



Case Study

“TCHC have supported me in finding work, help with housing and benefit top ups.”



Department
for Work &
Pensions



Please visit our website for more information www.tchc.net

2nd Floor • Suite A3 Gresham House
53 Clarendon Road • Watford
Hertfordshire • WD17 1LA
Tel: 01923 698 430 • Fax: 01923 211687
info@tchc.net • www.tchc.net

Version 1

Name: Steven Mole
Programme: Thurrock OnTrack
Outcome: Working as a Crew Member

Steven Mole had been looking for work for 18 months and was finding it difficult. He also had medical conditions that were adding additional difficulties to his search.

His Jobcentre Plus Work Coach told him about the OnTrack programme which he thought may help him to find work and get his life back on track. “It was an opportunity to meet and mix with a different group of people.”

Steven was also having problems with housing and he found the complete support package and mentoring from TCHC extremely useful. “I have been unemployed for 18 months and TCHC have supported me in finding work, help with housing and benefit top ups.”

He thought the training he received was also just what he needed describing it as ‘excellent’ and having someone available to talk to and get help from, was just what he needed.

“I have been supported from the start of the programme. Just having someone to ask questions and help me with applications was very useful.”

He thought the TCHC staff were ‘Brilliant, very helpful’. The OnTrack programme has helped him make life changing decisions that have turned his life around. “It has made a difference as I had someone to talk to.”

Steven is working as a Crew Member at McDonalds.

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