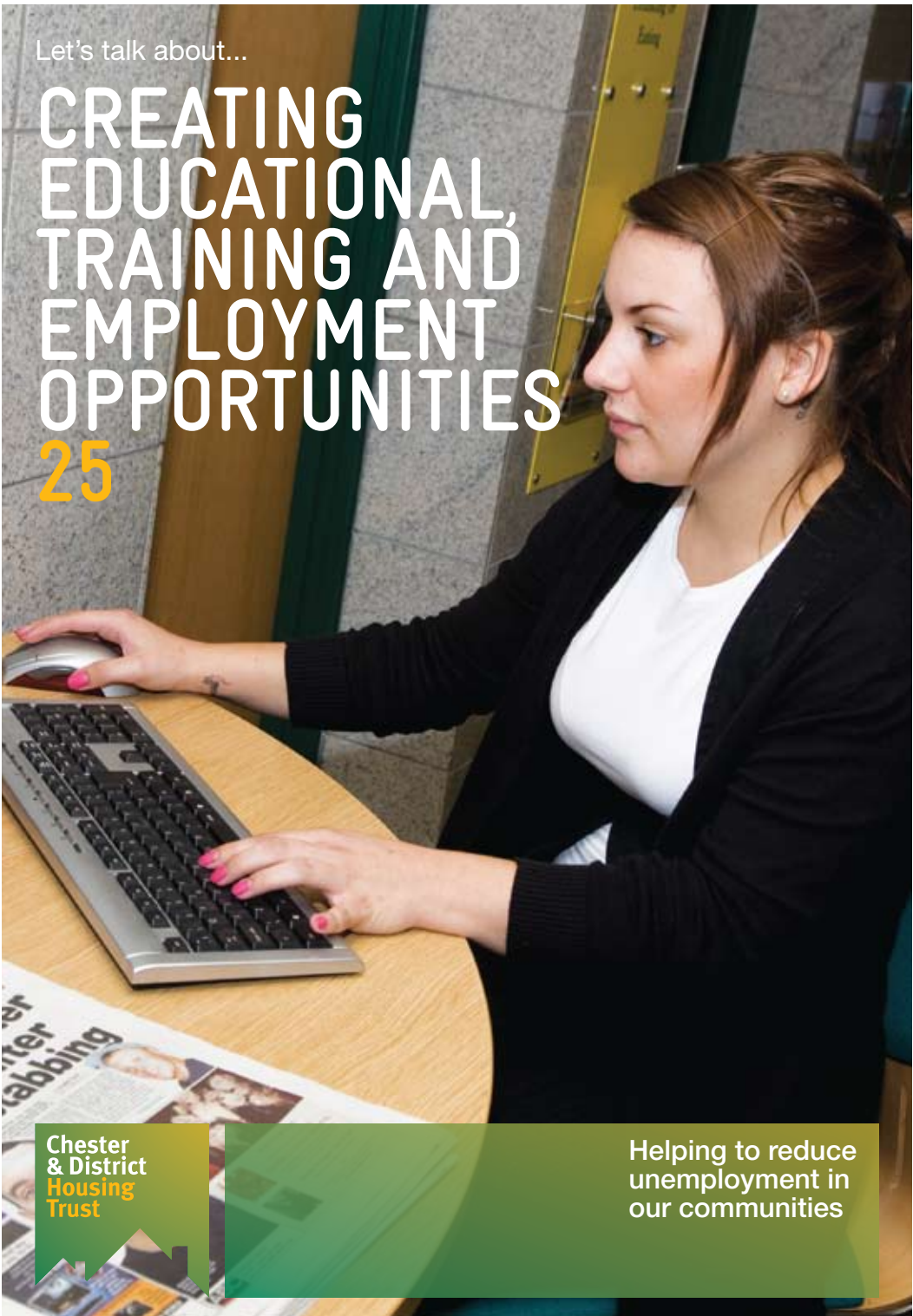


Let's talk about...

CREATING EDUCATIONAL, TRAINING AND EMPLOYMENT OPPORTUNITIES

25



Chester
& District
Housing
Trust

Helping to reduce
unemployment in
our communities

WHAT IS PATHWAYS?

Pathways is a new service from Chester & District Housing Trust.

We aim to create opportunities in employment, training and education and to help you with any of the following:

- Budgeting and debt management
- CV and letter writing
- Job search
- Help with interviewing techniques
- Arranging work placements
- Arranging further study or training where applicable
- Help setting up a new home
- Boosting confidence

“When I first joined Pathways, I felt as if I would never be able to get a job, now I am working and enjoying my life again”

Richard, aged 22

IS THERE A TIME LIMIT?

No, the service is built around your needs and timescales. We will work together to create your individual support and development plan.

WHAT DOES THE MONEY ADVICE SERVICE PROVIDE?

Our Money Advice Worker will be able to advise you how to manage any debt related issues. Our advisor can help you to maximise your income and reduce your debts by negotiating with the companies you owe money to and can also advise you of the benefits you could receive when you are in work.

WHAT HAPPENS NEXT?

Once a referral has been made by yourself or on your behalf, you will be contacted by a member of the Pathways Team.

They will arrange a convenient appointment time with you to complete your needs assessment. This can either be in our offices or at a venue near you.

“I was at breaking point with people chasing me for money. It was making me ill. The Money Advice Worker acted on my behalf and set up affordable payment plans with the companies. I am keeping up with all my payments now.”

Matthew, aged 26, Chester

WHAT STANDARD OF SERVICE CAN YOU EXPECT?

We will:

- Contact you within five working days and invite you to meet with one of our Employment Mentors or Money Advice Workers at one of our offices, who will then complete a full support needs assessment
- Provide a suitable and safe environment in an interview room if the service user wants to call into our offices at Centurion House, Lache Community Housing Office or Blacon Community Housing Office
- Do our best to see you at the appointed time or if not, within 15 minutes
- Protect our clients by making sure that all our Employment Mentors and Money Advice Workers have thorough background checks (including with the Criminal Records Bureau) and are properly trained
- Provide a named officer for each person, or family, following referral wishes to access the Pathway's service
- Provide all service users with an exit service questionnaire in order to obtain feedback on the quality of the service received
- Provide you with information in a format to suit you, which we will provide within 10 working days
- Regularly monitor decisions made to ensure the whole process is fairly applied

FOR FURTHER INFORMATION PLEASE CONTACT US IN PERSON AT:

Centurion House
77 Northgate Street
Chester, CH1 2HQ.
Monday to Friday
9am—4.45pm

Lache Neighbourhood Office
89a Cliveden Road
Lache, CH4 8DT
Monday, Tuesday, Thursday
and Friday
9am—12 noon

Blacon Neighbourhood Office
17-18 the Parade,
Blacon, CH1 5HW
Monday to Friday
1.30pm—4.30pm

**This brochure is also available
in large print**

By Telephone
Tel. 01244 305503

Freephone
0808 100 7701

Fax
01244 305690

Minicom
01244 305500

Online
Web: www.cdht.org
Email: info@cdht.org

RESIDENT INVOLVEMENT

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!**

Interested? Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

Also available in

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