

Transcript Johanna:

[Soundtrack: Emotional, uplifting music plays throughout]

[Text: Johanna]

[Video: Johanna sits in a room talking to camera.]

[Johanna] I'd just left a job at ResQ as a call centre agent.

[Video: Close up of Johanna sitting at her desk in her office, surrounded by computer monitors.]

It just wore down on me and I was – by the time I'd left, I was already been having breakdowns ever week or so. I felt like I was wasting my qualifications, that sort of thing.

[Video: Johanna sits in a room talking to camera.]

After I left, I was pretty much back to looking for work and was sort of feeling a bit unsure of myself. I was sort of back working with the Job Centre, trying to look for work, and I went to one of the jobs fairs at Peterlee Leisure Centre, and that's when I came across DurhamEnable.

[Video: Over Johanna's shoulder, she continues work on a computer monitor.]

Said, "Just give us your details, and we'll get in touch with you.". I did.

[Video: Johanna sits in a room talking to camera.]

I was surprised that they were quick to call back and tell me that – tell me they want to offer me the job to the point where I was actually tearing up during the phone call.

[Video: The side of the building where Johanna works has the Cleveland Fire Brigade logo. Signage reads Endeavor House.]

[Video: On the far end of a desk, Johanna works on her computer.]

I'm an ICT Services Developer, it's basically I do a lot of – I develop some of the webapps that the fire brigade rely on.

[Text: Sarah]

[Video: Sarah sits in a room talking to camera.]

It was a big confidence thing for Johanna. So, it was trying to get the confidence back to believe in herself ready just to start work and just put the support in place ready for her to give it a go. From the day we first met to now, it's like we can all see a huge difference.

[Video: Over the top of a computer monitor, Johanna is working.]

So, it's amazing to see.