

2021/2022

ANNUAL REPORT

BOOST

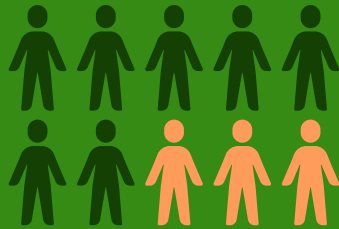
The Barnet Group
PERSON CENTRED



BOOST

2021/2022 REPORT

25 522



Total interventions

16 300 total employment interventions

9 222 total housing and benefit interventions

2021/2022 what a year we have had, this year the team has exceeded my expectations not just by a little but by a huge amount. We initially set a target of helping 300 local Barnet residents into employment, we ended up helping 387. This by far has been the most we have ever achieved in a single year. The outcomes are great but without the range of knowledge and expertise we have across the team this would never have been possible. Especially with the added support we had from the innovative pilot programme of having our very own CAB (citizens Advice bureau Adviser) based in our venues.

A big thank you also goes to Public health who funded a training programme called SYLO (Sort Your Life Out) which every member of the teams have gone through and we hope to along with use to better support participants, also use what we have been taught to deliver training across the group to other teams.

Another great achievement this year would have to be the extension of the JETS project which performed so well they were given a 1 year extension well done to Yolanda and all the team. We also had great outcomes within the Make It happen hub on Grahame Park well done to Michael and Michelle, towards the end of the financial year we launched our newest project which has been funded through the European Social Fund and is in partnership with the WLA (West London Alliance) the project is called WLB ESS which stands for West London Boroughs Employment Support Services, and has a target of signing up to the programme 575 people over 20 months and helping 137 participants into employment, thank you and congratulations to the great start Tara and the team.

With Success comes higher expectations and this coming year will be another challenging year in many ways as we also have the cost of living crisis, but with the added support within the team from all of our Welfare Benefits Advisers and Housing Support Officers many people will receive the support required to help make a difference. I would like to lastly say that this last year all amazing outcomes are because we have such an amazing team thank you Team BOOST.

- Lawrence Graham, BOOST Manager



1463 job outcomes since 2015



387 people into work 2021/2022



Lawrence Graham, BOOST Manager



Emily Wilson, Team Administrator

BOOST

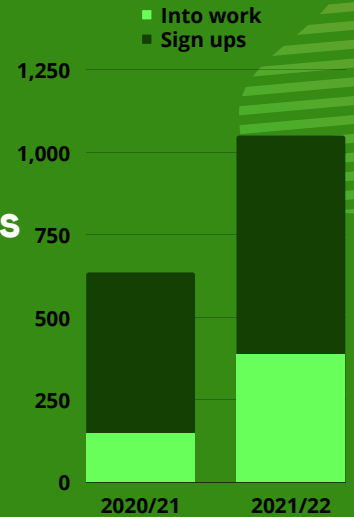
Employment Support

BOOST support not only job-ready Barnet residents but all those who are unemployed or want a change in career. This includes rough sleepers, graduates, people with disabilities, those furthest from the job market and those who lack confidence or motivation. Everyone we work with is different so we use a tailored, person - centred approach that helps clients to overcome their own barriers and get ready for employment

58%

663 new sign ups
387 into work

28% of clients who went into work were Barnet Homes tenants.



16 300

Total interventions including:

13 000

Employment interventions

3 300

Wellbeing and translation support



5 rough sleepers into work



Michelle Tye, BOOST Burnt Oak Lead



Michael Anderson, BOOST Triage and Engagement Officer



Genevieve Lecomte, BOOST Employment Advisor



Andrew Potter, BOOST Team Lead/Senior Progression Coach



Elvira Wilderspin, Employment Support Officer (Rough Sleepers)



Milena Szymanek, Employment Support Officer (Rough Sleepers)



Rosalind McBain, Senior Employment Support Advisor



Barnet Homes

28% of BOOST clients who went into work were Barnet Homes tenants.

