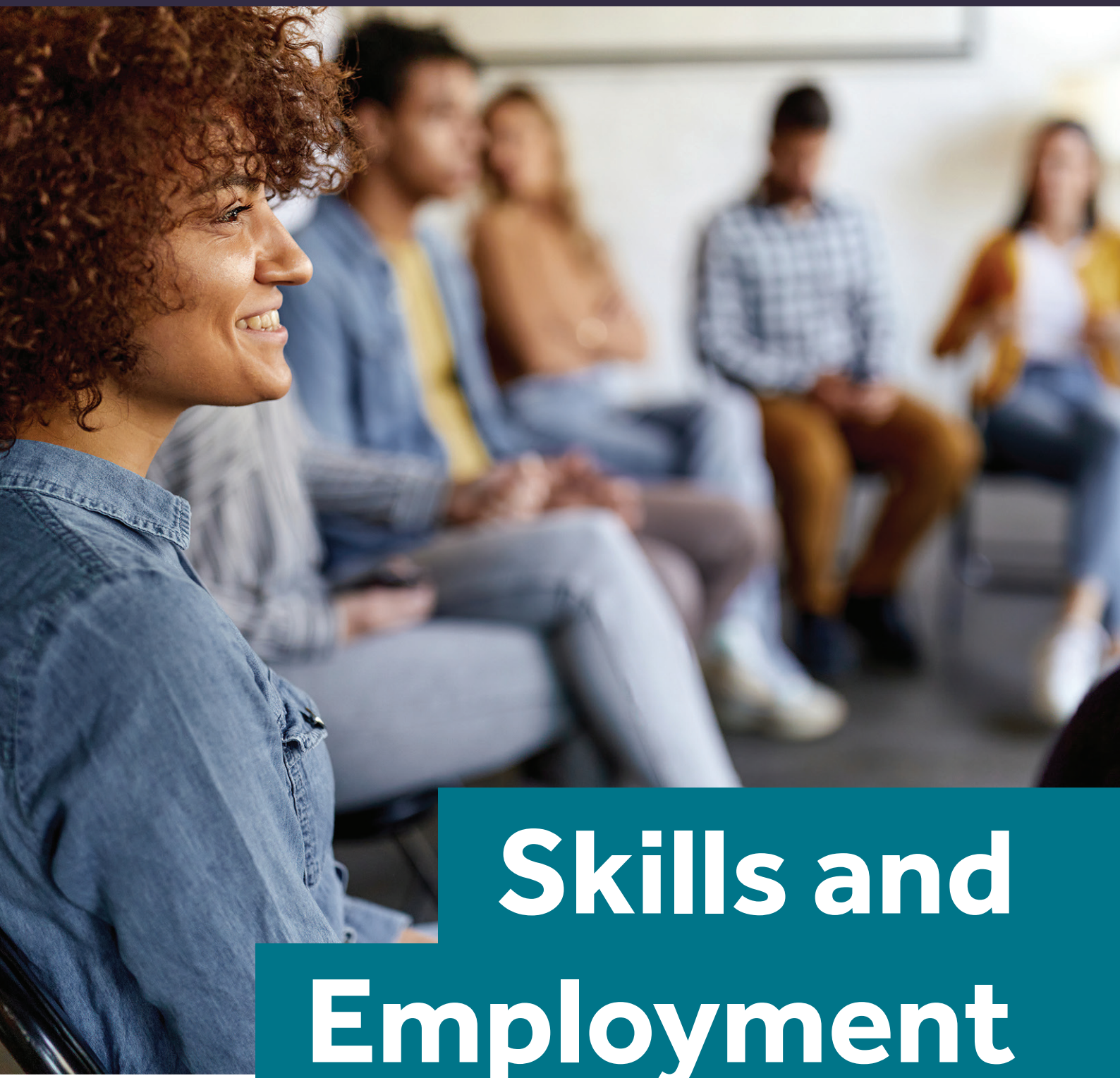
Cheshire West & Chester Council



Skills and Employment

Skills and Employment Service

Cheshire West and Chester


Are you:
Looking for work?
Wanting to improve your skills to make you more employable?
Needing advice on where to start and how to progress?
Looking for a training course for employment?
In need of employment support because you have a health condition?

Cheshire West and Chester Council's Skills and Employment Service is here to provide all the support you need to find and keep a job.

