

## **1.0 Introduction**

In November 2013, officers were invited to attend a Children & Young People Scrutiny meeting to outline the position with regards to youth unemployment within the Borough and to present a range of initiatives planned to tackle youth unemployment. These initiatives had been developed based on a thorough review of the barriers young people face when trying to access employment and training. Initiatives were to be funded from £1.3m over a two year period, commencing 2014/15 and provided for the extension of existing programmes which were providing to be successful but were limited by resources, as well as new initiatives to be run as pilot schemes to determine impact.

In this context the report provides:

- An update on youth unemployment data, 10 months on.
- An evaluation of the Partnerships for Jobs Fair held in March 2014.
- An overview of Job Junctions, which members of the Scrutiny Committee have visited as part of their review.
- An overview of the positive impact other initiatives are having on addressing youth unemployment

## **2.0 Update on Youth Unemployment in Telford & Wrekin**

- The Borough's modelled rate of unemployment for April 2013 to March 2014 was 7.7%, placing us below the regional rate (8.1%) and above the national rate (7.1%).
- Rates of unemployment at local, regional and national level are lower than those reported one year previously (TWC down from 8.4% to 7.7%, WM down from 8.8% to 8.1%, England down from 7.8% to 7.1%).
- For the year to March 2014, an estimated 6,300 of the Borough's working age population (aged 16-64) were unemployed (confidence intervals suggest a range between 5,200 and 7,400). This is the lowest it has been since the year ending September 2010 when there were 6,400.
- Youth unemployment in the Borough was reported as 26.4% at the end of March 2014, with an estimated 3,200 people aged 16-24 unemployed. Rates of youth unemployment in the Borough were above the national rate (19.3%) and West Midlands (22.3%). The report to Scrutiny Board in November 2013 reported a youth unemployment figure of 32.1%. Changes during this time show the Telford and Wrekin rate has reduced by 5.7% were as nationally it reduced by only 1.5% and in the West Midlands by 2.3%.
- The number of JSA claimants fell by 140 persons between June and July 2014, from 2,770 to 2,630. This is the sixth consecutive month in which the number of JSA claimants has reduced. The rate, 2.4%, is lower than the regional rate (3%) but higher than the national rate (2.3%). The number of persons claiming JSA is 35.9% lower than a year previously (4,105).
- At least one in five long-term claimants (22%) are aged 24 and under (180).
- The number of young people (aged 24 and under) claiming JSA in the Borough represents 29.8% of all JSA claimants (785), a similar proportion to the year before (29.5%). This is 7.6% less than the previous month (850) and 36.9% lower than a year previously (1,245).

- More than 1 in 3 new JSA claimants were aged 18-24 years (37.7%) with 260 signing on and 310 signing off. 15.9% of new claimants came from the 25-29 age band, with 110 signing on and 115 signing off.
- All age groups had a larger flow of claimants leaving the cohort than joining with the exception of 16/17 year olds where 5 signed on and none signed off.

### **3.0 Evaluation of Partnership for Jobs Fair 2013**

The first Partnership for Jobs event was held on 27th March 2014 at The International Centre in Telford. Over 4,000 people attended along with 104 exhibitors of which 78 were employers, 17 were training providers and the remaining were Telford & Wrekin Council stands offering support to job seekers. 37% of those that attended were in the 18-24 year old age band. Employers represented all major sectors including engineering, construction, hospitality, care and administration.

171 vacancies were displayed on the day, 69 of which were filled as a direct result of the Jobs Fair. We do not hold data on the age or location of successful candidates but will look to collect this data at all future Job Fairs.

Three Southwater businesses also attended the event; Zizzi, Nandos and Cineworld to raise their profile and showcase their up coming recruitment opportunities. As a direct result of this, our Job Box Mentors have attended recruitment days with these businesses to provide support and assistance to job seekers. Their support has been greatly received by the businesses concerned and a number of people have secured employment as a result of our support and intervention.

