The DFN Project SEARCH Interns and their supporting managers at the Hilton London Heathrow Airport Terminal 5 hotel, 2019
West London Boroughs are proud to work with employers and education providers in West London to facilitate and support the establishment and development of supported internships and supported employment initiatives. Over 200 young people with learning disabilities are currently undertaking these programmes in London every year, with an average employment achievement rate of over 60%. The details of 20 of these programmes are contained in this booklet.

Supported Internships in West London have a track-record of success in enabling young people with learning disabilities to gain direct work training within top businesses, hotels, hospitals and organisations leading directly to employment. They are part of an expanding number of initiatives for supported employment being organised and facilitated by the West London Alliance in partnership with major third-sector organisations, further education colleges, local councils and experienced supported employment advisors and partners.

Feedback from host businesses in West London has been extremely positive. Public Health England report that: “Our supported interns have been remarkable. They bring incredible benefits to the organisation and we’re always telling other employers about how good Supported Internships and DFN Project SEARCH are – it’s one of the most important things we do as an organisation”.

Hounslow Borough Council have welcomed the sheer enthusiasm and positive drive that the interns bring to the Council. They report: “From the word ‘go’ they knew what this opportunity meant and they weren’t going to pass up the chance to make a real difference to our work.”

Supported Internships

Supported Internships are designed to develop transferable skills, knowledge and attitudes in preparation for paid employment. Through training and direct work experience young people will develop employability skills, self-confidence, job-specific skills and Maths, English and ICT skills whilst working alongside employees in a real employment setting.

Classroom-based learning at the workplace enables interns to try out different work roles, supported by a tutor and job coaches. During the internships, the young people will undertake employment planning and application exercises designed to put as many of them as possible in a position to move directly into paid employment.

DFN Project SEARCH Supported Internships

DFN Project SEARCH Supported Internships are open to all applicants with moderate learning disabilities (MLD) who are aged between 18 and 24 on 31 August 2019 (some take applicants at 17) and who are keen to be offered paid employment (not necessarily at the host business or organisation) at the end of the programme. Other Supported Internships may have slightly different specifications. A full list of eligibility criteria and the application process for each internship are available from the contact names listed with each programme.

All applicants for a DFN Project SEARCH Supported Internship must either have an Education, Health and Care Plan (EHCP) provided through their Local Authority or be in the process of obtaining one. Applicants must also be capable of travelling independently, or be willing to be trained to do so.

The Further Education Colleges and Schools will hold open days or open evenings about the Supported Internship(s) they offer, usually between February and May, to enable young people and their families to gain a better understanding of the opportunities they can offer. The open events are also a chance for interested students and their families to ask questions and to submit application forms.

Shortlisted applicants will be invited to attend a skills and capabilities assessment day (held March-June) where they will take part in a short informal interview and be asked to participate in some given tasks. Successful applicants will be enrolled as students at the Further Education college at the start of the autumn term (except for those internships where a school is indicated as the education partner), while the internship itself takes place on the premises of the host business or organisation. Some Supported Internships may start at other times of the year.

Parents and carers are asked to supply any necessary information regarding allergies in their applications as the interns are likely to be working with food and cleaning products during their rotations, and are expected to actively support and assist the young people during their internships and their preparations and plans for employment.

All applicants must either have an Education, Health and Care Plan (EHCP) provided through their Local Authority or be in the process of obtaining one. Applicants must also be capable of travelling independently, or be willing to be trained to do so.

The Further Education Colleges and Schools will hold open days or open evenings about the Supported Internship(s) they offer, usually between February and May, to enable young people and their families to gain a better understanding of the opportunities they can offer. The open events are also a chance for interested students and their families to ask questions and to submit application forms.

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HILTON TERMINAL 5

The DFN Project SEARCH Supported Internship at the Hilton London Heathrow Airport Terminal 5

ADDRESS
Hilton London Heathrow Terminal 5, Poyle Road, Colnbrook SL3 0FF

CONTACTS
Angie Hincks
Hammersmith & Fulham College
a.hincks@wlc.ac.uk

Steve Poole
Ealing Mencap
steve.poole@ealingmencap.org.uk

FURTHER EDUCATION COLLEGE PARTNER
West London College

SUPPORTED EMPLOYMENT PARTNER
Ealing Mencap

SPONSORING/LEAD LOCAL AUTHORITY
Ealing Council

PLACEMENTS PLANNED 12

DATE
September 2019 to July 2020

The Hilton Hotel Terminal 5 is a top-quality airport hotel offering a wide range of work experience and training opportunities for young people with learning disabilities through supported internship rotations which cover many internal hotel operations and customer-facing services.

