

# The Shirlie Project Client Feedback October 2011



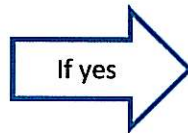
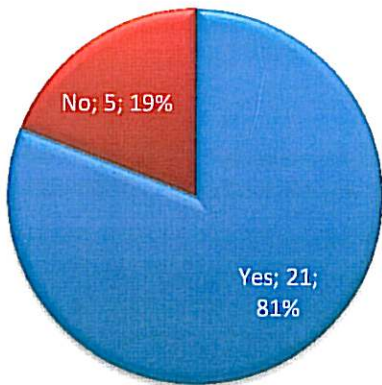
The Shirlie Project recently contacted a cohort of previous clients to gauge their thoughts on the service they received from the Shirlie Project. We received feedback from 26 clients who we have worked with over the years.

The clients who we received feedback from had the following support issues

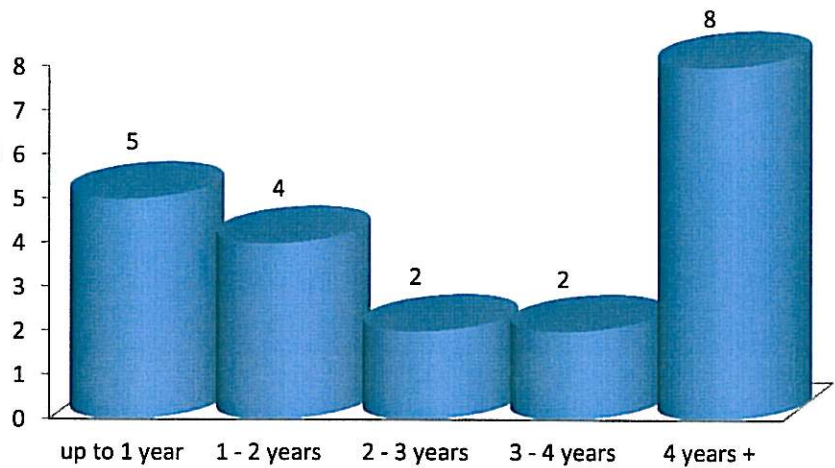
Recovering from illness	1
Mental Ill Health	7
Dyspraxia	1
Learning Difficulties	10
Sensory Impairments	1
Autism	2
Multiple support issues	3

We asked for the following feedback;

Are you currently in work?



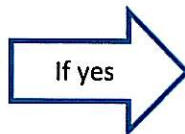
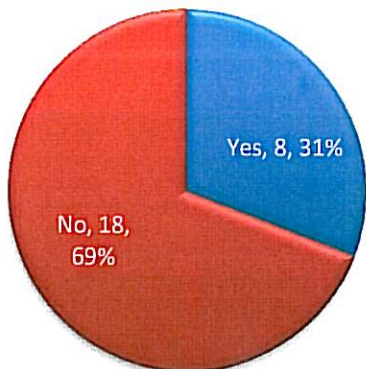
How long have you been working for



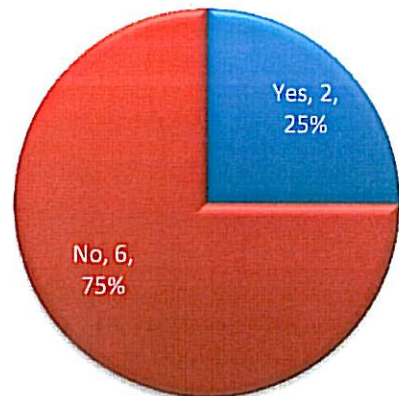
3 of our clients have been in work for over 8 years.

The 5 clients who are not currently in work did gain employment and worked for many years but have recently been made redundant. 2 are looking into self-employment and we are working with another 2 to help them get reemployed.

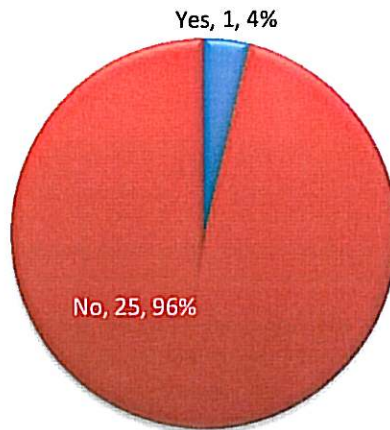
Did you get support from any other employment agency before coming to the Shirlie Project?



