Client Case Study

The Legacy Community Empowerment officer has very good referral links with the Carmarthenshire Flying Start team. One of the team identified one of their parents who needed employment support and made a referral to the Legacy officer, who then contacted the parent to discuss what the engagement and employment programmes could do to support. Jo, who was in her late twenties, lived in one of the most areas of deprivation in Carmarthenshire. Jo is a lone parent who has been unemployed for over 10 years and had to leave her last employment in the hospitality industry due to ill health. She suffers with anxiety and depression but due to her youngest child having started full time school she wanted to look at getting some qualifications to start her journey into employment. After explaining what the engagement and employment programmes could do to support her, Jo was eager to get started with her journey. With only a handful of GCSEs, Jo was keen on attending training. The Community Empowerment officer discussed the training that the Legacy programme had coming up. Jo was keen to attend the passport to hospitality and tourism course which included a customer service qualification and the pre-employment course which included resilience, exploring motivation, goal settings aspirations and confidence, interview skills, team working, problem-solving, Career management, Independent and critical thinking and adaptability, all skills in which would support Jo on her journey into employment. Jo attended and completed both courses and her journey to building her CV had begun. After the pre-employment course the Community Empowerment officer discussed next steps and explained to Jo the extra support, she could access via the employment programmes. Jo was keen to continue her journey so they completed the referral paperwork together so Jo could be matched with the employment programme that would best suite her needs. She was eligible for the Communities for Work programme, so she was triaged over to the adult mentor who is helping and supporting Jo with her journey into employment.