

# Look beyond the Label

CFO3 IS PART-FUNDED BY THE EUROPEAN SOCIAL FUND

ISSUE 5

JANUARY 2018 EDITION



## Inside this Issue

**ANWC Awards Ceremony - A night of success for the ANWC team!**

**P1 / INTERNATIONAL  
MEN'S DAY**

Achieve NW meets with  
Burnley Probation's  
ex-offenders.

**P6 / A SPOOKY DAY FOR  
ALL AT HMP LIVERPOOL**

A successful event for HMP  
Prison's family day out!

**P8 / MORE ARTS & CRAFTS  
AT HMP STYAL**

The women were asked  
to create a piece of art  
representing themselves.

**P12 / YOUTH CONTRACT  
EMPLOYMENT SUCCESS**

A continuation from our last  
newsletters story by Jason Roberts.

## NEW JOB CREATION PROJECT FOR CUMBRIA!

Full stories on page 9

Read about our partnership  
with Recycling Lives.

# Welcome

# A NIGHT OF SUCCESS FOR THE ★ ANWC TEAM



On Monday 23rd October members of the Achieve North West Connect team attended the national HMPPS CFO and ESF Awards Event held at the Mercure Hotel Manchester. Achieve North West Connect were thrilled to be nominated in a total of 8 categories recognising the amazing work that is carried out by both our colleagues and our subcontractors all across the North West.

The night was a great success, with Achieve North West Connect coming away with an incredible 3 awards! Not only this, Achieve North West were the only contract area nationally to win this number of awards on the night, which is a massive achievement for all of the team.

Huge congratulations to all of our nominees and especially our winners, who are as follows:

Helen Wood - nominated for the cross cutting themes award for going above and beyond in her work with women at Tomorrow's Women Wirral. A brief snippet from the nomination:

*"Helen's contribution to project is evident. It is clear that she is personally driven to see her participants succeed; she thrives off their success. She is relentless in pursuing progress to maximise outcomes for the women, using her huge personality to ensure the employers complete their declaration of employment..."*

---

Catherine Hallwood - nominated for the exceptional work across the project award. Again, a snippet from the nomination:

*"Catherine has made it her mission to ensure that the best service possible is provided... Her work rate is phenomenal providing all this support on top of her "day job" of QA of the hundreds of submissions made each month by case managers."*

---

Dave Meadows (Margaret Carey Foundation) – tutor for the Bike Project at St Joseph's Approved Premises in Manchester– chosen by HMPPS for an additional award recognising an exceptional contribution to the project. This is based on the work Dave does with participants with mental health issues, using the repairing and maintenance of bicycles as a means to engage with participants to build confidence.




Helen Wood



Catherine Hallwood



Dave Meadows



I recently met up with Dave Meadows our award winning bike project supervisor at St. Joseph's bike project in Eccles. The bike project provides purposeful activity to the residents at St. Joseph's Approved Premises, many of whom have mental health issues. Residents who are signed up to the project renovate a bicycle for charity and are then allowed to keep the next bike they repair for themselves. The Margaret Carey Foundation are Achieve's partners in this enterprise. They have well established cycle workshops in several different UK prison establishments.

Dave recently won the HMPPS Choice award at the HMPSS CFO awards celebration gala dinner event on Monday 23rd October at the Mercure Hotel in Manchester. I caught up with him at St. Joseph's Hostel for an interview:

## So Dave, how did you first become interested in bikes and bike maintenance?


I've only really become interested in bikes in the last 10 to 15 years. I worked in a factory when I left school and borrowed my brother's bike to get to work. I found that I really enjoyed cycling and soon bought a bike of my own. Repairs were expensive so I started doing a cycle maintenance and repair course. After passing that, I took further qualifications and can now build a bike from scratch.

## What attracted you to the job of supervisor at the hostel workshop?

I saw it as a great opportunity to share my knowledge with others. The project is extremely positive. It helps charity by giving a means of cheap transport to disadvantaged people both abroad and in the UK. It gives hostel residents a purposeful activity to pursue and provides them with a structure to their day. As well as this it helps improve participants fitness and wellbeing. It's also good for the environment, as a non-polluting form of transport.

## Did you have a bike as a child?

Yes, but I wasn't interested in cycling any more or less than any other sports ! My real interest in bikes came later as an adult.



## What sort of feedback have you had from residents who've been signed up to the project?

Overwhelmingly positive to be honest Tim. People value something that replicates work, as many haven't been able to work for years due to ill health. The project also teaches offenders to work co-operatively as part of a team to accomplish a task. It also provides motivation for offenders to get involved with something positive that will help others.