Feedback from all those who attended the Jobs Fair was incredibly positive, with 94% of exhibitors declaring that they would consider attending a similar event and 72% of job seekers stating that they were either very satisfied or satisfied with the event. We have taken on board comments and know there are improvements we can make to ensure that future Jobs Fairs are an even greater success by;

- Increasing the size of the venue. The numbers of people attending exceeded expectations meaning at times the venue was very cramped which made the interaction between employers and job seekers difficult. We have booked a larger, ground floor hall for next year's event.
- Creating "Careers Zones" so people can focus their job search
- Ensuring that when businesses register they also stipulate the vacancies they will be advertising on the day
- Revising the seminar programme to improve engagement
- Improving the catering provision
- Targeting specific groups with high unemployment levels

The total cost to the Council of holding the Jobs Fair was £19,830 which equates to £287 per successful candidate based on the 69 known filled vacancies. There will be many more filled that we aren't able to evidence as they are still on going.

We were able to generate a small income from training providers, however many of the exhibitors told us that they would be willing to pay a small fee to be present at the next jobs fair and we are proposing to charge moving forward. Many of the banners and marketing material produced for the event can be reused for next year, thus reducing our costs for a further event.

Following the resounding success of the event in March a Christmas recruitment jobs fair is being held at Telford Shopping Centre on Friday 12th and Saturday 13th September. We are engaging with local retailers and hospitality businesses to advertise their short term Christmas vacancies on their behalf. The response from retailers and hospitality businesses has been incredibly positive about the venture so far. In addition to this the Job Centre, TCAT and our internal skills and recruitment services will be on hand to support would be employees with their recruitment needs.

There will also be the opportunity for job seekers to complete and submit job applications on the day.

A further Partnerships for Jobs fair is planned for Thursday 12th March 2015 at The International Centre. Work is starting imminently to begin planning for next year's event.

#### 4.0 Job Box Junctions

One of the pledges made as part of the Youth Unemployment Programme was to increase the number of Job Junctions within the Borough to ensure that all residents had easy access to this service. The decision to increase provision was based on the successes we were seeing out of the existing proposition. We also committed to re-launching all Job Junctions under the "Job Box" brand so as to raise profile and attendance. The number of Job Junctions has now increased from 8 to 15 (see Appendix 1) with new Job Junctions launched at:

- The Carpenter Centre - Overdale,
- The Hub - Newport,
- Watling Centre – Arleston,
- St Georges & Priorslee Parish Centre and
- Castle Farm Community Centre - Hadley

£13,000 of additional funding has been secured from the following Town & Parish Council's to support Job Junctions in their area, Great Dawley Parish, St Georges and Priorslee Parish, Madeley Town Council (Sutton Hill and Woodside) and Brookside & Stirchley Parish.

As a result, attendance at Job Junctions has increased and at the end of June 2014 was at 3,405 compared to 3,188 for the whole year in 2013. If attendance continues at this level we expect circa 7,000 people to have attended a Job Junction in 2014. Table 1 shows monthly attendance at each Job Junction and projections for 2014 against 2013 figures. Those highlighted in green are new venues introduced as part of the Youth Unemployment programme. Of those people attending Job Junctions, circa 15% are within the 16-25 age groups as set out in Table 2. Since January 2014, 135 people have been supported into employment, training or voluntary work.

Venue	2014								2013	
	Jan	Feb	Mar	Apr	May	Jun	Jul	Total		Projected Total
Dawley & Malinslee	62	93	143	158	162	179	221	1018	1594	381
Wellington	68	51	58	77	58	84	65	461	792	685
Sutton Hill	49	41	87	65	85	76	67	470	806	368
Woodside	55	41	69	41	60	63	42	371	658	305
Brookside	58	60	52	30	27	34	26	287	522	802
Donnington	73	96	80	65	87	73	79	563	948	647
Hadley	X	X	3	5	12	25	20	65	90	
Madeley	X	X	40	27	27	30	44	168	252	
Overdale	X	X	12	12	6	21	18	69	102	
Randlay	X	X	16	6	9	13	21	65	88	
St Georges	X	X	5	12	13	17	16	63	94	
Arleston	X	X	X	X	2	7	49	156	18	
Meeting Point House	X	X	X	67	35	72	17	51	348	
Oakengates	X	X	X	62	70	62	7	16	388	
Unit 10 Stafford Park	X	X	X	X	25	30	56	56	110	
<b>Total</b>	<b>365</b>	<b>382</b>	<b>565</b>	<b>627</b>	<b>678</b>	<b>786</b>	<b>748</b>	<b>3879</b>	<b>6810</b>	<b>3188</b>

