

Young People's Service Case Study

Completed by

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Date

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Reason(s) referred (what were the concerns)

I have been working with a young person N, he is a young person that struggles to engage with any worker, but was able to work with me.

He had given up at school; this impacted on his education and left him with hardly any qualifications, low confidence and self esteem. In our first face to face N told me he did not want to apply for jobs in Slough as he was thinking of moving to Newcastle to live with his Auntie. He predicted he would be lured into criminal activity if he remained in Slough.

Summary of work carried out (what worked well, what didn't)

I have worked with N for the past 5 months; however he refused to engage for the first two months. I have helped him to believe in himself, assured him we could apply for jobs in Slough and Newcastle. We completed his CV, apprenticeship profile, application writing and interview prep. We also completed how to conduct your self in a professional setting intervention.

What difference did your intervention make? (what happened as a result of your intervention)

N recently secured an apprenticeship at Arvato in Customer Service, he did very well in his assessment and interview, feedback on the day was he came across very likeable.

Young person's feedback on support received (young persons voice)

When I asked N, how he felt about the support I have given him and whether he thought this had impacted on his life he replied 'I would be dealing drugs by now if you had not been so persistent in contacting me. I had given up in school and wasn't attending, ignoring your calls then I saw you on your bike, you stopped and remembered I had told you in group work (months before) I wanted to become a SBC apprentice. I was shocked as I didn't believe I was good enough to be an apprentice. You believed in me, you guided me and even went out of your way to arrange my application. I was accepted late as I was having trouble applying online. You supported me on assessment day and I cannot thank you enough. You boosted my confidence by believing in me. I am so proud I have secured an apprenticeship with Avarto and I will never have to deal drugs.'

Supplementary information for future development of YPS intervention and community based services/resources

For internal (SBC) use: What (if anything) would have helped you to succeed earlier? (be specific)

N/A

What community based services were available to the young person or you and were these accessed?

Have you identified in gaps within current community based services?

N/A

Please comment on any learning which can enhance the continual improvement of the service

N/A