



ADTRAC UPDATE

Building a new future

Curtis received support from the ADTRAC project as he aspired to work in the construction industry.

The ADTRAC team met Curtis in his local rural community on a one to one basis, to build a working relationship and to make the ADTRAC support more accessible for him.



Through funding from ADTRAC, Curtis attended a 1 day training course to achieve a Health and Safety Awareness (in Construction) qualification which enabled him to progress towards the next step in getting his CSCS card. He then took his CITB Health, Safety, and Environment test and passed.

Curtis received support to secure a work placement on a construction site with WD Stants and ADTRAC provided personal protective equipment (steel toe cap boots, and a waterproof jacket and trousers) and also covered his travel costs. Curtis completed the work placement and sent his updated C.V to potential employers.



Curtis is now successfully employed and is building his career within the Construction Industry and is really enjoying working in his chosen field.

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ADTRAC UPDATE

Steps in the right direction

When initially referred CJ was very anxious, quiet and was supported by family members to attend appointments.

CJ was unsure of her goals and aspirations and had previous negative learning experiences, so did not want to return to an education setting.

CJ has a diagnosis of epilepsy, anxiety and Autism. On account of her anxiety, much more intensive and flexible support was provided by ADTRAC on a weekly basis. This included attending a weekly volunteering placement, various courses and any medical/health appointments.

Through the approaches used by ADTRAC, CJ identified an interest in pursuing a career in animal care and wanted support to enable her to have a taste of different job roles within the sector. ADTRAC arranged for a volunteering opportunity at a combined Vets, Boarding Kennels and Rescue Centre, rather than her having to commit to a full time work placement.

ADTRAC supported CJ during the volunteering placement to help her settle in, experience the roles and grow in confidence. The placement is ongoing and the centre have offered more hours to CJ. Through funding support from ADTRAC, CJ was supplied with the appropriate clothing to attend the placement and she has also undertaken a part-time accredited confidence building course.



CJ is growing in confidence and there really has been a change since the initial appointments. CJ now attends appointments and the volunteering placement on her own and feels ready to complete job and apprenticeship applications.

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Camau i'r cyfeiriad cywir

Pan ddaeth CJ atom gyntaf, roedd yn dawel ac yn bryderus iawn ac roedd angen cefnogaeth ei theulu arni i ddod i apwyntiadau.

Roedd CJ yn ansicr o'i nodau a'i dyheadau ac roedd wedi cael profiadau dysgu negyddol yn y gorffennol, ac nid oedd eisiau dychwelyd i leoliad addysg.

Roedd CJ wedi cael diagnosis o epilepsi, gorbryder ac Awtistiaeth. Oherwydd y gorbryder, roedd y gefnogaeth wythnosol a gafodd CJ gan ADTRAC yn hyblyg ac yn ddwys iawn. Roedd hyn yn cynnwys cefnogaeth i fynd i leoliadau gwirfoddoli wythnosol, apwyntiadau meddygol/iechyd ac ar gyrsiau.

Yn sgil cefnogaeth ADTRAC, sylweddolodd CJ bod ganddi ddiddordeb mewn gofalu am anifeiliaid ac fe'i cefnogwyd i gael blas ar wahanol feysydd yn y sector i weld pa fath o swyddi oedd ar gael. Trefnodd ADTRAC gyfleoedd gwirfoddoli iddi mewn canolfan achub anifeiliaid anwes, milfeddygfa a chanolfan lletya cŵn er mwyn iddi gael profiadau amrywiol.

Roedd un o dîm ADTRAC ar gael i helpu CJ i setlo yn y lleoliadau gwirfoddoli fel ei bod yn mwynhau'r profiad ac yn magu hyder. Mae'r cyfleoedd gwirfoddoli hyn yn parhau, ac erbyn hyn mae CJ wedi cael cynnig gweithio mwy o oriau. Cafodd CJ gefnogaeth ariannol gan ADTRAC i gael dillad addas i fynd i'w lleoliadau gwaith ac i ddilyn cwrs achrededig rhan-amser ar fagu hyder.