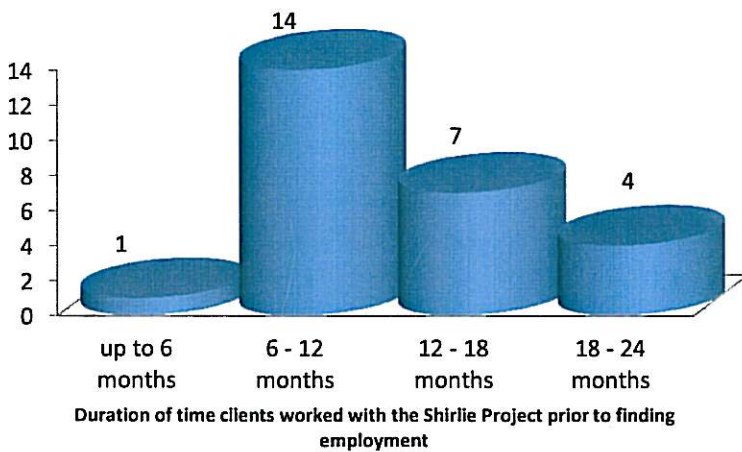
Did they meet your needs?



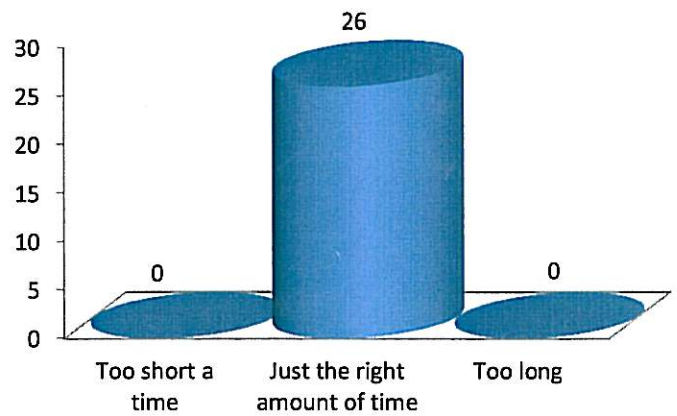
**Do you think you would have found work without the help of the Shirlie Project?**



**How long did you work with the Shirlie Project?**



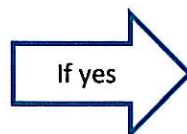
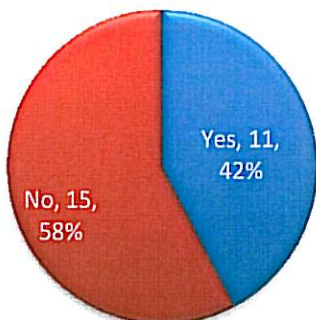
**was this time . . .**



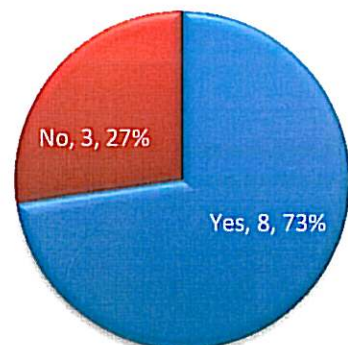
We also asked clients to let us know how they would have felt if they had been rushed into work. The comments included:

- "I would have been under too much pressure"
- "Angry"
- "I wouldn't have been able to continue working"
- "I wouldn't cope without Shirlie Project support"
- "Nervous"
- "Not Happy"
- "Panicked and unable to cope"
- "I wouldn't have been ready and might have lost my job"
- "Stressed"
- "Anxious and stressed"

