Taurus Healthcare Services

Working together to keep you well

WorkWell Herefordshire & Worcestershire

WorkWell Case Study

Background

Unemployed single parent, with a young family. Due to life stressors relocated to the county. Previous work history and were job searching with no success - limited jobs locally.

Issues

They shared as a single parent living in a rural area with limited finances and ongoing life difficulties, they were feeling despondent and low. Felt loss of independence as vehicle left in home county; unable to fund keeping it road worthy. Affordability for school uniform causing anxiety and stress. Were reliant on benefits and the foodbank for basic life essentials.

Support

Through coaching we identified what would help to improve health and work prospects. Key was to remove the transport barrier to help home life and job options. With consent the coach advocated on their behalf to register for a Discretionary Welfare Payment (DWP) and actioned a professional referral to a charity providing essentials for the children. We updated their CV, aligned to job preferences, created cover letters and identified their key strengths and skills for focused job searching.

Outcome

DWP approved, £400 awarded for food and life essentials. This helped to release funds for car repairs and MOT. A charity kindly provided non branded uniform items for the children reducing barriers to attending school. They resumed proactive job searching. Within 10 days, interview and gained a part-time job. Improvement in mental health, self worth and now more financially stable.

‘ Life is so different now for me and my family. Feels like a fresh start. You have helped me achieve it all’.

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WorkWell
Herefordshire & Worcestershire

WorkWell Health & Work Coach Case Study 2026

Background

M was referred into WorkWell by her GP surgery. Has previous work history and was keen to get a job but finding it difficult due to a combination of difficult life factors.

A single parent with young children who moved to the county due to life stressors. They had a vehicle but could not afford to keep it on the road and with very little public transport locally, they were feeling isolated. This was causing a barrier to family life and work opportunities as they were worried how they were even going to get to an interview.

Job searching was proving difficult as their motivation was very low and their CV not up to date. Many of the jobs did not fit in around managing school pick up and drop off times.

They had limited finances and were reliant on benefits and the foodbank for life essentials. This whole situation left them feeling depressed and anxious with little optimism about getting a job.

How we helped

Together we talked through what mattered to them, what would help and what barriers they were facing. We created a plan which was manageable for M to help achieve their goal of moving back into paid work. They prioritised sorting out finance and travel barriers which then led onto improving opportunities to move back into employment.

A key barrier was not having their vehicle on the road, impacting family life and job searching. Through coaching she was able to consider options; M was very proactive in contacting local garages for advice and getting quotes.

With M's consent the coach helped to register for a Discretionary Welfare Payment (DWP) and actioned a professional referral to a charity for school uniform for the children.

CV was updated in a session; this helped to focus on skills and experience. Also, draft cover letters helped improve M's confidence for the next step.

The outcome

A DWP of £400 was awarded for food and basic life essentials. This helped to release funds for the vehicle to be repaired and MOT completed. Having the vehicle road worthy again was huge for M - they were very keen to share their excitement.

This also has had a significant positive impact on M feeling more motivated to start job search again. Time spent in the coaching sessions identifying their transferable skills helped to build confidence and self belief. With an updated CV they started to apply for jobs with renewed optimism.

10 days after starting job searching, they attended an interview and gained a part-time job and now use the car to travel to work. Their mental health and overall wellbeing improved significantly. They also started to feel more financially stable.

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