

**Hammersmith
United Charities**



Project Information Pack

October 2013

The Advice Centre
Shepherd's Bush

Tendis 
linking people with opportunity

Hammersmith United Charities (HUC) funds the Work Ladder service which supports parents who are unemployed, underemployed or at risk of losing their job and who require access to careers guidance and employment support. The service, delivered from the Advice Centre at 338 Uxbridge Road, links the advice services of Hammersmith and Fulham Citizens Advice Bureau with Tendis employability provision to provide a package of support for parents living in the HUC area of benefit.

HUC funding is supporting the project partners to develop a joint model of good practice which is able to respond to changing support needs in light of the recent and impending changes in the welfare benefits system.

What Work Ladder Clients Say

"I know my answers (to the self-assessment questionnaire, in terms of positive progress) seem extreme, but they are true.

Hilary was patient, a good listener, very helpful, a brilliant person, did everything 'by the book'. She helped me with fitting my application answers with the criteria for the job. My answers were too casual before. I have recommended the project to people I know who are having problems with other organisations. I hope the project continues as it's extremely helpful to people.

Hilary goes into detail when she helps you. I had experience of a few organisations where you were told a few things, then had to do something yourself, but Hilary helps properly and gives you the time to understand. I feel completely different now. This project is such a good idea."

"Hilary has been brilliant and helped me a lot!"

"Hilary has been very consistent and helpful and does what she says she will. I got my CV within a week and am very happy with it."

"Hilary was perfect!"



"Hilary was very professional and friendly in what she did. Hilary gave me extremely helpful advice about finding better paid work."

"Hilary has helped me so, so, so much with my applications. She's really good on confidence. She never rushed me, she listened to me. She gave me an action plan which helped me feel motivated. She helped me look at my part-time options. She also emails me things that might help me. She always calls me back or emails and doesn't forget me. I have an application I am working on now, actually, to send her to look over it for me, because she is really good at that."



"Really happy with the support I received."

"I appreciate what Hilary did for me. She helped me do what I asked her to do. She helped me with my CV."

"Hilary was very professional and friendly in what she did. Hilary gave me extremely helpful advice about finding better paid work."

"Hilary let me talk and I felt more confident afterwards. When you don't have a job, especially at my age – I feel old – you feel useless. It helped."

"Hilary has been very helpful. She is a great lady. I was so lucky to have her. She is fantastic."

Honestly, I love the project. It has given me so much confidence. I was on the wrong track before with my job search and she put me on the right track. I would like to see Hilary again."

"Hilary covered a lot of ground with me. My area of weakness was interviews and she got me back up to scratch with her support. I've started baking, through word of mouth and have learnt a lot. Hilary tried to find out if there was any business help from various sources. She was very encouraging. I volunteered as well. It did help my confidence. I am quite confident already, but still, it did help."

"Thank you so much for taking the time and effort to talk to me today particularly with such helpful advice. I have redone my CV as attached and was planning on sending a covering note as below."



"It's really funny, I was thinking about how much help you gave me to get this job just yesterday!!!"

I absolutely want to voice the good work and significant impact that you have had, not just on my life but also on the wellbeing of my children

"So, very gratefully I am going back to work. I'm so pleased! I start on the 28th and who knows what'll happen in January but at least I'll be getting some necessary experience and learning and will have some extra cash for the kids over Xmas. I'm thrilled in all honesty and want to thank you for all your guidance and motivation".

Case Studies

A

A is a married man, with two young children aged ten and six, who has recently moved to the UK from another EU country to look for work.

A initially visited the Advice Centre as he was struggling to find work and wanted to know if he was entitled to any benefits.

After providing initial support, A's CAB advisor suggested that an appointment was made with the Tendis Advisor who would be able to help with his job search. The Tendis advisor initially helped A apply for JSA, after conferring with CAB who confirmed that he was entitled to it. The Tendis advisor then helped A rewrite his CV and advised him on how to job search more effectively. Tendis also introduced A to free internet access at the library.

The Tendis advisor also investigated what licences A needed to work in UK warehouses and is also supporting A in trying to obtain help with finance from Jobcentre Plus, to enable him to obtain his vocational certificates (fork lift truck driver) in the UK, as he currently only has his European certificates

In the meantime, A has managed to obtain some temporary work in his previous field – warehouse operative. Although A continues to require support, he is now more optimistic that he will be able to get permanent work and support his family.

J

J is a lone parent with two children aged thirteen and fifteen. She does have a partner but they do not live together and he is not able to support her financially.

J originally came to see the Citizens Advice Bureau (CAB) but did know of Tendis, as her mother had been helped by Tendis in the past.

J needed a mixture of help from both the CAB and Tendis. J had recently lost a full-time job and was working part-time as well as undertaking a number of hours of self-employment and she came to the CAB to access advice on benefits. However, she was keen to move back into full-time employment and so her advisor suggested she meet with the Tendis advisor.

