



Case Study

Sarah*
TCHC

“Zera talks to her young people as a friend as well as a Personal Adviser.

Sarah

Project: Youth Contract

Location: Norfolk

Outcome: Enrolled on YMCA Study Programme

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The Youth Contract supports 16 and 17 years in the East of England who have not obtained more than one GCSE above a D, or who have been released from custody or left local authority care. It provides mentoring and support to young people Not in Education, Employment or Training, and it is financed by the Education Funding Agency.

Sarah was one of these Norfolk teenagers on the programme. She had not been getting on with her parents and had been spending a lot of time at her boyfriend's house. She found herself lost, with no motivation to work and lacking in confidence.

The family tension had been getting too much and she had been referred by her local authority to Zera Bacon, a Youth Adviser at TCHC, who phoned Sarah and told her how the Youth Contract could help her and they arranged a meeting. Sarah found Zera easy to talk to; suddenly she felt there were options available to her.

When Sarah's mother asked her to move out, her family situation went from bad to worse. Zera helped her claim benefits and find a small place of her own. The support Zera gave her made Sarah feel less alone.

Sarah discussed her opportunities with Zera and found out that the future for her was not completely hopeless. She learned about the YMCA Study Programme, which would help to fund her studying and get qualifications. Sarah has been pleased with the support she has received from Zera, as she now has a friend as well as an adviser. She is continuing with her course and is confident that it will increase her future job prospects.

**Name has been changed to protect the identity of the client*

The Youth Contract is a programme supported by the Education Funding Agency.



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