137 sign ups 109 people into employment

Grahame Park:

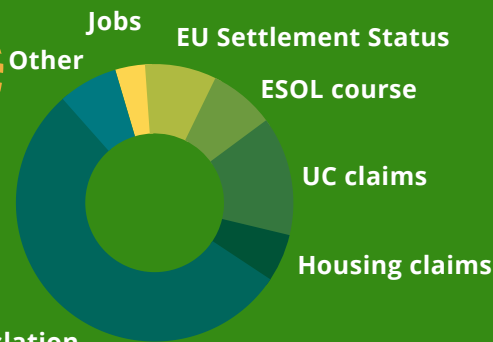


Michael Anderson, BOOST Triage and Engagement Officer

132 sign ups

42 people into employment

Rough Sleepers:



working with 29 rough sleepers

10 new sign ups

5 rough sleepers into work

Translation

Apprenticeship and Kickstart:

7 Apprentices moved into jobs across Barnet Homes in Housing Options, Neighbourhood Services, BOOST and partnering organisations

12 Young people mentored in Kickstart scheme

Training and workshops:

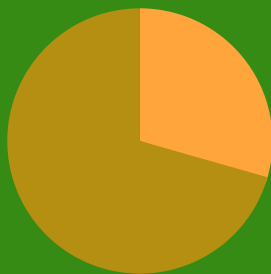
156 Barnet Homes attendees

BOOST

Housing and Benefit Support

The Housing Support team has continued to support Barnet residents as they faced coming out of lockdown and being hit with the cost of living crisis. Between January 2021 and March 2022, we have been able to support 83 households with their utility bills and other essential costs such as food through the COVID-19 Winter Grant and Household Support Fund.

9 222
calls & emails



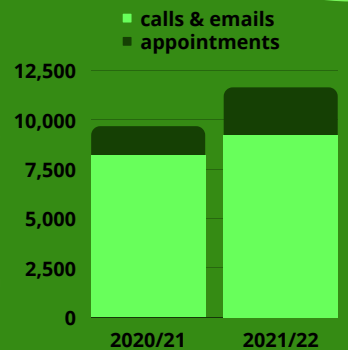
Calls managed
6510

Emails managed
2712

2 410
welfare benefit advisor appointments

Demand on our welfare benefit advisors increased by 64% from 2020/21. Most support given around general benefit advice, council tax support, PIP & UC.

Our call centre and mailbox demand has slightly increased compared to 2020/21, with demand for advice & information on DHP, council tax and benefits being the highest.



DHP 923 Discretionary Housing Payments awarded with a value of **£2,076,714.21**



Supported **83** households with Household Support Grant

Testimonial:

'I am single mother of 5 children and I suffer with extreme depression and anxiety and the last few years for me have hit me hard in every way. I became extremely mentally ill throughout the pandemic, my spells of depression became darker and my anxiety attacks became more frequent. I had intense difficulty managing financially with all the children at home and life was becoming unbearable.

Nicola spent a lot of time advising me and building me up to get out of this never ending pit of distress I have been in. Nicola got me to a place where I felt I was able to take on part time work and has been going through all my finances with me and I am now on my way to becoming more financially stable.

Nicola is extremely responsive to my emails and request of support and help and recently Nicola helped me do a Dhp application which was successful and now I am arrear free on my rent account which has given me a new bounce in my step. Because of the constant support of Nicola I have built up the confidence to now face my council tax arrears and I am confident that I will be able to bring them right down which got me is a big step.

Nicola a credit to your team and she does exactly what you are called BOOST, she has boosted my life in a positive way and although I have a little way to go yet I know believe I can get through it all.

I would like to say thank you to Boost but mainly thank you to Nicola for all she has done for me and my family.' Ms. E.



Yalini Shanmuganathan,
Senior Housing
Support Officer



Florinda Gjergjaj,
Senior Welfare
Benefit Advisor



Karen Kerr,
Welfare Benefits
Advisor



James Ricks,
Housing Support
Officer



Nicola Lewis-Moses,
Welfare Benefits
Advisor

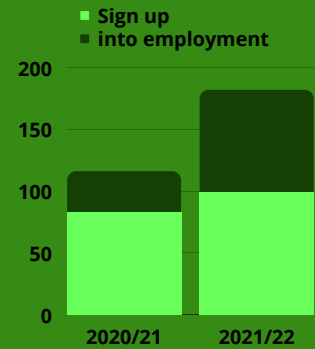


Antony Jones,
Contact Centre Officer

BOOST

Young People
16-24 year
olds

As we have come out of lockdown over the past year, opportunities for 16-24 year olds have definitely picked up! We have supported our young people into a wide range of careers, apprenticeships, and volunteering roles from IT to recruitment. Thanks to the lifting of restrictions, we have finally been able to see them face to face and even host some amazing events like our Youth Mental Health Day and Youth Focus Group. After such a successful year, we are looking forward to the year ahead where we hope to help even more young people and host many more events.



