



## PaCE Good News Story

### Name of PaCE Operation

Priority 1:	East Wales	<input type="checkbox"/>
	West Wales and Valleys	<input checked="" type="checkbox"/>
Priority 3:	East Wales	<input type="checkbox"/>
	West Wales and Valleys	<input type="checkbox"/>

### 1. Summary

- Customer X was a lone parent with 3 children
- Childcare cost was the barrier
- X was unsure of next career direction, was disillusioned and did not know what the next step to finding employment would be
- X had been on Income Support for 8 months
- X went through ACT training with the help of PaCE childcare. During interventions with PaCE she was informed about the 30 hr free childcare offer. Based on this she decided to become self-employed. So, seamless transition from PaCE childcare to free childcare offer.

### 2. Background

- Customer X's former partner lives abroad. Needed childcare to access provision and information essential to becoming employed
- Updating of skills required
- Customer had transferable skills, just needed honing and utilising
- During interviews and training, recognised that the customer was a very quick learner and very adaptable to different tasks
- Barriers were: Childcare, i.e. no knowledge of what was available locally and cost. The support to locate and help funding of childcare. Interview location and duration to discuss future options at length. As a lone parent with no support system, working hours had to be family-friendly.

### 3. The Engagement

#### Intervention

- Referred by a friend who was already a PaCE customer
- Mostly local library appointments

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- The job goal evolved during interviews. After initially not knowing what to, or aware of what was available locally. After discussion about training, provision and childcare, Customer X decided to utilise existing IT skills and train to become a Teaching assistant with PaCE's help, training through the ACT contract and support with childcare. When X's confidence increased it was decided to use the skills to become a self-employed IT consultant to the National Trust
- Training was discussed and the agreed course then arranged through the PaCE-ACT contract
- Childcare barrier was resolved through Pace childcare to allow the time for training. Allowing X to fully concentrate on the training and then the business planning. The 30 hr free childcare then lessened the financial burden to ensure a successful start to self-employment. I gave X the contact details of FIS to source the venue for us to pay for PaCE childcare. I found that X was in one of the pilot postcodes for the free childcare offer(X was not aware of the offer), gave full details, then FIS helped with sign-up
- By identifying and outlining how X could use the skills and experience to enter employment, and later in the PaCE process, self-employment

### Outcome

- X realised through discussion, and after training, that existing skills could be utilised to become a self-employed consultant. After pitching successfully the first contract was won with the National Trust.
- I organised childcare for the transition into work. Advised on the notification of the various agencies, e.g. Housing, HMRC etc. Then gave advice on the free childcare offer process.

### Additional information

- Without PaCE, X would not have known about or have been helped on the journey through advice, training, help with childcare, self-employment and free childcare when in employment.
- Good news travels! Recommended by an existing PaCE customer.

## **4. Good practice shared/Lessons Learned/Outcomes**

Sometimes a customer's first career choice isn't necessarily the best for them. Throughout a customer's time with PaCE, their goals should constantly be reviewed and then adapted for the optimum outcome for them. In this case, X's considered choice of self-employment gave the choice of having flexible hours and more time with the children.

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