



## Client Success Story: Steven Wolverhampton Employment Service

Steven was referred to Enable by his Community Support Worker when they decided that he would benefit from some support looking for work.

Steven, a well-mannered and hardworking gentleman, is very proud of his working life, which he embarked on while still at school. His first job involved helping with a milk round which later progressed to a role within the council for more than 25 years.

With the help of Enable, Steven is now employed by the OCS Group as a Cleaning Operative at the NEC. His duties include: general cleaning and dusting down all surfaces and fire extinguishers; cleaning washrooms; emptying of waste bins and correct disposal of all waste as well as maintaining cleanliness of exhibition halls at all times.

Steven was supported into his new role by one of Enable's Job Coaches, Jane Stringer. It became clear early on that due to the standard of Steven work, once he was placed in a job, Jane's support would be minimal. However since starting work, Jane's support



in helping Steven to get to know the geography of his new workplace, as well as in establishing a good working relationship between Steven and his colleagues has been helpful.

Steven said: "My Job Coaches help me when I get to work, as the NEC is a very big place and I still don't know how to find my way around all of it. My Job Coach will make sure that I know who my team leader is and which hall I will be working in. They also help me get to know the people I will be working with and help me get talking to them"

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Steven has also benefitted from Independent Travel Training for his commute to and from work on the train. Jane has been accompanying Steven on his journeys, in order to teach him the route and helping him to be safe. She has also offered guidance on how to ask the correct people where he needs to go if he is unsure. The travel training is going well and Steven is gaining much more confidence.

Jane said: “Although he is not quite ready to catch the trains independently, I am sure that he will soon be confident enough to do it eventually.”

Enable will continue to provide Job Coach support, both for Steven and his employer, for as long as required.

One of Steven’s colleagues who worked alongside him at The Caravan Show, hosted at the NEC, described him as “very keen and enthusiastic” and said that he has “good potential to develop.” Three members of staff, including Jacqueline Cummings, Steven’s Team Leader, praised his ability to follow instructions, his willingness to

work and how well he focuses on tasks given.

Well done Steven!



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