

# KICKSTART

**A long-term solution to immediate skills shortages within the housing sector**

**Client:** Stoke on Trent City Council

**Location:** Stoke on Trent

**Requirements:** Staff for 'Stoke on Call', the new contact centre

**Main needs:** To find reliable, local staff for full and part-time roles

**Number of staff recruited:** 25

## **Client Testimonial:**

"Synergy met their promise of a prompt and cost-effective solution to our recent shortfall in resources within our new Contact Centre. The scheme has been used three times already to recruit and train local Housing Customer Services Assistants.

I have been pleased with the speed in which the scheme was progressed and with the quality of the people we have recruited through this process within the short timeframes. It has proven to be a highly effective method to provide a solution to our staffing requirements and the understanding The Synergy Group has had of our needs overall has been excellent.

I would recommend Synergy's Kickstart scheme in the future where similar requirements exist and an immediate cost effective solution is required."

**Julie Seddon, Assistant Director – CRM**