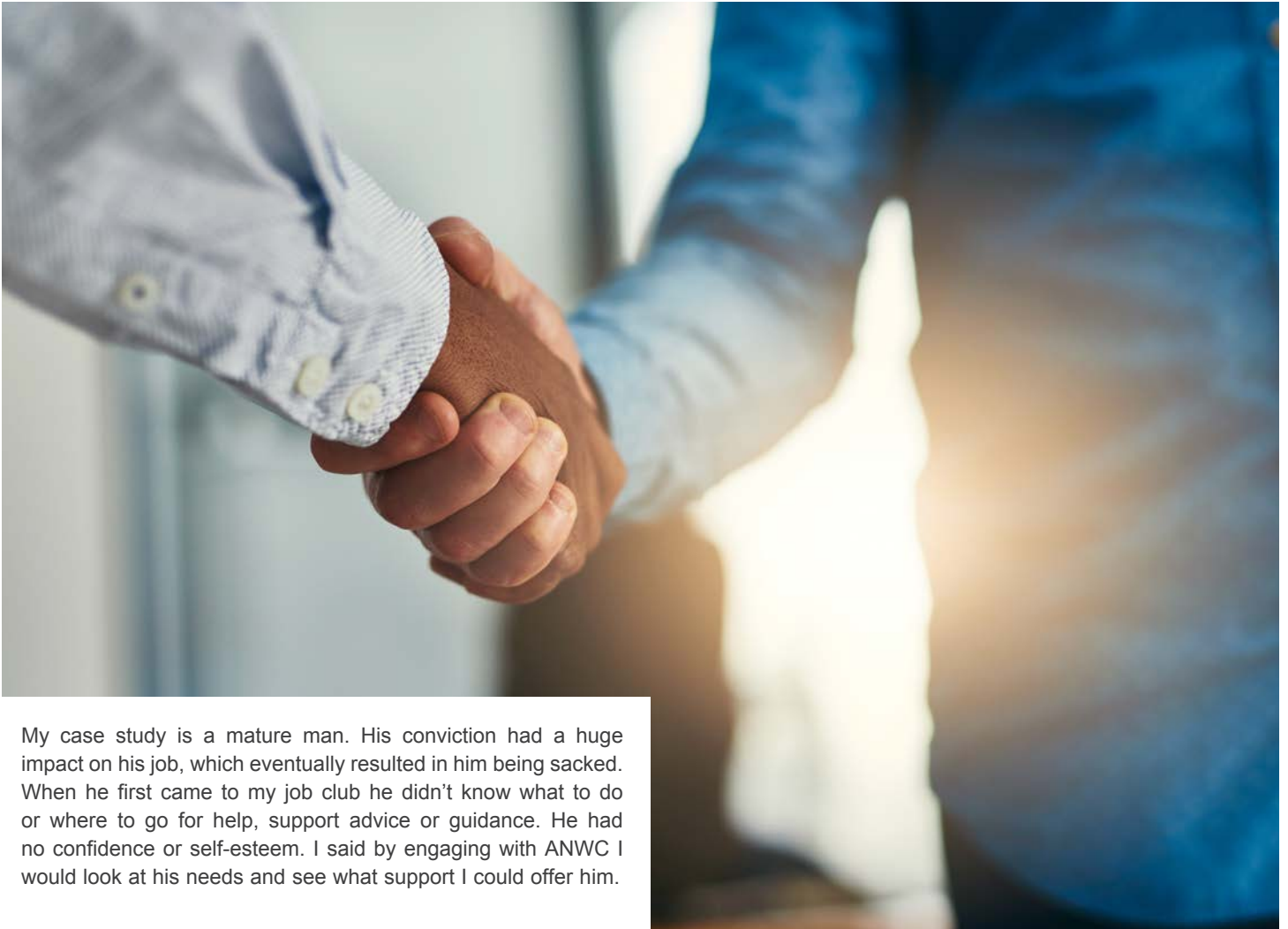
## How do you see the bike project developing in the future?

In 2018 we may organise some planned and staffed bike rides to teach safer cycling and road safety to interested participants. This would provide residents with a different but equally useful set of skills.

## Congratulations on your recent award!

Thanks Tim. It's nice that both my own work and the wider work of the project involving yourself and the hostel staff and the Margaret Carey Foundation staff has been recognised by HMPPS CFO.





My case study is a mature man. His conviction had a huge impact on his job, which eventually resulted in him being sacked. When he first came to my job club he didn't know what to do or where to go for help, support advice or guidance. He had no confidence or self-esteem. I said by engaging with ANWC I would look at his needs and see what support I could offer him.

By completing his assessment plan I was able to help him with a number of problems. Over the weeks I was able to put in place a number of actions from the needs I had identified. This included having an up to date CV, creating a disclosure letter (as he had concerns on how and when to disclose his offence). Other issues highlighted on his assessment were his problems with alcohol abuse so I contacted a support agency. They gave him one to one advice on how to address and deal with his alcohol abuse, this included coping measures and breathing exercises. He was given regular appointments with the agency to help him move on with his life.

