



BARNET GUIDE TO SUPPORTED INTERNSHIPS &

**Alternative Offers of Employability based
options for SEN young people aged 16-24**



SUPPORTED INTERNSHIPS

Supported Internships provide on-site practical work training, for young adults with special educational needs to gain work skills, leading to competitive paid employment.

They are designed to develop transferable skills, knowledge and attitudes in readiness for paid employment. Students can develop Employability, Customer Service, Confidence, Maths, English and ICT whilst working alongside employees in a real employment setting.

The classroom based learning at the workplace enables young people to try out different work roles, supported by a job coach.

Benefits of the programme:

- Participate in a variety of placements at a high status local employer
- acquire competitive, transferable and marketable job skills
- gain increased independence, confidence, self-esteem and friendship groups
- receive work-based individual instruction, coaching, support and feedback from the job coach, tutor and host business managers
- access to qualification in English, Maths and Work Skills.

Supported Internships in Barnet:

Here are a few of the supported internships (SI's) providers that Barnet Council are currently working with... but we also have links to at least 30 others.

If you are interested in finding out more about the different SI's on offer, please kindly contact our team via email: supported-internships@barnet.gov.uk

Project Choice
Making a Difference

PROJECT CHOICE
a Specialist Post-16 College that delivers an OFSTED and Education Skills Funding Agency approved curriculum



ROYAL MENCAP SOCIETY
Mencap's Interns and Outcomes programme



TRANSPORT FOR LONDON (TfL)
The Supported Internship initiative at Transport for London (TfL) – the 'Steps into Work' Programme

Royal Mencap Society

Mencap's Interns And Outcomes programme is tailored to the unique needs and career aspirations of the individual.

Host Employer: Various

Education Partner: Royal Mencap Society

Supported Employment Partner: Royal Mencap Society

Lead Authority: London Borough of Barnet

Contact: helpline@mencap.org.uk

Programme Date: Sept - July



Entry Requirement

Entry Requirements for this programme are that students are aged 16-24, have a learning disability and an Education, Health and Care Plan in place, who also:

- would like to find a job
- will be ready for work after completing the programme
- live in the London borough of Barnet
- will be able to travel independently by the end of the programme (Mencap can provide travel training to help with this).

Programme

Interns And Outcomes is a full-time study programme lasting 12 months, including a work experience placement – usually about 6 months. The programme also provides a job coach to help interns learn on the job, plus group work opportunities to learn from one another and develop social skills.

Work placements

A range of unpaid placements will be offered determined by individual needs and aspirations.

How does it help?

Interns And Outcomes offers a range of benefits, helping people with a learning disability to:

- build greater confidence
- improve English and maths skills
- better understand employment
- show employers what they can do
- progress towards paid work.

CASE STUDY

Yasin Ugur -

The Supported Intern's View:



Yasin Ugur

The dilemma of what to do...

"After secondary school, I went to the local college to do a Level-1 and 2 qualifications, in Creative Media. I wanted to work in a media-related job but even though I passed the courses, I was still unsure about the kind of work, I wanted to do".

So, me and my mum started to look for places that would support me to find employment.

What did we find?

We came across something called a supported internship. We found out that a supported internship is a one-year study programme that provides practical work training, in the workplace, with an employer. It sounded ideal because the programme is designed for young adults (like me) who have an Education Health Care Plan and special educational needs. The aim of a supported internship is to help learners with SEN, to gain the work skills that enhance the likelihood and chances of securing a good wage and employment. Me and mum, then looked at the programme that was being run by Mencap (but we now know of others) and when they explained that over 80% of their participants had gotten a job after being on their supported internship programme, this convinced me to join them.

I am almost at the end of the Mencap Supported Internship programme, and it has been enjoyable going to the different employer sites and the Mencap offices. I have developed friendships, and my experiences on the programme have made me a stronger person because I have had to adapt to the new ways of working and learning that occurred during the three COVID-19 Lockdowns, from April 2020 to 2021. I learnt how to cope with remote learning and working. I am now a more flexible, adaptable and independent person, than when I first started the supported internship programme.

