

# CASE STUDY

## Mark



Mark was a recovering alcoholic, attending AA six days a week. He approached CHC as he was due to become homeless. After an initial assessment of need we developed a care plan with Mark and worked with him to achieve his goals.

- He was registered with our GP services for support with some health issues
- We placed Mark temporarily in the Route 18 Winter Shelter, and our housing support team worked with him to find appropriate accommodation.
- Our own Community Alcohol and Drugs Service worked with Mark to support his alcohol recovery
- A benefits worker from the Jobcentre London Homeless Services Team worked with Mark at CHC to help to ensure he was able to have enough income to live
- Mark worked with a vocational advisor from our Capacity Building Team

Mark expressed a desire to do a graphics design course. He was passionate about art and design, but due to changes in his benefits, he was unable to fund this course. The Capacity Building team managed to secure and sponsor two complementary courses in Graphic Design.

Since then Mark's confidence levels have increased dramatically not only does he report enjoying every minute spent on training but he also volunteered to take a proactive part in "The Visual Art Project", a new project led by Look Ahead in partnership with CHC.

“CHC has made all the difference to me. I have a permanent place to live and when I needed a meal every day and a safe place for my mail. The training and support was amazing - I would never have entertained using a computer before! Now I've got a house , a job, friends and a new life thanks to all at CHC “

CHC Customer

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## Azeb



REACHING YOUR POTENTIAL

Azeb is a young man who was referred to the Capacity Building team by the CHC Housing department. He reported wanting to train as a mechanic, however there were no places available in any of the colleges approached.

### BUSINESS IN THE COMMUNITY

On further discussion and meetings with him, as we constructed his vocational plan it became clearer that Azeb would just like to have a job but thought his lack of experience would hold him back. Based on this new identified goal his CHC vocational advisor put him forward for the Business in the Community for Work” programme in January 2010 . He was going to get some work experience with Royal Mail.

Three weeks later Royal Mail was so impressed with Azeb’s commitment and hard work that they offered him a three months temporary contract until the end of April 2010. After March 2011 you may still see him putting letters through your post box as he’s still working for Royal Mail. He has reported coming to CHC was the best thing he ever did and having a job is like having a new lease of life.

“The training is bringing me out of the house and giving me inspiration for the things I can do. I get lots of encouragement and advice about communicating and how I should approach people. After 10 years without work I feel confident about getting a job“

A CHC Catering Trainee

# CASE STUDY

## George



George was staying at a friend's house, sleeping on the floor. He came to CHC seeking housing assistance and support in finding employment as a fishmonger.

He was assessed by one of our support team, and it was discovered that he was currently in a programme to reduce his heroin intake and was heavily reliant on methadone.

CHC worked in partnership with the other agency supporting George, dealing with his housing and training & employment needs. We provided support into work whilst George was in treatment. George participated well in all our training and support activities and was also referred to housing department so he could move to new environment, away from his past of drugs and drug-dealing.

Ten months later, and with support from CHC, he found a part-time job as a fishmonger. He agreed to continue with his drug treatment and continue his search for full-time employment. After January 2011 he was housed in a new neighbourhood, has a full-time job and he is no longer on methadone.

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## Margaret



Margaret came to CHC in March 2010. She was previously unable to work for two years because of her immigration status. Margaret's visa was updated and she was allowed to work for 3 years.

Margaret attended an assessment with our team and joined our Jobsearch group. During the Jobsearch sessions at CHC a member of our Capacity Building team support customers to improve their CV's, search and apply for jobs. Margaret successfully completed an application form for a private care home and was asked to attend for interview. She had a number of sessions with CHC where we went through interview questions and carried out mock interviews.

Margaret was subsequently successful and obtained full-time employment as a carer. During the time that Margaret waited for her CRB check to arrive, she took part in Food Hygiene and First Aid training at CHC and obtained certificates in both before she started her new job. As part of her ongoing support Margaret then was supported by CHC throughout the year as she found the work with patients suffering from dementia challenging. In February 2011 we supported Margaret to make an application to become a senior carer. She just has been informed she has been successful!