99

Signed up with BOOST

83
into
Employment



19
into
Education



41
into
training and workshops

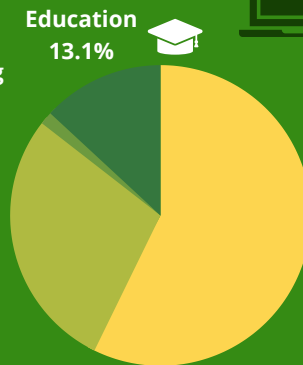


2
into
Volunteering



Volunteering
1.4%

Training and workshops
28.3%



Work / Apprenticeship
57.2%

Kickstart:

12 young people mentored

8 Kickstarters in
The Barnet Group

4 Kickstarters in LBB

Case study:

My work coach told me about a new scheme to help those who were trying to find work called Kickstart. I applied for a role with BOOST, and was hired as their new graphic designer. Since then, I've developed a handful of skills and confidence that has helped me overcome my fears within the working world." – Denis

"The Kick Starter program has been great for me. It gave me an opportunity to gain experience within a new line of work helping me strengthen my attributes & skills within a totally different field. BOOST has been a great organisation for me as the people who work here allowed me to settle in well and are also great to work with. Another reason as to why I enjoy my role at Boost is the ability to help other people and having the pleasure to make some sort of lasting impact towards their lives...I hope!" – Sassan



Gurinder Puar,
BOOST Youth Lead



Natasha Gwynette,
BOOST Youth Employment Team Lead



Stella Cooper,
BOOST Youth Employment Officer

BOOST

Digital Inclusion



25

Make It Click webinars from April to October 2021

"Make It Click" is part of Learn My Way, developed by Good Things Foundation and made possible through funding from Google.org. This project is a collection of online learning resources to help people build their digital skills. It includes courses, tools and templates carefully picked from established websites with a track record of providing reliable digital skills content.

Webinars were being hosted from April 2021 - October 2021



240

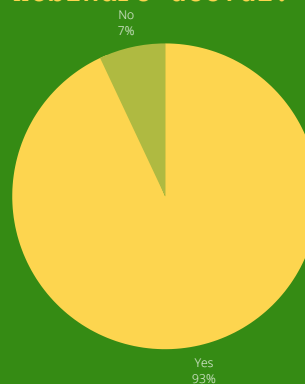
People signed up for MIC webinars April - October 2021



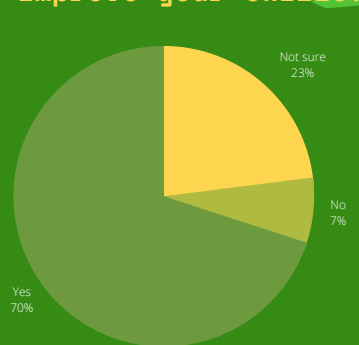
67

Number of sign-ups with Learn My Way

Did you find the webinars useful?



Did Webinars improve your skills?



Get Online Week 2021:

Get Online Week 2021 is a campaign lead by The Good Things Foundation to raise awareness of the benefits of being online.

The Barnet Get Online Network, a network of community partners across Barnet, held a series of face-to-face workshops and online digital skills events between the 18th - 24th October to support Barnet residents who are new to the internet or who want to improve their digital skills. New hashtag #BarnetGetOnline



Community Partners:



Digital Champions:

30

30 Digital Champions were recruited during the week of awareness - Digital Champions are volunteers who help deliver digital training in Barnet communities. CPD Accredited Training offered to all digital champions.

Barnet Council Refurbished Laptop Scheme:

BOOST Barnet coordinates the Refurbished Laptop Scheme through partnerships with community organisations to ensure that Barnet residents are able gain access to equipment and skills to enable them to improve their digital skills. Over the last 12 months BOOST has provided over 400 laptops to Barnet residents to support with seeking employment, improving digital skills and reducing isolation.

