

routes to work



The Routes To Work Way

CLIENT WELCOME BOOKLET

www.routestowork.co.uk

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WHO ARE ROUTES TO WORK

We are a free, confidential service helping unemployed residents in the North Lanarkshire area to access opportunities in employment, education and training. We provide advice, information, guidance and practical support to develop and enhance the employment prospects of our clients. Each client's journey is unique, and we will work together to remove your barriers and progress you on your route back into employment.



Contact us



0800 783 4731



www.routestowork.co.uk



startyourjourney@routestowork.co.uk

Other useful support services



- NHS Inform - Scotland's National Health Information Service
www.nhsinform.scot
- ALISS (A Local Information System for Scotland) is a service to help you find help and support close to you when you need it most: www.aliss.org
- NORTH LANARKSHIRE Money Advice: 01698 332551
www.northlanarkshire.gov.uk/benefits-and-money/money-advice
Email: fit@northlan.gov.uk
- Scottish Welfare Fund: 0303 123 1008
- Well Informed North Lanarkshire: For information about support locally.
Call: 0800 073 0918 Email: well-informed@SAMH.org.uk



WHAT'S IMPORTANT TO US

Our Purpose

Routes to Work exists to help people achieve their aims in life by providing sector-leading skills and employability support. In doing so, we contribute to improving the economy, to reducing poverty and to creating a society where everyone has a good quality of life.

Our Vision

An organisation that North Lanarkshire can be proud of, valued by local people and businesses, and respected nationally for the innovation, scope and effectiveness of its services in delivering direct employment and wider social value outcomes.

Our Mission

We tailor our support to each individual, helping them recognise and develop their unique capabilities. We support our clients in whatever way they need - skills, information, help to access financial services, health & wellbeing, support networks, confidence & motivation - to make sure they achieve success in work and life.

Our Values



OUR PROMISE TO YOU



We are committed to providing each client with an exceptional service. Our dedicated team will take the time to assess and understand your needs, put in the work to find the best options for you, and support you at every step in your journey into a positive destination and beyond.

WE WILL SUPPORT YOU WITH



- Individual & Confidential **1-to-1** Support
- Access our in-house **training** team, our accredited qualifications, and external training courses tailored to you
- **Confidence** Building & Motivation Support
- **Health & Wellbeing** Support
- **Homelessness** & **Justice** Services Support
- Access to **Childcare Assistance**
- Work **Experience** Opportunities & **Volunteering**
- Guidance to access **financial advice**, including benefits calculations, budgeting & debt management support
- **Job Vacancies** & **CV** Support
- Advice and resources to improve your **support network**, including local community groups and access to support organisations

IN RETURN...

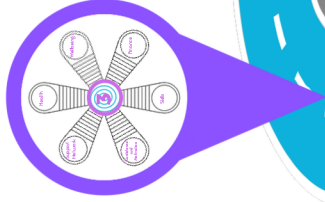
To fulfill our promise to you, we encourage our clients to fully engage with our services. Your dedication and effort will significantly contribute to achieving your goals. Our team will provide comprehensive support to guide you through each step of the process.

