

Work Choice Newsletter

Issue 1 – April 2011



Welcome to our first edition

It has now been almost six months since the start of Work Choice – and what an eventful six months it has been!

I think everyone would agree that the start to the new programme has been less than satisfactory with the large volume of referrals, the 'teething problems' that have been encountered with the STEP programme (the Shaw Trust computer programme we have to use) and the fact that the customer information, we know you are supplying, is not being transferred to us.

However we feel we are starting to see light at the end of the tunnel. Staff now have a much better understanding of Work Choice and the STEP programme is slowly improving as we learn how to work around its inherent faults. We are pleased that our Module 1 activity is up and running on a regular basis and starting to produce results and that we are back giving the ongoing support to our customers in employment, which we feel has always been our strength.

As you know Azure stopped taking referrals on to Work Choice once we had met our annual profile. We will use this newsletter to inform all DEAs when we are in a position to again receive new customers.

We hope you find this newsletter both informative and interesting and please feel free to give feedback if you feel there is other information or comment you would like to see included in future issues.

This first edition is bursting with lots of information...

- Meet the team
- Module 1 – job clubs
- Work experience & job starts
- Progressions
- Staff training
- Contact us

Meet Team Work Choice



John Gemmell
Senior Manager



Elaine Dobson
Deputy Manager



Tracey Summerbell
Administrator

CPA7



Anthony Kelly
Recruitment Adviser



Alex Scott
Recruitment Adviser



Steve Brown
Employment Adviser



Chris Nash
Employment Adviser



Claire Gardner
Employment Adviser



Marion Marshall
Employment Adviser



Peter Stokel
Employment Adviser

CPA8



Pat Ramsey
Recruitment Adviser



Steve Pinkney
Employment Adviser



Luke Robinson
Employment Adviser



Mike Ellis
Employment Adviser



Anne Hopwood
Employment Adviser
(Supported Businesses
– CPA7)

CPA7**Module 1 – Job Clubs****CPA8**

Monday	(1-3pm)	Washington
Tuesday	(10-3pm)	South Shields
Wednesday	(10-2pm)	Cramlington
Thursday	(9-12pm) (1.30-4pm) (2-4pm)	Morpeth North Shields Gateshead

Monday	(10-12pm)	Redcar
Tuesday	(10-12pm)	Eston
Wednesday	(10-4pm)	Darlington
Thursday	(9-12pm)	Richmond
Friday	(10-2.30pm)	Hartlepool

You are most welcome to join us at these sessions – just let us know!

Lots of our customers are on work experience or are volunteering, having a variety of roles such as:

- A driver for a charity
- A kitchen assistant
- A school administrator
- A cleaner at a care home
- An assistant at an eco-experience centre
- An assistant in a local horticultural nursery
- A landscape gardener at a Woodland Garden
- An administration assistant within a local council

These new experiences are boosting confidence and providing an opportunity to develop new skills – which can be added to their CV.

CPA7**Job Starts**
(Short Job Outcomes)**CPA8**

Many of our customers have secured employment:

Steven has gained employment with a firm of solicitors.

In February Shaun secured employment in IT Support/Web Design.

Maureen has commenced employment as a Catering Assistant.

Five customers have started employment as Horticultural Assistants within our own Supported Businesses.

We have worked with our customers to help them to secure employment:

Stuart has secured employment with a local authority.

Martin commenced employment in March as a Grounds Maintenance Operative.

Karen now works for a medical centre.

Simon started work in January with a food retailer.

CPA7**Progressions****CPA8**

We have assisted a number of customers to progress into open employment:

- Neil has progressed seven months after commencing employment as an Administrator and no longer requires our support
- After 11 years of being in supported employment, Neil has progressed as a Customer Service Assistant
- Michelle has progressed off the programme within 18 months of starting their job as a Kitchen Assistant
- Christine no longer needs our support and has progressed as a Ward Clerk within a local hospital
- In November 2010, after 8 years in supported employment, Tom has progressed as a Trolley and Car Park Attendant with a local supermarket

We have assisted a number of customers to progress into open employment:

- Jane has progressed off the programme as a Purchase Ledger Clerk with a local authority
- In January Angela progressed into open employment as a Support Team Leader
- Sarah is a Clerical Officer in a local hospital and no longer needs our support
- Emma has progressed off the programme within 18 months of starting their job as a Care Assistant
- In March, after initially needing support to find employment, Simon progressed off the programme with his food retailer employer after just one month on being on Work Choice.

Staff Training

Three members of the team are embarking on their NVQ level 3 in Information, Advice & Guidance.

Once achieved all of our Advisers will be fully qualified to level 3 or above in this field. Azure has set this as a minimum standard for all Advisers.

CPA7**Contact us****CPA8**

Kielder Avenue
Beacon Lane
Cramlington
Northumberland NE23 8JT

Tel: 01670 717 106

Forsyth House
20 Woodland Road
Darlington
DL3 7PL

Tel: 01325 345 844