My new work skills and experiences have given me the chance to work with different employers and now that the supported internship course is coming to an end, I feel ready, willing and able to start work.

The big break...

When I was offered the possibility of employment and an interview with the school transport passenger service in my local area, I was very eager to apply as I felt I was suitable for this job because I had used the same transport service when I was at primary and secondary school. This meant I could give back to my community and also continue to build my skills.

I really wanted this job and I felt confident and comfortable at the first interview, because I had prepared well, practised often, and worked very hard. However, during the second interview I felt I could have done a lot better. So, I was happy when I was told that I had succeeded in getting the job. I would like to thank everyone who helped me get to where I am today. The staff at Barnet Council's Post-16 Skills Team and at Mencap helped me with mock interview practise; interview question & answers and with managing my body language. They also gave me guidance and encouragement, in the moments when I got scared or worried about the interview. I am so excited and looking forward to starting my new job training, in Summer 2021.

With the help of my family, the MENCAP Job Coach and several staff at Barnet Council Skills Post-16 Skills Team, I got through to the end of the supported internship programme and I got a job!

Co-production is more than just a buzzword:

When services are genuinely co-produced, they work better because they

make the most of the shared experiences, views, and knowledge available when we all work in partnership and as a collective of professionals, service-users, and their families. As that well known saying goes, it takes a village to raise a child. Everyone's contribution is valuable, so we should continue to encourage young people to have bold aspirations and ambitions - so that they can "achieve" with the support of everyone around them, says Thea Charles, Barnet Council Supported Internship Officer.

The Parent View:



When Yasin went for 2 interviews and then found out that he had got the Passenger Assistant job (on the School Transport Service), his confidence was boosted beyond belief. He is so excited about starting a paid job and he can't

wait for all the training that he will be receiving in First Aid, Manual Handling, Health & Safety, etc, when he begins. He worked very hard to prepare for the interviews and we are so happy about his success in achieving employment.

I am blown away, when I think about how well Yasin has done. Having his first paid job will be his first real step towards independence, in spite of his SEN needs. I am humbled when I say that our family, is appreciative of the help and support we have received from the staff at Barnet Council's Post-16 Skills Team and at Mencap. We hope that Yasin's example, will inspire other young people to keep going until they achieve their personal and work goals, too.

The Supported Internship Tutor View:

Yasin's English and communication skills have massively improved since joining the Mencap Supported Internship programme. When we first met him, Yasin was quite shy and reluctant to ask for help when he needed it but I am happy to report that he has resolved and transformed these issues and the Mencap team are pleased that this transformation has resulted in a paid job. "Success to us, is an individual moving into paid employment and thriving with their newfound independence".

The Prospective Employer View:

Ricky Rebello, is the Head of Barnet School Transport Service (used and accessed frequently by many local families - to collect and return SEN-

learners from home to school and back).

Mr Rebello, Barnet Council and their supplier companies, all pride themselves on being equal opportunities employers. Yasin will be working for the supplier company that serves the Barnet School Transport Service. The supplier company reported that Yasin answered the interview questions asked of him very well. They were impressed by his performance during the interview process, so they offered him the passenger assistant job that he interviewed for.

Ricky also shared that in the past, an SEN-learner who had also used the school transport service had applied for a job with his service. The job was advertised in the public domain and she subsequently, got the job (and just like Yasin, by her own merit). She also passed all the required compliance training and qualifications, which all staff must complete before they start the job.

Ricky is happy to report that this SEN-learner is still working within his team and she is a reliable professional and valued member of staff.

Ricky had no qualms about hiring this member of staff because as he says, "all of the policies, procedures and job-training are adhered to and implemented to minimise risk". I tend to look at what a person can deliver or bring to my service, irrespective of their personal barrier(s). I give all applicants a fair chance".

Royal Mencap Society

For background and more details about supported internships:

Supported Internships are designed to develop transferable skills, knowledge and attitudes in readiness for paid employment. Students can develop Employability, Customer Service, Confidence, Maths, English and ICT whilst working alongside employees in a real employment setting.