Skills and Employment Hubs

This prospectus will tell you all about the employment support projects we run and the training courses we offer. Almost all our services are delivered out of Skills and Employment Hubs (previously called Work Zones), our four centres in Chester, Ellesmere Port, Northwich and Winsford. On the next page you can find full details of each Hub and how to contact us.

When you get in touch we will ask about your circumstances and suggest how you can get started. This could be an assessment of your maths, English and IT skills, a training course, developing your job searching skills, volunteering or taking part in one of the employment support projects listed in this booklet.

Most of our services and training courses are for adults aged 19 and over. Some are available to those aged 16 and over.

Tuition fees may apply but many of the courses - including basic maths and English - are free.

We are the largest provider of adult education in the borough. At any one time we work with over 1,000 people to improve their current job prospects or help support their child's education.





Find out how we can help you by contacting your local Skills and Employment Hub...



Skills and Employment Hub Chester

The Bluecoat Buildings, Upper Northgate Street, Chester, CH1 4EE

Email: chestersehub@cheshirewestandchester.gov.uk

Telephone: 07775 717122



Skills and Employment Hub Ellesmere Port

The Portal, Wellington Road, Ellesmere Port, Cheshire, CH65 0BA

Email: ellesmereportsehub@cheshirewestandchester.gov.uk

Telephone: 07990 532869



Skills and Employment Hub Northwich

Waterside House, Navigation Road, Northwich, CW8 1BE

Email: northwichsehub@cheshirewestandchester.gov.uk

Telephone: 07833 236675



Skills and Employment Hub Winsford

Wyvern House, The Drumber, Winsford, CW7 1AH

Email: winsfordsehub@cheshirewestandchester.gov.uk

Telephone: 07766 205389

Our services

The following pages will give you an overview of what the Skills and Employment Service can offer you.

Because of government funding, each service is aimed at a slightly different age group. We have organised the information by putting the projects for the youngest age groups nearer the start and older age groups towards the end.



Age 16+

Employment Advisors in NHS Talking Therapies

Employment Advisors in NHS Talking Therapies provide free, confidential support to help you find work, stay in work, return to work after absence or explore new opportunities. We can help you build confidence, achieve your employment goals and take positive steps towards improving both your wellbeing and your future.

What Employment Advisors in NHS Talking Therapies provides:

- Individual support from a dedicated advisor to help you overcome work challenges and concerns
- Your clinician and Employment Advisor work together to support you

Employment Advisors in NHS Talking Therapies is right for you if:

- You are aged 16 or over
- You are currently involved with the NHS Talking Therapies service
- You are looking for work OR
- You are in work and would like strategies to deal with your current work situation more effectively OR
- You are in work and are looking to change your work situation OR
- You are returning to work after an absence

If you are interested in Employment Advisors in NHS Talking Therapies please scan the QR code or visit cw.limbic.ai online or call

South Cheshire and Vale Royal 0300 303 0639 (option 1)

West Cheshire 0151 488 8348 (option 1)

East Cheshire 01625 469 950

Skills and Employment Service
Employment Advisors in Talking Therapies

What patients have said about Employment Advisors in NHS Talking Therapies

"The whole experience enabled me to see through my negativity and come out the other end with renewed positivity about my future working life."

"My employment advisor was very understanding and professional and supported me to make changes in how I manage workloads and how to cope with management styles in work. This has prevented ongoing overload as I am able to say no to extra work."

"I have got back my confidence and happiness."

"I received the professional help which allowed me to go back to work. Without support from my employment advisor it would be not have been possible. I appreciate the level of engagement, fantastic communication and knowledge. I strongly recommend the service for every person with long term mental health problems."

"My employment advisor has helped put me back on my feet having been made redundant. She's helped me with finding a new job and supported me through the interviews and starting a new role, growing my confidence and resilience along the way and I am truly grateful."

Age 16+

Individual Placement Support (IPS) Drug and Alcohol Service

What IPS Drug and Alcohol Service provides:

- Personalised job search to meet your preferences
- Create or update your CV
- Links with local employers
- Support with your applications and interviews
- In-work support to maintain employment alongside your treatment
- Benefits advice



IPS Drug and Alcohol Service is right for you if:

- You are of working age
- You are in structured treatment for drug or alcohol use
- You are interested in securing paid employment
- You are entitled to work in the UK

If you are interested in IPS Drug and Alcohol Service please contact your nearest Hub or:

Chester and Ellesmere Port

07912 293653
ipsreferral@cheshirewestandchester.gov.uk

Northwich and Winsford

ipsreferral@cheshirewestandchester.gov.uk

Department for Work & Pensions | Department of Health & Social Care | v-i-a

Skills and Employment Service
IPS Service

IPS Drug and Alcohol Service case study

Participant K

I have struggled to find employment over the last 2 years. As a single mother it's been hard trying to find a job with hours that work for me. I have also had addiction issues.