**Did you get benefits support before coming to the Shirlie Project?**

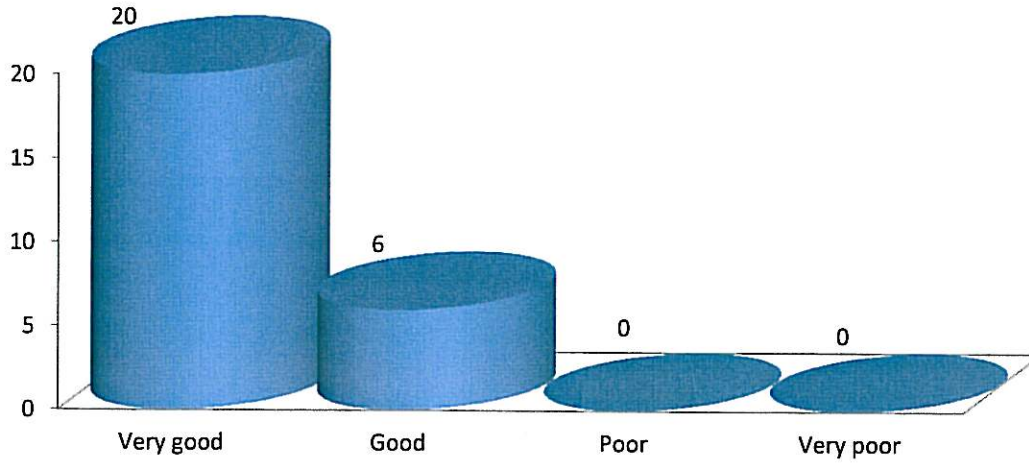


**did this meet your needs?**

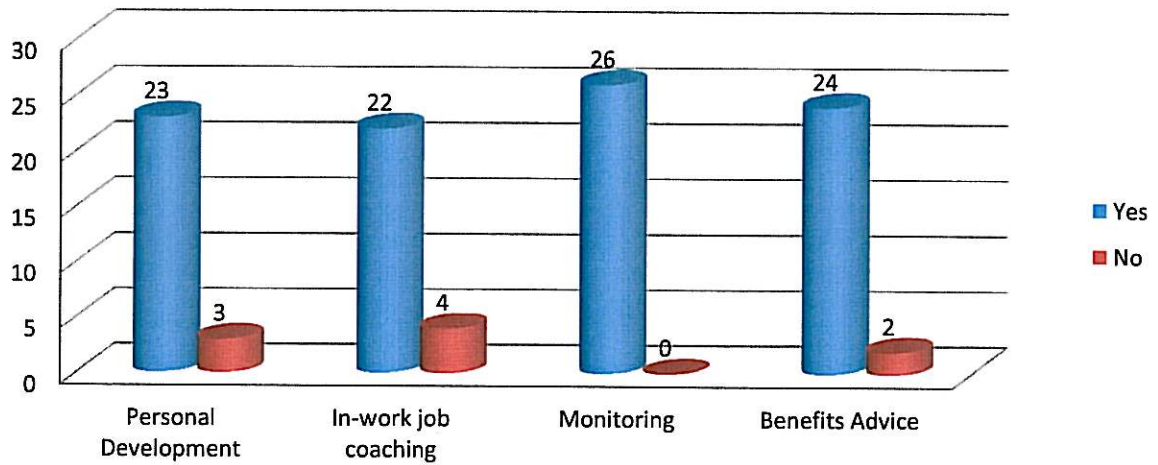


4 of the 11 clients who said they had received benefits support named their parents as that source of support.