Key vocational skills and work experience opportunities offered at the hotel include:

• Food and Beverage working in the restaurant, serving food to guests and clearing tables
• Kitchen preparing food and re-stocking breakfast options
• Housekeeping cleaning public areas and bedrooms, linen separation
• Back of House helping with deliveries and stock storage, supporting staff restaurant
• Concierge greeting guests, giving hotel information and luggage porter duties
• Meeting and Events assisting set up of events, serving food to event clients at breaks and servicing meeting rooms
• Maintenance general hotel maintenance and painting

Interested applicants should contact West London College for an application pack for 2019/20. Ideally they should have an interest in the hospitality industry or some experience of the sector. Interns will be based at the hotel during term time throughout the academic year.

GSK (GlaxoSmithKline)

The DFN Project SEARCH Supported Internship at GSK Headquarters

ADDRESS
GSK House, 980 Great West Road, Brentford TW8 9GS

CONTACT
Lorna Misra
07506 195 863
Lorna.j.misra@gsk.com

FURTHER EDUCATION COLLEGE PARTNER
West Thames College

SUPPORTED EMPLOYMENT PARTNER
Action on Disability

SPONSORING/LEAD LOCAL AUTHORITY
Hounslow Council

PLACEMENTS PLANNED 12

DATE
September 2019 to July 2020

GSK pioneered Supported Internships in West London with Project SEARCH and has successfully enabled many interns to graduate to paid employment since 2012. Based at GSK’s Global Headquarters building in Brentford, the rotation opportunities include work experience and training in a wide variety of administrative and service roles.

Key vocational skills and work experience opportunities offered at GSK include:

• Office Administration managing data and booking meeting rooms
• Catering Assistant till work in the restaurant and shelf stocking
• Grounds Maintenance mowing, raking, leaf blowing and pruning
• Bike Shop puncture repairs
• Reception customer service, logging faults and using booking systems
• Hospitality laying out food for meetings and stock control
• Audio Visual laying out rooms for conferences, setting up a/v equipment, providing technical support
• Housekeeping restocking, cleaning vending areas and lift lobbies
• Security Checking visitors booking list, patrolling the building, directing visitors and deliveries

Application forms should be requested from Supported Learning Department, DFN Project SEARCH, West Thames College, London Road, Isleworth TW7 4HS, and submitted by early April.
The London Heathrow Marriott Hotel is a top-quality airport hotel offering a wide range of work experience and training opportunities for young people with learning disabilities covering many internal hotel operations and customer-facing services.

Key vocational skills and work experience opportunities offered at the hotel include:

- **Engineering** Daily site patrols and basic maintenance tasks
- **Housekeeping** porterage, cleaning bedrooms and public areas
- **Food and Beverage** clearing tables, restocking items and setting up for next service
- **Administration** sorting credit card receipts, data input, printing/laminating documents

Applicants need to:

- Maintain appropriate behaviour and social skills in the workplace
- Have independent personal hygiene and grooming ability
- Take direction from supervisors and modify performance
- Be able to communicate effectively

The vision for future local government in Hounslow is as a community leader, not simply a provider of services. It will continue to be an enabling Council, working in partnership with the local community, voluntary and statutory agencies, and the private sector to maximise social and economic development in the borough.

Completed application forms should be requested from and submitted by early April 2019 to the Supported Learning Department, DFN Project SEARCH, West Thames College, London Road, Isleworth, TW7 4HS.
PUBLIC HEALTH ENGLAND

The DFN Project SEARCH Supported Internship at Public Health England (PHE) Colindale

ADDRESS
Public Health England, 61 Colindale Avenue, London NW9 5EQ

CONTACT
projectsearch@phe.gov.uk

FURTHER EDUCATION COLLEGE PARTNER
Barnet and Southgate College

SUPPORTED EMPLOYMENT PARTNER
The Tottenham Hotspur Foundation

SPONSORING/LEAD LOCAL AUTHORITY
Barnet Council

PLACEMENTS PLANNED 10

DATE September 2019 to July 2020

Application forms should be requested from projectsearch@phe.gov.uk and submitted by 29th March 2019

Public Health England is established to protect and improve the nation’s health and wellbeing and reduce health inequalities. PHE is an executive agency, sponsored by the Department of Health.