He was very keen to be re-employed after being sacked from his previous job. We looked at training courses and he liked the idea of obtaining his Fork Lift Truck licence. I told him that it would be a great opportunity to get back into employment and would help build his confidence up.

Over the next few weeks he attended a 3 week course, this included an employability course and warehouse training. He was successful and has obtained his counter-balance and Reach Licence, both of which are to be used in the Warehouse sector.

---

**“He was successful and has obtained his counter-balance and Reach Licence, both of which are to be used in the Warehouse sector.”**

---

He continued to attend job club where he would conduct intensive job searching. This eventually paid off when he secured employment with a process production company.



## A Fresh Start for Merseyside Participant

Helen Wood, Achieve Case Manager,  
Merseyside

My participant was convicted of a serious offence and received a lengthy custodial sentence. On release from prison he was referred to me as he needed support and was keen to find employment. My participant had never been employed before however he gained skills as a chef working in the prison mess over the years. He managed to find a job working in the kitchens but was let go after his first shift was cut short to just 5 hours when they asked him to leave as he was unable to produce any photo ID. Firstly, I worked with my participant to arrange to get photo ID as this would be needed if he was going to start work. I also advocated on his behalf and spoke to his last employer to get them to pay for the hours he worked. They arranged to do this and they told him to go back to him once he had obtained ID. When his ID arrived my participant contacted them however, much to his misery, they said they were not currently recruiting.

We also looked at accommodation issues including sourcing necessary items for his own accommodation, paying bills and budgeting finances. In-depth disclosure work also needed to be completed with my participant due to the nature of his conviction and the amount of time that he had spent in custody. I advised my client

on what he was required to say when speaking to potential employers about his conviction and I also worked with him to ensure he was able to talk about his conviction in the correct way.



When it came to job searching my participant was willing to look at anything as he was so desperate for a chance. I was planning on looking at possible work trials, when an opportunity came up as a warehouse operative in a recycling company. My participant was interested in going for this and so he had to complete a 2 day course in recycling. If he successfully completed this he was to be offered an interview.

I prepared my participant for a potential interview, going over questions he may be asked and staging a mock interview. Communication work was

done around his attitude to work focusing on the importance of how he presents himself to prospective employers.

**“ His employer had been that impressed with him that they have taken him on as permanent member of staff. ”**

He finished the course and had an interview but the employer was reluctant to take him on. The employer felt with his only work history being in the catering sector that this job wasn't for him. After much persuasion the employer decided to offer him full time employment on a 13 week contract.

My participant was over the moon at being given the job. I arranged for full PPE to be purchased for him and obtained a travel pass for 4 weeks to tide him over till he got paid, all from the CFO3 discretionary access fund.

My participant came to the end of the 13 week contract and was due to finish. However his employer had been that impressed with him that they have taken him on as permanent member of staff and I am delighted to say he is still there now.



# A SPOOKY DAY FOR ALL @ HMP LIVERPOOL



Sharon Parkinson-Burgan,  
Merseyside Case Manager



Achieve North West Connect worked with Partners of Prisoners (POPS) at HMP Liverpool in October to support them with their family day for prisoners, which was a very successful event indeed.

Case managers worked with participants before the actual day to create some learning activities for the children to carry out on the day with a focus on safety for Halloween and Bonfire night. Participants engaged really well in the groups and contributed a lot of ideas that were used on the day with the families.



The event was well received and feedback from families was that it an extremely relaxed and interactive day where the children who attended engaged really well.

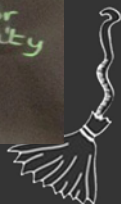
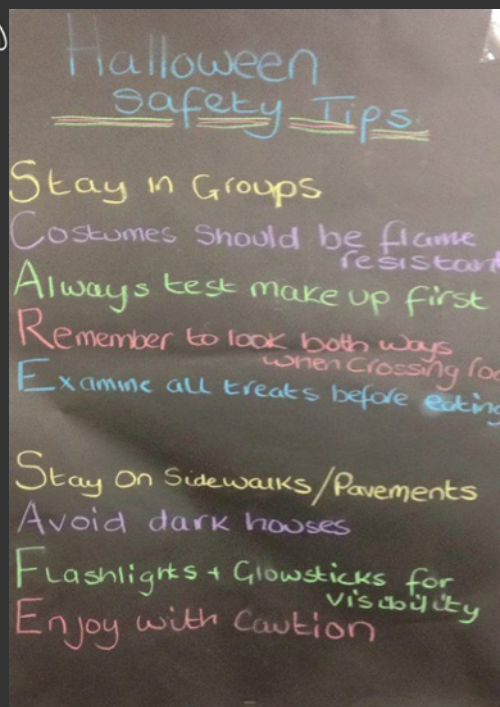


Participants have since fed back that their families had a great time and also thanked case managers for the opportunity to spend that quality time with their family.

