



Case Study - Valerie

“I have received an excellent service from the start and all the support Hopeful Families have provided me, through phone calls and keeping me informed, has been fantastic.” - Valerie

Valerie joined the Hopeful Families programme having relocated from Scotland to be with her partner. She was looking for help and support to get back into employment, yet soon after she joined the programme the UK went into a national lockdown due to the Coronavirus outbreak.

This was one of the biggest challenges Valerie faced while on the programme. With so much uncertainty in the air, Valerie wasn't sure that she would be able to progress and meet her aims of finding employment, due to the new social distancing restrictions preventing her going out and meeting new people. As Valerie had just relocated from Scotland and hadn't had much time to socialise before lockdown started, she often felt lonely and isolated when her husband was at work and she was on her own.

To support Valerie, the Hopeful Families team booked some training courses to give her something to focus on during the lockdown. Valerie undertook and passed an IT course, and also attended the Pre-Employment Support Training Programme, which gave her some invaluable job-searching support, such as interview techniques and mock interviews.

The Hopeful Families team also referred Valerie to the Step Up Programme, so that she could receive dedicated support in progressing into work. The programme provided a Job Coach to help out with Valerie's job searching and further pre-employment support.



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.



Valerie also joined an Opportunity Escalator Course through Selby College, where she undertook her BTEC Level 2 Work Skills Course. This course helped to equip Valerie with the knowledge and insight into not only her strengths, but also gave her experience in problem solving, communicating with others, and working both independently and as part of team.

During this time the Hopeful Families programme has had limited opportunity to support Valerie in joining clubs and activities due to COVID-19 restrictions, but with the experiences and support she has been given, the team hope Valerie now has the confidence to be able to find and attend clubs and activities in the future, and secure some employment.

“The Hopeful Families programme gave me confidence to build up resilience, be able to overcome objections, and to have self believe in myself. The team kept me well informed and supported me throughout.”



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