

## Case Study



Name: Lynda

Programme: Fife ETC

Background: Lynda and Cat met as Lynda had previously been actively involved in volunteering and was looking to touch base with this again. This was hopefully to enable her to have better opportunities in looking for paid employment, as well as helping her increase her self-confidence. Lynda has been for a number of months actively applying for employment, her applications have been very successful in moving her forward to the interview stage. Unfortunately this is where the barriers begin to form for Lynda. She would attend each interview, at which stage she would struggle to present herself well to the employer. She would have issues in having confidence when speaking and explaining the experience that she has. After a lengthy chat about what the programme could offer her, we decided it would be appropriate for Lynda.

From there we looked at additional volunteering opportunities and Lynda started with the British Heart Foundation Shop in Kirkcaldy and back with Fife Shop mobility. Lynda and I met regularly, working on Lynda having responsibility of completing her timesheets and submitting these regularly, requesting more when required. We completed ERS, which we used to look at where we thought Lynda would be on the journey back into employment. As the weeks went passed, it was evident that slowly, but surely Lynda's confidence and self-esteem was gradually increasing.

At the beginning of January, Capability Scotland contacted us to say that they had access to funding for an employer to take on a customer with complex barriers; this would be for 16 hours per week. The funding would go directly to the Employer and did we have any clients that we thought would be able to utilise this funding. I immediately thought of Lynda, arranged an appointment for us to meet, we discussed this and we decided to offer the funding to Fife Shop Mobility. When this was presented to the organisation, they were more than happy to accept and more than willing to take Lynda on in this position. We then had to arrange for Lynda to meet with the DEA, Rosie at Job Centre Plus in Kirkcaldy. Who managed to support Lynda with making the referral to Work Choice, carrying out a better off in work calculation and offering her travel expenses for the first few weeks.

Lynda is now in paid employment and is like a whole different person when you speak to her.

Lynda has described this whole process as Life changing and does not believe that she would have achieved this without the support of Cat from Fife

Voluntary Action. Again her confidence, motivation, self-esteem and aspirations for the future have increased massively.

Kath from Fife Shop Mobility has also explained that the volunteers she has, mostly referred through Fife Voluntary Action enable her to keep her service going. With the added bonus of accessing appropriate funding for moving an excellent volunteer into a paid position.