



RESIDENT INSIGHT

Learn for Free programme



We asked residents for feedback on the free training programme provided by PCH for residents, called Learn for Free. Learn for Free is open to all PCH residents, including tenants, household members, shared owners and leaseholders living in their property, no matter your employment status. We deliver a variety of courses including food hygiene, first aid, IT skills, mental health awareness and CSCS cards, and much more.

How we listened



We had 868 responses to a survey sent out surveys to PCH residents by post, SMS text, email and on social media.

What you said



45.82% of respondents said that they were aware of the Learn for Free training programme.

11.72% of respondents have been on a course.

Overall, the satisfaction with training experiences was rated 4.4 out of 5.

Top 3 things that would make it more likely that people would sign up to free courses:

- Courses in local area
- Evening or weekend courses
- Help with transport

Top reasons for attending a training course:

- Meet new people
- Improve confidence
- Improve health
- get employment skills and qualifications

Majority of responses would prefer a mix of online and in-person options.

What we will be doing

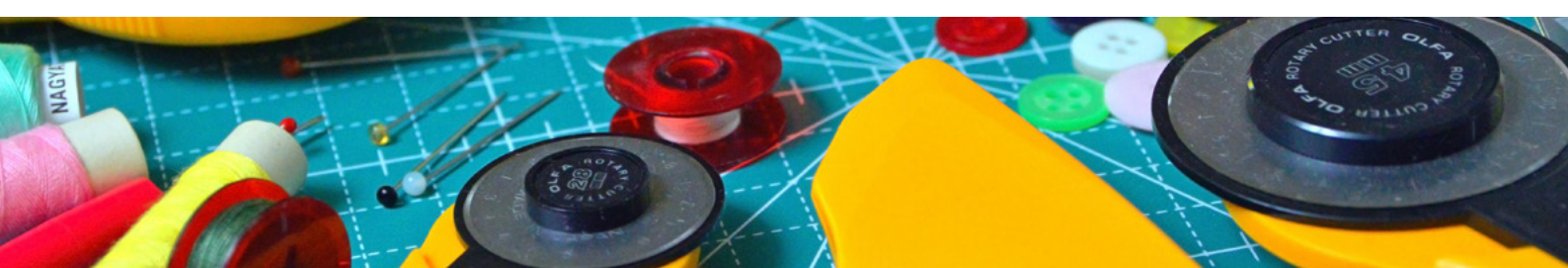


Relaunching the programme with a simplified look and more information about the support available. Including information on transport and when refreshments are provided. Promote the programme on social media, at events, in the In Touch magazine, to ensure more residents know about the free learning opportunities. Promoting to Leaseholders and shared owners living in their properties that they are also entitled to attend.

Offering online courses to fit around those with work and caring responsibilities.

Using community venues such as Mount Wise Towers, Unitarian Church and The Beacon to offer training in different areas and working towards adding more venues. Ensuring venues are appropriate and accessible.

Offering a range of courses that residents have shown interest in, including first aid, basic computer skills, employment skills. Responding to needs in the community and providing specific training for groups where needed.





You said, we did

You said: You asked for help with transport to training.

We did: For training courses travel costs are reimbursed, including mileage and bus fare. Taxis are provided by exception, where other travel methods are not suitable.

You said: Asked for more courses to be held in community spaces and not just at Plumer House.

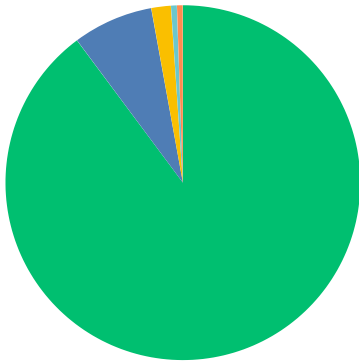
We did: Courses held at community venues including The Beacon, North Prospect, Tavy House Community Room and Unitarian Church, ensuring they are appropriate and accessible.

You said: More courses for people with caring and parenting responsibilities.

We did: Some courses are now available online to work through at your own pace. In person courses can be run within school hours.

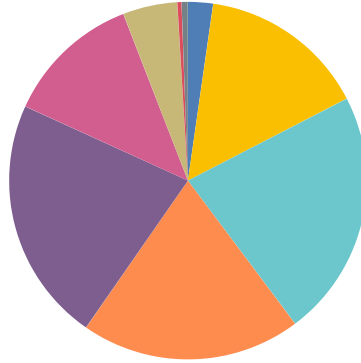
Resident profile

Are you a PCH resident?



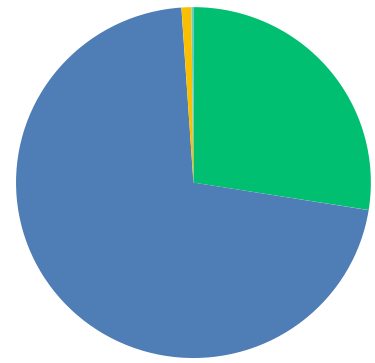
● Tenant	503
● Leaseholder	41
● Shared Owner	10
● Non-Tenant	3
● Other	3

Which of these age groups are you in?



● Under 16	0	● 55 - 64	117
● 16 - 24	12	● 65 - 74	65
● 25 - 34	80	● 75 - 84	26
● 35 - 44	118	● 85 +	2
● 45 - 54	105	● PNTS	3

Are you?



● Male	153
● Female	397
● PNTS	5
● Other	1