Their main laboratories and offices at Colindale offer significant work training opportunities in laboratory and facilities management environments.

Key vocational skills and work experience opportunities offered at the laboratories and offices include:

• Glass Preparation assisting in the washing and sterilisation of glassware for laboratory use
• Laboratory Support ensuring laboratory equipment is calibrated
• Audio Visual providing support to the Audio Visual Manager
• Print Room using multifunctional devices and a variety of binding techniques
• Warehouse Operative assisting in the picking of stock for customer orders and delivering them
• Media Preparation packing, cleaning and sterilisation of glassware
• Media Dispatch dispatch of growth and nutrient media to customers
• Waste Management collecting and recording of clinical waste and recycling
• Admin Support for procurement functions

L’ORÉAL & HAMMERSMITH & FULHAM COUNCIL

The Supported Internships at L’Oréal and Hammersmith & Fulham Council

ADDRESSES
L’Oréal, 255 Hammersmith Road, London W6 8AZ
Hammersmith Town Hall, London W6 9JU

CONTACTS
Rachel Knight 07910 892 732 r.knight@wlc.ac.uk
Angie Hincks 020 8231 6140 a.hincks@wlc.ac.uk

FURTHER EDUCATION COLLEGE PARTNER
West London College

SUPPORTED EMPLOYMENT PARTNER
Action on Disability

SPONSORING/LEAD LOCAL AUTHORITY
Hammersmith & Fulham Council

PLACEMENTS PLANNED 12

DATE September 2019 to July 2020

Key vocational skills and work experience opportunities offered at L’Oréal and the Council include:

• Post Room Assistant customer service and daily post
• Office Administration in various offices including The Mayor’s Office and HR tracking DBS applications
• Catering Assistant customer service and stock replenishment
• Nursery and School Assistant working with children with special needs
• Receptionist greeting clients
• IT Communications data inputting and using specialist software to organise deliveries and pick-ups
• IT Maintenance Assistant assisting with customer enquiries, imaging and setting up computer desks
• Cleaning Operative maintaining Town Hall common areas
• Academy Assistant greeting clients and guests, telephone work, stock replenishment, assisting in the salons and maintaining all areas
• Housekeeping Assistant at the Haven Overnight Facility
CHARING CROSS HOSPITAL
The DFN Project SEARCH Supported Internship at Charing Cross Hospital

ADDRESS
Charing Cross Hospital, Fulham Palace Road, Hammersmith, London W6 8RF

CONTACTS
Sophia Tait (Curriculum Leader, Supported Learning)
College of North West London
020 8208 5908
sophia.tait@cnwl.ac.uk

Jasmine Giles (On-site Lecturer, Charing Cross Hospital)
07860 754 014
jasmine.giles@cnwl.ac.uk

FURTHER EDUCATION COLLEGE PARTNER
The College of North West London

SUPPORTED EMPLOYMENT PARTNERS
Action on Disability and Kaleidoscope – Sabre

SPONSORING/LEAD LOCAL AUTHORITY
Brent Council

PLACEMENTS PLANNED 12

DATE September 2019 to July 2020

The Supported Internship at this world-famous general teaching hospital provides a wide variety of training and work experience in clinical, administrative and facilities management departments working with the NHS Trust and its partner Sodexo.

Key vocational skills and work experience opportunities offered at the hospital include:

- **Theatre Health Care Assistant** cleaning medical sets and scanning equipment in and out of theatres
- **Administration Assistant** data inputting, filing and booking appointments for patients
- **Domestics Operative** following infection control procedures to maintain cleanliness on the wards
- **Ward Host** taking food orders and serving patients
- **Back of House Operative** packing food for patients and stock rotation
- **Porter** transporting patients, operating lifts and accepting jobs on the intercom
- **Post Room Assistant** sorting and delivering post around the hospital
- **Store Person** managing the stock rooms on the wards

NORTHWICK PARK HOSPITAL
The DFN Project SEARCH Supported Internship at Northwick Park Hospital

ADDRESS
Northwick Park Hospital, Watford Road, Harrow HA1 3UJ

CONTACT
Oliver Dixon (Foundation Learning)
020 8909 6317
odixon@hcuc.ac.uk

FURTHER EDUCATION COLLEGE PARTNER
Harrow College

SUPPORTED EMPLOYMENT PARTNERS
Kaleidoscope-Sabre

SPONSORING/LEAD LOCAL AUTHORITY
Harrow Council

PLACEMENTS PLANNED 12

DATE September 2019 to July 2020

Northwick Park Hospital is part of London North West University Healthcare NHS Trust, one of the largest integrated healthcare trusts in the country. Key vocational skills and work experience opportunities here are:

