800 100 900

**Hays Recruitment: Larissa McDonald, Business Manager**

Phone: 020 8464 6678

Or direct to:

Office Support: 020 8680 1166  
Trades and Labour: 020 8541 4474  
Social Housing: 020 8464 6678  
Social Care: 020 7630 4403



هل أنت بحاجة إلى مساعدة؟ مرستی ته اړتیا لری؟

Gargaar Ma U Baahan Tahay? 需要帮助?

Potrzebujesz pomocy? به کمک نیاز دارید؟

کیا آپ کو مدد کی ضرورت ہے؟ Besoin d'aide ?

 **020 8680 7532**

**MINICOM LINE: 020 8667 1136**

Also available in Braille, large print or audio

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[www.ccha.biz](http://www.ccha.biz)



I am interested in areas of the Horizons programme, particularly

can someone please contact me:

Name:

Tel:

Address:

Comments: