



Flexible Support in a Residential Provision

At Fresh Start, we often celebrate academic progress. In the past year alone, 27 Functional Skills qualifications have been awarded to our students, each one a milestone reflecting effort and growth. Although some of the most meaningful successes are not measured by certificates. This is the story of a young man whose time with us was defined by courage, trust, and quiet transformation.

He joined us at 17, after years of instability within the care system. Intelligent and thoughtful, he wanted nothing more than to feel like a normal teenager. His first session was short and reserved, with little more than one word answers. But when his tutor returned the next day with pastries and a clear plan, he smiled and said, “You actually came back.” That moment marked the beginning of a relationship built on consistency and care. Over the next few days, he admitted he was surprised by their continued presence, saying that people usually gave up on him.

Two weeks later, he was suddenly moved to a different home, an hour away. The situation behind the move reflected real maturity on his part.

His greatest concern during this transition was losing the tutors he had just started to trust. Without hesitation, they rearranged their schedules to continue working with him and give him the stability he needed.

At his new placement, he struggled. He withdrew from professionals, refused mental health support, and often stayed in bed. He told the tutors he hated everyone at the home. Still, they arrived each day. Some sessions were silent, others involved sharing food and quiet conversation. Over time, he began speaking with staff, reconnected with his social worker, and agreed to see a doctor. He started taking pride in daily routines. He even joined a gym with one of the tutors and spoke openly about the future.

That progress led to a place at a local PRU, where he is now thriving. Though his time with Fresh Start was relatively brief, the connection and consistency he experienced laid the foundation for lasting change.

For some students, success is not measured in qualifications. It is measured in self-belief, trust, and the courage to imagine something better.