- **Health Care Assistant Roles** these roles are on wards and in various clinics in the hospital. Following infection control procedures HCA’s support clinical staff to carry out patient observations and checks such as blood pressure and temperature. They also attend to personal care needs of patients
- **Admin Assistant** working in a variety of departments tasks include data inputting, filing and scanning, photocopying, answering the telephone, sorting and sending out post and booking patient appointments
- **Endoscopy Technician** systematic cleaning of highly specialised equipment; computerised tracking of instruments; packing, storing and dispatch
- **Radiology Assistant** logging in patients, contacting wards for the transport of patients, assisting with preparation for procedures, preparing the procedure rooms and equipment
- **Restaurant Operative** restocking of food items, cleaning and clearing tables, refilling paper towels, sweeping and mopping, restocking cutlery and serving customers
- **Domestic Stores Person** picking & packing domestic stock for wards. Packing cages and delivering stock around the hospital. Keeping the stockroom tidy and helping with regular stock takes
- **Ward Host** taking food orders, preparing patient meals, making tea and coffee, following food safety procedures, cleaning the ward kitchen and liaising with patient dining staff
- **Patient Dining Operative** picking and packing food orders for patient meals, stock rotation, matching food order paperwork to deliveries
- **Porter** transporting patients, accepting jobs on the radio and via written request forms, moving equipment
WEST MIDDLESEX UNIVERSITY HOSPITAL

The DFN Project SEARCH Supported Internship at West Middlesex University Hospital

ADDRESS
Twickenham Road, Isleworth TW7 6AF

CONTACT
Neeta Singh
projectsearch@queensmill.lbhf.sch.uk

EDUCATION PARTNER
Queensmill School

SUPPORTED EMPLOYMENT PARTNER
Action on Disability

SPONSORED LOCAL AUTHORITY
Hammersmith & Fulham Council

PLACEMENTS PLANNED
8+

DATE
September 2019 to July 2020

West Middlesex University Hospital, part of the Chelsea and Westminster Hospital NHS Foundation Trust, has partnered with Action on Disability and Queensmill School, an autism-specific provision, to give young people with autism and learning difficulties an opportunity to develop their skills within a real work environment.

We apply a specialist, autism-friendly approach to support our interns on site, though we are open to working with young people with other special educational needs. Application forms may be requested by emailing projectsearch@queensmill.lbhf.sch.uk

Key vocational skills and work experience opportunities offered at the hospital include:

• Health Records picking and filing health records
• Catering Stores picking and packing meals and delivering to wards
• Finance assisting finance team with DB capture and scanning
• Ward Host taking patient orders and serving meals
• Waste Management removing litter from wards and recycling
• Restaurant Assistant clearing tables and trays, restocking, recycling
• Laundry delivering and collecting scrubs and linens to and from wards
• Ward Reception administration, filing records, photocopying, data entry

You can download a City and Islington college application form from www.candi.ac.uk or pop along to any City and Islington Campus. You can also come along to an open day – contact Jacqui Steel or Nikki Russell for details of this. Completed application forms can be handed in FAO Jacqui Steel to the 444 Camden Road campus or scan and email the form to jacqui.steel@candi.ac.uk or nikki.russell@candi.ac.uk

WEST MIDDLESEX UNIVERSITY HOSPITAL

GO into Employment – DFN Project SEARCH @ GOSH

ADDRESS
Great Ormond Street Hospital,
Great Ormond Street, London WC1N 3JH

CONTACT
Nikki Russell
nikki.russell@candi.ac.uk

FURTHER EDUCATION COLLEGE PARTNER
City and Islington College

SPONSORING/LEAD LOCAL AUTHORITY
Camden Council

PLACEMENTS PLANNED
10

DATE
September 2019 to July 2020

Applicants must have an EHCP and be 18+. They will be enrolled as students at City and Islington College.

Applicants who are offered a place must attend City and Islington College to do a DBS application and complete an honorary contract with Great Ormond Street Hospital and have an appointment with Occupational Health to prove fitness to work with vulnerable children. They must provide proof of BCG and MMR vaccinations.

