



Llywodraeth Cymru
Welsh Government



Communities for Work Plus, Case Study

Summary

Mr J was referred to Communities for Work Plus by Rhyl Job Centre as he was keen to have support with looking at training and finding work. Mr J was released from prison after a sentence for assault and also had a history of substance misuse. When I first met Mr J he was picking up 10-16 hours a week work as a takeaway delivery driver but he could not sustain this due to low wages and repairs that were needed on his car which he could not afford and consequently became unemployed. We worked together to identify his strengths and what roles would complement them as well as looking into areas where he may benefit from further training. Mr J overcame some difficult obstacles throughout his engagement on the project, and at one point became homeless. Since engaging on the project, Mr J's mood has lifted, and although we still have some way to go, I am confident that with his continued perseverance and positive attitude working with the project will allow him to move forward and be in a much more stable position in the near future.

The engagement...

During our initial meetings, Mr J and I completed a Needs Assessment to gain a better understanding of what he wanted from the project and how we could help him to achieve his goals. The assessment highlighted that Mr J needed some support with ICT skills as he found it difficult to apply for jobs online. It was also evident from Mr J's previous experiences that he enjoyed jobs involving driving and had identified that many driving jobs advertised that CPC was a requirement. We researched training available in the area and eventually booked him onto CPC course to improve his road safety, driving legislation and awareness. After Mr J completed his training, he gained his Driver Qualification Card, including certificates of all completed modules. In addition to this, we booked him onto a part-time beginner's computer course through Llandrillo College, however on the day he was supposed to start the course he turned up at the library distraught, and advised me his Landlady had given him notice to get out by the end of the week. Mr J said that his Landlady had found out he was no longer employed and was on universal credit and was not happy for him to continue living at the property. Immediately we made a phone call to Shelter Cymru to explore his options and gain further advice and discovered that due to the specific tenancy agreement she was within her rights to evict with only a weeks' notice.

I advised Mr J to visit the Homeless Prevention Team and to make an appointment with NACRO so he could access some tenancy support. Thankfully NACRO were able to pay a housing deposit and Mr J obtained a tenancy agreement for a 1-bedroom flat within a short timeframe.

Mr J presented as having very low mood and having suicidal thoughts when I met with him for a catch up over the following weeks. He advised that he had moved in but had no white goods, cooking appliances or furniture. The only things in the flat was an old sofa and a washing machine which were left by the previous tenant. Mr J presumed the washing machine would be okay to use but when he put on a wash, the drum broke and tore into his clothes. Mr J was almost tearful when explaining this to me and disclosed he felt like giving up because every time he moves forward in one area, something else happens to push him back. He also commented that he was tempted to turn back to criminal activities for financial benefits. Mr J's motivation was clearly challenged at this point, so I assured him that there were things we could apply for, to try and get him the items he so desperately needed. I ensured to remind him of how far he had come in such a short space of time and that he was clearly very a determined individual. I advised him to speak to his GP about his low mood and suicidal thoughts and gave him the contact numbers for organisations such as Samaritans and CALM. Mr J agreed that he would contact his doctor, and by the end of the conversation he recognised that he was feeling hopeful about some things in his life and reflected whilst we were talking things through that there were actually more things moving forward than he realised.

Various grant applications were completed for Vicar's relief, Glasspool, Talisman Charity Trust, Hope Giver and St Vincent de Paul, as well as an emergency payment by the Discretionary Assistance Fund. I contacted the Foryd Centre food bank to ask if they had any appliances we could have or borrow whilst we are waiting to hear back from these grants and they were happy to donate a toaster and a kettle. I also visited the Salvation Army who were happy to donate a duvet, pillow, some kitchen crockery/cutlery and also a few jumpers for Mr J.

Good Practice Shared / Lessons Learned / Outcomes

I recently saw Mr J and had the opportunity to have a quick catch up, and whilst we were talking about something unrelated, he laughedThe first time in a while that I had seen him smile.

Mr J's journey is still ongoing as we wait to hear back about furniture and white goods, but we have completed a 'trainee passenger driver' job application to a company. I strongly believe he has a good chance of getting interviewed for it as he has the advantage of his DQC and has come on leaps and bounds since I first met him.

Mr J's engagement has been fantastic throughout our support, even when his motivation and mental health had been low. I look forward to continuing working with this individual and believe he has a lot to offer an employer.

For More Information

Please contact: Communities for Work Plus: 01824 331 438

Thank you for your Feedback