

# Luke's Journey to Employment

September 2015 –  
April 2016

Able world (UK)  
LTD

April 2015 – August  
2015

Springfield School  
Kitchen - CE  
Catering.

January 2018-  
June 2018

Co-Operative  
Store

September 2019-  
December 2019

Sherborne Court  
Neurological Centre

October 2019-  
December 2019

AO. Com

Luke started  
his first day of  
paid work  
Thursday 2<sup>nd</sup>  
January 2020.



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## Lukes Journey

*Luke started his journey to paid employment when he first moved to Springfield school in 2014. When I first met Luke, he was very clear that his passion was to work in a position where he could repair and mend items. Due to his experience mending his stepdad's scooter Luke requested a work placement repairing wheelchairs and scooters. We first arranged for Luke to work at Ableworld so he could explore this industry. Luke flourished and was soon assembling perching stools, tables and chairs. He then moved on to building more complex items such as scooters and wheelchairs, while also learning valuable skills in customer care, using the till, teamwork and working safely.*

*Unfortunately, due to a lot of lone working by Ableworld staff, they were unable to offer Luke any longer-term opportunities as he wouldn't have been able to work alone due to his lack of experience.*

*Luke was not disheartened and decided he enjoyed working with customers and would like an opportunity working within food retail. We arranged for Luke to work at a local Co-op store where again he was very well liked, but due to the fast-paced and busy nature of the store this didn't suit him and he was unable to progress in to paid work with them.*

*We then came across an opportunity for Luke at Rymans in the town centre store. Luke again flourished and was very motivated to work there. He engaged well with the wide range of customers, many of whom he got to know well. Luke also had the opportunity to work at the Rymans Head Office where he enjoyed putting together orders for schools and homes.*

*Unfortunately, Rymans were unable to offer paid work for Luke as he was unable to handle the foreign exchange counter and was not able to work to the full speed needed in the warehouse.*

*Luke was a little disheartened by this latest unsuccessful application, but his resilience shone through and he fully embraced the move onto the Springboard project run by Springfield school. The supported Internship programme offers an intensive work-based programme in conjunction with Safe Opportunities to help young people secure employment.*

*From Luke's work history we knew that Luke enjoyed repairing items and warehouse work and was confident working in a large workplace. When an opportunity came up at AO in their Reworks department, we knew this would really suit Luke. Luke started one day a week in September 2019 but quickly moved to 3 days a week and settled well into the team. Luke repaired, cleaned and re-packed items that need to be resold by AO and confidently proved his capability and what an asset he could be to the company.*

*Luke was offered paid employment by AO within 3 months of starting the supported internship and started his contract with AO on Thursday 2nd January 2020. Luke still has some support from the Springboard project and the Safe Opportunities team to ensure that his transition into paid work goes smoothly.*

*Luke's journey into paid work has taken over 5 years due to the need to explore his skills and abilities and for Luke to build up confidence with his travel training and social skills. During Luke's journey we have had to challenge perceptions with employers and negotiate with many of them to find opportunities that suit Luke's needs.*

*The main strengths Luke has demonstrated during his journey are his ability to fully commit to the programme, to trust the professionals working with him, and the resilience Luke has shown to bounce back from the setbacks he has had from employers who have not been able to employ him.*

*We would like to thank the AO team for challenging their recruitment processes and creating the opportunity for Luke which allows him the long-term opportunity to flourish as an active employee of AO and offers him the long term security he deserves.*

*Helen Pullan - 23<sup>rd</sup> February 2020*

Safe Opportunities Director



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