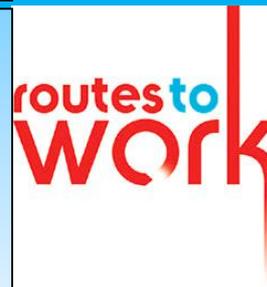


## WORKING IN PARTNERSHIP NEWSLETTER JUNE/JULY 2020



At Routes to work we strive "To reduce poverty and improve the health and wellbeing of North Lanarkshire communities and businesses by enabling people to access, sustain and progress within employment"



If you live in North Lanarkshire and need help and support to move into work, please contact us via;  
Telephone: 0800 783 4731   
Email: [media@routestowork.co.uk](mailto:media@routestowork.co.uk) 

### REFERRALS

Clients accessing our services will:

- **Undertake an initial telephone assessment to establish the most appropriate support**
- **Allocated a dedicated case worker to support your journey into employment**
- **Assisted with advice and guidance, goal planning and job matching**
- **Access to online training**
- **Access to in-work support**
- **Are eligible for Travel and subsistence support upon entering employment**

 [A short clip of our caseworker Jade explaining our referral process](https://www.facebook.com/routestoworkltd/posts/1430742190445287)

<https://www.facebook.com/routestoworkltd/posts/1430742190445287>

### COVID RESPONSE

During these exceptional times Routes to Work staff volunteered their services to North Lanarkshire Community assistance Helpline, working as part of a multi-agency approach. The service supported over 11,000 North Lanarkshire residents who were shielding. The support consisted of organising food packages, prescriptions, referral to partner agencies and assisting those struggling with their wellbeing.

A RTW representative said "We are so proud to be able to assist our community during these difficult times and support our partner, North Lanarkshire Council with this vital service"

**236** clients supported since referrals opened in June

### PROSPECTS FOR PARENTS (PES)

PES focusses on employment goals for parents who are currently employed or those looking for employment. Providing a wrap-around service dependent on individual needs of the client. If you are aware of any parents that would benefit from this excellent new service, please contact us

- **Support to improve job security and career progression**
  - **Assistance to find employment with living wage employers**
  - **Advice and support with health and wellbeing**
  - **Access to dedicated Financial Inclusion Worker for practical help with budgeting, maximizing income and benefits advice**
  - **Funding to support upskilling and training needs**
  - **Childcare support**
-  [A short clip from our PES support worker Roseanne](https://www.facebook.com/NLanWorking/posts/1708476792636868)  
<https://www.facebook.com/NLanWorking/posts/1708476792636868>

Using WhatsApp and Zoom have allowed RTW to maintain the 'personal touch' helping sustain relationships with clients

RTW have provided  
**£6,897.22** in  
work support funding  
during Covid 19

Through these difficult  
times we have still  
changed the lives of  
**50** North Lanarkshire  
residents

**7** Online  
workshops available  
for clients

### Partner Provision

It was essential and welcomed that our Team of external Life Coaching providers adapted their methods of client communication. Clients have the choice whether to access these sessions over videocall or phone calls. We thank these providers for continuing to provide this vital service to our clients. We thank Ian MacFarlane, Caroline Brown and Anne Brannan for their continued support.

### ADAPTABILITY

Our team of External Link Workers have also embraced the new ways we can connect with clients including using WhatsApp to videocall clients hosting one-to-one CV skills sessions. These have been very popular and ensure all clients have fast access to this fantastic service.

### TRAINING TEAM UPDATE

Each week our dedicated team of trainers and facilitators are working hard to bring you short video clips adapting to our clients' needs as they arise. We took this opportunity to email clients to ask their views on the types of online training would fit their circumstances. We identified mental health and wellbeing as an area of support requested by clients.

Our team have developed a schedule including workouts, relaxation sessions and employability tips from trainers. These can be accessed here

#### Relaxation with Alison

<https://www.facebook.com/routestoworkltd/posts/1450583078461198>

#### CV hints and tips with Rachel

<https://www.facebook.com/routestoworkltd/posts/1450583078461198>

Online presentation is a key part of development with team members attending an online training session to strengthen our knowledge surrounding lighting, sound, editing.

Zoom was identified as a platform that clients felt comfortable with, having already used it or having access to it – Our team are now in a position to host one-to-one and group training sessions tailored to the needs of our clients.

### Client feedback during since office closures

"Brilliant support and a great help in getting me to interview for another job when my previous one ended"

"Thanks so much for helping me and for the fast turnaround with my CV I was really struggling, and I didn't think I would have been able to get any help you have all been fantastic"

"I would say even in difficult times routes to work was professional and there to help and assist me in everything I needed. Keep up the good work"

### OUR STAFF

While remote working we have continued to provide support, advice and guidance to our clients. Working collaboratively with our partners on refining our processes and client provision. Our client centered approach ensures all decisions taken are in the best interests of each client.