

Hotel Indigo Praises DurhamEnable Partnership

[Soundtrack: Ambient music plays throughout the video.]

[Video: We see Kirsty talking to Alastair.]

[Kirsty] So, my name's Kirsty Worne, I'm the Operations Manager here at Hotel Indigo Durham.

So, I think the biggest thing that really appealed to me about DurhamEnable was in the hospitality industry, it's very, very challenging to get a really reliable, strong team. And I think what really blew me away was what DurhamEnable was trying to achieve by bringing people into a workplace that were really struggling to get work, even though they were passionate and driven, they weren't given the opportunity.

I think one of the most wonderful things about DurhamEnable was the follow-up. DurhamEnable start right at the beginning of the journey and they're right there till the final part when the candidate says, I'm okay now, I've got this. And I think that's something that DurhamEnable should be extremely proud of.

It's something that you can feel the passion from the coordinators, and it clearly shows with the candidates that we've received.

[Video: We see Leanne talking to Mel at a table.]

[Mel] My name's Mel Kearney and I'm a Team Leader at DurhamEnable. So, at DurhamEnable, we provide a holistic support for individuals and the employers that we work with, which means that we support with finding the employment, but then also supporting whilst the individuals are in that employment. We call that in-work support.

So, essentially, we're working alongside that individual to make sure that they know the roles and the routines of their work. We support employers with disability training or any sort of training needs that they might have. We work with employers to do job analysis in order to really analyse and get to know the roles that are available, which means essentially, we can place the correct individuals into those roles, the individuals that really match and have the skill set and aspirations that will thrive within that business.

[Video: We see Leanne pointing at a list and showing it to a co-worker at the hotel.]

[Kirsty] I would say that anyone that has come in contact with DurhamEnable and have any concerns need to really sit down with the coordinators and discuss it. It's not extra work. They are fantastic.

These people, they want to work and I tell you now, put the effort and the time in and it will be worthwhile in the long run.

[Mel]

So, at DurhamEnable, it's not a case of you've got a job, then see you later. We offer that in-work support and continued support following a job offer to ensure that both the employer

and the individual feel completely comfortable. It's a really important part of the service because we build such close relationships with the employers that we work with.

We want them to feel trusted. They do feel trusted when they work with us. So, to offer that support ongoing is really important.

[Video: Fade into to a white background with the DurhamEnable logo, Connect to Work logo, North East Combined Authority logo, Durham County Council logo, Base logos and Disability Confident logo.]