Finding suitable employment was vital for me, mainly because it would benefit my child and me financially. More than this, it would also help me to establish a positive routine which would add structure to my life and give me a new purpose.

Since meeting my advisor at Via, he has helped me to understand the correct way to prepare and apply for jobs, and has created a new CV for me which helped massively.

I wasn't sure of the best way to conduct myself in an interview situation and how to explain the gaps in my employment. My advisor worked with me to find the best way to talk about my past situation and work history.

When I was offered an interview at a care home we practised interview questions and answers which I found very helpful. Having the support and someone believing in my ability has made me feel a lot more confident.

I was then offered the position of housekeeper at the care home. It is close to where I live and the employer has been very flexible regarding working hours. I'm glad I had the confidence to explain my childcare needs at the interview because the employer has adjusted my rota so my hours fit around my child.

I'm feeling very positive about the future now and it's reassuring to know that I can still be supported whilst in employment. I feel like my life is now back on the right path.

Age 16-19

Fresh Start

If you are a young person who is currently not in education, employment or training, Fresh Start can help you take positive steps towards your future. We provide personalised support to help you build confidence, develop new skills and create a clear pathway into employment, training or education.

What Fresh Start provides:

- One-to-one support and encouragement
- Goal setting and career planning
- Personal and employability skills development
- Access to accredited training and qualifications
- Support with CV writing, job searching, applications, interview preparation and apprenticeships
- Guidance from experienced staff
- Ongoing support into a positive future

Fresh Start is right for you if:

- You are aged 16-19
- You are unsure about your next steps and would like support planning your future
- You want to build your confidence and develop essential life and work skills
- You need practical support to access opportunities and overcome challenges
- You would like to gain new experiences or skills that can help you achieve your goals

At Fresh Start, we believe every young person deserves the opportunity to succeed. We will work alongside you to identify your strengths, overcome challenges and help you move towards a positive and sustainable future.

If you are interested in Fresh Start please contact your nearest Hub or:

fresh.start@cheshirewestand chester.gov.uk

Funded by UK Government

Skills and Employment Service
Fresh Start

Fresh Start case study

Participant T

T was not in education, employment or training and was facing several challenges that were preventing him from moving forward. He lacked confidence, struggled to express his needs and rarely left the house. Along with an unhealthy sleep pattern and the absence of a daily routine, he had no previous work experience to build upon.

T's Fresh Start mentor realised a traditional approach might not be the best fit and introduced T to a gym-based support programme. This informal environment allowed him to build trust and improve his wellbeing and confidence at a pace that suited him. Through regular sessions, T established healthier routines and improved his physical fitness, developing life skills such as meal preparation, independence and self-care. With increased confidence, T was more willing to engage with others. He became more comfortable expressing his needs and joining in conversations.

Fresh Start supported T with career profiling, CV and cover letter development, job searching and interview preparation, helping him understand workplace expectations and prepare for employment.

T's progress has been remarkable. He now attends the gym independently, enjoys regular social activities including weekly figure skating sessions. He has developed a structured and positive lifestyle. His improved confidence was evident when he spoke with a government representative during a site visit, explaining the impact of Fresh Start intervention.

T has now progressed into full-time employment. He describes himself as "a completely different person" and credits Fresh Start with helping him build confidence, develop essential life skills and gain the courage to pursue opportunities he never thought possible.

Age 16-24

New Ground

New Ground offers Supported Internships: structured placements for those with special educational needs and disabilities (SEND) who are looking to move into work. To qualify you will have an Education, Health and Care (EHC) plan .

