

# Look beyond the Label

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## WELL-BEING DAY!

On March 23rd, HMP Risley hosted a well-being day for prisoners in the establishment; allowing the men on the wings, and the staff, to have a 'Health MOT'...  
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## TO THE TEAM!

We caught up with new Merseyside Case Manager, Val Walters to see how she is settling in. Here is what she had to say;

I began working for Achieve as a Case Manager on 29th January 2018 after being an NVQ Assessor for 13 years. From day one, I was made to feel extremely welcome and after a week, I felt like I had worked here for years (in a good way, of course!).

In the first couple of weeks, I shadowed members of the team in various job clubs. I visited HMP Liverpool where I spent a day on the wings, which I found fascinating. I also visited CELLS which is an organisation located in Kirkby run by Sean and his team. CELLS provides an amazing service facilitating educational programmes to children and young people, focusing on the consequences of crime and providing them with an informed

choice on their own life direction. I have also spent time at Real Skills and have attended a conference which was organized by Addaction. This provided me with a really good opportunity to network with other organisations to find out what they can offer our Participants. On a day-to-day basis within the Job Clubs, I work with other agencies including Addaction, NCS, and Sefton CVS, as well as outside agencies, where we can refer participants for additional help and support.

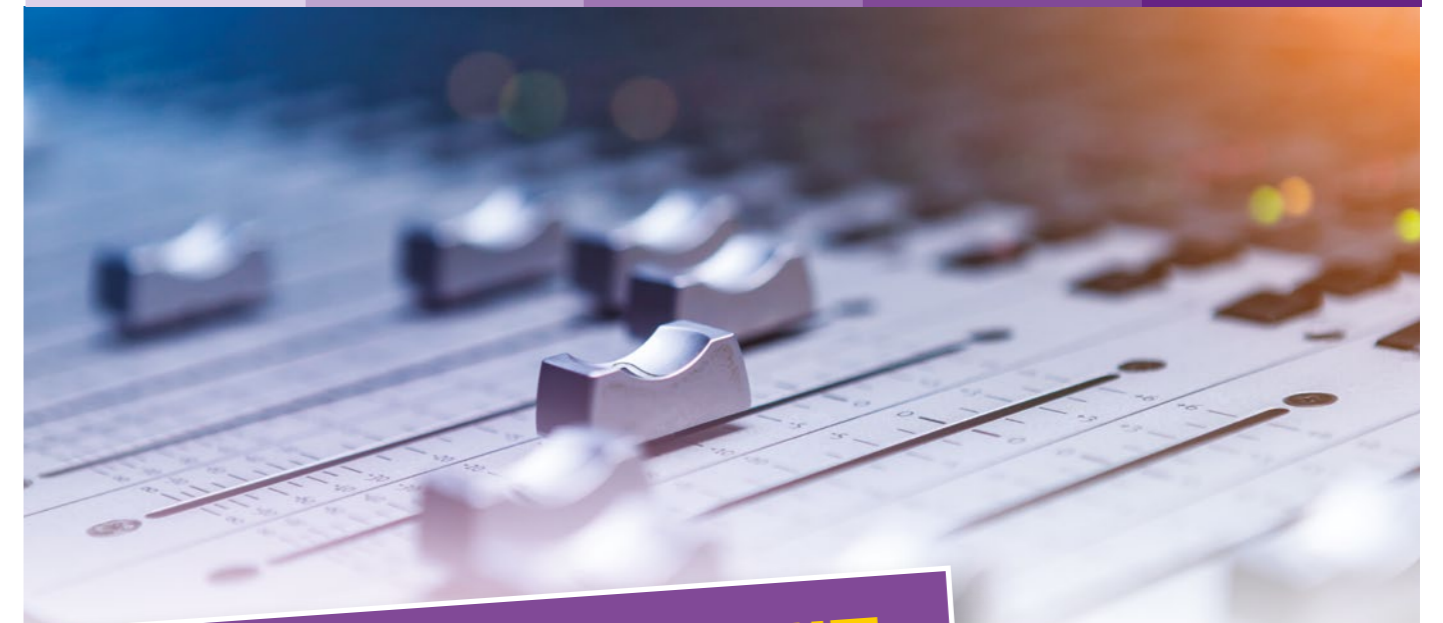
My main base is in North Liverpool but I also cover Knowsley and South Liverpool Probation Offices with 2 other Case Managers. Due to the support I have received from my team, my manager, and from all that they have taught me, I now run my own job club at Prescot CRC on Monday afternoons and hope to broaden this in the future.

I am really enjoying my new job and am learning something new every day. No two days are ever the same which makes the job very interesting.

