



## Case Study

Samantha\*  
TCHC

“Natalie encouraged me to get an apprenticeship. I didn't believe I could do it, but she told me I could. I couldn't have done it without her!”

Samantha  
Hairdressing Apprentice

**Project:** Youth Contract

**Location:** Hertfordshire

**Outcome:** Secured Hairdressing Apprenticeship

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 back into education. 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 young person to benefit from TCHC's delivery of the Youth Contract was Samantha. She had been living with her mother but the relationship soured and she felt they did not get on, so she moved out to live with her partner. They moved away but returned when she was unable to find work and she moved in with her partner's parents. She was unemployed and fed up of sitting at home doing nothing.

She found out about the Youth Contract when Natalie Arculli, Personal Adviser at TCHC, contacted her offering her support. Samantha met up with Natalie and really made her feel at ease. When Natalie helped Samantha to secure an interview for a hairdressing apprenticeship, Samantha was scared because she had to get there by train and she had never been on a train before. Natalie waited for her so that she got on the right train back, which really made Samantha feel more comfortable and relaxed. Samantha felt encouraged and felt that she could really do it, as a result of the support which Natalie has given her.

When the parents of Samantha's partner told her she had to leave, Natalie helped her, talking to the council for her so that she could get council housing. Samantha felt supported by Natalie every step of the way; Natalie told Samantha she would help and she delivered on this promise.

As a result of the project, Samantha was able to get a hairdressing apprenticeship; this would not have been possible without the support Natalie has given her.

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

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



Education  
Funding  
Agency