400



Fay Morris,
Digital Inclusion
Coordinator



Schiffer Santos,
BOOST Apprentice

BOOST

JETS

Job Entry Targeted Support (JETS) is a government initiative to help people who were made unemployed during COVID. In 2020 Boost sub-contracted with Shaw Trust to deliver employability support interventions to eligible Barnet residents as part of the JETS program.



12 333
events

The program was originally commissioned for 18 months but due to its success, it has been extended for an extra 12 months.



7 164
registrations

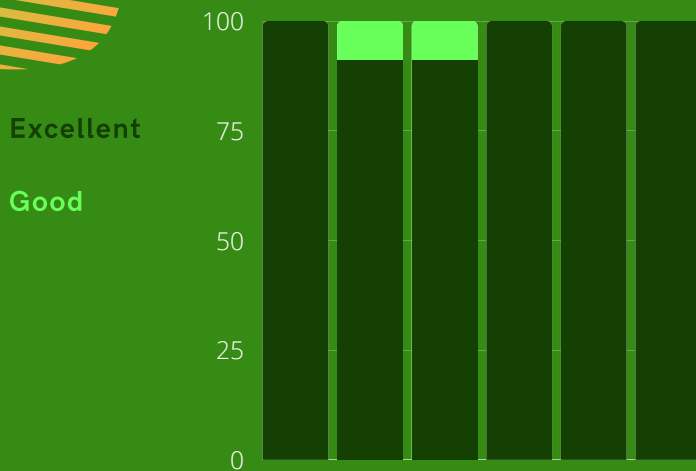
Working as a team we've been able to draw on a diverse range of skills and experience to create a suite of more than 30 presentations covering Employability, well-being, and Digital skills. Over the past year, we have scheduled 12 333 events with 7 164 registrations. Our passionate and dedicated Employment Coaches have helped 471 participants into employment.

Client feedback continues to be very positive with the following results. The number of people helped into employment is separate from BOOST outcome.



471
participants into employment

Survey reviews:



Testimonials:

- *Excellent session!*
- *The session was very informative and I gained helpful insights into writing a better CV.*
- *It was a very helpful session with a lot of extremely useful information that I didn't know about*

rated the quality of the EC as Excellent
rated the quality of the session as Excellent
said the session was Extremely helpful
said the session was relevant to their support needs
said their support needs were met
rated the overall experience of the session as Excellent



Yolanda Pinto,
JETS Team Leader

BOOST

Recruitment

Supported 100+ individual employers with their recruitment for Staff, Apprentices and Volunteers



100+

40+



Ran 40+ Career insight, virtual and face to face recruitment sessions

Created an Employer Services page for the Boost website enabling 50+ local businesses to approach us directly with their vacancies including schools, childcare providers, leisure centres and retailers



50+

21



Helped address the wider social care staff shortage in the Borough by co-hosting a bespoke Job fair event and provided a weekly drop-in space for Social Care organisations to recruit staff - 21 since October

Offered a supportive presence at job fairs - including the Theresa Villiers MP sponsored: Barnet Training, Apprenticeship & Jobs Fair, Brent Cross Retail Job Fair and the highly successful Middlesex University Care Fair



Attended community partnership events at cross borough outreach locations to strengthen local ties and promote awareness of the employment support available via Boost



Testimonials:

'We have been working with Boost for about six months, in that time the staff have always gone above and beyond in their knowledge and assistance. It has been beneficial for our Social Value Commitment as we are reaching client areas to recruit and have also booked an upcoming virtual recruitment event with Boost Barnet.'

Alex Carle – Social Value and Customer Welfare Lead – Equita Ltd.

We have recruited 2 apprentices' roles through the Boost service for our Barnet Homes sites who are performing extremely well, 3 permanent roles on our Barnet Homes sites and 2 positions in our head office based in Mill Hill. 7 talented local people placed in positions locally and adding huge value to our company. Quinn London's Property Services



Louise Lynch, BOOST Recruitment Lead

BOOST

West London Boroughs' Employment Support Services



West London Boroughs' Employment Support Services launched in January 2022. (WLBESS) is a £2.7 million project match-funded by European Social Fund that is designed to support over 3000 West London residents to gain well-paid employment. The programme provides specialist support for the long-term unemployed, inactive, and short-term unemployed with additional barriers to employment. The boroughs that are taking part in this initiative are Barnet, Brent, Ealing, Hammersmith and Fulham, Harrow, and Hounslow.