What New Ground provides:

- A work placement which matches your capabilities and will contribute to your long-term career goals
- A personalised study program which includes the chance to gain relevant qualifications
- If appropriate, qualifications in English and maths at a suitable level



New Ground is right for you if:

- You are aged 16-24
- You have an EHC plan or SEND barriers to employment
- You have experience of participating in a work environment
- You are able to work a minimum of 16 hours per week (if you take on paid employment)
- You are motivated to work and are flexible in the type of job you will do
- You can contribute to the company's success by meeting standards of attendance, timekeeping, behaviour and dress code

If you are interested in New Ground please contact your nearest Hub or:
New.ground@cheshirewestandchester.gov.uk

Funded by UK Government

Skills and Employment Service
New Ground

New Ground case study
Participant J

J started a Level 1 Baking and Patisserie qualification at Reaseheath College but left after a week as she felt the college was too big and overwhelming. J signed up for the New Ground programme with no long-term career goal, just wanting to become independent and live on her own in future. J is autistic and said she wanted to be "like everyone else".

J was always prepared and ready to learn but her anxiety when meeting new people was a significant issue; she feels she can comes across as 'shy' or 'distant'. Her lack of self-belief was preventing further progress. Because her biggest barrier was with social interaction, J wanted to work in a small team. New Ground team members identified that she was very good at following instructions, had an excellent eye for detail and was capable of dealing with confidential records.

New Ground advisors matched her strengths with various jobs, exploring office vacancies as the most suitable next step on her journey.

Following some work to improve J's confidence and self-esteem, she attended an interview with West Cheshire Autism Hub. A month later J began her placement, initially working 1 day per week from home due to the pandemic. J's Job Coach reported that she was increasingly confident talking to other professionals independently. Feedback from the employer was positive and J was able to increase her working days.

Within 4 months J was offered a paid job as Personal Assistant to the Strategic Manager, a well-deserved reward after all her hard work on placement. J said that she was "hoping that it might it happen but never really expected it". J continues to develop new skills and grow in confidence.

Age 18+*

Connect To Work

Connect To Work is a service that provides free, personalised employment support to help you find and keep meaningful paid work. Our support is based on what matters to you most.

What Connect To Work provides

- An advisor who will explore your interests and ambitions with you; we will identify your skills and strengths
- Building confidence and motivation to find jobs that match your goals
- Support in the workplace
- Help to develop and progress in your career

***16-17 year olds may be eligible in certain circumstances.**

Connect To Work is the right for you if:

- You are currently unemployed and looking for work
- You are currently in work but need some extra support
- You have a health condition, disability or additional support need
- You have been out of work for some time and lack confidence in returning to employment
- You need support identifying suitable job opportunities
- You want to help find a job that matches your skills, interests and goals

If you are interested in Connect To Work, please email **connecttowork@cheshirewestandchester.gov.uk**

You can also scan the QR code to register online

Funded by UK Government

Connect to Work
Cheshire & Warrington

Connect To Work case study

Participant AM

AM is a 60-year-old female with a history of anxiety which impacts her ability to cope in traditional employment settings. AM wanted to investigate self-employment so she could manage her own schedule and workload. AM's goal was to establish a doggy daycare business, combining her interest in animal care with a sustainable working model.

AM's advisor helped overcome potentially stressful triggers. Over several discussions, the self-employment process was broken down into clear, structured and achievable steps: writing a detailed business plan and marketing plan, developing policies and procedures to meet licensing requirements and designing marketing materials.

Her advisor supported AM in conducting some market research, including reviewing the National Association of Registered Pet Sitters which helped AM to understand local competition, the services offered and pricing structures. The research helped AM realise her goal was achievable.

After creating a financial forecast, AM had a realistic understanding of income and expenditure which contributed to her growing confidence. AM's advisor supported with setting up financial processes and licensing arrangements. Although a 2-star licence is usual for a brand new business, she was awarded a 4-star licence as her policies and procedures were so well organised.

AM has now begun trading and has taken on her first clients. AM says her confidence has grown enormously and her overwhelming feelings are much more manageable as a result of her increased independence and resilience.

AM said, "I would never have got this far without your support. I'd have given up as it would have been too overwhelming."

Age 11+

Independent Travel Training

You are eligible to receive independent travel training if you currently receive travel assistance from the Council and would like to learn how to travel independently.

What Independent Travel Training provides:

- A personalised plan tailored to your needs, based on meetings with your support network
- One to one training. In person support from an experienced trainer to develop your travel skills and confidence
- Journey planning and public transport skills
- Training on personal and road safety

If you are interested in Independent Travel Training, please discuss this with your key worker, allocated social worker or SEN team in school.

Independent Travel Training is right for you if:

- You are eligible for travel assistance and require support to travel on your own



Funded by UK Government

Skills and Employment Service
Independent Travel Training

Adult Learning and Training courses

Our training courses will give you the new skills or qualifications you may need to help you get a job.