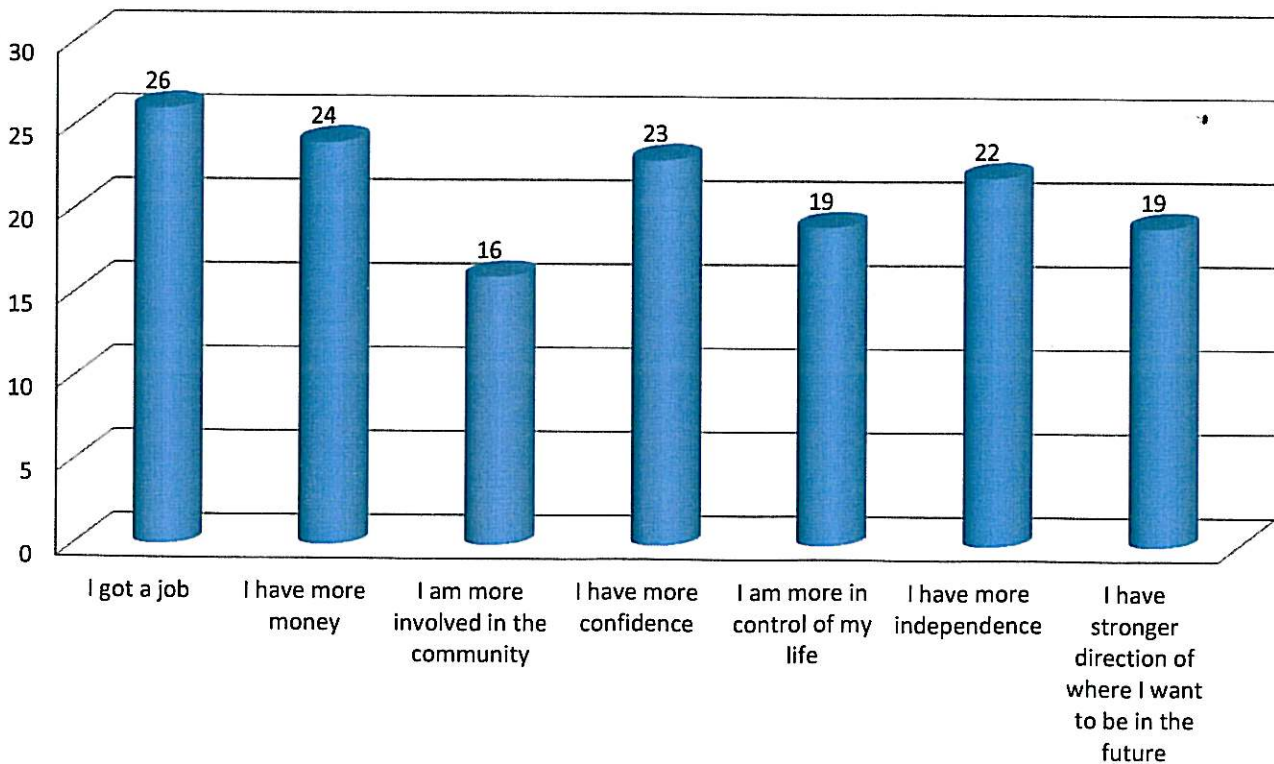
**How would you rate the support you got from the Shirlie Project?**



**What services did you receive from the Shirlie Project?**



**How has the Shirlie Project changed your life?**



We asked clients to tell us in their own words how the Shirlie Project had helped change their lives. These are exact quotes;

The Job Coaches helped me get a job and keep it

Shirlie Project has helped me with jobs in the passed and at the guest house. My job coach I like and meet up to apply for more

Has got me out the house and I am out a about much more. Got me job and Access to Work

I went start martial arts up where I stay and that has gained my confidence plus I started going to Zumba. I have just come back from my holiday seeing my sister in USA. I still meet up with my Job Coach and she visits y work to see things are going well.

Helped me get a job which I wouldn't of got otherwise

Without the support I wouldn't have had the confidence and know what to say. I got the courage to go to the interview and got the job. I was really proud when I go the Diversity Award too.

Give me confidence to get back to work and feel capable of doing work and Independence

Gave me the confidence to go back to work. Gained confidence to speak to customers and felt more confident in myself. Instead of thinking I can't do things, you make me feel I can do anything if I put my mind to it.

Finally got a job at long last I have my own money instead of asking mum.

The Shirlie Project helped me keep my job for nearly 10 years. Negotiating with my employer towards the end of my employment. \*\*\* \*\*\*\*\* put me on Work Step but I did not receive enough support and had to leave. I have now returned to the Shirlie Project because I feel sure they can help me. (\*\*\* \*\*\*\*\* another agency)

They do help me. The staff are good with me and I'm good with them as well and I listen to them and understand them. I am kept occupied and I am always well mannered.

Good working, friends and more

It gave me the ability to talk through any doubts about jobs, they gave me good help about benefits and because of that and other things I am more confident and am now in a full time job that I really enjoy.

Job coach helped gain independence, have more confidence. Looked at work placements and tasters in garages. Looking forward to going self employed.

I am always happy

They got me my first job and I am enjoying it.

It has given me routine, purpose and a sense of achievement

Got me my work, new friends. Definitely more confidence and helped me get over depression and catapulted me into getting more things