

## **Personalised service**

### **Dean**

"She helped me out a lot. She sat down and she gave me time, whenever if I came in and she'd been busy or she had her schedule she'd still try and fit me in even for a little 5 minute talk just to help me out. "

### **Stephen**

"Jobcentre advisors are very helpful people. Anything and everything that will help you to go into work they will do their utmost to do it. Any courses, any training – if you can't get there cos you haven't got funds – they will help you with bus fare."

### **Lorraine**

"I'd been working on this little idea for a few years, and job centre plus every 3 months interview to see what you're doing, see if they can help you get back into work. I met a guy called Kevin, told him what I was doing – the whole idea. They kept my profile, and they gave me an advisor or a consultant called chantelle who works for Working Links, and then through Chantelle I got a business advisor called Guisepppe and he helped me with my business advice and they showed me routes into how to obtain some finance in order to help me and I could test trade without actually losing my benefits which really , really helped..SHOO! [laugh]"

### **Judith**

"My advisor was brilliant, very thorough, anything that I asked she was able to answer and it turned my thinking around regarding the Jobcentre."

### **Darren**

"She was a really good person, she like, I explained to her about my situation because I was getting really down in the dumps with not having a job and everything like that – and she goes 'well there might be an opportunity opening, it might be a bit early but she gave them a call and she got me signed up to training for life, and then she called me up the next day to see how everything went. Even now, now and again she calls me up to ask how everything's going."

### **Lorraine**

"The good thing about it was, they work together as a team, it's not like you go in fresh and you speak to one advisor and they don't know what you're talking about – you see the same person all the time. They're in constant communication with the consultant at Working Links they speak to the business advisor who also knows what you're doing so the 3 work together and they link up – which I thought was very helpful."

**Shaz**

"The personal contact I had with Angie made me feel good, it made me not feel like a number it made me feel like a person. That someone out there did care about me and it was instrumental in getting me the job."

**Michela**

"Not only was she an advisor I looked to her as a friend as well because she understood what I needed, she gave me that push that I needed. Some people they do need that push and she gave me that push."

**Dean**

"She made me feel a bit more confident, she spoke to me like nicely, she never was rude to me in any way, she made me feel yeah I like you, I could see that she was helping me, so I wanted to be helped."