You can apply by emailing nikki.russell@candi.ac.uk

Key vocational skills and work experience opportunities offered at the hospital include:

• MRI – Housekeeper cleaning toys and surfaces in the sedation and recovery rooms, topping up trolleys with bandages etc, cleaning kitchen, cleaning and remaking recovery beds, restocking supplies
• Xray – Reception using the Tannoy to announce patients, writing the waiting time on the whiteboard, handing out family feedback forms to parents and patients, filing
• Main Kitchen – Commis Chef, Kitchen Assistant / Pizza Bar Chef preparing ingredients for soups, pizzas, and items needed for restaurant service, breakfast prep, portioning, helping sort ward orders for patients
• Outpatients Admin mailing appointment letters, photocopying travel forms, checking reception areas have stationery, inputting data, laminating
• Outpatients Clinic Assistant sanitise toys, handing out family feedback forms to patients, get refreshments out of stock cupboard, assist playworkers in activities, help open and tidy clinic rooms, clean trolleys
• Theatres Anaesthetic Stock Room Assistant handing out stock lists and collecting and delivering stock to the Anaesthetic rooms
• Catering – Restaurant Catering Assistant restocking drinks, sandwiches snacks, stock take, cleaning tables and serving, helping in the coffee bar
• Palliative Care – Medical PA organising information, sorting leaflets, cataloguing toys, copying and collating packs of information, booking meeting rooms

You can download a City and Islington college application form from www.candi.ac.uk or pop along to any City and Islington Campus. You can also come along to an open day – contact Jacqui Steel or Nikki Russell for details of this. Completed application forms can be handed in FAO Jacqui Steel to the 444 Camden Road campus or scan and email the form to jacqui.steel@candi.ac.uk or nikki.russell@candi.ac.uk

GUIDE TO SUPPORTED INTERNSHIPS 2019

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GUIDE TO SUPPORTED INTERNSHIPS 2019

13
MOORFIELDS EYE HOSPITAL
The DFN Project SEARCH Supported Internship at Moorfields Eye Hospital

ADDRESS
Moorfields Eye Hospital
162 City Road, London EC1V 2PD

CONTACT
Emma Lord (DFN Project SEARCH Tutor)
emma.lord@candi.ac.uk

FURTHER EDUCATION COLLEGE PARTNER
City and Islington College

SUPPORTED EMPLOYMENT PARTNER
Kaleidoscope-Sabre

SPONSORING/LEAD LOCAL AUTHORITY
Islington Council

PLACEMENTS PLANNED
12

DATE
September 2019 to July 2020

An Open Evening is planned, followed by a Recruitment Day where potential candidates will be invited to interview and to undertake some basic skills-based tasks.

We work with the interns prior to them joining to build their skills relating to employment.

Every intern must have an EHCP. Ages: 17-24.

Key vocational skills and work experience opportunities offered at the hospital include:

• Theatres – Healthcare Assistant duties include gowning surgeons and cleaning medical equipment
• Portering transporting patients around the hospital
• Finance Office administration including data entry and calling clients
• Moorfields Eye Charity assisting the office to prepare for fundraisers and undertaking admin duties
• Costa barista training and using the dishwasher to wash the cutlery, cups and plates
• Domestics following infection control procedures to keep all areas of the hospital clean
• Data Quality inputting patient data and updating national data systems
• Executive Office requesting medical notes for examination

ST GEORGE’S HOSPITAL
The DFN Project SEARCH Supported Internship at St George’s Hospital

ADDRESS
St George’s Hospital, Blackshaw Road, Tooting, London SW17 0QT

CONTACT
Annie Brine
annieb@cricketgreen.merton.sch.uk

EDUCATION PARTNER
Cricket Green School, Lower Green West, Mitcham, London CR4 3AF

SUPPORTED EMPLOYMENT PARTNER
Action on Disability

SPONSORING/LEAD LOCAL AUTHORITIES
Merton and Wandsworth Councils

PLACEMENTS PLANNED
6

DATE
September 2019 to July 2020

St George’s Hospital is one of the UK’s largest teaching hospitals. Run by the St George’s University Hospitals NHS Foundation Trust, the hospital offers general tertiary care, such as accident and emergency, maternity services and care for older people and children. As a major acute treatment hospital, St George’s Hospital also offers specialist care for more complex injuries and illnesses.

