

Case Study for Sacha Saalabi – CLF programme

Resident at time of referral: Kensington & Chelsea borough

Now employed at: The Co-Op Store, via ISS Ltd

Sacha's telephone number: 07551 386430

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Background: Sacha was referred by her support worker at Clement James. She is a Lone Parent who had experience caring for an elderly family member for over 5 years, while raising her three children. Before that, she had worked in the Hospitality sector as a Waitress, and Room Attendant.

After the person she was caring for passed away she began to look for employment, but found it difficult due to not working in a professional capacity since 2005. She said she really loved cleaning and was looking for work that fit around her family responsibilities.

Springboard support: After meeting her in her local JCP, it was discovered that Sacha was a Lone Parent and also held a Criminal Conviction. Taking these barriers into consideration, and her enthusiasm to work, it was decided to try our best to refer her onto Business Partners for possible interviews and work trials so she could get a real taste of the work standards expected in hospitality. Sacha never seemed fazed by any of the discussions and we agreed to also continue to liaise with her support worker at Clement James.

Following on from interview feedback and discussions with Sacha's support worker it was discovered that she had some literacy issues that she also hadn't disclosed in their sessions. They offered to support her and Springboard also could mention this for future referrals so as Sacha could get come support during interviews.

After going into work, support was given to assist with Sacha's benefits, enabling a smooth process into Work and relieve any stress by losing any entitlements.

Interviews: Sacha was put forward for an interview with ACT Clean which was unsuccessful. The feedback suggested she had limitations to her hours as she was unable to work weekends, and that she had failed a test which they had gone through with her. Sacha was included in the Springboard Newsletter that reaches approx. 90 Business Partners, and her commitment to weekend work was discussed to help her understand what was expected.

Other referrals included for interview were Pub Love and Sacha was taken through a pre-screen at the JCP for OMNI facilities management. Sacha's details were then passed onto Springboards business relations team who organised a work trial at Hotel Indigo on Earls Court.

Job start: 7th July 2015

Follow up: Sacha found the work very good, but too draining and exhausting especially when it went full time. It simply became too much for her and she felt she wasn't spending enough time with her children. She resigned from Hotel Indigo on 14/09 2015. Springboard continued to try and help her find more suitable part time work, and with her new experiences Sacha actively sought local work independently.

Sacha found her 'ideal job' in December 2015 at a local Co-Operative Food store in Nottingham as a Cleaner. Employed by ISS Ltd, she is now working 17.5 hours per week and really enjoys it as the team in store are very friendly and supportive.

What does Sacha like best about the job; "I love the work because it is local, the team is really nice and the hours suit my life. I have more time with my children and am now looking for my 18 year old daughter to get her first job!"

How does Sacha feel now overall "Really happy with my work and the support given by Springboard and Clement James. I am due to see my support worker next week to talk about my daughter!"

How can Springboard or her employer help with her future goals?" "I am happy and don't need any further help myself."

Latest Action: Springboard are currently tracking for a sustained 26 week outcome and are due to visit Sacha during her work to get a photograph for her case study. There is a possibility of working with Sacha's daughter who is now 18 years old and claiming JSA.