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# WHAT IS STEP BY STEP?



Step by Step has been a presence in Kirklees for over 10 years with each session run by experienced advisors. This service has developed to become an open access drop in service for the people of Kirklees to gain advice and assistance with a full range of issues that may be affecting them such as;

- Support to access financial assistance in times of crisis such as food banks and welfare services
- Advice on benefits and housing support
- Advice on training, courses and volunteering opportunities
- Computer skills and accessing the internet
- Writing a CV and offering help with interview skills
- Accessing latest job opportunities in the area

This is not an exhaustive list, Step by Step deals with any presenting issue and will aim to resolve or signpost to relevant services

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# STEP BY STEP AN INCLUSIVE SERVICE

At Step by Step, we offer friendly support, information, advice, and guidance to help people make positive steps in their lives. People participate at their own level with no expectations, our aim is to empower individuals according to their own needs to use Step by Step as a pathway to improve their wellbeing. The activities that take place in our informal environment include:

- Friendly faces with a cup of tea or coffee offered
- Peer to peer support
- A chance to meet up with others
- Sharing experiences
- Friendly chat
- Non judgemental environment



An additional aspect of the Step by Step service is that we try to reduce loneliness and social isolation through group activity. The aim is to have a positive impact on the lives of some of the most disadvantaged groups.

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# STEP BY STEP AND EMPLOYMENT

Step by Step supports people into work, this includes assisting people to get to a place where they are ready to work and when ready assistance with the practical aspects of gaining employment.

- Help to create a CV
- Help to create job accounts (Indeed, CV Library, etc)
- Complete application forms
- Identify career/job routes
- Identify transferrable skills
- Interview prep/Mock interviews
- Referral to Works Better Enhanced (where applicable)



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# CASE STUDY

“With the help of Step by Step, particularly the help from Debbie, I was able to grow the confidence and the skills to find work. I have been working for over a year now in a job that I love. Don't think I would have ever got there without the help of Paddock Community Trust and all the staff that supported me. Thank you all” – **James Step by Step Participant**

Alice attended Step by Step at Batley just prior to the Pandemic lockdown in February 2020, she wanted help and assistance and to look for a job. With the Adviser, Alice went through her work history and education, she had a young child and had left university to have her child and become a Mum. Alice was a single parent and felt she that she was ready to return to work. Alice attended the sessions and with her Adviser created a CV and decided on career paths, it was felt that she would be a suitable participant on the Works Better programme which was explained to her and an appointment was made for her to attend an Initial Assessment. Sadly, due to national lockdown Alice was unable to attend, however, her advisor ensured she was contacted, and she joined the programme, working with the Works Better Advisor Alice secured an apprenticeship with Kirklees libraries, Alice received assistance with childcare, and had a better off in work calculation carried out which showed how much better off financially she is in work, Alice is still working there today.

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# DELIVERY DURING A PANDEMIC

Since March 2020, Step by Step Advisors have been delivering the service from home via telephone and online platforms. We have developed a weekly Zoom session for those that have access to digital equipment, we are also where possible providing equipment to our participants that are digitally excluded.

The Advisors have attempted to contact and remained in contact with most participants during this period. We have seen an increase in people accessing the service and in the last quarter we have worked with 140 new participants.

The support we have provided includes:

- Advice on Furlough
  - Self Employment
  - Universal Credit and other benefit claims
  - Volunteering opportunities
  - Work opportunities
  - Redundancy
  - Referrals to Foodbanks and Welfare provision
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# HOW TO REFER



Contact Claire on 07419328413  
or email

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**ANY QUESTIONS**

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