Erbyn hyn mae gan CJ lawer mwy o hyder ac mae wedi altro'n arw ers ei hapwyntiadau cychwynnol. Yn awr, gall CJ fynd i'w hapwyntiadau ac i'w lleoliadau gwaith ar ei phen ei hun, ac mae'n teimlo ei bod yn barod i wneud ceisiadau am swyddi a phrentisiaethau.

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Cooking up a storm!

LM was referred to ADTRAC by Popty Catering Services after progressing as far as possible within her work placement with them. LM wanted to progress into paid employment in catering but was facing barriers that were preventing her from doing this. LM wanted support to increase her confidence, gain employability skills and relevant qualifications to enable her to do this.

Initially ADTRAC met with LM in her semi-rural local community where she identified her goals and barriers. LM required regular mentoring to help her progress to feeling ready to attend training courses due to her previous negative learning experiences.

Through ADTRAC support, LM attended a hospitality training package with 1:1 delivery that was bespoke to LM's needs. Her ADTRAC Mentor attended the first session to support her, as she can feel anxious in new places and meeting new people. Thereafter, the ADTRAC Mentor regularly checked in and met with LM to see how she was getting on and if she was enjoying the course. LM really enjoyed the course and learnt a lot from it!

LM completed the hospitality training package which provided her with the work-relevant knowledge and qualifications to help her along the way towards gaining paid employment in the food industry. LM completed several training courses as part of her ADTRAC procured training package including Level 2 Award in Food Hygiene and Safety and Level 1 Award in Hospitality. The trainer remarked how engaged she was during training and the level of information she retained. LM attended every training session.

These qualifications have provided LM with relevant knowledge to inform her practice during her ongoing work placement in a café. LM now has the relevant qualifications and experience to start applying for jobs. She hopes to gain paid employment in the near future, and will continue to access support from ADTRAC through mentoring to develop her interview skills and completing job applications. This will help LM to achieve her goals.

As lack of confidence is a barrier for LM, she is also accessing a confidence building course in her local area. This will help her to increase confidence in herself and her ability to communicate with others - which will be invaluable for entering the world of work.



LM is very motivated and is determined to reach her goals and is achieving this with the support of ADTRAC.

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ADTRAC UPDATE

Driving to destination employment

J aged 23 was referred to ADTRAC through the Job Centre in May 2018, as he suffered with major anxiety particularly in social situations and when meeting new people, and throughout his ADTRAC journey his mum has attended the ADTRAC appointments to support.

J's mental health was a significant barrier that has prevented him from accessing employment and from achieving other life goals associated with independence. Although J had worked with another agency for over a year, he felt this time was wasted as he hadn't achieved anything except for the one week work experience at a local supermarket. On meeting with his ADTRAC mentor, J identified that he was eager to work, as this is what he felt he should be doing at his age.

J left school at 14 and has very few qualifications, this was not due to his ability, but J's anxiety meant he was unable to manage in a large classroom environment. When J initially met with his ADTRAC Mentor it was difficult for J to identify which sector he wanted to work in, as he didn't want to work with the public or be part of a large team due to his anxieties.

As J has a driving licence and has been driving for over four years, his ADTRAC Mentor asked him to consider Driving as a suitable employment route, as this would enable him to undertake some lone working or at least potentially be part of a smaller team. J felt that this was a good idea, and with the support of his ADTRAC mentor he developed his CV and began volunteering as a Delivery Driver with a local Foodbank. This provided him with the opportunity to build his confidence at a suitable pace, before entering the higher pressure world of work.

Since June, J has been driving for the Foodbank twice a week which has provided him with the responsibility of driving to the Wirral to collect the food, and distributing this throughout foodbanks along the coast. To support him with this volunteering and enhance his journey to employment, ADTRAC paid for some work boots and enabled him to complete a Level 3 First Aid at Work course as part of a small group, J will also be undertaking a course in Manual Handling in October.

Since having this role, J has commented that he feels more confident and during a review of the placement with the Foodbank Manager, she identified that she was really pleased with his attitude, he was coming out of himself more and his commitment to the role was excellent.



