

WORK matters

ISSUE 1 Supported Employment Newsletter



M. Gavan raising money for Macmillan Cancer



New jobs - David Boyes



Head hunted - H. Jarvis seeks out the best



Andrew's story at Alex Shanks Ltd

(See page 3)

An introduction from

Duncan Mackay

Executive Director of Housing and Social Work



“The service assists people with a learning disability, acquired brain injury, mental health issue and young people leaving care”

I am delighted to introduce the new revamped Supported Employment Work Matters magazine.

The service assists people with a learning disability, acquired brain injury, mental health issue and young people leaving care, to obtain and sustain employment.

The core role we undertake in public services is to maximise a person’s potential and we need to do this in a creative and innovative way. The supported employment service is one such strategy we use to achieve this. Being employed helps increase a person’s self esteem and confidence. They become wage earners, who contribute to their local economy and are included in that community too.

To assist people to find work, we offer a practical, bespoke service, where over a period of 12 weeks, along with the person, we discover their skills, qualities, attributes, preferences and experiences. This assessment is known as a vocational profile, and when completed will identify a suitable job match for the person.

We work with and for the person to obtain a job and when in work, the job coach provides on-site practical support to the employee and employer.

Operational for more than 10 years now, with three bases throughout North Lanarkshire we presently support 274 people, 164 of whom are in work and continue to receive support from the job coaches.

As well as having such a positive impact on the supported employee, recruiting through the service has benefits for you the employer. Some of the benefits can be; a reduction in recruitment costs where we assist you to match the right person to the right job. The job coaches provide support to you as well as the supported employee. It enhances your reputation as a disability friendly company, with a diverse workforce that reflects the community you serve.

We have many satisfied employers and can share their positive experiences with you. If you’d like to hear more about the supported employment service, you can

contact us using one of the methods below. Staff are also available to come and meet with you at your workplace.

Supported Employment

Scott House
73-77 Merry Street
Motherwell
ML1 1JE

Tel No 01698 274500
Fax No 01698 332150

Supported Employment

92 Hallcraig Street
Airdrie
ML6 6AW

Tel No 01236 856020

Supported Employment

Bron Chambers
Bron Way
Cumbernauld
G67 1DZ

Tel No 01236 638909

Email: SupportedEmployment2@northlan.gov.uk Web: www.northlanarkshire.gov.uk/supportedemployment

Earlier this year we met with Alex Shanks, who owns Alex Shanks Ltd, one of Scotland's leading cleaning equipment suppliers based in Coatbridge.

Alex is a well known local employer and we were delighted when he took a genuine interest in the work that we do and the people that we support. After our meeting and a look around the premises he agreed that he required a cleaner a few hours a day. As we support individuals to work 16 hours or more each week we negotiated with Alex that additional hours could be made up doing administrative tasks, which suited the business need.

This was an ideal job for Andrew Hall who started with Alex Shanks Ltd. He enjoys the different roles within the job including mopping, vacuuming, dusting, cleaning toilets and kitchen areas and keeping the entrance clean

Andrew's job at Alex Shanks Limited

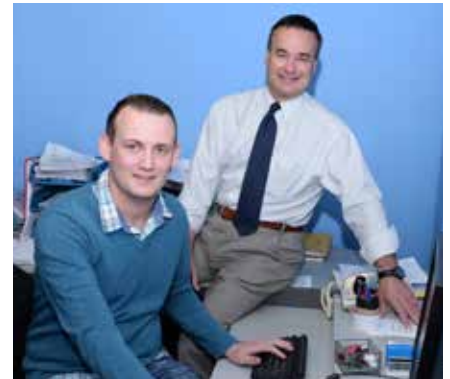
and tidy. He also does admin tasks which include invoicing, filing and using the computer.

Andrew says "I am enjoying my new job and have settled in well. I have loved meeting new people and working as part of a busy team. I have gained new confidence and independence and have even managed to move into my own home. I have never felt happier."

Alex agrees, "Andrew has settled in well, working in an extremely busy environment. He is always punctual and willing to try and do new tasks whenever asked. He has made an excellent addition to the team."

We think this is a really good example

of how we can work with you, an employer to develop an employment opportunity that is right for the person and fulfils a business need, which has a positive impact on the business, its employees and the supported employee.



Dave Glendinning, Managing Director of H. Jarvis opened the site in 2010 which now has 22 employees. He values the support from our service and we hope to work with this company for many years to come.

Head hunted

Jim Scott, Manager, had previously worked with Paul Forrester and William Menzies at another window manufacturing company. He was so impressed with their work that when he moved to H. Jarvis Ltd he made contact and offered them a job. Stephen Murison later joined the team in September 2014. They make windows from start to finish, working to strict health and safety guidelines.

"The team at H. Jarvis is great to work

with," says Paul, who has a young family and now works there full time, "I am receiving a lot of training and the lads and supervisors are all very supportive."

"I strongly believe that everyone deserves a chance," said manager Jim Scott, "These are hardworking lads and I am happy to support them."



"I strongly believe that everyone deserves a chance. These are hardworking lads and I am happy to support them." - Manager Jim Scott

Congratulations to the people who have successfully obtained a new job since the last edition of our newsletter.



Well done...

1. **William Menzies**
H Jarvis
Window fabricator
2. **Paul Forrester**
H Jarvis
Production worker
3. **Catrina Bryce**
NHS Lanarkshire - Stop
Smoking Service
Clerical assistant
(apprenticeship)
4. **Daryn Marshall**
NHS Lanarkshire - Newmains
Health Centre
Domestic assistant
5. **Andrew Hall**
Alex Shanks Ltd
Cleaner
6. **Anna O'Neill**
NLC - Housing and Social Work
Services
Clerical assistant

7. **Jorge Polland**
NLC - Regeneration and
Environmental Services,
Waste Management
Assistant recycling attendant
8. **Sean Rooney**
NLC Regeneration and
Environmental Services,
Waste Management
Assistant recycling attendant
9. **Paul Reynolds**
Independent Management Ltd
Clerical assistant
10. **Ann Marie Lees**
The Oven
Cafe assistant
11. **Mark Thomson**
NLC Regeneration and
Environmental Services,
Waste Management
Assistant recycling attendant
12. **Sophie Hathaway**
Serco - Wishaw General
Hospital Porter

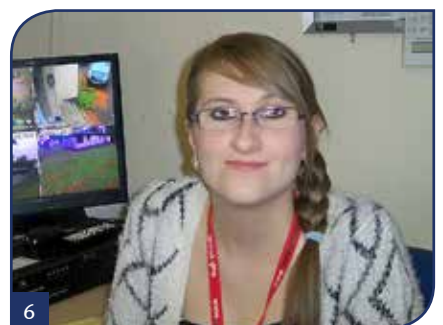
13. **David Boyes**
NHS - Monklands General
Hospital Porter
14. **Chris Morrison**
NLC Regeneration and
Environmental Services,
Waste Management
Refuse collector
15. **Steven McCristall**
TMS UK Ltd
Trainee service engineer
16. **Steven Murison**
H Jarvis
Storeman

Craig Nelson
The Grange Hotel
Kitchen porter (no photo)

Kevin Higgins
Gavan Shanks Allied Timber
General assistant (no photo)

Other supported employees who do not want their photos or names included are employed by the following companies:

- Clean Sweep Office Cleaning
- NLC - Housing and Social Work Services HQ - Children and Families
- NLC- Learning and Leisure Services
- TSM UK Ltd



North Lanarkshire's Working - for businesses

North Lanarkshire's Working is committed to helping new and existing businesses grow and prosper.

They offer a wide range of assistance including financial support. In the past two and a half years they have assisted over 4,000 people into work through their wage subsidies.

NLW Apprenticeships: If you can create an apprenticeship opportunity for a young person (16-24) then they can pay up to 50% of their wages for a year.

NLW Xtra Hands: If you can create an entry level position suitable for a young person (16-18) with little experience, then they can pay up to 50% of their wage costs for 6 months.

NLW New Start: If you have an opportunity that requires someone that bit older (18+) with more experience, then they can pay up to 50% of their wage costs for 6 months.

Just let us know if you want any more information and we can help you access this.

You can also check out their website: www.northlanarkshiresworking.co.uk/business or call 01236 638954.



People who have started work since this feature will appear in a future issue of Work Matters.

I'm
LOOKING
for
work...



Name:
David Kirkwood

Ideal Jobs:
Production/Retail/Cleaning/
Kitchen Porter

Work Experience:
Scottish Shellfish (5 years paid
employment) Packer

- Picking and packing orders
- Maintaining warehouse to a high standard of hygiene
- Ensuring health and safety standards were maintained at all times
- Working as part of a busy team
- General housekeeping

Hobbies:
I have a positive can do attitude to life and work. I am currently volunteering at Orbiston Neighbourhood Centre where I enjoy working in both the kitchen and garden. I enjoy socialising with family and friends.