The classroom-based learning at the workplace enables young people to try out different work roles, supported by a job coach.

A Supported Internship programme benefits and enables a SEN-learner to:

- Participate in a variety of placements at a reputable and/or high-profile local employer
- Acquire competitive, transferable and marketable job skills
- Gain increased independence, confidence, self-esteem and friendship groups
- Receive work-based individual instruction, coaching, support and feedback PLUS the requisite skills acquisition and development from an employer-Mentor (at the employer site).
- In addition to this, benefit from the confidence-boosting, Information-Advice-and-Guidance Service provided by the supported internship Job Coach
- Coach (1:1 worker); the supported internship Tutor and other professionals working with the family, including Barnet SEND.
- Last but not least, a learner will also have the opportunity to access and enhance their qualifications in English, Maths and Work Skills, if required or applicable.

For more information about supported internships for young people residing in Barnet, please get in touch by email via supported **supported-internships@barnet.gov.uk** or look at our local offer page: **www.barnetlocaloffer.org.uk**

NB: A generic Barnet supported internship email doesn't exist but could be a good way of charting and recording interest in these programmes.



Find out more - contact **helpline@mencap.org.uk**
0808 808 1111
and ask about Interns
And Outcomes



Transport for London (TfL)

The 'Steps into Work' Programme at Transport for London (TfL).

This Supported Internship initiative is a collaborative venture between key partners:

Host Employer:

Transport for London (TfL), TfL Offices, 5 Endeavour Square, London E20 1JN

Lead Authority: London Borough of Barnet

Contact: stepsintowork@tfl.gov.uk

Programme Date: Sept - Aug

Entry Requirement

for this programme is that students are 16 years + with learning disabilities or on the autism spectrum and it is helpful to have an Education, Health and Care Plan in place but may not be necessary in certain circumstances. The student must commit to a 5 day a week programme, Mon-Fri from 10:00am until 3:30pm. Students must be an independent traveller, be able to study at Level One and must have a strong interest in public transport.

Programme

Students will have the opportunity to gain practical experience in the workplace whilst learning and developing employability skills. They will study for a BTEC Level 1 qualification and will be students of Barnet & Southgate College and not TfL employees. The programme, is based in TfL's offices in central London and is made up of three unpaid work placements, mainly in offices across TfL, supported by tutor and job coaches. Those aged 18 or over will also have the option of working as a customer service assistant (CSA) in a London Underground station. Most work placements are within TfL but some are with TfL's partner organisations including the Greater London Authority.

WORK EXPERIENCE offered by the programme include:

- Administration – sorting and delivering mail to departments; filing, photocopying, scanning, data entry
- Office support – sending emails, setting up IT and equipment for meetings; create and issue letters; stationery orders, organising meetings; labelling files for archiving; storing and shredding.
- Customer Service – meeting visitors; helping with enquiries, responding to phone enquiries.

CASE STUDY



David Yeboah

When David joined the Steps into Work programme he was shy and lacked confidence dealing with customers, following a bad experience in a previous work placement when a customer had shouted at him. Throughout the programme, David gained belief in his own ability and took part in a customer services assistant placement at Kings Cross Station. This built his confidence in face-to-face interaction and he realised he enjoyed helping customers, especially using his excellent knowledge of the transport network. Through this placement David came to realise that not all customers are rude people who will shout at you.

David also completed a placement in TfL's Information Management Service Transition Team. He said: "I really enjoyed this placement as I really like technology and I got to see how TfL were using technology to improve their services."

As a direct result of the programme David gained a full-time job with TfL's Lost Property Office.

David aspires to buying his own flat in the future through continued hard work and dedication. For him, this is just the beginning.



For more information contact:
stepsintowork@tfl.gov.uk

Project Choice



Health Education England (HEE) provides supported internships for learners who have an Education Health & Care Plan, through a programme service-provider called 'Project Choice'.

Project Choice is a Specialist Post-16 College that delivers an OFSTED and Education Skills Funding Agency approved curriculum, that links into additional NCFE accredited provision. All educational-based delivery is embedded into a learner's work-place training and learning.