Routes To Change

5 Stages of Change

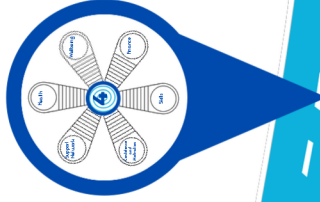
Stage 3

Vocational activity
& upskilling -
1:1 & group



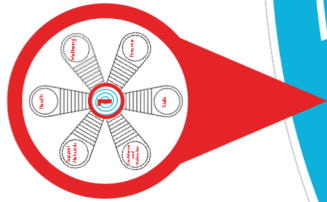
Stage 4

Employer
engagement, job
matching & getting
ready for work



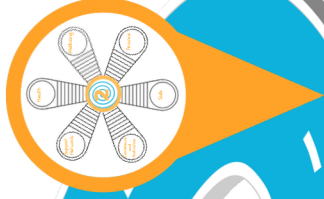
Stage 1

Referral,
engagement,
assessment tool &
Action Plan



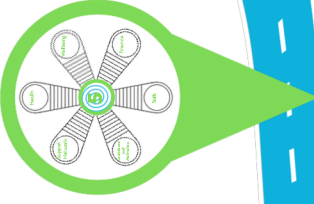
Stage 2

Breaking down
barriers & building on
strengths



Stage 5

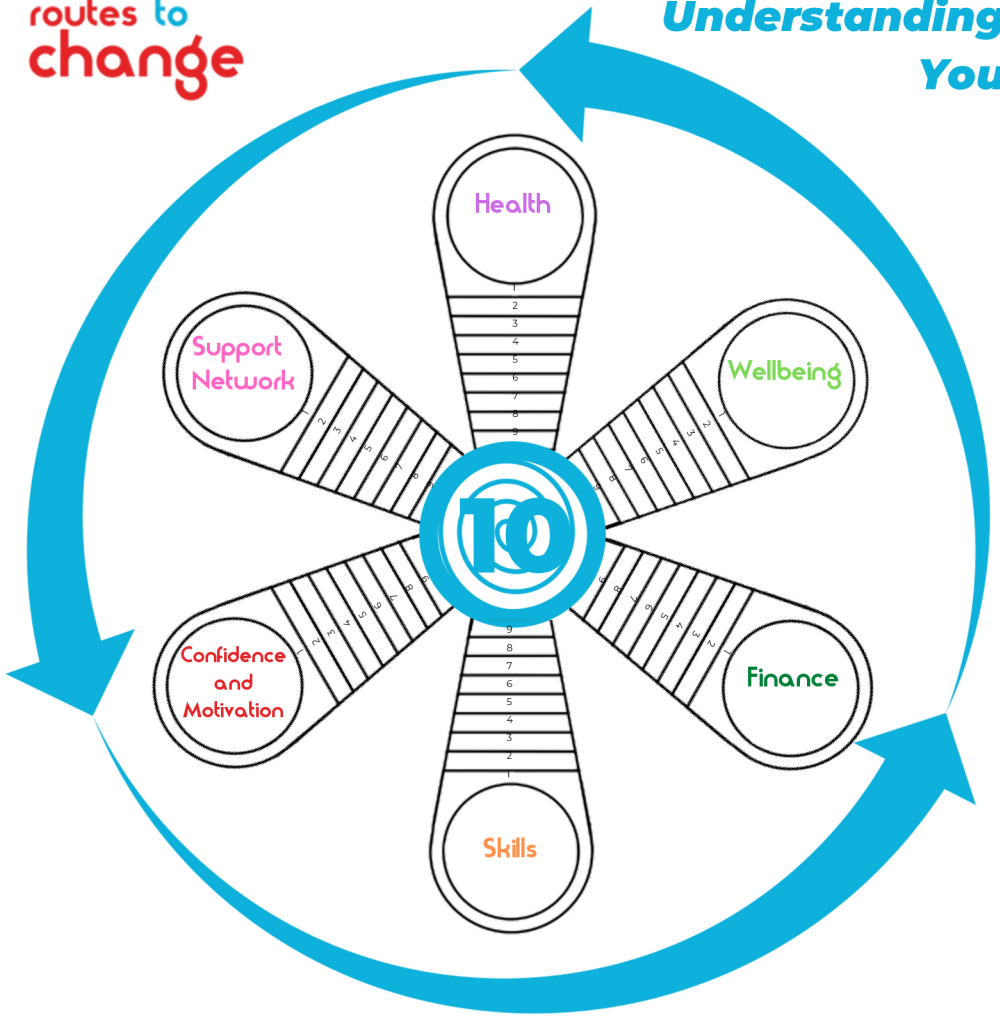
In-work support,
aftercare & career
progression



routes to
change

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Understanding
You



HEALTH

Long-term health conditions
Mental health
Physical disability
Addictions
Bereavement