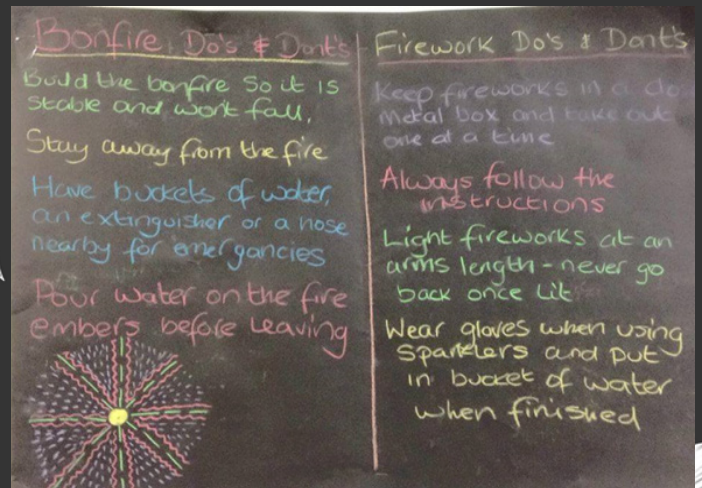
Examples of some of the work and activities carried out with participants and families.



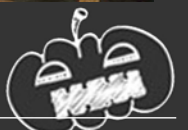
## Safety tips for Halloween



## Safety tips for Bonfire night



## Monster making competition





# HEATHER MCCRORIE, ANWC MANAGER, TAKES CAREER CONNECT CHIEF EXECUTIVE KIERAN GORDON INTO HMP MANCHESTER FOR A DAY BEHIND BARS....

Achieve North West Connect (ANWC) deliver the HMPPS ESF co-financed social inclusion project to improve the employment prospects of ex-offenders across the North West region. HMP Manchester has been a key operational site for us since 2010, with Debbie Sykes and other Achieve Case Managers at the heart. In Debbie's own words, she "makes it her business" to get involved in all aspects of prison life in order to help the men move on and achieve their goals which is a key reason why our work there is such a great success.

This enthusiasm was clearly evident when Kieran Gordon, Chief Executive, visited HMP Manchester. Kieran shared with Debbie and I that he'd grown up just down the road and had walked by the prison many a times as a young man, curious about what happened on the inside! Kieran was keen to visit in order to gain a greater insight into ANWC's work with HMP Manchester and the role of a prison based Case Manager.

To begin, we were subject to the same security procedure which Debbie undergoes on a daily basis. Being a Category A security prison, this is far more rigorous than any other prison we deliver in; very much like airport security, except without the exotic destination in prospect!

Once through, Debbie took us on a whistle stop tour of the prison. Although we avoided getting caught up in prisoner movement, we did at one point have a close encounter with another of the prison's important workers; a prison dog and his handler. We were certainly glad that he was being quite forcefully restrained, as it wasn't the friendliest of greetings!

Debbie showed us round the workshops and classrooms where we carry out our work with the men. This included the bakery, kitchens and printing workshops and classroom setting where the construction skills training course ANWC commissions is delivered. Our strong working relationships were clear to see as we were met with a friendly greeting from all staff along the way.

Next was a quick tour of 'the resettlement centre' where the ANWC team are situated, including an introduction to the partners we work closely with such as Shelter, the allocations team and NCS.

A much needed visit to 'Crofters' the Barista coffee bar was to follow. Debbie introduced us to our waiter (a prisoner) who took our order; an espresso and a café latte! We were able to witness Debbie in action as she caught up with some of the men who were on their barista skills course.

Our conversation turned to ANWC's 'through the gate' work as we were leaving the prison and Kieran learnt more about the much needed support we provide to the men on release and how we smooth their transition on to our community team.

Reflecting on the visit Kieran said: "Thank you for taking the time and trouble to arrange and conduct my visit to the prison. I never really thought as I walked and cycled past there on many occasions in my youth that I would ever end up inside and I am glad (a) that I have and (b) it wasn't on a more permanent basis!

The visit helped me understand better the complexities of the work ANW does in custody and the need for such a role as it makes the through the gate journey for prisoners one that hopefully will mean it is a one way journey, though I realise that can never be guaranteed. The great networks and relationship you have built are impressive and it is clear that prison staff have the highest regard and trust in you and what ANW is there to do".





# More arts and crafts at HMP Styal

The arts and crafts subgroup at HMP Styal is continuing to be well received by the women and staff. Recently the women were each given a canvas and were asked to create a piece of artwork that either represented them or the group itself.

The canvases will now be put up in the room where the group is run, to give the women a sense of ownership and to put a stamp on the room we use.

The women are continuing to enjoy the group and find it a very relaxing and therapeutic place to be. It allows them to get away from the stresses of custody, and speak freely about what has bothered them that day. It has created a place for women to express themselves through art whilst improving their mental and emotional wellbeing.



Laura Emsley – ANWC Case Manager

# New Job Creation Project For Cumbria!

Sellafield is a nuclear fuel reprocessing and decommissioning site, close to the village of Seascale on the coast of the Irish Sea in Cumbria, England. The site is served by Sellafield railway station. Sellafield incorporates the original nuclear reactor site at Windscale and also Calder Hall, (a neighbour of Windscale), both of which are undergoing decommissioning and dismantling of its nuclear power generating reactors. It is the site of the world's first commercial nuclear power station to generate electricity on an industrial scale.

Our Achieve Sub contractor Recycling Lives – a recycling and waste management business, has won a contract to process waste metal from the fuel reprocessing and decommissioning facility in Cumbria.

We have had a successful partnership with Recycling Lives in Lancashire and this has seen a number of our participants go into full time employment over the last 18 months. Building upon this success we worked together to look at a similar model in Cumbria to give participants the opportunity to gain valuable knowledge and employability skills in the recycling industry. Recycling Lives contract delivery for Sellafield Ltd opened a scrap buying and processing facility in the Workington area.

I am pleased to announce that the first cohort of Achieve participants started employment in December to manage waste collection and processing. This partnership working has been a huge success and one that looks sure to continue with planned additional cohorts for 2018. Good communication between participants, case managers and Recycling Lives ensures that all parties are succeeding and most importantly that we are continuing to help people gain new skills, get valuable training and secure employment.



# Words of encouragement from **one** of **ANWC'S** participants

To whom it may concern,

I would like to present a brief review and description of my time with Achieve so far and my key worker, Anthony Bigley.

I was introduced to Achieve via my Probation worker, Julie Barlow, as I was struggling to get my business off the ground. I was in desperate need of guidance and motivation.

I was fortunate to have Ant agree to see me and offer me advice. After an initial comprehensive meeting, where we discussed various avenues for me to take, we met a

couple of times after to review and develop ways of getting me into work. We looked at my Business I started in 2016 and at potentially getting CSCS card to add strings to my bow for employability. I also demonstrated my passion, attention to detail and success with my EBay sale sites which I had stumbled onto to subsidise my patchy income.

Ant discussed my enthusiasm and the potential for the EBaying as a full time idea, to help support my stuttering business. Ant noticed my keenness, also

that I had become quite knowledgeable on certain niche markets and was making reasonable profits through buying bargains and reselling for profit. Unfortunately, due to me splitting my time job hunting and trying to develop my other business idea, I wasn't giving EBay enough attention. From this point forward our fortnightly meetings focused on developing this area and utilising opportunities to develop my business.

Following this discussion we devised a strategy which focused wholly on my EBay sites. We moved forward with my Ebay model and I was introduced to a business advisor (from a Charity), through Ant, who helped me develop my business plan. By doing this, I was also informed of the potential for a grant to assist with the business development; equipment, stock and packaging material etc. I was lucky enough to secure £280 for a good

quality refurbished laptop, which has helped no end, as I was struggling along, albeit relatively successfully with a poor mobile phone and tablet.

Unfortunately further funding has fallen through, but I am grateful for the opportunity, the advice, Ant's diligence, communication and also the Laptop, which has revolutionised what I can do with my EBay sales and listings; speeding things up and seriously motivating me.

Since working with Ant it has given me a second wind and a greater sense of purpose. I feel I could make a real success of what I am doing, with some hard work and good, continuous research to stay ahead of the curve.

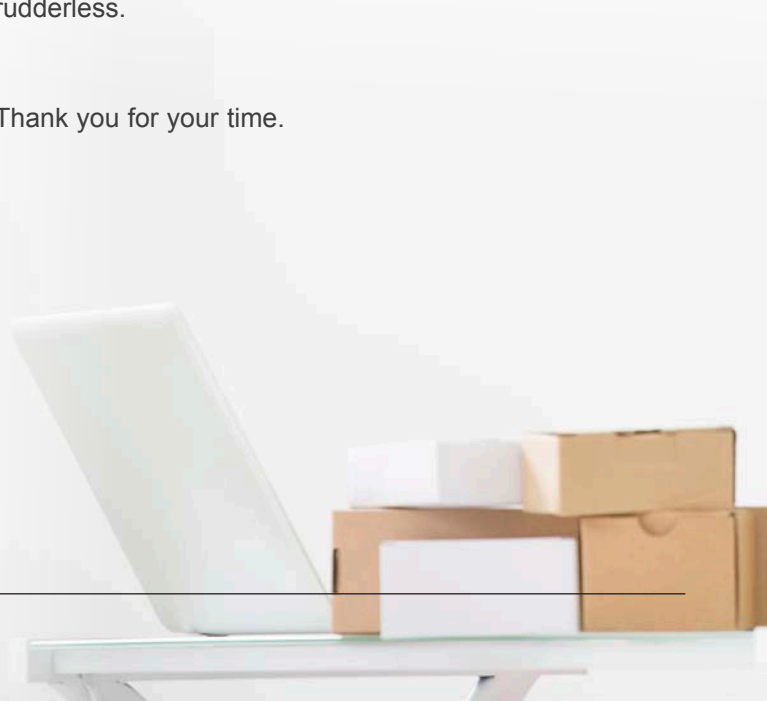
I would like to thank Ant for his reliability, honest communication, support and enthusiasm to motivate and encourage me to pursue an avenue I have a passion for. Ant has been a great help and I hope if other opportunities arise, courses, and grants etc, he will think of me to potentially help develop my business even further.

