



Case Study - Stephen

“Without Hopeful Families’ help and support I wouldn’t be where I am today.”

Stephen joined the Hopeful Families programme after he had been made redundant last year. He was finding it difficult to find and secure work, and when the Covid-19 pandemic began this became even more challenging.

Due to the national lockdown, Stephen was unable to go to the library to job search and complete applications like he would normally be able to, and his mobile phone wasn’t suitable for completing the application forms and assessments that many jobs required.

These setbacks left Stephen feeling very down and he began to lose confidence. His previous employer had sadly closed only 6 months into Stephens time there, and the combination of being out of work and with a pandemic that was stopping the world in its tracks, life was becoming increasingly difficult.

So how did the Hopeful Families programme help Stephen on his journey to secure employment? The team looked at the problems he was facing and made a tailored plan to help him. Aware that Stephen’s lack of access to a computer was a huge barrier in his ability to complete job applications, their first step was to buy him his own laptop that he could use at home!

The Hopeful Families team also provided Stephen with pre-employment support from the programme’s in house job coach, who worked with him on his CV, cover letter writing and provided interview techniques and mock interview experience, so that Stephen had the necessary skills and his confidence grew and grew!



Hopeful Families offers opportunities to build hope, confidence and skills for people who are not in work. It is funded by the European Social Fund and the National Lottery Community Fund.



We were delighted to hear from Stephen in early 2021 to say that he had found and secured employment! He said:

“To be back in work and earning an income has made all the difference to me and my family. I feel I am back to being me and this is thanks to all the support and help from Hopeful Families, they are brilliant.

The support, encouragement and purchasing of the laptop for me was so important and from day one I felt listened to. The team did what they said they would and it was so refreshing to hear, I’d recommend to everyone that they should join the programme.

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