FINANCE

Debt
Budgeting
Awareness of in-work benefits
Salary expectations

SKILLS

Employability
Qualifications
Training
Literacy and numeracy
Personal development
Goals setting

WELLBEING

Routine and structure
Exercise
Diet
Social interaction
Sleep patterns
Hygiene
Social skills
Coping strategies
Housing & homelessness

SUPPORT NETWORK

Support network
Family and friends
External service environment
Community
Caring responsibilities
Criminal convictions

MOTIVATION & CONFIDENCE

Self-confidence
Motivation to achieve goals
Confidence in abilities
Awareness of transferable skills

SKILLS, TRAINING & WELLBEING

At Routes to Work we provide professional employability, personal development, and accredited training to our clients. Our aim is to enhance skills and enable growth of our clients resulting in improved job prospects and brighter futures.

Courses we offer



CV Building



Learn My Way IT



Interview
Techniques



Your Wellness
Matters



Build Your Confidence
and Self-Esteem

We understand everyone's journey is different and bespoke to our clients, so we aim to provide a skills training service that everyone can participate in regardless of readiness into work.

Accredited Training



SQA Accredited Courses



CONSTRUCTION SKILLS
CERTIFICATION SCHEME

CSCS Qualifications



THE ROYAL
ENVIRONMENTAL HEALTH
INSTITUTE OF SCOTLAND

REHIS Accredited Courses



Training Solutions
Tailored to Your Needs

Industry-related certification
and qualifications



SUCCESS STORIES



» » Johnny's Story ‹‹ ‹‹

The Covid pandemic has left many entertainment and sports workers uncertain about their future. Johnny Irwin, a musician, lost his job due to the pandemic. He sought help from Routes to Work, who helped him find his dream job as a tutor at Reeltime Music. Since starting his new role, Johnny has regained his love for music and found his sense of purpose again. He now delivers workshops to children and other groups in

the community, which he enjoys. Johnny credits Routes to Work for understanding his passion and helping him find the perfect job. Their approach to understanding candidates' aspirations and matching them with jobs in their desired field has made all the difference in Johnny's life.



» » Jai's Story ‹‹ ‹‹

Jai Elder was struggling with her mental health and confidence after being out of work for a while. However, when she contacted Routes To Work in January 2021, Jade Acheson, Jai's caseworker, created a plan to help Jai find her next step. Jai enrolled in courses to boost her self-esteem and gain valuable skills, and landed a volunteer position at a British Heart Foundation charity shop. Her progress led Jade



to help Jai find paid employment, and she worked at Currys PC World and Showcase Cinemas before finding a job at the Evri warehouse. Jai is now thriving in her new role and the social aspect of work. She is thankful to Routes To Work for the support she received, including help with travel fees and work wear. Jai describes her experience with Routes To Work as life-changing and would recommend the program to everyone.



DAILY PLANNER

Daily Schedule	To Do List		
6am _____	1 _____	_____	
7am _____	2 _____	_____	
8am _____	3 _____	_____	
9am _____	4 _____	_____	
10am _____	5 _____	_____	
11am _____	My Work Goal		
12pm _____	_____		
1pm _____	_____		
2pm _____	_____		
3pm _____	Today We Are Eating		
4pm _____	Breakfast	Lunch	Dinner
5pm _____	Exercise Plan		
6pm _____	_____		
7pm _____	_____		
8pm _____	_____		
9pm _____	_____		
Positive Self-talk	2 Social Contacts for Today		

4 Week Activity Planner

Our objectives for the next 4 weeks:

- 1
- 2
- 3
- 4
- 5
- 6

Start Date
Next Review & Refresh Date

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1					
Week 2					
Week 3					
Week 4					

Achievements Sheet

Achievement

Notes

Achievement	Notes