



Case Study

Liam*
TCHC

“Zera has been a massive help to me. She has been doing a great job and helped me hugely.”

Liam

Project: Youth Contract

Location: Norfolk

Outcome: On YMCA Study Programme

The Youth Contract is a mentoring and advisory service, funded by the Education Funding Agency, which delivers support to disengaged young people with no more than one GCSE, or who have come out of prison or care. The project, aimed at young people who are NEET (Not in Education, Employment or Training), is managed by TCHC in the East of England.

Liam is one of these young people which TCHC has helped as part of the Youth Contract. He was suffering from a major lack of self-confidence, and as a result had been doing badly in school. When he found out about the programme through his girlfriend, this got him interested and after researching into it further he decided the project would provide him with the support he needed.

He met up with Zera Bacon, a Personal Adviser at TCHC, who told him more about the project and discussed his confidence issues that were preventing him from moving forward with his life. The support he received was really useful as it helped him to address all the confidence issues that he had.

Zera helped Liam to realise his dreams and set goals for the future. He realised that he needed to get some qualifications and so returned to studying as part of YMCA's Study Programme. This would not have been possible if he did not have the confidence and self-belief which Zera helped him to realise. He is still studying and now fully re-engaged as a result of the support he received as part of the project.

**Name has been changed to protect the identity of the client*

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



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