



## Case Study

**Brian\***  
TCHC

“*No one has ever helped me like Natalie has. No one has stuck by me and called me all the time, and helped me get an interview.*”

Brian  
Funky Junction Employee

**Project:** Youth Contract  
**Location:** Bedfordshire  
**Outcome:** Secured employment at Funky Junction

The Youth Contract is a mentoring and advisory service which supports 16 and 17 year olds who are NEET (Not in Employment, Education or Training) and need help finding work, getting an apprenticeship place or studying again. These young people have no more than one GCSE, or have come out of custody or care. The Youth Contract is funded by the Education Funding Agency, and managed in the East of England by TCHC.

One of the young people helped by TCHC as part of the Youth Contract is Brian. His mother had died six years earlier and he was living with his grandparents. The grief of his mother's death had caused him to turn his back on education, he felt like school did not matter to him. Being unemployed and claiming Jobseekers Allowance made him unhappy and desperate for work.

He was referred to the Youth Contract by the Hub, where he first met Natalie Arculli, his Personal Adviser at TCHC, who had rung him offering him support. He was interested because of TCHC's excellent reputation and experience in working with young people.

Natalie discussed with him his aspirations and helped him to realise his love for customer focused work. He found some work experience himself in a hotel which gave him a lot of confidence and he decided that he wanted to get an apprenticeship. Natalie helped him with this by giving him lots of advice on interviews, such as what to wear and how to prepare. When he got two apprenticeship interviews, she met with him on the day to go through questions that the interviewer might ask.

Brian has found her whole approach and attitude extremely comforting and this has made a huge difference to his life. Without Natalie's support he would have continued to go to different places to get help with no success, and he would not have got two interviews! He liked the fact that Natalie called him all the time to make him feel like somebody cared.

The project has helped him to get work experience and build his confidence at interview so that he can eventually get an apprenticeship.

*\*Name has been changed to protect the client's identity.*

*The Youth Contract is a programme supported by the Education Funding Agency.*



Education  
Funding  
Agency