I relax by watching TV and listening to music.

I successfully completed a SVQ level II in food preparation and cooking.

Other:
If you have any suitable vacancies please get in touch with my job coach, Donna McConnell on 01698 274497 or McConnellDo@northlan.gov.uk



Name:
Amanda Stewart

Ideal Jobs:
Cleaning; Catering

Work Experience:
Chapelside Cafe (1 year paid
employment)

- Food preparation
- Washing dishes and cleaning
- Serving customers

Coatbridge College Cafe - kitchen
assistant/canteen (1 year
placement)

- Preparing vegetables for soup
- Cleaning tables, washing dishes and cleaning cupboards

I have also undertaken job tasters:

- DW Fitness Centre - general assistant
- West End Bar - cleaner/general assistant
- Natural Fruit and Beverage - production operative
- Store Twenty One - retail assistant
- Asda cafe - general assistant
- Glenmavis chemist - retail assistant

Hobbies:
I enjoy listening to music, watching TV and playing games on my ipad.

I enjoy going out at the weekend for a meal and spending time with my family. I especially enjoy looking after my young nephew.

I am currently attending Coatbridge College two afternoons a week doing IT and crafts.

Other:
If you have any suitable vacancies please get in touch with my job coach, Christine Owens on 01236 856020 or OwensC@northlan.gov.uk



Name:
Sammy Henderson

Ideal Jobs:
Working with children, Retail work
and Admin work

Work Experience:
New Look, Cumbernauld (2
months) - Placement as a Retail
Assistant

- Tidying shop floor
- Checking stock
- Maintaining stock size and style.

Dunnes Store, Cumbernauld
(6 weeks) - Placement as a Retail
Assistant

- Checking stock
- Put security tags on all clothes
- Putting stock on shop floor

I have also undertaken the
following job tasters:

- Dobbies, Cumbernauld - Job Taster as a Retail Assistant
- Happitots, Cumbernauld - Job Taster as a Nursery Assistant
- Money Advice, Cumbernauld/ Coatbridge - Job Taster as a Admin Assistant

Hobbies:
I enjoy using facebook and other social media to keep in touch with friends and family. I also enjoy watching football and movies on television. I like to go to concerts to see my favourite bands.

I have recently started an IT course as I am keen to expand on my skills and abilities.

Other:
If you have any suitable vacancies please get in touch with my job coach, Katie McDonald on 01236 628909 or McDonaldCa@northlan.gov.uk

Congratulations to...



Andrew Hall who recently moved into his own home. Andrew works at Alex Shanks Ltd.

Alan and Ashley Connelly who got married on 19th September 2014.

Alan works at the Dakota Hotel and



Ashley works for Norbet Dentressangle at Morrisons Distribution Centre.



John McMullen who recently moved into his own home.

Mark Cameron for being creative in his travel to work. He recently bought a scooter and says "it's great not having to wait on the bus or get a lift from my dad". Mark works for NL Leisure.



Anne Wilson (now Anne Robertson) who got married to John in Shotts on 31st July 2014. Anne works for North Lanarkshire Council, Housing and Social Work Service.



Christopher Dewar who completed the Cumbernauld 10K recently and raised £700 for Maggie's Centre. Christopher works at Castlecary House Hotel in Cumbernauld.

Charity news

Macmillan Cancer Support Services



In 2013 Margaret Gavan (our senior officer) and her niece took on the challenge to walk 26 miles in the Kilt Walk to raise money for Scottish Children's Charities.

"I still find it hard to believe that I managed this climb"

This year's challenge, to climb Ben Nevis was decided

after a couple of sherrys on Hogmanay 2013.

So in June 2014, Margaret and five family members successfully completed the Ben Nevis Challenge and between them raised £1,095 for Macmillan Cancer Support Services in Scotland.

Margaret said "I still find it hard to believe I managed this climb, but I guess you don't know what you can achieve until you give it a try."

Well done Margaret. Watch this space for 2015 challenge!

Children's Hospice Association Scotland

Staff and friends of supported employment recently raised £744 for CHAS by walking around Strathclyde Park in fancy dress. CHAS is the only charity in Scotland that provides vital hospice services for children and young people with life-shortening conditions



Business Blog

How are we doing?

We recently completed a full Supported Employment evaluation. This involved asking people who use our service, businesses and partners for their views on what we are doing well and what we need to do better.

Thanks to everyone who participated in this evaluation. Your feedback is extremely valuable in assisting us to be the best that we can be.