He has said I can contact him if I have need and I will also have the Business advisor to contact regarding ways to move forward and any potential tax questions I have may have.

The experience and attention has been invaluable and just the Laptop alone has alleviated a burden and helped streamline my working patterns and listings.

Ant is a credit to Achieve and I'm sure he will bring hope and opportunity to others like myself, who have drive and aspirations, but find themselves at times a little rudderless.

Thank you for your time.



## Achieve NW Good News Story

Stuart Raine, Oldham and Tameside Achieve Case Manager.

I recently started working with a "Through The Gate" case who had been signed to Achieve in HMP Liverpool and was reporting to Tameside Probation after leaving custody. I continued working with my participant who had already engaged well with the project and had evidenced a high level of motivation and commitment to bettering himself and to stop offending.

The participant had already successfully passed his level one Health and Safety in Construction Environment Course and so I carried on this work enabling him to take several practice CSCS tests in preparation for the real test. Eventually he scored sufficient passes to be put in for the test. I then booked and paid for the test which I'm delighted to say he passed with flying colours.

I continued supporting my participant with interview training to improve upon his existing skills in preparation for a real job interview with an employer in the building/construction sector. I supported him with several job searches in these areas and he was subsequently successful in securing a trainee roofing operative job position with a large reputable company.

Achieve then purchased some Personal Protective Wear which the participant needed in order to commence employment. I am delighted that Achieve has helped this young man back into full-time paid employment. Another success story for the project!



# EMPLOYMENT AGREEMENT

No matter how strong your record of activities and achievements and your grades, no how well-prepared your Policy Proposal may be, together they are not sufficient to get you invited to an interview. Through your responses to items you must convince the interviewer that you are a potential deserving of an interview. A compelling personal statement will enable you to stand out in a field with other high-achieving persons. It will help you overcome any gaps or inadequacies in your record. It can predispose the interview panel to want to give you a rather than to merely hear your case and then decide.

1) These contractual terms and conditions exclusively form the basis for the legal relationships between us and the retailer. Retailers (here in after referred to as 'Traders') are those contracting parties who sell products acquired from us to end customers and occasionally to other traders, irrespective of the distribution channel. These are specifically Traders with stationary shop premises or online trading, construction workers such as electrical engineers, architects and planners. The contractual and delivery terms and conditions do not apply to product sales to wholesalers; we conclude individual framework agreements for this purpose.

2) Our contractual and delivery terms and conditions apply to all product sales and other services.

3) Contractually, deviating or supplemental general terms and conditions of the Trader shall not become part of the contract, even if we are aware of them, unless their application is explicitly consented to in written form. Our sales and delivery terms and conditions shall also apply where we perform the delivery to the Trader without reservation in awareness of Trader's conditions contracting or deviating from our contractual and delivery terms and conditions.

4) With the first order after receipt of these contractual terms and conditions and each additional order, the Trader acknowledges these conditions as being part of the business relationship with us and agrees the provision and application of our preformulated contractual terms and conditions.

5) Our contractual and delivery terms and conditions are exclusively valid for purchase contracts with entrepreneurs in accordance with as well as low legal entities and special public-law funds.

6) The contractual terms and conditions that are concluded between us and the Trader for the purpose of executing this contract are laid down in writing.

a) The law of the Federal Republic applies; the application of the UN Sales Convention is excluded.

b) If the Trader is an entrepreneur, public-law legal entity or a special public-law fund, the exclusive legal jurisdiction for all disputes arising from this contract is our registered office. The same applies if the Trader has no general legal jurisdiction in or its place of residence or usual abode at the time of claim being filed are not known.

c) Unless specified otherwise in the order confirmation, our registered office is the place of performance.

d) If a clause of these contractual and delivery terms and conditions should be or become void or invalid, the remaining conditions shall remain unaffected. The void or invalid clause shall be replaced by a legally valid provision that is as close as possible in commercial terms.