Table 1: Attendance at Job Junctions

Venue	14-19	20-24	25-29	30-49	50+	Total
Brookside	4.5%	13.6%	16.2%	40.9%	24.7%	100.0%
Carpenter Centre	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%
Dawley	5.9%	8.3%	5.9%	49.1%	30.8%	100.0%
Donnington	2.5%	8.6%	8.6%	43.8%	36.4%	100.0%
DWLL	2.0%	5.0%	10.9%	46.5%	35.6%	100.0%
Hadley	0.0%	20.0%	40.0%	20.0%	20.0%	100.0%
Leegomery	0.0%	16.7%	50.0%	33.3%	0.0%	100.0%
Madeley Library	6.7%	0.0%	0.0%	60.0%	33.3%	100.0%
Malinslee	0.0%	50.0%	0.0%	50.0%	0.0%	100.0%
Meeting Point House	9.1%	0.0%	0.0%	18.2%	72.7%	100.0%
Oakengates	0.0%	0.0%	0.0%	23.1%	76.9%	100.0%
Park Lane	10.0%	5.4%	11.5%	49.2%	23.8%	100.0%
Randlay	0.0%	9.1%	0.0%	45.5%	45.5%	100.0%
St. Georges	0.0%	0.0%	22.2%	55.6%	22.2%	100.0%
Sutton Hill	6.0%	17.9%	13.9%	44.8%	17.4%	100.0%
Wellington	1.9%	7.6%	2.9%	44.8%	42.9%	100.0%
Woodside	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
Average	4.7%	10.0%	10.5%	45.3%	29.5%	100.0%

Table 2: Attendance at Job Junctions by Age

## 5.0 Other Youth Unemployment Provision under Job Box

We are aware that Job Junctions don't necessarily provide the right forum for young people and that they can be intimidating, however, they have an important role to play both directly in the youth unemployment agenda but also by ensuring that parents of young people are supported into positive destinations. This has a huge impact on the destination of their children.

It is also important to consider the provision as a whole, with Job Junctions being just one of a suite of support available for young people. We know that individuals want to access support in a range of ways and at different times and the support identified below has been developed to respond to this.

Provision	Age	Service
FutureFocus	13-19 (up to 25 if learning difficulties and disabilities)	<ul style="list-style-type: none"> <li>The FutureFocus Service is a free support service for 13 – 19 year olds or up to 25 years for those with additional needs to assist people into education, employment or training.</li> <li>Advisors provide impartial information, advice and guidance on careers and future planning and support when things get in the way of an individual's learning or future plans.</li> <li>FutureFocus advisors can help with the following: <ul style="list-style-type: none"> <li>Exploring realistic options including education and training</li> <li>Referral to other organisations if further specialist support is required</li> <li>Support with and transport to providers, taster days and events</li> <li>Jobsearch, CV writing, applying for jobs and interview skills, coaching</li> <li>Help in applying for an apprenticeship</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>• Choosing the right courses</li> <li>• Finding the right careers information</li> <li>• Overcoming reasons not to carry on with learning</li> <li>• Increasing confidence and building up communication skills</li> <li>• Involving an individual's family in their learning plan</li> <li>• Support for risk of NEETS by helping individuals to overcome issues – of the 2,100 young people who left school last year 1336 were judged to be high /medium risk, only 100 didn't progress.</li> </ul>
<b>Job Box Mentors</b>	20-24	<ul style="list-style-type: none"> <li>• A brand new free service designed to support unemployed people aged 20-24.</li> <li>• Job Box Mentors work with unemployed 20-24 year olds on a 1-to-1 personal basis by: <ul style="list-style-type: none"> <li>• Helping them to consider their options and plan a way forward.</li> <li>• Helping with the search for work or learning opportunities</li> <li>• Support with putting together CVs and applications as well as interview preparation.</li> <li>• Keeping individuals up to date with what's going on in the Telford &amp; Wrekin area and make clients aware of upcoming jobs before they're advertised.</li> <li>• Liaising with employers and recruitment agencies</li> <li>• Providing advocacy and referral to support services</li> <li>• Providing support with the Job Centre</li> <li>• Building confidence and motivation</li> </ul> </li> </ul>
<b>Turnaround</b>	14-18 (up to 25 with learning difficulties and disabilities)	<ul style="list-style-type: none"> <li>• A 12 week course, funded by the European Social Fund, for young people who are currently out of work or education, have poor school attendance, are NEET or won't engage.</li> <li>• Courses are usually 2 days per week, start all year round and are based at a variety of venues across the area.</li> <li>• Courses allow for a wide range of activities (from cooking right through to outdoor pursuits, music and art) and help individuals learn the skills that will help them find the right job or training opportunity.</li> <li>• Courses are an informal, safe place to learn where individuals can improve skills, try new things and gain motivation and confidence before moving onto the next step on the career ladder.</li> </ul>
<b>Education, Employment Advice Support Team</b>	16+	<ul style="list-style-type: none"> <li>• Specialist service for those with learning difficulties and disabilities</li> <li>• Support around Job search, CV advice, interview and on the job coaching,</li> <li>• Liaison with employers to help recruit those with learning difficulties/disabilities</li> <li>• Liaison with Job Centre and attending meetings with individuals</li> <li>• Attendance at interviews with individuals as well as grievance interviews and disciplinary interviews</li> </ul>
<b>Education Business Links</b>	All Ages	<ul style="list-style-type: none"> <li>• Traded service to schools</li> <li>• Database of employers offering work experience</li> <li>• Health and safety checks of employers for work experience</li> <li>• Student talks on preparing for work experience</li> <li>• Diary for recording work experience duties</li> </ul>