Data from January - March 2022

53 
Sign-ups

10 
Job outcomes

The aim of this project is to provide specialised employment support and training for Barnet residents. Whether participants require additional training, key skills, or just guidance through their job search and application, we'll eliminate any employment barriers that could have been holding them back from finding work. Our support also includes exploring their motivations for the workplace or educational environment and setting goals for their development.

Case study:

When I first contacted P., she had been a full-time carer for her nephew for several years. Her nephew has physical and mental disabilities and required constant care. P. caring responsibilities were coming to an end as her nephew was moving back in with his parents. P. had previously worked in retail but did not want to go back to this sector. P. was feeling very confused and unconfident about her career.

P. shared with me that she liked to help others and in her personal life she supported several of her friends and family to improve their lives. Through discussion I found that P. had previously struggled with housing as well as assisting her network with housing related issues. She felt very passionate about lack of support and compassion from many housing officers, she wanted to be the exception.

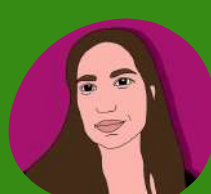
I supported P. in making applications for several housing officer positions predominantly with local authorities and housing associations. As part of the process P. was required to do some videos which she found challenging, we practiced together till she got this right. P. was invited for interviews and spent some time prepping for these. I ran mock interviews via Teams before and debriefed after. P. has started in her new role as a Tenant Liaison Officer for a Housing Officer



Tara Mohseni,
ESF Project Lead
BOOST@184 Manager



Shakoor Din,
BOOST ESF
Employment Advisor



Maria Elisa Monivas,
BOOST ESF
Employment Advisor



Genevieve Lecomte,
BOOST
Employment
Advisor



Carol Jackson,
BOOST
Employment
Advisor

BOOST

Apprenticeships

Mentoring:

"In 2020 BOOST took on responsibility for the Barnet Group Apprenticeship Programme. Our Apprentices hold down jobs throughout the company while studying one day a week with LBL Skills for the Chartered Institute of Housing Level 2 Qualification in Property Management. We are committed to supporting the Apprentices to gain their qualifications and to transition into jobs in the Group or one of our partners.

From our 2021/22 cohort of seven Apprentices I am pleased to say four moved into jobs across Barnet Homes in Housing Options, Neighbourhood Services and BOOST, two started work with contractor partners Quinn London Ltd and Volker Fitzpatrick and one moved on to a Level 3 Apprenticeship with our Gas Safety team.



300 hours
spent on
Mentoring
Apprentices

Towards the end of 2021 we recruited a further ten Apprentices into our 2021/22 cohort. This new group are holding down roles in Housing Options, Income Collection, Fire Safety, BOOST, Community Engagement and Regeneration and are actively working towards completing their four CIH modules. We have already had conversations on how we can help them stay within the group or find a job elsewhere.

Feedback from this year's apprentices:

- 'this opportunity has changed my life, I didn't know what I would do next'
- 'my manager is supportive and challenging'
- 'Chris the trainer is really good, helpful and encouraging'
- 'Lawrence is a supportive and responsive mentor who knows his stuff'

From my point of view I would describe the last two cohorts as a pleasure to mentor and I have been proud not only to see their job outcomes but also their personal changes and development.'

Lawrence Graham – BOOST Manager



Testimonial:

"I found my Apprenticeship through a member of staff at BOOST. I then applied for the "Gas Safety Team Apprentice" as I could see the potential in this role for my future. I decided to apply for an apprenticeship because at the time I was at college studying a subject I saw I had no future in, so I started looking for an apprenticeship as I have always wanted to apply for one as it really interested me as you can earn while you learn. During my apprenticeship I learnt a lot of life skills, the key skill I really improved on was communication skills which I was really lacking in.

I completed my apprenticeship receiving a Level 2 in Housing & Property Management, along with a CIH (Chartered Institute of Housing Level 2), Safeguarding level 2 and a Customer Services Level 2 qualifications.