Key vocational skills and work experience opportunities offered at the hospital include:

• Administration photocopying and collating training packs
• Portering moving patients within the hospital in wheelchairs or beds
• Children’s Playroom playing and working alongside young patients
• Reception directing patients to the correct clinics, registering Blue Badges and using the phone
• Scanning transferring medical records onto the computer
• Medical Records finding and returning the files needed for clinics
• Working with theatre porters
• Working in M&S retail outlet
In April 2019 Kensington & Chelsea Council will host an Open Day & applications can be made. An Interview Day will follow in May, and the final 12 interns selected for the September programme will be notified in June.

**ROYAL BOROUGH OF KENSINGTON & CHELSEA**

**RBKC Supported Internship programme**

**ADDRESS**
Kensington Town Hall, Hornton Street, Kensington, London W8 7NX

**CONTACTS**
Angie Hincks  a.hincks@wlc.ac.uk
020 8231 6140

Rachel Edwards  Rachel.Edwards@rbkc.gov.uk

**FURTHER EDUCATION AND SUPPORTED EMPLOYMENT PARTNERS**
West London College
Action on Disability

**PLACEMENTS PLANNED** 12

**DATE**  September 2019 to July 2020

**ELIGIBILITY CRITERIA**
Aged 18-24. EHC plan. Working around entry 1 to Level 1 English and maths. Capable of travelling independently to their workplace (with Travel Training). Aspirations to progress into paid employment (and this is a realistic outcome after Travel Training). Aspirations to progress into paid travelling independently to their workplace (with Travel Training). Aspirations to progress into paid employment (and this is a realistic outcome after Travel Training).

- **Customer Services** providing an efficient and effective service to the residents of the Royal Borough of Kensington and Chelsea, assisting them to self-serve. Promoting and supporting the use of online services, whilst ensuring the best customer services practices are adhered to
- **Library Assistant** working with the library team to ensure the space is tidy and well organised by checking shelves are well ordered, returning books to their correct shelves and sorting through old stock to be removed from the service
- **Mail Room Assistant** responsible for sorting and delivering all the post coming in and out of the Town Hall, for the various departments in the Council
- **HR Administration Assistant** supporting the HR Recruitment team with the administration in recruiting new employees
- **Property Information Officer** collecting and recording data about properties managed by the Asset Management team whilst providing administrative support to the department where necessary
- **Nandoca** all team members at Nando’s start off as a Trainee Nandoca where they learn all about the requirements of working at Nando’s and the skills required from a front of house staff member
- **Benefits Administrator** the Housing benefits team responds to telephone and written queries from customers regarding housing benefits claims and payments. You will provide efficient and effective administrative support to the housing benefits team of the Royal Borough of Kensington and Chelsea
- **Neighbourhood Assistance Team Administrator** this team provide assistance to residents on the Lancaster West Estate which is run by the Royal Borough of Kensington and Chelsea

**PAVILIONS, UXBRIDGE**

**The Supported Internship based at the Pavilions, Uxbridge**

**ADDRESS**
18 Chequers Square, Uxbridge UB8 1LN and partly at Uxbridge Library, 13-14 High Street, Uxbridge UB8 1HD

**CONTACT**
Andrew Wilkinson  at Prospects
andrew.wilkinson@prospects.co.uk
07795 114 567

**EDUCATION PARTNER**
Ixion Holdings (Apprenticeship and training provider, part of the Shaw Trust Group)

**PLACEMENTS PLANNED** 6

**DATE**  From September 2019

**ACCEPTANCE AND ELIGIBILITY CRITERIA**
EHCP may be required. Age group 18-24

For young people interested in applying for the Pavilions Supported Internship, the application process will involve the following steps:

- Phone or request an application pack from supportedinternship-london@prospects.co.uk. Andrew Wilkinson: 07795 114 567.
- Young people who apply will be invited for an interview to discuss the internship with the Pavilions team. Parents can attend the Open Day and come on the interview day.

This is an exciting opportunity giving interns the opportunity to learn about the different roles in the retail environment and gain the skills to obtain work in retail or related work.

- **Customer Service** responding to customer retail enquiries, taking payments and operating the till, checking and replacing shop stock
- **Business Admin** office-based tasks, sending emails, responding to telephone queries, checking orders and monitoring shop product lines
- **Warehouse** stock control, processing deliveries of stock, placing orders, replacing products on the shop floor
- **Hospitality (tbc)** making and serving hot and cold drinks, preparing sandwiches and other cold foods, taking payments and operating the till, cleaning customer areas and washing up and tidying kitchen space
We have also had interns working towards a Health Care Assistant role where they would be more involved with patient care and undertaking minor clinical tasks such as checking blood sugar, and blood pressure and attending to some personal care needs.