Other liability

1) We, our lawful representatives and/or lawful agents shall only be liable for compensation for damages in the case of premeditation or gross negligence.

2) The liability limitation in accordance with 1) shall not apply to the breach of significant contractual duties (duties which must be properly fulfilled in order to make proper implementation of the contract possible, the breach of which jeopardises the achievement of the contractual purpose and compliance with which the Trader can usually rely on), however, in this case, our liability is limited to the foreseeable, typical contractual risk on the time of conclusion of the contract.

3) The liability limitation in accordance with 1) shall not apply to claims for compensation for damages on the grounds of injury to life, limb or health. Furthermore, the liability limitation from 1) shall not apply to claims for damages due to a breach of a guarantee or warranty.

4) Claims for damages by the Trader due to a defect shall expire, insofar as it involves warranty claims, within one year after delivery of the goods, insofar as it involves claims under the law of tort, within one year from occurrence of the damage and awareness of the identity of the perpetrator. This shall not apply if we can be accused of fraud.

These contractual terms and conditions exclusively form the basis for the legal relationships between us and the retailer. Retailers (here in after referred to as 'Traders') are those contracting parties who sell products acquired from us to end customers and occasionally to other traders, irrespective of the distribution channel. These are specifically Traders with stationary shop premises or online trading, construction workers such as electrical engineers, architects and planners. The contractual and delivery terms and conditions do not apply to product sales to wholesalers; we conclude individual framework agreements for this purpose.

Signature

Signature




it seemed like a good time for us to step up the work we were doing to support 'D' to progress.

With 'D' now being 18 years old he was able to access the support of one of our sub-contractor Back on Track so I completed a Specialist Referral to facilitate this. Back on Track run dual contracts, both with ourselves and also the Talent Match Programme, a Big Lottery funded programme designed to support young people aged between 18-24 years old who need additional support in their journey for employment, training or education.

'D' was registered onto the Talent Match Programme by Talent Match Coach Tracey Briggs and they discussed the available ongoing support which 'D' would be provided with from this point on. I wanted to facilitate the referral through to Tracey on The Talent Match Programme due to our strong working relationship and her wealth of experience in supporting disadvantaged individuals, young people in particular. – I had worked hard to help 'D' to the point he was at and I needed additional support from our network contacts to keep his motivation levels high.

Tracey immediately began working with 'D' and picked up the work I had started with him around accessing positive activity in the community'

Tracey Briggs, Talent Match Coach at Achieve sub-contractor Back on Track said – ' Through the Talent Match Programme I was able to pay for 'D' to attend BeastRampz Skate Park and myself and Jason attended with him in the evenings for support. We saw him interact with other people, building his confidence trying new things and following instructions – key skills needed to prepare him for progression to work'

'D' continued to engaged with Tracey on the Talent Match Programme and completed a Customer Service Level 2

## Autumn's newsletter told us about the brilliant work being done by one of our Youth Resettlement specialist Case Managers in the More Developed area, Jason Roberts.

Participant, 'D', has been working with Jason since May 2017 and has been supported to access positive activities to improve his confidence, self-esteem and mental wellbeing. Case Manager Jason Roberts picks up where our last newsletter left off:

'Since the last newsletter the work being done with 'D' has progressed in its intensity and focus to ensure that his motivation levels remained high. The work undertaken with 'D' previously focused on positive activity, namely supporting him to access BMX sessions with the National Cycling Centre. This shift in

focus of the work being completed was due to some quite serious personal family circumstances which lead to the immediate rehousing of the family as a whole and the involvement of Child and Adult Social Services. I was concerned for his welfare and as such wanted to try and introduce something enjoyable into his week which would provide us with a stronger foundation for future work.

Since the last newsletter 'D' turned 18, and following discussions with his Youth Justice Officer we were both concerned that him reaching this important age of development could potentially pose an increase in risk of re-offending. I discussed with 'D' the work I proposed we conducted from this point onwards – this involved moving the spotlight from positive activities back onto employment, training and education. The family had been successfully rehoused in South Manchester and their engagement with Child and Adult Social Services reduced due to a decrease in their risk factors, so

course accredited through Open Awards. The tutor said that 'D' engaged brilliantly and communicated well in the group discussions.

Tracey also supported 'D' to make a claim for benefits and to obtain some I.D – both vital pieces of support which he needed to be able to provide support to himself and his family.



Shortly after completing the course I received details through from our Project Manager Priscilla Roberts about a new employer link called Mobike in Manchester – they had agreed to meet with us and to consider cases we were working with for roles they had available. In particular, in the case of 'D', they had a vacancy for a Bicycle Mechanic and I knew that this would be the perfect role for 'D' if he was provided with the correct level of support from ourselves, Talent Match and the employer.