With the support of his ADTRAC Mentor a meeting was set up with the Ambulance Service, J had the opportunity to meet with a representative of the First Responders Team. This role holds a significant amount of responsibility. However, J was not put off by this as there is a great deal of training and support within the role. With the support of ADTRAC, J has completed the application and will be meeting the team in October.

Alongside this J has updated his CV and now has a great reference for any future employers, he is now looking into applying for a role at a local coach company, where they will provide training to HGV level and guarantee employment for him after this.

J's ADTRAC Mentor commented: "It's amazing to see J finally starting to reach his potential. His social anxiety may always be an issue, but he is now able to see his own capabilities, and how he has faced his fears and is a well-respected and valued member of a team. I have no doubt that J will soon be in paid work, and this has been achieved solely through the opening of opportunities and a bit of support."

J's mum also commented "Thank you so much I really do appreciate all of your help", and "J has achieved more with you in six weeks than in 12 months with the other agency".

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Hair and beyond

Courtney has been accessing support from the ADTRAC project to help with her confidence and pursue her career in hairdressing. From working with her ADTRAC Youth Engagement Mentor, Courtney was supported to access early entitlement for her daughter, registered with a GP and attended Careers Wales to write her CV. Further to this, Courtney attended a Level 2 in Effective Team Skills course and was presented her certificate by Lesley Griffiths AM.

Courtney Ellis – “I like working with my ADTRAC Youth Engagement Mentor, they have found me a volunteering placement and are helping me to get on training.”



Courtney currently volunteers one day a week in a local hairdressing salon where she washes and dries hair, maintains cleanliness of the salon, makes beverages and takes part in reception duties. The manager of the salon has given great feedback on lots of occasions and commented on how hard working Courtney is.

Zoe Chetwynd, Manager Salon One 20

“Courtney’s volunteering has been a great help in the salon and she has been great with the clients.”



Courtney feels she is now ready to complete her NVQ Level 2 in Hairdressing and she should be accessing training very soon. Courtney’s confidence is improving every day and is even meeting new friends in the salon.

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If like Courtney you could benefit from ADTRAC support, please contact us and one of our local North Wales teams will be in touch.

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ADTRAC UPDATE

Budding Success

Amber contacted ADTRAC for support, when she first met with ADTRAC she was unsure of what she wanted to do as she lacked employability skills, had previous negative learning experiences and low confidence about being able to access either employment, education or training.

When Amber met with ADTRAC she talked with her mentor about her barriers, and how these were impacting on her future progression. ADTRAC supported Amber with an array of support linked to improving her well-being, specific therapies including mindfulness and approaches to challenge her negative self-belief. From this initial work Amber felt self-assured and began to identify her values and what is important to her, along with exploring and identifying specific strengths.

Working with Conwy Voluntary Services Council, ADTRAC arranged for Amber to volunteer in the Summer Play Schemes where she completed a Level 2 Award in Play Work. This provided an excellent opportunity for Amber to make a range of social connections and provided her with proof that she had the ability to achieve positive outcomes despite her barriers.

Amber's focus then moved to identify her values and what is important to her along with exploring and identifying specific strengths. Amber identified that she enjoys floristry and signed up to a Full Time Level 2 course in September at College.

Amber's Mentor commented "Amber is a creative and talented young lady, she has a wide array of interpersonal abilities which were identified as strengths. The work Amber has undertaken with the support of the ADTRAC project has enabled Amber to feel assured that she has the ability to access education which will assist her to achieve her ambitions. We are confident that Amber will progress as she now has the tools to address her needs independently, and has the support in place to assist her to overcome any future barriers"

Amber said "Adtrac has been positive for me and I have enjoyed my time on the project."



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Holistic support:

The importance of a quality wellbeing offer

Participant A has been on the Careers Wales Tier 1 list for a considerable length of time and lives in a rural area of the county and is socially isolated. A request was received at ADTRAC's Well-being Single Point of Access for consultation in regards to Participant A's current well-being and mental health needs. Concerns were raised by the ADTRAC Engagement Officer in regards to the participant's limited daily functioning, significant social isolation, exclusion from school in Year 8, maternal mental health and reluctance to engage with and be suspicious of professionals. The main challenges were ensuring constructive and meaningful engagement in light of the participant's life context.

