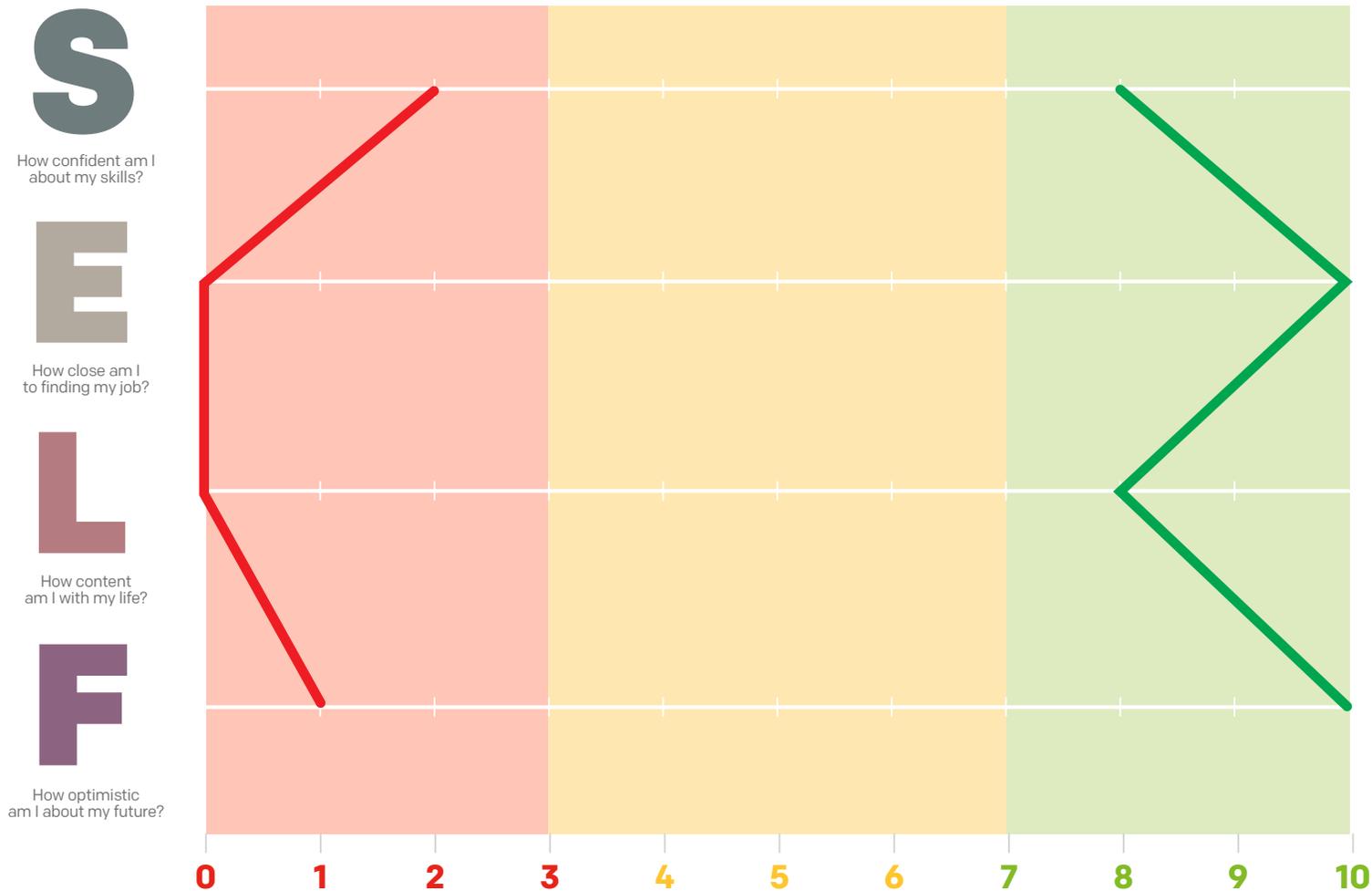


Case Study



Agnus, with the support of an intensive mentor, has been empowered to take back control of her own skills, employment, life and future (SELF).

Her journey from a vulnerable young refugee separated from her child, with no qualifications, experience or support to a successful and valued employee has won Agnus the UK Youth of the Year Award presented at Buckingham Palace.

Agnus has two dreams – to be reunited with her son, and to become a midwife.

Vulnerable and isolated, Agnus was desperate to find paid work but had long term, entrenched barriers to employment including very limited work history, poor health and previous traumatic life experiences. At 15 years old Angus came to the UK as a refugee, leaving her two year old son in Africa. Living in temporary accommodation in a difficult area of Liverpool, with no qualifications and basic language skills she suffered frequent racial abuse and was fearful of leaving her home. With the practical support of an intensive mentor who helped with accommodation, benefits, life skills and referrals to counselling and health provision, Agnus developed the coping strategies and confidence to enrol on an ESOL course and employability programme. Her increased self awareness, resilience, motivation and support from new friendship groups have enabled Agnus to secure a customer service role where she has since been promoted. This ideal employment ensures her son can join her and financially supports her future aspirations to be a midwife. Agnus has since been invited to speak at the House of Lords and is now on 'distance support' from her mentor.