



Our matrix Story – Perseverance Doncaster West Development Trust

This study is from our “Moving On” project, an education, employment and training programme working with people involved with substance misuse.

Case Study - January 2014 (Names have been changed)

Dylan was initially referred by his Shared Care key worker as he was doing well in his recovery from heroin use, reducing his methadone dose, and feeling ready to start considering getting back in to employment. The first meeting took place in mid-2012. He told me about his previous employment (he had worked as a coach-builder until he was made redundant in 2009) and about his goals and together we did a CV. Dylan did not know how to search and apply for jobs online. As Dylan's goal was to return to employment as a coach-builder he already had the skills and experience for this role. So the support I provided was geared towards empowering him to manage his own job search.

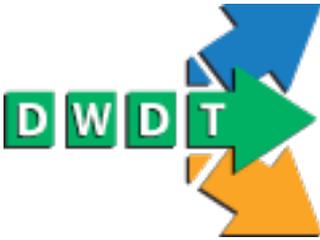
I assisted him in setting up an email account, supported him to learn how to search for jobs online, and showed him how to attach his CV to emails, upload his CV on to job search websites, and how to write cover letters. This support took place in Balby library using the computers there and after two sessions Dylan said he felt confident to take control of his own job search.

I lost contact with Dylan for a few months as he relapsed and after he had sought support from his key worker and got stable on methadone, he was again ready to start accessing my support. Moving On paid for his CSCS card, and as he had started to show real progress again in his recovery his father paid for him to complete his forklift truck training. Dylan told me that he was more committed than ever before to progress in his recovery. He acknowledged that gaining employment would be an important aspect in his continued recovery. He was excited to learn from one of his former colleagues that there were vacancies for coach-builders at his former company. He sent in the CV we had done, amended the cover letter I had wrote for him and made it specific for this vacancy and applied for the position. He was very happy to be offered an interview and his goal was realised when he was offered his old job back.

I met with Dylan last week for a catch up and he gave me evidence of his employment status. He is settled, stable and although he is keen to reduce totally his methadone prescription, he is aware that he needs to take things slowly, work with his key worker, and steadily reduce over time. He tells me that he is content, he has rekindled his relationship with his partner and his son. His relationship with his father, he informed me, is better than it has been for many years.

Dylan's story is fairly typical of the journey of those of our clients who have progressed towards employment or who have achieved other successes. He has needed quite a lot of support initially but by accessing support from Moving On he has been empowered to manage his own progression towards employment. He was given the tools he needed to search and apply for jobs, he was supported to gain training and qualifications. He has had set backs (in this case a relapse held up his progression for over 6 months). But he came back when he was stable, accessed our support, and the relapse seemed to make him even more determined to succeed this time.

Why the matrix Standard



We believe that the **matrix** Standard underpins the quality of service we strive to deliver on a daily basis. By following its elements we ensure that our delivery team are providing a great service and our partner relations are strong and well maintained. There is also a clear benefit in holding the standard from a business perspective as it supports applications for funding, with funders viewing it as a professional award.

The Approach to Achieving the Standard

We conducted an internal **matrix** self-assessment. This was an honest appraisal of where our processes and procedures were, and was followed up by a full team meeting to gauge the team's thoughts and discuss/agree the required actions in order to be ready for assessment. In our case the required actions were not excessive as good practice was in place from previous achievement of the **matrix** Standard, it was more a case of tightening up in a few areas and updating some internal policies.

The Impact / Benefits of working with the matrix Standard

I would say that the standardisation of our services through using/achieving **matrix**, enables us to have confidence in the provision of a consistent and professional range of support. By working through the standard in 2010 it became apparent that alongside **matrix**, our team would benefit from IAG qualifications. This has led us to support all delivery staff through to the achievement of level 3 and level 4 respectively.

The matrix Assessment Feedback

I would say that feedback on areas of strength is almost as crucial as areas for improvement, as it provides us with confidence and the positivity that we are on track. The required improvements then become part of our ongoing internal review procedures, which is a key part in ensuring standard compliance. We do have a positive team of delivery staff who are eager to address areas of performance that are not compliant, and the review process ensures that they are measured on this on an ongoing basis. I also think that the way in which Assessment Feedback is delivered is an important part of the process and our assessor has delivered this constructively and positively on each occasion, with follow up support as needed.

Author(s) if Relevant / Appropriate

Please contact myself, Phil Hayes.