This apprenticeship has allowed me to work towards my goal which is working for the Gas Team as an engineer. I am now a Gas Safety Engineer apprentice doing a Level 3 where I'm working to become a fully qualified Gas Safe Engineer and continue my journey in Barnet Homes."

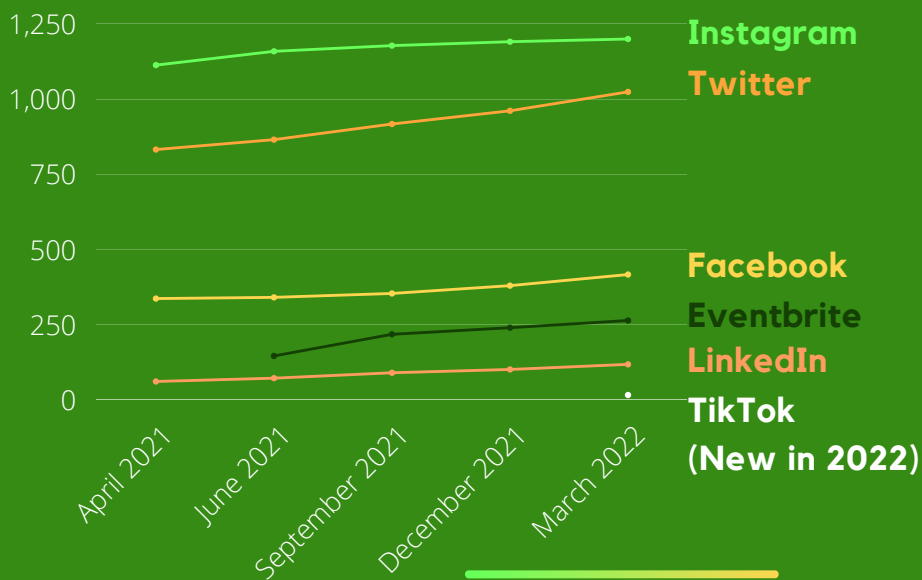
- Brooke

BOOST

Website and
Social Media



Social Media followers growth in 2021/2022



3,018

E-mailing campaign via Eventbrite
e-mails delivered :

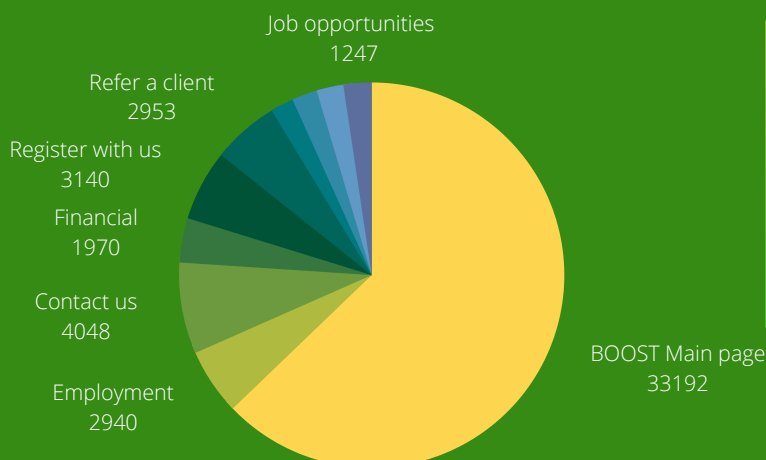
9,042



Website users 10,907



Top pages



Weekly job bulletin page

1,247

Page
views

4:16
min

Average time
on page



Anna Czeska,
BOOST Marketing and Communication Team Lead

BOOST

Contact details



0208 359 2442



boost@barnet.gov.uk



Burnt Oak
Burnt Oak Library
99 Watling Ave,
Edgware
HA8 0UB



Grahame Park
The Old Library
15 Quakers
Course
NW9 5XA



Cricklewood
184 Cricklewood
Lane
Childs Hill
NW2 2DX

Coming Soon to:

Mondays



**Chipping Barnet
Library**
3 Stapylton Rd,
Barnet EM5 4QT

Tuesdays



**East Finchley
Library**
226 High Rd,
London N2 9BB

Wednesdays



**North Finchley
Library**
Ravensdale Avenue,
North Finchley,
N12 9HP

Social Media

@boostbarnet



Website

www.boostbarnet.org