We are seeing these services have a real impact on the progression of young people and are receiving some excellent feedback. Case studies of some of the recent success stories are included in Appendix 2.



# Telford Job Junction Sessions

Drop in sessions for information, advice and guidance on local courses and training and employment support. Please note that you may have to wait to speak to an advisor or



use a computer. Every effort will be made to ensure that you are seen as quickly as possible.

<b>Monday</b>	<b>Carpenter Centre</b> Oak Rd, Overdale TF3 5BT	<b>10am - 12noon</b>	Andy Dowdall, Telford College 07825 877831
<b>Tuesday</b>	<b>Dawley Social Club</b> King Street, Dawley TF4 2AG	<b>9.30am - 11.30am</b>	Mandy Jenkins, Telford & Wrekin Council 01952 382181
	<b>Wellington Civic &amp; Leisure Centre</b> Larkin Way, Wellington TF1 1LX	<b>10am - 12noon</b>	Lisa-Marie Groves, Telford & Wrekin Council 01952 382888
	<b>The Hub (the old library)</b> St Mary's Street, Newport TF10 7AB	<b>1pm - 3pm</b>	Andy Dowdall, Telford College 07825 877831
<b>Wednesday</b>	<b>Lifelong Learning Centre</b> St Matthews Road, Donnington TF2 7RB	<b>2pm - 4pm</b>	Richard Shaw, Telford & Wrekin Council 01952 388623
	<b>Community Centre off Boulton Grange</b> Randlay TF3 2LB	<b>10am - 12noon</b>	Susan Wilkins, Telford College 07717 508831
	<b>Sutton Hill Community Centre</b> Southgate, Sutton Hill TF7 4HG	<b>1.30pm - 3.30pm</b>	Stephen Blake, Telford & Wrekin Council 01952 382261
<b>Thursday</b>	<b>Meeting Point House</b> Telford Centre TF3 4HS	<b>1.30pm - 3.30pm</b>	Cathy Addison, Telford College 07887 661847
	<b>Park Lane Centre</b> Park Lane, Woodside TF7 5QZ	<b>9.30am - 11.30am</b>	Stephen Blake, Telford & Wrekin Council 01952 382261
	<b>Telford College of Arts &amp; Technology</b> Haybridge Rd, Wellington TF1 2NP	<b>9.30am - 12.30pm</b>	Mel Duncan, Telford College 01952 642339
	<b>Oakengates Town Hall</b> Theatre Square TF2 6EP	<b>12noon - 2pm</b>	Jaz Sandhu, Telford College 07824 464048
	<b>Castle Farm Community Centre,</b> High Street, Hadley TF1 5NL	<b>1.30pm - 3.30pm</b>	Rob Hedison, Telford & Wrekin Council 01952 382888
	<b>The Sambrook Centre,</b> Grange Avenue, Stirchley TF3 1FA	<b>1.30pm - 3.30pm</b>	Mandy Jenkins, Telford & Wrekin Council 01952 382181
	<b>Madeley Library</b> Russell Square, Madeley TF7 5BB	<b>2pm - 4pm</b>	Vikki Naughton, Telford College 07500 446760
<b>Friday</b>	<b>Dawley Social Club</b> King Street, Dawley TF4 2AG	<b>10am - 12noon</b>	Mandy Jenkins, Telford & Wrekin Council 01952 382181
	<b>St. Georges &amp; Priorslee Parish Centre</b> London Road, St Georges TF2 9LJ	<b>10am - 12noon</b>	Jane Evans, Telford College 07825 878088
	<b>Watling Centre</b> St Giles Close, Arleston TF1 2AB	<b>10am - 12noon</b>	Richard Shaw, Telford & Wrekin Council 01952 388623