What a training course provides:

- An initial assessment to see where your skills may need improvement
- Maths at an appropriate level, if needed
- English at an appropriate level, if needed. English for Speakers of Other Languages (ESOL) is also available
- Information advice and guidance about career planning and job searching
- Course in your chosen area: this could be anything from digital skills to beauty treatments, fork-lift truck driving or construction (CSCS card).

A training course is right for you if:

- You are aged 19 or over
- You want to learn new skills
- You would like to move into or progress in work or further education
- You want to achieve a qualification that you didn't get at school
- You want to meet new people and expand your social circle
- You would like to improve your overall health and wellbeing
- You want to better support your family's education, health and wellbeing

If you are interested in a training course please contact your nearest Skills and Employment Hub, details on Page 4.

Skills and Employment Outreach

As well as our four Skills and Employment Hubs, we offer Skills and Employment Outreach based in local primary schools and other community venues. Our outreach locations provide a welcoming space for adults to develop their skills, gain qualifications and give opportunities to learn alongside your children. Whether you want to help your child with their maths, boost your confidence, or take steps towards a new career, we have a wide range of casual sessions, courses and qualifications for you. From self-development and wellbeing to employability skills, our outreach hubs are here to support you every step of the way on your learning journey. Discover how learning can open new doors for you and your family!

If you would like to find out more about Skills and Employment Outreach and the courses on offer, please contact your nearest main Hub or email: skillsandemploymentoutreach@cheshirewestandchester.gov.uk





The courses we deliver vary between centres and according to demand. Below is a selection of the types of learning we offer. For up to date information about course programmes, search "Cheshire West and Chester Skills and Employment Hubs" or scan the QR code.

Accredited learning

An accredited course usually leads to a recognised qualification. For more information about levels of learning, search "What qualification levels mean" on the gov.uk website.

Functional skills

English (Entry 3 to Level 2)

Maths awards (Entry 1 to Entry 3)

Maths (Entry 3 to Level 2)

English for Speakers of Other Languages (ESOL) (Entry 1 to Level 2)

Digital Skills

Essential Digital Skills Qualification (Entry 3 and Level 1)

Business Administration (Level 1 and Level 2)

Digital Marketing and Social Media Marketing (Level 2)



Vocational courses

Some vocational courses are delivered by partner organisations

Pathway to work (Level 1)

Customer service (Level 1 and Level 2)

Food safety in catering (Level 2)

Teaching assistant (Level 2)

Childcare development (Level 1 and Level 2)

Construction (CSCS) (Level 1)

Forklift truck (Level 2)

Beauty sector courses (Level 2)

Health and wellbeing (Entry 3 and Level 1)

Welcome to Care (Level 2)

Counselling skills (Level 1)

Hospitality (Level 2 and Level 3)

Care (Level 1)

Customer Service (Entry 3 and Level 1)

Logistics (Level 1)

Non-accredited learning

Non-accredited courses can be a great first step back into learning, helping you build confidence, develop new skills and learn at a pace that works for you.

Non-accredited learning

Skills and Employment Hub registration

Interview techniques

Brush up your English

Brush up your maths

Digital skills for life

Budgeting basics

Eat well for less

First aid (Level 3)

Youth mental health first aid

Neurodiversity awareness

Developing confidence and motivation

Art for wellbeing

Game changers

General Support

CV support

Job search

Skills and Employment Outreach in the community

Courses are held in community locations like primary schools and are aimed at helping parents assist their children's learning.

Help your child with English

Help your child with maths

Let's get arty (arts and crafts)

Youth Connect 5 (parenting)

Slow cooker workshop

Christmas/Easter/summer workshops

Help your child with phonics and SPAG

Story sacks for early reading

Fun with play dough



Notes

Notes

Accessing Cheshire West and Chester Council information and services

Council information is also available in audio, Braille, large print or other formats. If you would like information in another format or language, including British Sign Language, please email us at: **equalities@cheshirewestandchester.gov.uk**

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

Pokud byste požadovali informace v jiném jazyce nebo formátu, kontaktujte nás

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

Türkçe bilgi almak istiyorsanız, bize başvurabilirsiniz.

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

You can also telephone: **0300 123 8 123**
or textphone: **18001 0300 123 8 123**
website: **www.cheshirewestandchester.gov.uk**