After discussion, J decided that, although social work was what she really wanted to do, at the moment she could not afford to study full-time, as she would need to take out a loan and would be unable to work enough hours to support herself and her family. After further discussions, she decided to consider part-time study or a distance learning course with the Open University. In the meantime however, her main priority remained to get a new full-time job in admin or finance, ideally in an educational environment.

The Tendis Advisor worked with J to rewrite her CV and supported J to learn to job search more effectively. Following this, J found a number of jobs to apply for and Tendis helped J to improve her applications and, in particular, her personal statement. J started to get interviews and has just been offered a full-time job in admin/ finance in a school.

L

L is a lone parent with three children aged ten, seven and four.

L came to the Advice Centre for help with debt problems that had resulted in a court summons for the repossession of her home. Due to the urgency of the situation, the Citizens Advice Bureau (CAB) advised L to go to the Law Centre to help her with her court appearance. The Law Centre was able to intervene on L's behalf with the local authority, which resulted in the court appearance being resolved by an agreed payment plan.

CAB referred L to Tendis, as they recognised that L could improve her financial situation by finding work. In addition, L has other debts and Tendis is working with the CAB to arrange some one-to-one debt and budgeting support for L.

The Tendis Advisor worked with L to assess her employment skills and experience. L decided that her best option would be to continue with her previous community interpreting career plan as she is trilingual. With Tendis' help, L contacted the Mary Ward Centre and found that it was about to interview for the Level 3 course. With Tendis support, L completed the application form. She was offered an interview, for which she received interview preparation with Tendis. The college felt that L was not ready for the Level 3 course, but offered her the Level 2 course. L is now taking the course and hopes that she will be able to progress to level 3 in 2014.

Whilst studying, L also decided to try to get at least some part-time work as a hairdresser, which she has some informal experience of, but no formal training. Tendis helped L write two CVs, one for volunteer community interpreting (to gain experience) and one for hairdressing.

S

S is a lone parent with a boy aged eleven and girl aged nine. S had previously received support from Tendis through the Family Solutions Child Poverty Pilot that Tendis ran between 2009 and 2011, but had subsequently gone through some very difficult personal and domestic issues.

At the point of returning to Tendis on the Hammersmith United Charities funded careers support project, S had been awarded joint custody of her children, had successfully completed an alcohol detox programme, had been clean for eighteen months and was nearing the end of a six month apprenticeship with a specialist recovery company which she had accessed after volunteering for six months. She continues to attend a twelve step programme.

S wanted to discuss her options after the apprenticeship finished, as she was unsure if she wanted to work in this field because, as an ex-addict, she found it a difficult arena to be in, but she had very much enjoyed her work at the company and found it very rewarding.

After discussions with the Tendis Advisor, S weighed up the positives and negatives of trying to find work as recovery worker and decided that she would try to get work in this sector but that she should also have a Plan B, which was to look for a customer service type role, maybe for a charity.

With Tendis help, S produced two different CVs in preparation for job search. With Tendis' support, S approached her line manager at her placement provider and asked if there was any possibility of paid work. To her surprise, her manager encouraged S to apply for a vacancy at another branch. S applied, after enlisting Tendis support to help to write the application, and was offered an interview which led to a second interview. Unfortunately S was not offered this job and was quite deflated, as she now would have to go back on benefits, which she had been hoping to avoid, and she was also worried about the impact of being unemployed on her personal problems.

At this point her Tendis advisor supported S to write a speculative letter and create a list of possible employers which she did and sent out.

S had just been offered a three month sessional job by an alcohol service.

