

### **A case study: 'M'**

"M" came to us earlier this year, very emotional and believing she was completely unemployable. She had served 15 years for a serious conviction from 30 years ago, which had a significant online presence. She hadn't been in work for over 5 years and strongly believed – albeit wrongly – that this was due to her reputation, believing that every job she had lost had been due to this as well.

Through our work, we were able to update her CV and disclosure letter, and then link her in with the organisation Smart Works Newcastle for some interview prep and interview clothes. This session was a huge confidence boost and she said it was one of the best days she had had in years. She got an interview with a local partner employer of ours who offered her the role as a recycling operative. M is loving the work, chuckles at how all the men on site treat her like "their little sister!" and was so excited to get her first pay cheque.