

## Three case studies

### Nacro Resettlement Plus Helpline

**Joan** wanted to retrain as a care assistant but feared that convictions from the 1990s for theft and obtaining property by deception would prevent her from doing so. Having questioned her and been impressed by her answers, the helpline was able to help her draft a disclosure letter and advise her how to discuss the convictions at interview. Despite the care sector being particularly risk averse, she was appointed.

**Tom**, a coach driver, was refused a licence to work on local authority contracts, despite 25 years' experience in the role. Tom had a number of convictions over a 20-year period, but none involved offences against the person. He had also long turned a corner in his life. The helpline helped Tom draft a letter appealing against the decision of the local authority and made representations itself, drawing on what was known about the risk of reoffending. After protracted negotiations, the local authority granted him his licence.

**Marlon** has an interview for a position of porter at a hospital and has sought advice on how to disclose a conviction for a public order offence arising from the 1981 Brixton riots, for which he was fined. He is low on self-confidence, having previously disclosed this conviction for a porter's job at another hospital, been offered the job and then had it withdrawn on the basis of a CRB check. Marlon comes across as reasonable, intelligent, and articulate, and he evidently meets the person specification, but he has difficulty talking about the conviction. The helpline coached him on how to discuss the conviction concisely and reassuringly, and made sure that he does not lose sight of the fact that he can do the job. We now await the outcome.