A decision was made to arrange a joint visit with the ADTRAC Engagement Officer and ADTRAC Well-being Practitioner.

ADTRAC has provided an opportunity to enable different ways of working which would not ordinarily be available. This includes initial joint working which promotes an understanding of the individual's current state of wellbeing and mental health needs from a developmental perspective. Thereafter being able to put forward a formulation of Participant's current needs - which is shared with and is credible to the individual.

Formulation is the process of making sense of a person's difficulties in the context of their relationships, social circumstances, life events, and the sense that they have made of them. It is similar to a personal story or narrative that mental health practitioners' utilise with an individual and, in some cases, their family and carers. Additionally formulation makes use of evidence, psychological theories such as attachment and evolves over the course of therapeutic work.

Through the support provided and working alongside the ADTRAC Engagement Officer, the ADTRAC team were able to facilitate a measured transition in working relationships; characterised by promoting an understanding of the initial formulation and the current barriers influencing Participant A's well-being and in turn employability. Consequently the joint working allowed for a shared understanding in regards how to develop Participant's A's emotional resilience and estimated length and type of journey it may take to secure a positive outcome for the individual.



As part of the support, Participant A was able to agree their goals and possible length of participation on the project, based on the individual's current well-being needs and possibilities of developing resilience, emotional and social skills.

Key Outcomes from the support were positive and realistic engagement with the young person and the identification of barriers and subsequent influence on wellbeing, which was informed by mental health knowledge base and experience.

The Participant has set a short term goal of being able to leave the house and is working towards this. The ADTRAC support for the young person is ongoing, to ensure that progress is sustained and to address any difficulties as early as possible.

Building in Confidence

Dylan enrolled onto ADTRAC so he could access support to help him gain employment. He left school at the age of 16 and went to College to complete a Carpentry course but on completion he found it difficult to find employment, this left Dylan feeling demotivated, lacking self-confidence and unemployed.

Dylan's goal was to find employment or to learn a new trade but he was unsure where to start. On meeting Dylan, it was clear to his ADTRAC Mentor that he was determined to find work but felt that he had barriers that were preventing him in achieving his goals. The first few meetings concentrated on overcoming barriers such as contacting his secondary school to confirm his GCSE grades, updating his CV, supporting him with job searches, completing application forms and supporting him contacting the local Jobcentre to see what financial support he was eligible for.

During a discussion with his ADTRAC Mentor, Dylan shared that he was experiencing low moods following a breakdown in a relationship and a loss in the family. ADTRAC were able to offer mental health and wellbeing intervention which included accessing 1:1 support from the ADTRAC Mental Health Practitioner. After one of the sessions, Dylan said "it's changed my way of thinking... I want to do stuff that makes me happy."

Through funding from ADTRAC, Dylan gained a Construction Skills Certificate Scheme (CSCS) Card and has been offered a full time job as a Builder. Dylan now feels that he has a purpose in life and since starting work he has felt that his confidence and skill set has improved.

"I would recommend that anyone who is in the same position as me to receive ADTRAC support because it has helped me a lot" ... "the support helped me find work. I now know how to put together a CV and how to prepare for an interview.

The chat with the Mental Health Practitioner helped me a lot because afterwards I felt better in myself, I knew what I needed to do to make myself happy and it gave me more confidence and motivation. Personally it felt good to let all the negative stuff out."



Motivated to achieve

Jake recently lost his job at a local restaurant, this has had a huge impact on his confidence.

When first meeting his ADTRAC mentor, it became apparent that Jake was very motivated and keen to seek employment as soon as possible but it was evident that he needed some support to achieve this. Self-confidence was a real barrier for Jake, he was also very unsure of his handwriting and communication skills.

Through partnership working between ADTRAC and Job Centre Plus, Jake's ADTRAC Mentor was able to support him into disclosing to his Work Coach about some of the barriers he was facing. As a result, the Work Coach was able to alleviate the pressure that Jake was under to seek employment, which made him feel less stressed and allowed him to focus on finding a job that would suit him better.