We will update you on the results of our evaluation in our next edition.

Another addition to the Family

In a previous edition of our newsletter, we reported that, the family business of Gavin Shanks Allied Timber, Coatbridge, had grown by employing a second supported employee, Liam Doyle. We are excited to report that the family has another addition now giving a total of three supported employees, with Kevin Higgins starting recently.

Alistair Shanks, Director, says he comes back to our service for recruitment because "we believe that as an employer, the service gives you exactly what it says on the bottle".

Continuing Alistair tells us, "James, Liam and Kevin enhance our business with their enthusiasm and willingness to learn, assisting in the processes of our high pressure manufacturing environment. They have fully integrated themselves into the workforce and remain valuable assets to our business."

Saving on advertising costs and selecting the right person for the right job through work trials, this means they have seen a significant reduction in recruitment costs which has been highly beneficial to this small family business.

Albert Bartlett

Four of the young people we support were invited to participate in 'Feeding Britain's Future' with Albert Bartlett, Airdrie. Feeding Britain's Future brings together food and grocery companies across the UK that open their doors to provide free employability workshops for young unemployed people.

All people that attended got a certificate for each session and the training was carried out by Albert Bartlett's HR and Training teams.

We would like to thank Albert Bartlett's for encouraging our young people.

Project Search

First introduced into Scotland in 2010 by this service, this is an innovative concept adopted from America, for young people with a learning disability.



The students spend time in both the classroom - doing theory work relating to employment - and on placements.

The students undertake two or three placements which provide total immersion in the workplace.

The placements are undertaken within the host organisation, which requires to be a large organisation of 500 or more employees.

The programme enables the students to develop their skills and work experience, thus increasing their chance of obtaining employment within the host organisation. If not then at the end of the programme the students have increased their chances of obtaining employment in the general job market.

For the concept to work it requires a partnership. In North Lanarkshire, where we have two sites, the partnership organisations are; North Lanarkshire Council, Motherwell College, NHS Lanarkshire and Serco. The sites are Wishaw General Hospital, which started in 2010 and Monklands General Hospital in 2012.

We provide a job coach who identifies and supports the students in their placements.

The job coach supports the student to find a job while Motherwell College provide a tutor to facilitate the classroom work as well as provide support in the placements.

Each site has places for eight students who secure their places after a competitive selection process and these are the impressive statistics for what's happened so far:

A total of 45 students have graduated. 22 graduates continue to be employed today, where 11 are employed with the NHS, 4 work for SERCO, 4 work for North Lanarkshire Council and 3 for private organisations.

19 graduates continue seek a job, (2 have left the service on health grounds).

The transition from Project Search to the mainstream supported employment service is seamless, and the 19 who continue to seek a job were all allocated a job coach to continue working with them when the programme finished.

To bring one of the statistics to life, here is Ross Johnstone's path to permanent employment through Project Search.

On leaving Firpark School, Ross obtained a place on Project Search in

September 2012. When he applied, Ross was still undecided what career path he wanted to follow and felt the placements would help him make an informed decision.

Ross completed three placements, where the medical laboratory assistant was his most enjoyable. In January 2013 having completed his placements there, Ross felt confident enough to start applying for posts within the hospital. The students get access to the internal vacancy list whilst on the programme. In July 2014 Ross had obtained a temporary post at Monklands General Hospital as a medical laboratory assistant.

The job coach had provided support to Ross by helping him complete his application form, prepare for and attend the interview.

Timing was on Ross' side and when his temporary post was coming to an end, a permanent medical laboratory assistant post was advertised. Seizing this opportunity, Ross applied and following a competitive interview he was appointed to his permanent post on 24 June 2014.

Why do we do job tasters

This is when we support individuals who join our service to try out different types of jobs. It is an important part of our assessment process to help us observe the skills and abilities of the individual and subsequently identify suitable job matches.

Job tasters are usually over one or two days and they give the individual a taste of the real job and an opportunity to build confidence and skills. The job coach will be with

the individual for the duration of the taster.

We rely on employers to provide this opportunity for the individuals that we support. We would therefore like to thank the many employers we currently work with who make quality job tasters available.

If you are able to assist by providing job taster opportunities please contact our service on the numbers available.

Do you want more information?

If you are an employer and want any more information on our service or have any job vacancies that you would like to discuss with us, we would be happy to meet with you.

Please don't hesitate to contact your local office:

Motherwell: 01698 274500
Airdrie: 01236 856020
Cumbernauld: 01236 638909