

## Employment and Skills

# Case Study



## Mr M

### Background

Mr M was referred to the Employment & Skills Team by his Jobcentre Work Coach. Mr M had recently come out of prison after serving 4 years and was aware that this was going to be his biggest barrier. He was getting support from the Probation Service and getting training through them but he didn't know where to start with regard to looking for work; he didn't have a CV and he didn't know how to explain his criminal record to his employers or what to do with the employment gap on his CV.

Mr M had lost his home, his family, his job and upon release had to move back in with his parents but he was determined to overcome this and get back on his feet, he just needed to know how to go about this and where to start.

Mr M completed his HGV training but unfortunately failed his test so whilst waiting for a date to retake this I arranged for him to complete a Dumper Course and test which would give him a CPCS card, and access to working with plant machinery on construction sites - another possible route for employment.

### How did we overcome barriers?

Mr M had completed and passed a CSCS test before he was released but the Probation Service were arranging for him to complete HGV training and test so they weren't able to fund the CSCS card as well, which Mr M was entitled to. Our first step was to pay for this card for him which would give him access to working on construction sites. Whilst waiting for his HGV training to start we got to work on his CV, going through every job he had ever had, exactly what he did in those jobs, and any community projects he had worked on, in order to show what a well-rounded and reliable employee he would be.

We managed to completely fill 2 sides for his CV (we had to tweak the margins to make it fit) largely due to the amount of training he had under his belt which was important to include in order to show how he can turn his hand to most things, therefore not limiting his job prospects - but whilst making his CV a friendly, easy to read format!

### What outcomes were achieved?

Mr M passed his Dumper course, as well as his HGV re-test. Armed with his new, informative CV he was ready to make serious job applications. And once he started applying he had secured a permanent full time within 1 month of sending his CV out.

Mr M is now a heavy goods delivery driver and has further expanded his training to include industrial waste products - which we paid 50% of for him. His confidence is back up and he doesn't feel like he is having to tiptoe around life anymore.