With the support of his mentor, Jake created accounts on several of the job searching websites, accessed support with writing his CV, this was followed up with sessions on applying for jobs and practicing his interview skills.

Jake applied for a variety of vacancies on his own accord after receiving support from ADTRAC and after many weeks of practicing for interviews, he attended three interviews and was successful in all of them. He made the decision to take a part-time position at Wilko's in Porthmadog which he is really enjoying and where he has made some new friends.

Jake's ADTRAC Mentor commented: "Through working with Jake I realised that the flexibility that ADTRAC staff have to meet young people in the places that are most comfortable for them is key in building and maintaining relationships with the young people who access ADTRAC. When I first met Jake I could see how motivated and keen he was to find employment as quickly as possible and when he succeeded in getting employment, just how beneficial it was that he was able to access this type of support. Jake sometimes struggled with confidence, and I think I had underestimated how much of an impact the project and the support given can help improve young people's confidence so successfully.

Jake was a pleasure to work with, and his motivation and drive to do well was a major contributing factor. He just needed some support on lifting his confidence and some help with preparing for the interviews as he had never had a formal interview before. I am confident that after receiving support from ADTRAC, if Jake were ever to find himself in a situation where he is unemployed again, he would be more than happy to seek further employment opportunities without needing any support to do so.

The difference in his confidence since I saw him at the beginning has improved immensely and he told me that he felt his life was more stable and he was much happier in himself. I have no doubt that he is an asset to the Wilko's company and will continue to work hard to increase personal development."

Quote from the young person, Jake:

'The advice, tips and support I received from ADTRAC was really helpful and helped me gain confidence in applying for jobs, and as a result I am really enjoying my position at Wilko's.'

The future is sparkling

Kirsty lives with her sister and young niece in a rural community. She is very isolated in the village and has to walk long distances as there are no public transport services in the village and she does not drive or own a car.

Kirsty's main objective and long term goal was simply to get closer to the labour market, be work ready, and to simply 'be in a job'. Although Kirsty attended employment opportunities through Job Centre Plus events and attended interviews and work trials, she was still not confident enough and unable to gain employment.

Kirsty left school with no formal education and lacked the necessary skills and qualifications in order for her to re-engage in education, training or gaining employment. She had no employment history or work experience, which meant it would be difficult for her to achieve her long term goal of 'being in a job', without careful planning.



It was evident that Kirsty struggled to engage and communicate with people, due to her low self-confidence and lack of self-awareness. Working with her ADTRAC Mentor, Kirsty began to overcome these barriers by working through her personalised action plan, this included setting short and long-term goals. Kirsty took ownership of her personalised goal setting and began to gain confidence in her own decision making.

With ADTRAC assistance Kirsty accessed a range of support including attending Hub Sessions where she was able to refresh her independent living skills including cooking with support from the ADTRAC Mentor and Employment Officer. These sessions have helped Kirsty to gain confidence in speaking with people, and integrating better into the community.

Kirsty has also undertaken a short 'Get skilled for work' course which provided an opportunity for her to re-engage with education in a more informal manner. The course helped to improve her confidence and communication skills, job search and interview skills, and she has also been fundraising for charity. Her tutor commented "Kirsty's attendance has been excellent and her confidence has improved. She has mixed well with the other students and I feel she has definitely benefited from the experience"

Kirsty's program of support has benefited from strong communication and partnership working between the ADTRAC team and Job Centre Plus. Kirsty's Work Coach informed ADTRAC about a potential work experience opportunity at Premier Inn. The ADTRAC Mentor spoke to Kirsty about this opportunity and supported her meeting with the Premier Inn Supervisor to discuss a two week work trial as a "front of house" cleaner. Following the trial, Kirsty was delighted to inform us that she had been offered a contract of employment with them.

Kirsty's ADTRAC mentor commented

"The importance of communicating, and collaborating with other organisations and making full use of the ADTRAC team members is significant. We must ensure the best interests of the young people we are supporting is at the heart of everything we do. This includes regular contact with organisations and ensuring the young person is aware that we are communicating with officers from other organisations. It is important that there is no duplication of work."