Client Self Assessment Progression Scores

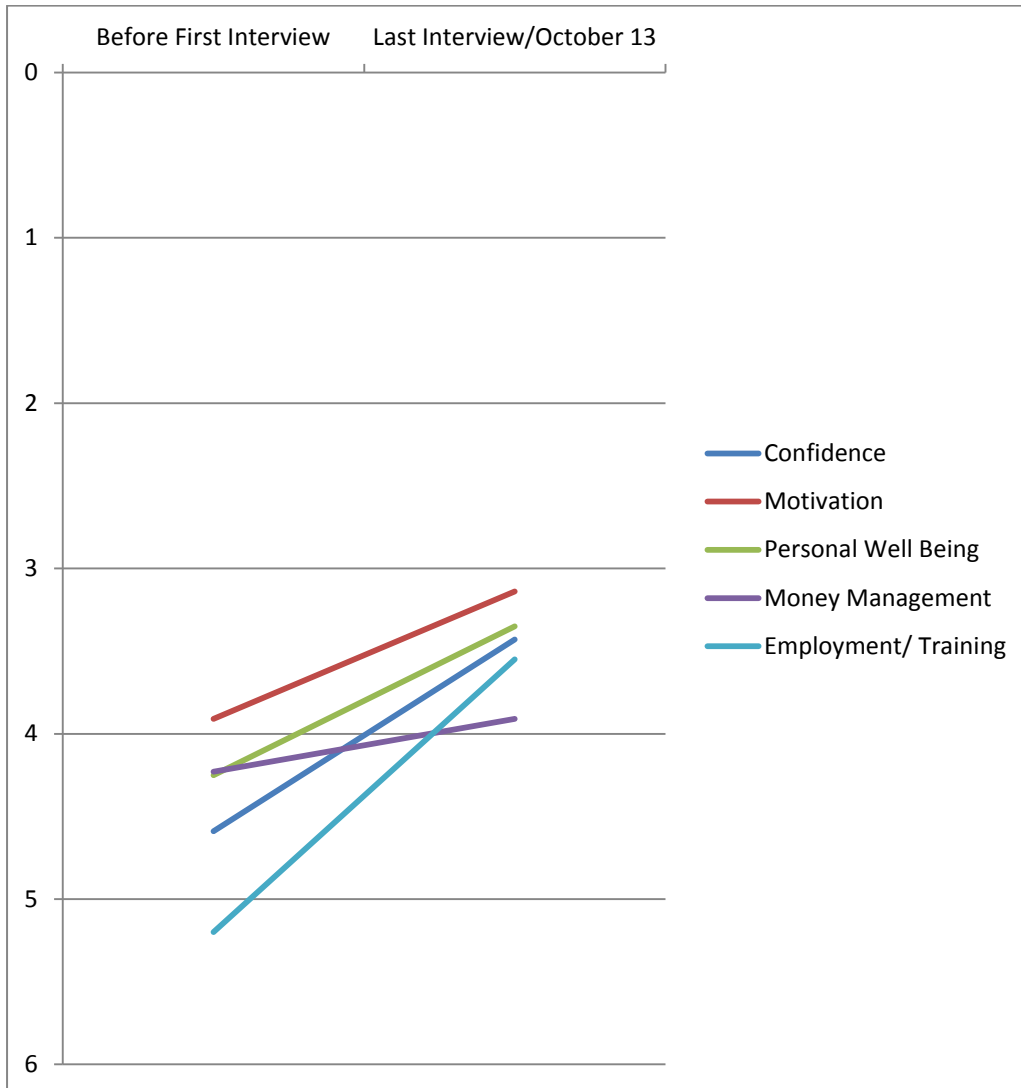


Fig.1 Self-Assessment Progression Scores – Mean Average for Work Ladder Clients with More than One Self-Assessment Record Completed, Oct 2013 (44 Clients)

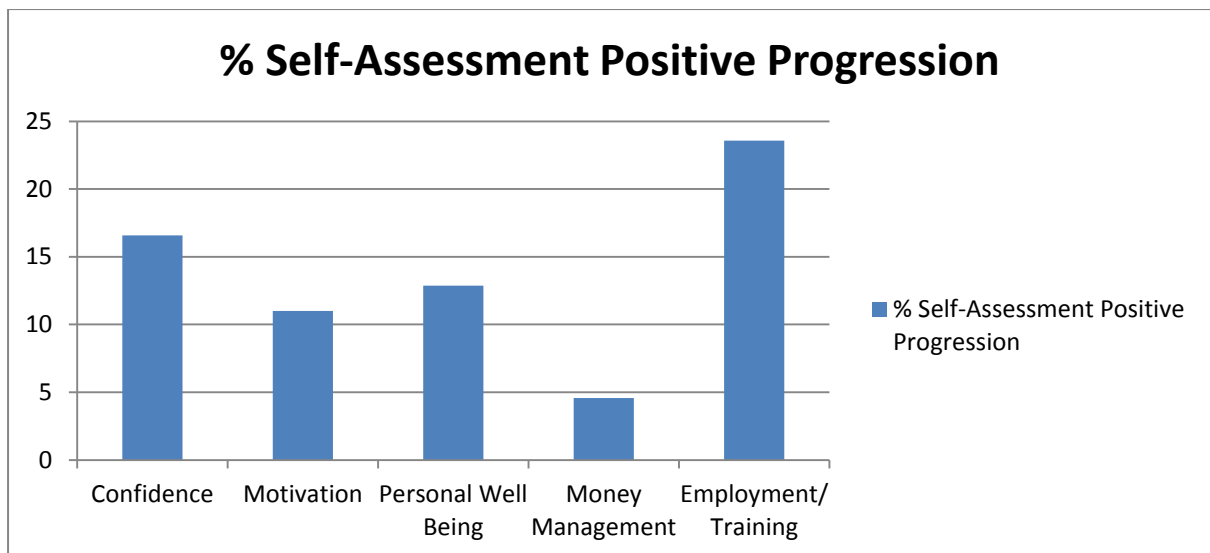


Fig. 2 Percentage Change Per Progression Area – Mean Average for Work Ladder Clients with More than One Self-Assessment Record Completed, Oct 2013 (44 Clients)

Achievement of Work Ladder Outputs October 2013

	Target	Achieved
Number of Clients	100	70
Apprenticeship/Placement	10	4
ESOL/Basic Skills	10	6
ESOL		(2)
Literacy		(0)
Numeracy		(2)
IT		(2)
Vocational Training	10	6
Job attained	6	8
Job Retained	10	3