Project Manager Priscilla Roberts and myself arranged a meeting with Mobike's Manchester Manager to discuss moving forward with possible referrals for

employment vacancies – I took along a copy of 'D's CV with me and discussed the work that both myself and Talent Match had done up to that point to support him to moving forward into employment or training. The Mobike Manager was extremely understanding of the situation 'D' was in, and after hearing about 'D's passion for bikes and experience of fixing them with his dad and grandad, agreed to give him an interview

There was another position which they were also looking to fill and this was of the role of a Driver Buddy. After discussion with them they also agreed to interview another one of our cases held by Case Manager Laura Emsley – this case happened to be 'D's father. Both cases were supported with interview preparation by myself and Talent Match Coach Tracey Briggs and we all attended Mobike for the interview. Mobike's Manager explained the company history, role information and expectations and talked through both cases experiences.

At the end of the interview both cases were offered employment and started the following week! Myself and Tracey Briggs from Talent Match have worked with 'D' to ensure he is happy, and with the employer to deal with any issues that may have arisen – thankfully there haven't been any.

'D's Talent Match Coach Tracey Briggs says – 'I was amazed at how much 'D' progressed in such a short space of time, especially with his confidence, communication and willingness to work.

The partnership work between Achieve NWC and Talent Match worked brilliantly and it ensured 'D' received the intensive, specialist support he needed to start him on his journey to employment'

Jason Roberts, Case Manager, finishes by saying:

***'The 'D' I met back in May this year and the 'D' I am proud to say I know now are worlds apart. He has engaged flawlessly throughout his journey with our project and the Talent Match Programme and the result of his efforts, and the efforts of those working with him, are well deserved. He has greatly improved his confidence, self-esteem, communication and problem solving skills and is now in a role which was identified in his initial assessment as his perfect job – working with and fixing bikes.'***

The fact that 2 members of a disadvantaged family, both father and son, have gained employment together before Christmas is the icing on the cake and they know that the support from us doesn't just stop because we have gained our outcomes. I am in regular contact with them both, and the employer to ensure everyone is happy and I shall continue to do so along with 'D's Talent Match coach. 'D' and his father are both loving their new jobs and are looking forward to a positive family Christmas. As an extra present, 'D' has also just finished his Youth Justice order and is no longer being supervised by the YOT - he is extremely happy!



## International Men's Day at Burnley Probation

Zubeir Chati, Case Manchester, Lancashire

We had an International Men's Day event at Burnley Probation organised by Probation in which ex-offenders were able to meet with Achieve NW connect and other partner agencies. It was also an opportunity to meet with our partner agencies and others from whom we can share referrals and good practice etc. One such partner agency is CSI Sport based in Lancashire. This is headed by the lead Paul Becouarn who works with people with low level needs and engages them in sport and other activities. Paul is a very good lead for this project and it is becoming widely recognised in the area. It was nice to meet with him again after such a long time.

The link here with Achieve NW Connect and Paul is that Paul was actually one of my cases for Achieve 4 years ago!!! An absolutely amazing guy who has gone from strength to strength and is forever grateful for our input into his success.



## Onwards and Upwards for Manchester Participant

Tyron Coley, Cheshire & Greater Manchester Case Manager

I am pleased to share a success story regarding a Through The Gate case from HMP Styal who secured employment on release into the community. This lady suffered severely from depression following the death of a friend in a road accident when she was driving. She was considering suicide when I first met her in custody. After several interventions such as motivational and confidence building work, both in custody and in the community, she went on to secure employment after leaving prison.

As a case manager, I take great satisfaction from this success as I don't get the chance to work with many female Achieve programme participants. Having seen someone's life completely transformed and them get back on track, gives me real job satisfaction with a great sense of purpose. Achieve is changing people's lives and improving local communities by helping participants back into employment and reducing reoffending.





Thanks to all our partners for their contributions to both the newsletter and the CFO3 project as a whole – only together can we succeed. Thanks.



Thanks to everyone who contributed with their stories and experiences of CFO3 so far – please keep us informed of any good news stories and updates from your area.

**Keep up the great work - Look beyond the Label**

## Next issue

Look out for new stories coming soon!

## Editorial Contacts:



**Chris Bennett**  
Managing Director  
chris.bennett@achievenwconnect.org.uk.cjsm.net



**Dave Christian**  
Business Director  
dave.christian@achievenwconnect.org.uk.cjsm.net



**Chelsie Edwards**  
Editor  
Chelsie.Edwards@achievenwconnect.org.uk

## Achieve North West Connect

7th Floor, Walker House  
Exchange Flags, Liverpool, L2 3YL

**Telephone:**  
0151 600 7764

**Email:**  
help@achievenwconnect.org.uk

**Website:**  
careerconnect.org.uk/achieve

**Twitter:**  
@Achieve\_NW

This Programme is part-funded by the European Social Fund