In addition to the 'drop in' provision above, one-to-one appointments with a National Careers Adviser are also available at a range of locations in Telford.

For more details, or to make an appointment, please call  
**01952 382888**

## Appendix 2: Case Studies

JOB JUNCTIONS	
<p><b>Kamaljit</b></p> 	<p>Kamaljit came to Dawley JJ on the 24 April for support with her CV and set up a Universal Job match Account, was quite stressed and concerned as she had been relying on the support of her family, not claimed any benefits for some time and although reluctant she had no choice to do so.</p> <p>She explained that she had worked in the family taxi business as a driver and felt she would like to pursue a similar type of work but no idea how to go about it. We searched online using job sites and looked at job profiles, matched these with her skills, completed CV. At end of the first session Kamaljit had compiled her CV and created a Universal Jobmatch account. In her words (<i>the Job Junction was a God send</i>).</p> <p>Over the next three weeks Kamaljit was supported to complete application forms, personal profiles and brush up on her interview skills.</p> <p>Kamaljit had a successful interview with National Express for the position of a Bus Driver and has been offered employment</p> <p>We contacted Kamaljit to congratulate her on her success, she was over the moon and could hardly contain her excitement over securing employment.</p>
<p><b>Lee</b></p> 	<p>Lee came to the Job Junction at Sutton Hill last Year. He wanted to make a new start and set an example for his children by finding work. Lee had several qualifications and together with staff at the Job Junction, he was able to use these along with his transferable skills to compile a professional CV. Lee spent his time outside of the Job Junctions writing and delivering speculative letters to a range of prospective employers. He was successful in getting a job at a restaurant in Madeley.</p> <p><b>Lee said:</b> <i>The Job Junctions gave me the confidence I needed in my job search and helped me to recognise the skills I already had. I get a real buzz from being at work and engaging with people.</i></p>
<p><b>Andrew</b></p>	<p>Andrew informed us that he had secured a full time contract with Grange Fencing. He had lost 3 stone since last seen three months ago at Park Lane Job Junction. Andrew seemed like a different person, he had secured a temporary contract for j three months where he had knuckled down and worked whenever required in terms of overtime and cover. Andrew's whole persona has changed; he is now confident and bubbly and thanked us for all the support he had received with his CV and job searching at the JJ. Andrew said that he felt like a new man and although grateful that he now had a regular income, the fact that he was now in full time employment and has lost so much weight makes such a difference to his overall health and state of mind.</p>
FUTUREFOCUS	
<p><b>Anna</b></p>	<p><b>Anna is homeless</b> and is currently working with the Targeted Youth Support Team.</p> <p>Previous Youth Offending Service involvement.</p> <p>Keen to pursue a career in Equine – wants to be a jockey.</p> <p>Previously started a course but had to finish early due to personal circumstance such as becoming homeless.</p> <p>Liaised with Targeted Youth Support worker regularly about latest on Anna.</p> <p>Applied for Rodsbaston College Equine Course with support.</p> <p>Registered for Youth Contract.</p> <p>Supported Anna in contacting JCP re: benefits.</p> <p>Enquired about all of the equipment needed for the course and costs.</p> <p>Requested Youth Contract for funding.</p> <p>Purchased all of the necessary equipment for her course.</p> <p><b>.Anna started and sustains her college place and has all of the necessary equipment and clothing.</b></p> <p>Anna has ongoing support from TYS and knows and is familiar with FutureFocus so enables her to access the service if and when needed.</p>

