

## Appendix 2 - Choose Work Case Studies

4-10-16

**Mrs & Mrs M** – they were couple looking to transform their lives follow his serious alcohol addiction where she has been caring for him. Mr M has an interview with Stonepillow and will be doing a trial placement with them soon. This is a massive step for both of them and they know that Choose Work will support them

**Miss M** who came to CDC with a housing query was directed by our friendly receptionists to Choose Work. She is a single mum on Income support and wanted to update her beauty therapy skills in a salon setting as she had previously only worked from home. **Q Hair and Beauty** put her through her paces offering complimentary beauty treats to their customers. They were so impressed that they have now offered her a **permanent paid contract**.

**Mrs S** came along to The Hive in Tangmere for a one-to-one. She is a single mum with 3 children and although she is 29 has never worked as she started her family when she was very young. With her youngest now at school she is very positive about building a career for herself. We put her in touch with Affinity Sutton who is funding the **ECDL computer course** for her. She has also started some Work Experience at Tangmere Primary School as she is interested in becoming a Teaching Assistant.

**Mrs E** saw the Choose Work article in the **CDC Initiatives Magazine** and got in touch. She comes from Morocco and has recently married an English husband. She has fluency in English, French and Arabic and an excellent employment history in Executive PA roles. The Choose Work Coordinator talked to her about the employers locally who are looking for employees with languages and whilst she wants to rebuild her career in a business environment her most pressing need was to earn some money. We put her forward for an interview with local retailer Home Sense organised through the Job Centre and she was offered a job immediately.

**Mr S** attended Choose Work in Midhurst. He had been on ESA since 2002 but was reassessed in May 2015 and transferred to JSA. He was very tearful and emotional when he spoke about the stress of job searching. He has a wide range of **additional needs** including having had mental health problems; he is currently seeing Chichester Wellbeing for weight issues and has been homeless. He is now living in assisted accommodation provided by Hyde Martlett. Mr S's previous work has included Kitchen Porter and vegetable prep work. We talked through the options for getting back to work, however it will be a long road for him. On a positive note having previously been reclusive, he is starting to socialise a bit more widely with other residents in his accommodation. We invited him to attend an interview at **Stonepillow Restore** for Work Experience but he was not available. We will keep in touch and continue to offer him opportunities

**Mrs C** is a Chichester resident of Bangladeshi origin who came to us from Chichester Family Centre. She worked as a Teaching Assistant in her home country and wanted help from Choose Work in finding out about the **workplace in Chichester, updating her CV and English Language training**. It was clear that her lack of English skills and particularly her comprehension were a real barrier to her getting work in the retail sector she is interested in. We updated her CV and have found a free English Language Course at Chichester Nursery for her to attend. We have also made suggestions of support jobs in a school setting which would be suitable for her.

**Mr E** has had plenty of problems. His life seems to oscillate around digging for **Lugworms in Chichester Harbour** and dealing with dysfunctional relationships, first with his Dad and later with various partners. To cut a long story short, Mr E ended up in prison for four weeks. A mixture of guilt and carrying around an unspent criminal record has all but destroyed his confidence. He has to keep returning to 'the worm' to keep it together, but it is destroying his health. Mr E has aspirations, he wants to break out of this cycle, but doesn't know where to turn. Choose Work has been helping. At the **initial assessment meeting**, we discovered that the true next step for Mr E would be gaining his English and Maths GCSEs. We helped him put this in progress: he contacted Chichester College, found out from his old school exactly what his qualifications are; and arranged to take a functional skills test. Not only that, Mr E was dismissive of his achievements and mired in his recent problems – particularly his criminal record – Choose Work encouraged him to change focus and realise what his true achievements in life have been. He came back with one of the most positive lists we have ever seen, providing an amazing catalogue of success to build job applications (and his future life) on. Creating success lists will form the heart of one of the new Choose Work workshops and is a highly effective way of creating an energised foundation from which to spring forward in to future action. Mr E's 'case' is true Choose Work process in action.

**TT** came to Choose Work in October 2015. She was working with the Richmond Fellowship mental health charity following a break down which had led to her spending a period of time in a Mental Health Residential Unit in Chichester. She was claiming ESA and had recently been moved to the Work Related Activity Group (WRAG).

Following the Choose Work workshop, TT asked for some additional help from Choose Work as she was low in confidence and felt that some work experience would help her to brush up her skills and build her confidence.

We arranged a 2 day a week work placement at local charity The Hamblin Trust where she helped with marketing and general office work. The placement went well and TT began to feel more confident in her abilities and also to remember lots of the skills which she had used in her previous career. She asked if we could arrange another placement to run alongside Hamblin Trust and she started work within Chichester District Council's Environmental Health Department, initially as a scanning assistant but gradually expanding the role as the team recognised how much potential she had.

During her time at CDC TT had regular one to one meetings with Choose Work where we helped TT to begin her job search, identifying potential employers working on her CV and application forms and doing interview practice with her when she was offered an interview with VAAC (Voluntary Action Arun and Chichester). TT was interviewed along with 5 other candidates and was successful in being offered the job. She is now working as a part time Office Administrator which gives her enough income but also allows her to continue working on her original art and her art blog.

**Mrs M** referred by the family centre – Came to UK 15 years ago from Romania to do a chemistry PHD in Sunderland. She found her way down south and up until a couple of years ago was working at Portsmouth University on a special research project. She had Career break due to family and lost confidence in returning. Although she was very qualified she wanted an admin post as couldn't see how she could fit back in again. We helped her over a

period of months on confidence building and developing her skills. She is now working full time at a major research chemist.

**Mr A** – Self referral – left school 18, 2 A levels at the Chichester High school. Was at the stage where he didn't know what to do. So they worked with him over a period of months and he has just been offered the Rolls Royce business apprenticeship.