BARTS HEALTH NHS TRUST

The DFN Project SEARCH Supported Internships at Barts Health NHS Trust hospitals

ADDRESS
Whipps Cross University Hospital
Whipps Cross Road, Leytonstone E11 1NR

The Royal London Hospital
Whitechapel Road, Whitechapel E1 1BB

CONTACTS
Jamie Bargeman
Whitefield Academy Trust
07966 181 283
j.bargeman@whitefield.waltham.sch.uk

Janet Wingate-Whyte
Whipps Cross 07947 761 483

Anna Cotton
The Royal London Hospital 07713 688 580

EDUCATION PARTNER
Whitefield Academy Trust

SUPPORTED EMPLOYMENT PARTNER
Kaleidoscope – Sabre

SPONSORING/LEAD LOCAL AUTHORITY
Waltham Forest Borough Council

PLACEMENTS PLANNED 24

DATE September 2019 to July 2020

Barts Health NHS Trust running the DFN Project SEARCH model in partnership with Whitefield Academy Trust, Kaleidoscope Sabre and Waltham Forest Council has established one of the most successful Project SEARCH internship programmes in the UK.

Key vocational skills and work training opportunities offered at the hospital include:

- **Administrative** managing confidential waste, sorting patient notes and making and taking phone calls
- **Technical** working in medical engineering and the equipment library
- **Portering** moving patients and equipment around the hospital
- **Ward Based** cleaning patient tables, beds, lights and sinks, and restocking equipment
- **Ward Host** serving and preparing food
- **Laboratory** booking and logging samples
- **Kitchen** food hygiene, food storage, food preparation and cleaning
- **Restaurant** customer service, cleaning tables and money handling

WESTMINSTER CITY COUNCIL

Westminster City Council’s Supported Internship with City of Westminster College

ADDRESS
Westminster City Hall, 64 Victoria Street, London SW1E 6QP

CONTACTS
Phil Bunce philip.bunce@cwc.ac.uk
Rachel Edwards rachel.edwards@rbkc.gov.uk

FURTHER EDUCATION COLLEGE PARTNER
City of Westminster College

SPONSORING/LEAD LOCAL AUTHORITY
Westminster City Council

PLACEMENTS PLANNED 10

DATE September 2019 to July 2020

ELIGIBILITY CRITERIA
Aged 18-24. EHC plan. Working around entry 1 to Level 1 English and maths. Capable of travelling independently to their workplace (with Travel Training). Aspirations to progress into paid employment (and a realistic outcome after the 11 month programme).

A wide range of opportunities will be available through Westminster City Council, providing a broad range of experience for interns. Examples of potential rotations are:

- **Customer Service** and at reception welcoming residents and assisting them with access to services
- **Facilities** setting up meeting rooms, helping with repairs and maintenance of office space
- **Business Administration** IT skills – word processing, Excel, organising paperwork, attending meetings
- **Post Room** responsible for sorting and delivering all the post coming in and out of the Council offices, for the various departments in the Council
- **Leisure and Parks** opportunities to work in local parks, as well as assistant roles in local leisure centres
- **Café** front of house in the café and food preparation in the kitchen
- **Communications** IT and administration skills. Supporting the production and distribution of printed and digital communications

In April 2019 Westminster City Council will host an Open Day & applications can be made. An Interview Day will follow in May, and the final 10 interns selected for the September programme start will be notified in June.
DYNAMIC TRAINING

The Supported Internships run by Dynamic Training at Redwood College, Greenford

ADDRESS
Redwood College, 485 Greenford Road, Greenford UB6 8SR

CONTACT
Nina Royle 07740 283 011
Nina.royle@dynamictraining.org.uk

EDUCATION PARTNER
Springhollow School, Ealing

PLACEMENTS PLANNED
60 across year with intakes in February, June, September and November

DATES
Our Supported Internships start at different points of the year; we have availability for June and September 2019.

There are Open Days and informal visits available at the college.