**Val Walters**  
Case Manager – Merseyside

### Along with Val we have also had some other newcomers to ANWC.

- We would like to welcome the following to the team;
- David Lowe - Case Manager, Cheshire and Greater Manchester Custody
  - Tony Reardon - Case Manager, Cheshire and Greater Manchester Custody
  - Michael Wolstenholm - Case Manager, Cheshire and Greater Manchester Custody
  - Bethany Lawrenson - Case Manager, Cheshire and Greater Manchester Custody
  - Michael Taylor - Case Manager, Cheshire and Greater Manchester Custody
  - Adam Higginson - Business Unit
  - Nathan Thompson – Case Manager - Cumbria Community
  - Sandra Holmes, Case Manager - Lancashire Community



## Achieve is a BIG HIT with HMP Styal Radio

IN MARCH THIS YEAR HMP STYAL RADIO STATION KINDLY INVITED ME TO GIVE AN INTERVIEW ABOUT THE ACHIEVE PROJECT.

A lot of people are surprised to discover that the prison has its own radio station, but Stylistic Radio has been broadcasting to both inmates and staff for a number of years now. They play a mixture of different types of music and broadcast articles about the criminal justice system and general prison news. I've done various pieces of media during the last 20 years (including once being interviewed on the BBC evening news by TV presenter Dianne Oxberry no less!) Still, it's always a bit scary when you don't know what questions you'll be asked.

I was welcomed by Suzie the radio station manager who interviewed me along with one of the prisoners. Suzie began by introducing herself, the prisoner and me to the listeners. I had no prior knowledge of the questions and the first one I faced (from the prisoner) was... "Ok Tim, so what can Achieve do for me?". No pressure then..... Fortunately being able to think quickly is one skill I do have, so I explained the Achieve participant journey

from initial sign up, through mentoring and courses to job outcome. I was then asked what our employment success rate was. I talked about our recent job placements in the Civil Service, using ex-prisoners from Styal. I also advertised the good work done by Debbie our Salford Foundation Mentor.

Suzi asked me how women could refer themselves to Achieve. I covered our various avenues of referral in Styal from self-referral, to myself and Joanne seeing women on Induction, to links with the Probation Team in the Offender Management Unit. I linked this to the various courses we can offer: Stress Management, Money Management and Pre-tenancy all of which the prisoners find extremely helpful.

Lastly, I covered the new Job Centre in HMP Styal which takes place once a month and is attended by various different agencies including Achieve. I spoke about our recent CV and disclosure session



within the last Job Centre which was attended by 12 women.

I'm usually asking the questions in my role as roving reporter for the Achieve magazine, so it made an interesting change to be the subject of the interview for once!

**Tim Moore** - Case Manager for HMP Styal and Stockport.

# ANOTHER JOB SECURED WITH RECYCLING LIVES...



Case manager David Lowe (HMP Risley) began working with this participant while he was still in custody. Here is what he had to say...

I was asked to sign M up on the 11th January. M's Probation Officer Badar Kausar (Blackburn Probation) called me to explain that M was due for release on the 20th March. M was approaching the end of a very long sentence and Badar believed that the interventions offered by Achieve would help to make M's transition into the community as smooth as possible.

M was working as a Gym Orderly in HMP Risley. So, I headed over to the gym and introduced myself as an Achieve Case Manager. I explained that M's probation officer had asked me to get in touch with him and I began to explain how we could support him with his resettlement plans.

It was identified at the assessment stage that M was concerned about his ability to communicate effectively in the work place. He explained that he had served a very long sentence.

After completing the sign up, I popped back out to see M again. We discussed the importance of effective communication in the workplace and how serious the repercussions of miscommunication can be. We covered; Active listening, nonverbal/verbal methods of communication, friendliness and confident interactions.

M and I continued to meet over a number of sessions. More work was done on: empathy, open-mindedness, respect, giving and receiving feedback and selecting the right method of communication in the workplace, depending on the situation.

I advised M to use this time (between Jan & Mar) to practice these skills when attending his work placement at HMP Risley.

I agreed to meet M again. This time I wanted to provide him with some impartial careers information, advice and guidance. I focussed on careers in Recycling, Health & Fitness and Construction (Labouring) as M had expressed an interest in these sectors at assessment, but had little or no experience in these roles.

During our next meeting, M and I explored the skills and qualifications needed to get into each job. We looked at what each job would be like, the kind of pay M could expect and identified the career prospects for each role.

M and I also used Job Profiles & LMI to look at these three sectors in detail and to assess whether his interest in these areas is likely to evolve into a lucrative career.

We met again to look at industry trends and to determine whether the demand for Recycling Operatives, