

Kennedy Scott



Success Stories

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Simon washes away his past to start work as a car wash attendant

Simon, aged 21, from Manchester joined Kennedy Scott's DWP/ European Social Fund Programme Specialist Employment Services (SES) in September 2016. Simon suffers from learning difficulties, incontinence and also had a difficult family life.

Simon was referred to Kennedy Scott by the Job Centre Plus. Prior to joining the programme, Simon had previously been with other employment providers saying: "I felt really bad. I feel they didn't do a very good job supporting me or helping me look for work." Simon had no previous employment history, which when investigated was due to his barriers to work, including his learning difficulties and hygiene issues due to his incontinence. Simon also had a difficult home life.

Rhys, Simon's Caseworker went through his barriers to work talking through how best to overcome them by using Kennedy Scott's Circle of Support© model. Rhys contacted Simon's doctor to bring him into Simon's support network. Rhys encouraged Simon to go to the doctor and be open with him about the problems he faced. Simon's doctor referred him to adult social care, which gave him the help and support he desperately needed to help him with his chaotic home life, further increasing his Circle of Support©.

After a few weeks on the programme Simon was contacted by a previous work placement advisor from college, who now operated their own car wash business. The franchisee of 5 Star Car Washes called to offer Simon employment as a Car Wash Attendant as he wanted to help Simon.

Once everything was in place, Simon started work for 5 Star Car Washes in November 2016. Simon's employer kept in regular contact with Rhys as part of Simon's in-work support. Rhys said, "The feedback I got from Simon's employer was always really positive." Now Simon is fully supported, he is continuing to surpass expectations and he completed his six months in work without any problems.

Kennedy Scott's Circle of Support© model

The Circle of Support© model is a customer-centred approach that provides targeted help to unemployed adults with disabilities and complex health conditions to get into and sustain employment.

The Circle of Support is tailored to each customer and includes all the right people to help the customer to achieve their goals.

This could include family and friends, health professionals, housing advisors or other support services.

The model has a shared vision to help the customer to progress and provides a sustainable support network long after the customer has completed their programme.

90% of our customers say we do a better job than similar programmes they have attended before

88% of our customers feel their confidence has increased since joining their Kennedy Scott programme

“The Staff are very welcoming and supportive, they have helped me through then rough barriers I was facing”.

-Kennedy Scott customer



Callum's dream finds him working in a castle

Callum, 22, from Amble, joined Kennedy Scott's DWP/ European Social Funded Specialist Employment Support programme in July 2016. Callum has Asperger's and was struggling with his confidence and self-esteem. Callum had no previous employment experience.

Callum was assigned to Caseworker Mark who utilised the Circle of Support Model®, often working not just with Callum but also with his family and the leader of a community support group. These individuals all worked together to assist in Callum's development towards employment. Mark said, “During my time with Callum he expressed how passionate he was about working in a castle as he had a huge interest in history. He said, this was his only desire for a job”. Callum said, “Mark helped me look in the surrounding area to see if I could get the job I've always wanted. We initially looked at Bamburgh Castle, but it was too far out of my area”.

Knowing Callum's wish to work in a castle, Mark supported him to apply for a position as a Food and Beverage Assistant at Alnwick Castle. Mark said, “Customers are more likely to be successful and sustain employment if they are somewhere they want to be, therefore this role seemed perfect for Callum as he is deeply passionate about history.

Callum was offered an interview and Paula, Callum's Employer Account Manager, attended alongside him to provide further support. He impressed the interviewer so much he was offered the position. Callum said, “When I got the job I was really apprehensive, but I was determined to keep my head down and work hard”.

Callum's employer has been so impressed with his work ethic and speed of learning new skills they have offered him additional work next season and the chance to be involved in history tours – which is Callum's dream job!

I have already sang your praises to people I have met that need help getting back to work. It's boosted my confidence and enhanced my skills.

-Kennedy Scott customer

88% of our customers feel their barriers to work are being overcome with the help we provide them



Nathan sees the road to success in self employment

Nathan, 25, from Kent, joined Kennedy Scott's European Social Funded Work Programme in June 2016. Nathan had previously suffered from depression, had a difficult upbringing and had been on benefits his whole life having never previously been employed.

When Nathan was initially referred to Kennedy Scott he was quite reluctant to come, because he didn't understand how the programme could help him. His assigned Employment Consultant, Lizzie worked hard to find subjects Nathan was passionate about including DNA activations and spiritual readings in order to encourage him to attend. During the course of their sessions together Lizzie spoke about the possibility of marketing his products and services. With this in mind they worked together to create an action plan and set goals for him to achieve. With Lizzie's continued support and encouragement Nathan created his own business plan, initially starting off small and keeping the number of hours below 16 as he was reluctant to sign off benefits due to fear of losing this safety net.

Over time Nathan's confidence grew and he took on more clients: "Lizzie was fantastic. She gave me the confidence boost I needed." Soon Nathan was working enough hours to come off benefits: "It's changed my life doing something I love. Before doing this I felt frustrated, annoyed and I just didn't know what to do with myself."

Nathan now runs his own business as a self-employed spiritual teacher and sovereignty therapist. Nathan describes his business as one which: "Helps people like me who have troubles by using intuitive reading and healing techniques." When looking back on his time with Kennedy Scott Nathan said: "I was very reluctant at first when I was initially referred to Kennedy Scott, but the help I got from them was amazing and I would definitely recommend them to anyone."

Terrance moves into retail after years of working for charity

Terrance aged 52 from Altrincham joined Kennedy Scott's DWP/European Social Funded programme Specialist Employability Support (SES) in August 2016. He suffers from mild learning difficulties, struggles with communication, and is usually shy and quiet when he meets new people. Terrance previously worked for a manufacturing company before being made redundant in 2014. Since then he has carried out voluntary work for various charity shops.

Hannah, Terrance's Kennedy Scott Activity Coordinator, brought his mother into his Circle of Support®, and together they worked with Terrance to apply for retail and warehouse roles which were accessible to him. Through Terrance's job seeking appointments with Hannah, he managed to secure job interviews with Dunelm Mill, McDonalds and Sainsbury's which were unfortunately all unsuccessful.

Hannah suggested to Terrance and his mum about the prospect of him completing a work trial with one of our trusted employers B&M, and Terry seemed keen on this idea. B&M agreed to meet with Terry, and arranged a meeting with the store manager. Hannah said, "The meeting went well, and the store manager agreed to a two month trial." When Terry's work trial was nearly complete, B&M agreed that Terry was suitable for a paid role, but that he would need to complete a manual handling course first. Terry completed a course in manual handling with the help of Hannah, and was offered paid employment as a sales assistant with B&M in July 2017.

Since joining the programme and finding work, Terry now feels able to complete tasks independently, only asking for help when he feels he needs it. Terrance said, "I'm really grateful for the help Kennedy Scott have given me. It made me believe for the first time that people actually care about me." Terrance's mum followed with: "I'm really grateful to Kennedy Scott for the support Terry received. My mind is so much more at ease now that Terry's in work".



"Kennedy Scott offered me a course that was really helpful and gave me help in improving myself while other programmes were purely job focused".

"Being able for Roses Homecare to see how I work before they made the decision on offering me a job is a really positive thing. I feel good about being in work and I feel more confident thanks to Kennedy Scott".

Sam, 29, Toddington
Admin Assistant

**91% of our customers
say they would
recommend Kennedy
Scott to other people**

Craig overcomes his Asperger's to find work outdoors



Craig, 29, from Leicester, Started on Kennedy Scott's DWP/ European Social Fund programme Specialist Employment Support (SES) in January 2017.

Craig felt he would need the extra support finding work as he struggled all through school and said: "I always knew I was different to other children at school but never understood why". Craig was diagnosed with Asperger's Syndrome just 8 years ago: "It was a relief, for the first time I now understand why I felt so different".

Donna, Craig's Caseworker introduced Craig's mum into his Circle of Support®. Craig's mother was very open and just wanted the best for her son, but she was also very honest about how his Asperger's manifested itself within him. Together they discussed how to best overcome Craig's problems to help him into work. Craig was also very helpful with this as he was vocal about exactly what he wanted to do.

Through constant job search sessions, Craig secured an interview with Templink. When Craig attended the interview he met the Agency Director who introduced him to the team and gave a site tour. Craig was able to look at the different roles that they had and how these roles worked with others in the team. Donna said, "The agency spoke at length to Craig, who answered the questions he was asked amazingly. He was so enthusiastic and keen about the job they offered him a position there and then, to which he jumped at the opportunity!"

Craig's mum has said, "Craig having this job has made a vast improvement on his behaviour, and I'm hoping with time his behaviour concerns will stop or at least decrease". Donna has spoken to Craig's manager at work and he has said: "I'm really pleased with Craig, and he has shown no signs of erratic behaviour whilst at work. We are so pleased with his progress we are now training him up in other roles.

Kennedy Scott has had a major impact on me, both in a work context and in my day to day life. I feel that because of the help from these amazing people, who didn't give up on me, I have become a more stable, mature young lady who knows what she wants from life.

"I have confidence in myself now and it has given me an addiction to learning and persevering in everything I do, not just in work but also in my private life too. I have learnt never to give up and that if I want something enough I will achieve it.

"This support has shown me that there is always a light at the end of the tunnel and to always follow my dreams".

Karm, 22
Retail Assistant
Bodycare

"It was so difficult to find a reliable person to fill our vacancy.

"A Kennedy Scott Employment Consultant approached me by chance and explained the company did and that they would be able to source a suitable employee for me.

"He showed me a potential candidate's CV, and even arranged the interview at a time to suit me which is so important in our business.

"I arranged a short work trial and we employed him soon after. He has been reliable and does a great job.

"Kennedy Scott even pop in regularly to ensure my new employee and myself are fine. It's a great service.

"Thank you Kennedy Scott".

Amit Dua
Manager
Chicken Bites

Carolyn's warm personality lands her a job at Marks & Spencer

Carolyn from Harrow, joined our DWP/European Social Funded Work Programme at the end of 2014 following 9 years of unemployment, a limited CV, few IT skills and no recent work experience since 2003. Due to exhaustion, anxiety and depression, Carolyn lost her confidence, finding it difficult to identify how she could be an asset to an employer, leading her to be doubtful of her ability to re-enter the workplace.

Following a skills and employability assessment resulting in a personalised employment action plan, Carolyn had regular confidence and motivational activity appointments with Sophia, her employment consultant. This boosted her confidence, relieving her anxiety and depression by connecting her with other community support available locally.

As part of her plan Carolyn's Kennedy Scott Regional Manager, Kieran suggested that she may enjoy a two week work placement with Marks & Spencer that we could arrange in partnership with Remploy. She was worried she may not be able to manage the pressures of retail at Christmas, but we reassured her that as long as she tried her best, she would be proud of her achievements, regardless of the outcome.

Sophia said, "Carolyn was incredibly popular with staff and customers alike due to her warm personality and was offered a temporary paid Christmas role. She was even invited to attend the shop Christmas party".

Reluctant to let her go, Marks and Spencer's extended her temporary contract in January 2017 up until March 2017, when Carolyn was offered a permanent contract. Carolyn immediately called Sophia and Kieran to let them know the good news.

Kieran said, "Carolyn was so happy with her achievements that she came to thank us for the support we gave during her transition into employment, and she now feels she is a different person because of her experiences with us".





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