

Case Study



Elliot, BBO Customer

Background

Elliot was referred to Connecting Choices by his job centre work coach. Elliott was living with his sister on a temporary basis, he has no permanent address. He was referred to the project as he needed support to find accommodation and employment. Elliott had limited time to find a new accommodation as his sister was moving in with her boyfriend and he cannot take on the full rent by himself. Elliott suffers from anxiety and depression; Elliott has issues being around large crowds. Elliott has worked as a cleaner, his ideal career choice is in security. Elliott understands he needs to gain an SIA licence and experience.

How did we overcome barriers?

Elliott believes his main barrier is his mental health, his anxiety and depression. I worked with Elliott and secured a placement on a SIA course, he completed the majority of the SIA course, but unfortunately did not complete one of the mandatory modules.

Due to his anxiety he felt overwhelmed being in a group and was unable to complete the presentation module. I worked with Elliott to help him overcome his anxiety and to hopefully rebook him back on to the SIA course.

But due to changes with his accommodation, Elliott had the urgent task to find somewhere to live as a priority. I advised Elliott to contact various housing support groups, registered on housing association waiting list, contacted Newcastle borough council, Stoke on Trent City Council.

Through Connecting Choices, I could support his travel and provided bus pass to help him get to housing appointments and speak to relevant organisations. Due to lock down commencing from the Covid-19 outbreak, Elliott struggled to contact the appropriate people and get support for his housing needs. I continued to work and support Elliott during this period.

Elliott managed to get temporary accommodation from a friend during the self-isolation period. We managed to register with agencies and applied to various vacancies and opportunities for various jobs such as warehouse, cleaner, porter. Throughout this process Elliott's anxiety and stress level increased; but he was determined and understood he had to progress forward.

Results achieved

Through supporting Elliott during lockdown, he managed to secure an interview with Morrison's for a job as a cleaner. We discussed some interview skills and techniques on how to answer interview questions. Elliott's anxiety gradually increased due to the pressure he was facing, but the experience has proved to himself that his willingness and determination can make positive changes. Elliott managed to secure the job as a cleaner and is currently working 16 hours a week. Elliott feels proud of himself; he understands it is only the start, his next tasks is to find permanent accommodation and security in his finances and personal life.