All applicants must be aged 16-24. Application forms should be requested from and returned to Annette.lafitte@dynamictraining.org.uk

Key vocational skills and work experience offered as part of the rotations/placements:

- **Vocational Profiling** to work with our tutors and job coaches to find out what job role you would like to do as part of your work placement with us. This will include visits to local employers to help you decide on what is the best career path for you
- **CV Writing** help you create a CV that best reflects what you can do, what experience you have and how to use this to apply for jobs or apprenticeships
- **Emergency First Aid** a practical course where you will learn CPR, how to help someone who has hurt themselves and administer basic first aid
- **English and Maths Skills** could include budgeting and money skills to planning journeys or practising grammar
- **Travel Training** you will be supported to be a safe and independent traveller depending on your individual needs
- **What makes a good life** finding out what it is to be independent, make friends and be part of the working community
- **Healthy Living** what keeps you healthy and what is a balanced diet
- **Prevent and British Values** what to do if you are unsure or don’t feel safe and will include use of ICT and “London Wants You Alive” campaign

ROYAL MENCAP SOCIETY

Mencap’s Interns and Outcomes programme

ADDRESS
Mencap Centre of Engagement
123 Golden Lane, London E1Y 0RT

CONTACT
Jenieve Knowles
Jenieve.knowles@mencap.org.uk

SUPPORTED EMPLOYMENT PARTNER
Mencap

PLACEMENTS PLANNED
A range of placements will be offered determined by individual needs and aspirations.

DATE 2019/20

EHCP required and referrals need to be made via the Local Authority (Council) where the young person is resident.

There will be an informal interview with parent(s)/carer(s) and the learner.

Referrals must be made by the end of June 2019.

For more information please see Mencap’s ‘Interns & Outcomes’ information brochure available via the Mencap website.

This is a bespoke Supported Internship programme and placements are determined by individual learner need and aspirations.

The Supported Internships are based primarily at employers’ premises.

The SI normally lasts for a year and includes unpaid work placements of at least six months.

They are intended to support young people with learning disabilities or difficulties to move into paid employment at the end of the programme.

Students complete a personalised study programme which includes the chance to study for relevant substantial qualifications, if suitable, and English and maths to a level appropriate to them.
The Supported Internship initiative at Transport for London (TfL) – the ‘Steps into Work’ Programme

ADDRESS
TfL Offices, 14 Pier Walk, North Greenwich, London SE10 0ES

CONTACT
Anna Nichol
020 3054 2718
anna.Nichol@barnetsouthgate.ac.uk
stepsintowork@tfl.gov.uk

FURTHER EDUCATION COLLEGE PARTNER
Barnet & Southgate College

SUPPORTED EMPLOYMENT PARTNER
Remploy

PLACEMENTS PLANNED
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DATE
September 2019 to August 2020

TfL’s Steps into Work programme is designed to give young people 16 years + with learning disabilities or on the autism spectrum the opportunity to gain practical experience in the workplace, whilst learning and developing valuable skills needed for any employment. The one year programme offers a great opportunity to study for a BTEC Level 1 work skills qualification, including gaining real life work experience in unpaid placements within Transport for London.

Several of the placements will be office-based but there is an opportunity to experience customer service at a London Underground station (for students 18 years or older). Steps into Work is fully supported with job coaching provided by Remploy and Barnet and Southgate College delivering daily tutorials.

Key vocational skills and work experience opportunities offered by the programme include:

- **Computer Skills** general use of Microsoft Office, Excel & PowerPoint and the internet
- **Customer Service** meeting and greeting visitors and helping them with enquiries
- **Administration** photocopying, attending meetings, sending and receiving emails
- **Organisational Skills** stock taking and managing stock levels of certain resources
- **Team Working and Problem Solving** collaborating with others to undertake and complete tasks
- **Communication skills** in the professional environment

This programme is available to all young people aged 18 – 30 years old resident in Newham with health and social care needs (learning disabilities, autism, physical and sensory impairments, mental health and other long-term health conditions) who require support to gain and or sustain employment.

NSIP offers work experience to young people and adults at Newham Council to prepare for, gain and maintain paid or self employment.
The West London Alliance (WLA) is a partnership between the seven West London local authorities of Barnet, Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon and Hounslow. With over 20 years’ experience in partnership working, the WLA is committed to an enduring programme of collaboration and innovation to improve outcomes for the residents and businesses of West London.

For further information about our programme please contact the WLA Supported Internship team at:

info@wla.london      www.wla.london

Follow us on Twitter @WLA_tweets

The West London Alliance is very appreciative of the support which the following organisations are providing to the West London Supported Internship Programme, in addition to the companies and organisations specifically featured in this Guide:

With thanks to West London College for once again hosting the West London Supported Internship Fair, on 7th February 2019 at Hammersmith & Fulham College.