

Victory Housing Trust - Employment Support Service

Bringing the service to life, the human aspect.

At the time of writing, we have helped 82 individuals. 43 of these have gone into employment, 2 into training and the remainder are continuing on their journey or are now volunteering.

Here are some examples of our work to demonstrate the breadth of our service:

Andrew

Issues: Andrew lives remotely which is lacking in regular transport links, and his financial situation limits his ability to travel to explore work opportunities. He also suffers from Emphysema, Ankyloses Spondylitis (spinal arthritis) and partial vision. He contacted the ESS team, to find out more about an **event we were facilitating around "Upskilling"**, so we arranged to meet him at his local library.

Intervention: We worked with him, the Job Centre and other partners, "Remploy" and "IPES (Shaw Trust)" to secure interviews and support travel expenses whilst being mindful of his individual needs.

Outcome: January this year, **Andrew secured part time local work working 17.5 hours a week.**

Melissa

Issues: Melissa had been experiencing some really challenging life events. She had been made redundant, suffered a close bereavement, her tenancy was in rent arrears and she had other debts. This unsurprisingly led to poor mental health. She felt completely overwhelmed and found it difficult to engage with us.

Intervention: The ESS team provided **1-2-1 intensive support**, close to home. We made a GP referral. We provided motivational support and worked with her to update her outdated CV.

Outcome: Melissa is now working locally in a job that she enjoys, no travel costs and less stressful than previous employment. **She is in much better health and rent arrears are being reduced.**

Hidden disabilities and learning difficulties directly and robustly affect someone's ability to seek, gain and sustain employment in many different ways.

Victory's Employment Service wanted to develop an Early Intervention Strategy that we could provide in-house, quickly and free of charge – we felt it was vital to identify and address these issues as soon as possible and the example overleaf illustrates why.



Richard

Issues: Richard has severe anxiety and visual discomfort – he was constantly shaking and struggling with visual discomfort in his environment as well as when reading. Richard enrolled on a Functional Skills English course to improve his literacy but was having trouble in keeping up with the work.

Intervention: Victory Employment Support was asked by his tutor [with whom we had good relations] to carry out an overlay screening for Irlen Syndrome as they knew we could provide this quickly and for free.

We did the screening and provided coloured paper and overlays straight away – but we also identified that Richard's issues were so severe that he would benefit from Irlen tinted lenses.

Outcomes:

- We liaised with the Job Centre and Irlen East to get a diagnosis and fund the lenses for him
- Richard received his glasses and passed his English course
- Richard found the tinted lenses eased some of his other symptoms including his shaking

We are privileged to work with partners and specialists to ensure the individual receives the right support such as:

Adult Learning



CLARION
FUTURES



Irlen for learning and working in comfort



Merchants' Place
Community Resource & Learning Centre



Volunteering/Employer



Pensthorpe
Natural Park



Keys

Auctioneers and Valuers



Holt Hall



Norfolk
Museums
Service

Services



Job Centres

Cromer
North Walsham
Fakenham
Norwich

Department of Work
and Pensions Disability
Employment Service