<p><b>Belinda</b></p>	<p><b>Pregnant student in year 11</b>          Needed support relating to pregnancy (e.g. anti natal, housing and benefits          Belinda lacked confidence in talking over pregnancy with school and wanted help with this, needed support around housing since her parents were moving out of the area, needed financial assistance; she had no money at all.          Potential attendance issues at school, school concerned about Belinda's post 16 progression.          FutureFocus advisor explained situation to school so that a support plan could be out into place.          Liaised with early intervention team to get a family nurse to support Belinda relating to issues around pregnancy.          Liaised with housing ensured her current housing situation was taken into account and suitable housing was found.          Completed an agency letter to JCP and ensured her benefits were in place.          Supported Belinda to complete college application and took her to college for interviews and taster sessions, Ensured college bursary was sorted and correct documentation was given to college to arrange the bursary.          Belinda had her baby and had suitable housing to return to once the baby was born, both mum and baby are thriving  <b>Belinda has returned to college 6 weeks after the baby was born, started her level 2 in beauty and is really enjoying it. Attendance has been excellent.</b>          Continued to receive support with baby from FNP (Family Nurse)</p>
<p><b>Frank</b></p>	<p><b>Year 11 student on a limited timetable attending exclusion centre in school 3 afternoons a week.</b>          Nnot allowed in mainstream school because of poor behaviour and attendance.          Highly dependant on cannabis.          Low confidence / self esteem / anxiety attacks / paranoia.          Only allowed to sit core subject exams.          School concerned with post 16 progression.          With Frank's permission referred to substance misuse.          Used youth contract in order to mentor Frank throughout transition period.          Liaised with school that Frank be allowed to attend booster sessions so that best possible exam results are achieved.          Arranged post 16 visits to college &amp; training providers, supported in taking Frank to these visits.          Supported in attending taster sessions.          Supported in applying for appropriate course, attended interview with Frank.          Supported in applying for bursary/ travel pass.          Supported mom in completing paperwork out for benefits to continue eg/CB,CTC,WTC.          Secured funds via youth contract to purchase new clothes to attend college.  <b>Frank started course last Sept and has sustained good attendance, he has gained confidence and self esteem, new friends and is still working with substance misuse.</b></p>
<p><b>JOB BOX MENTORS</b></p>	
<p><b>Sammy Jo</b></p>	<p>Sammy-Jo is a 24yr old mum of two. Her partner works, but she has been looking for part-time work for several months doing a bit of cleaning. She met a Job Box Mentor at the Woodside Fun Day and was signed up there and then. Met with Mentor on 2<sup>nd</sup> July. Mentor used past connections with cleaning companies to get Sammy-Jo to meet a cleaning companies that currently has vacancies that very same day. The company has offered her a job and she started on Monday 7<sup>th</sup> July – so from 0 to a job in 24hrs.</p>
<p><b>Tyler Wilkinson</b></p>	<p>As part of our ongoing programme of support, apprentices who have 3 months remaining on their contract are automatically referred to a Job Box Mentors. Tyler found the support provided by his JBM Dean, invaluable in helping him to secure a fantastic job at Cap Gemini.</p>



**TURNAROUND**

**Claire**

**Claire started Turnaround with little confidence and suffering with panic attacks.** Claire had not attended year 11 at all due to anxiety. She stated she didn't like crowded places and very rarely left the house.

As part of Claire's action plan she was going to gradually build up her hours attending Turnaround, and start with just a couple of hours a day once a week.

**Week 1**

Claire arrived with mom and said she was going to stay until 12:00 then go home. She seemed withdrawn at first but seemed to settle after a few ice breakers. Claire managed to stay until 14:00 and left in high spirits.

**Week2**

Claire arrived again a little panicky as we were going to Telford ice rink. It was a challenge for her to go to such a public busy place, plus she had never been ice skating before.

She was physically shaking but keen to give it a go she would not let it beat her. The rest of the team supported and encouraged her for the session and she stayed on the ice the whole session and was extremely proud of what she had achieved.

**Week3**

Claire arrived for the session feeling a little more panicky than previous weeks. She had been arguing at home. We had shopping and cooking planned for this day. She explained she may not be able to go into the shops to get ingredients with the other learners.

Once we got to Tesco she was very quiet and looked uncomfortable so our worker offered to stay outside with her. Claire insisted she was going to give it a go and completed the task. Since then Claire's FutureFocus advisor reported that she had been shopping with her mom and even went into the town centre on her own.

