

Stacey English, 26, works for Tesco's at their Wells store in Somerset. Stacey is a friendly, charming and exceptionally well presented young woman who has a wonderful rapport with customers.

Pluss worked in partnership with Work Preparation (Somerset County Councils employment service) to support Stacey to find and maintain work.

She also had an occupational psychological assessment to aid understanding of her learning and support needs.

Stacey has a learning disability.



Stacey's words

"I am responsible for facing up, tidying away old packaging and keeping the shelves and the store looking nice.

I like my job very much, I like that I am able to meet and talk to different people. The people I work with are really nice too. I like having my own money to buy clothes, and box sets and stuff.

Pluss helped me find the job - it is my first paid job. I didn't think I would ever find work because of my disability and that made me sad. But I did and it felt very good.

A job coach [through the Pluss / Work Preparation partnership] came to help me get a feel for the job better and showed me how to do it properly. I did start working on the checkouts at first, helping customers pack bags, but this is far better because I can work at my own pace

I think working has given me more confidence and I can talk to people more. I am always shy around people that I haven't met before but people I know I'll talk and talk to, I am a bit of a chatterbox.

For my hobby, I am into theatre - pantomimes and shows. I have been in My Fair Lady and High Society. At Christmas time in Tesco's, we have fancy dress and I always dress up. I love that kind of thing".

Chris White,

Compliance Manager and Personnel

"Stacey is an unassuming and charming lady. She works hard every single minute of the day. She is very motivated and keen to please.

When I first met Stacey she was working at the front of the store, bag packing. She had an excellent rapport with customers and was busy all the time, asking customers if they wanted their bags packed throughout the day, always with a smile.

Stacey changed her role as we thought a change would be good for her to develop in other areas. The new position is more sales focused and she can put the customer service skills she has learnt to good use - she is right at the centre of the store now, with customers all the time.

Now Stacey 'presents the shop' on a daily basis to the standard that Tesco requires. 'Facing up' is so important for a perception of availability.

She is superb. You cannot fault her commitment and enthusiasm for the job. Her diligence around breakages, spillage and so on is fantastic. She won't leave anything undone. It will always be cleaned up.

Stacey has definitely come on in confidence too. When I first met her she was quite shy but now she happily engages in conversations. I like Stacey. It's always nice to see her and I think her confidence will just keep growing.

The partnership with Pluss has worked well. The support is always there and it offers an opportunity to people - and to us.

Tesco's believes in getting the best out of people by finding what they enjoy doing and are good at. By working with Pluss it helps people gain social skills, adds to personal wellbeing and gives people purpose where they can really add value.....and earn money".

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