

Appendix 1 Case Studies

Case study 1

This lady joined the Work and Health Programme in February 2021 with her main barriers being health and childcare. Through discussion with her Keyworker, she disclosed that she would like some support with her mental health and was referred to our Pathways Mental Health Practitioner. The Keyworker also signposted her to local medical provision after disclosing that she had been struggling to find a GP and Dentist in the area.

As her confidence grew, she began to look for work that met her childcare requirements and attended an appointment for an induction with our Skills Support for Employment mentor which the Keyworker had arranged. She didn't take up the offer of a course with SSE, but we found her an alternative course through a local provider using our Elemental Platform. She started a food Hygiene course shortly after and was also referred for an English assessment through Manchester Adult Education Service as she was not confident in her use of English. The lady has now secured employment and is due to start in September in a local school which addresses all the concerns she had around her childcare.

Case Study 2

Our customer joined the Work and Health programme in March 2021 and had not worked for 30 years. She had no IT skills or equipment, no CV and did not possess a smartphone. Her barriers were quite complex as a result of an accident she had sustained a physical injury which had contributed to her mental health.

Her Keyworker knew that in the first priority would be to focus on the customer's confidence and communication skills and highlight the various resources available to her on the programme. Pathway's support was offered to the customer but the customer felt that she had managed her health condition and was very private about opening up to someone she didn't know. We assured her that she could tap into this support at any time on the programme.

Her Keyworker discussed the possibility of coming off benefits and moving back into the workplace to support her health and booked an appointment with our Hub Guide to build a CV. The Hub Guide built a basic CV and explored the different methods of completing job applications.

The Keyworker put aside an hour every day for a fortnight to assist with job search to build confidence and support our customer. After 30 years being out of work the customer was offered a post at a hotel and started work in September 2021 with support given for travel costs and footwear. She decided this was not the job for her and only stayed a short period but now has taken the first step towards sustainable employment and has a better understanding of how to manage her health in the workplace. The customer has continued to engage and is looking for other suitable roles which the Keyworker is continuing to support her with.