**Week4**

**Claire attended both sessions at Watling Centre this week and also came to the busy town park to attempt high ropes and zip wire. She stated that she is feeling more confident in leaving the house and is currently waiting for her interview date to start TCAT in Sept.**

**Ruth**

Ruth– report after attending for 3 weeks

**Ruth started Turnaround with very little self confidence, knowledge of her surroundings and a fear of eating or drinking in front of staff and other young people.**

Ruth was worried about attending Turnaround as she would not know anyone. She was worried on how she would get to the centre every day as she lived in Brookside and didn't feel she could cope with public transport by herself. After some discussions Ruth agreed to do some travel training with our worker.

**Week 1**

Turnaround advisor met Ruth at the bus station that was closest to her home and travelled from Brookside to Woodside on the bus. Turnaround advisor showed Ruth which stop she needed to get off in Woodside and showed her where she had to walk to get to the centre.

Ruth felt happy that this travel training went well.

	<p><b><u>Week 2</u></b> We offered to do some more travel training with Ruth but she felt she could get on the bus on her own but would like someone to meet her at the bus station in Woodside. Turnaround staff walked and met Ruth who seemed proud of herself for getting on the bus on her own.</p> <p><b><u>Week 3</u></b> <b>More travel training was offered but she didn't want any support this week. At 9:50am Ruth walked into the Park Lane Centre. She got on the bus on her own and walked from the bus stop on her own. She was very proud of herself and also the staff.</b> Ruth's other worry was eating or drinking in front of staff and other young people.</p> <p><b><u>Week 1</u></b> Ruth sat down with staff in the cafe and picked a fruit salad for lunch which she ate in front of two staff members. It was a hot day and after a walk from Woodside to Ironbridge Ruth enjoyed a vanilla ice cream in front of the group. She never thought she would be able to be confident enough to do this let alone on the first week.</p> <p><b><u>Week 2</u></b> Ruth helped cook curry, rice and naan bread and she ate a small plate full in front of staff and in the same room as other students.</p> <p><b><u>Week 3</u></b> <b>Ruth was blindfolded as part of a group food tasting afternoon and she did excellent, she was happy to give 10 different fruit and veg a try.</b></p>
<p><b>Laura</b></p>	<p><b>Laura is estranged from her family, living independently and struggling.</b> She suffers with depression, was under CAMHS but no longer on their caseload as she wasn't really engaging with appointments.</p> <p>Laura was signed up to the Youth Contract as it was felt she needed that extra bit of support. With her Youth Contract Mentor, small steps were taken to discuss her situation and long term plans. It emerged that Laura wanted to study law at college, but had no GCSE's as she hardly attended school. Her Youth Contract mentor discussed her options and introduced her to County Training. She was also taken to County Training for her informal interview.</p> <p>Laura was eager to start but lacked a lot of confidence and didn't have any suitable clothes. With the funds available from the Youth Contract clothing was purchased and helped her to feel more confident.</p> <p>Laura's attendance started to be an issue, so her Youth Contract mentor made contact and it became apparent that there had been some issues about her Income Support which was worrying her. Further funds from the Youth Contract were obtained and enabled us to take Laura food shopping as she was not eating, her IS claim has now been sorted. <b>Laura is now regularly attending the County Training training place she secured.</b></p>
<p><b>EDUCATION, EMPLOYMENT SUPPORT TEAM</b></p>	
<p><b>Joel</b></p>	<p><b>Joel is the first new starter at Dawley Town Hall (a job junction which supports customers with additional needs such as learning disabilities).</b> Joel was referred by the Job centre.</p> <p>Due to his lack of confidence and learning disability, Joel was supported by his mother to attend. Joel successfully registered and completed ILP with his mother's encouragement. During the process he appeared to show signs of anxiety and agitation, expressing his wish to leave after enrolment. Through some subtle encouragement Joel was encouraged to stay and have a look at the facilities and meet other clients. After overcoming these initial nerves Joel was able to register with Universal Job Match before leaving.</p> <p><b>Joel has now attended 3 times independently; he is confidently using the computer,</b> evidencing his IT skills, searching for jobs via different search engines. Joel has developed his own CV and is ready to refine this on his next visit. Joel has realistic expectations of his skills and abilities and is searching and applying for jobs he is skilled to achieve.</p>