We have over a hundred learners across several local authorities, in the UK and our staff work closely with over 10 National Health Service (NHS) trusts. Project Choice provides learners with the opportunity to complete up to three work-role rotations, most of which are in hospitals but some placements have occurred in private or public-sector settings.

Project Choice also make provision for enhancing a learner's literacy and numeracy skills. English and mathematics skills are embedded within our supported internship programme; and accreditation can arrange if and where applicable.

Host Employer: NHS organisations, the independent sector and private business.

Education Partner: Project Choice

Supported Employment Partner: Project Choice

Lead Authority: London Borough of Barnet

Contact: project.choice@hee.nhs.uk

Programme Date: Sept – July

Entry Requirement

Entry requirements for this programme are that students are aged 16-24, have a learning disability and an Education, Health and Care Plan in place, who also:

- would like to find a job
- will be ready for work after completing
- the programme
- will be able to travel independently by
- the end of the programme

Programme

The internship programme is a full-time study programme that runs throughout the academic year (September to July)

- Interns will be offered up to three placements, lasting 10-12 weeks each
- Four days per week are spent in the work place, with one day in the classroom.
- Interns are supported by a Workplace Mentor, Project Coordinator and an Area Manager. Students may benefit from the support of a Job Coach, in the work place, on a daily basis should they require one.
- In the classroom, Interns learn about employment and develop employability skills, as well as having study time to improve Maths and English.

Post Internship

Interns are supported after their internship ends. Sustaining employment is key to us, and we are committed to helping Interns to achieve this objective in addition to their additional goals.

This support includes:

- Pastoral support
- Professional support in meetings, e.g. appraisals, occupational health, etc.
- Coaching preparation for progression interviews
- Offering two-way support through Project Ambassadors and Mentors for new Interns.

Examples of WORK placements offered include:

- **Administration** – Scanning documents, admin duties, emails, filing, and telephone work, Typing documents when needed
- **Library Support** - Book stacking, scanning in and out of books
- **Goods In Porter** - Meeting the public, taking receipt of goods, despatching of goods, signing and checking deliveries, updating information on to in-house system. Pack deliveries to be picked up
- **Postroom Porter** - Emptying post bag, sorting post into pigeon holes, delivering and collecting post. Franking and dispatching mail
- **Reception** - Meet and greet public, taking deliveries, answering phones, meeting room management, photocopiers, setting up meeting rooms and keeping tidy, receiving and sorting internal post, dispatching internal post
- **Payroll Admin Support** - photocopying, computer work, saving documents, sorting post for department, taking messages
- **Tradesman Junior** - Assist Supervisor/Fitter on commercial equipment throughout the Trust. Working alongside the maintenance team
- **Finance Administrator** - Computer data entry, working with excel, sending emails, filing, photocopying, collecting and distributing post.
- **Catering** – Assist with picking and packing of hospital meals. Assist with the delivery of meals to patients and colleagues in both public & private care.

CASE STUDY



Aged 25, this student had come to the 'end of the road' within education and Project Choice was his last hope.


Being diagnosed with Autism and Mild Learning Difficulties as well as Dyspraxia and Language Difficulties this student has low Maths and English abilities. He has low reading abilities and can write if he copies someone else.

Upon starting with Project Choice this student was placed in the Chief Executive's Office at York Hospital and was given a list of tasks to complete. Some of these included hoovering, dusting and completing a regular stock audit of the stationary cupboard.

There were initial problems with the stock taking, as this involved counting. The student's mentor was very good and worked with him to solve the problem. After finding out that he could count to ten, they implemented a system whereby he would put a marker in at every ten items.

For his second placement, he moved on to the Domestic Department. In this role he has flourished, completing a list of tasks with no support from his mentor. The head of the department has been so impressed that he has been asked to apply for the upcoming job within the department.





For further information
about Supported Internships
please contact:

supported-internships@barnet.gov.uk

Please leave your name and telephone number
so that we can call you to discuss

BARNET
LONDON BOROUGH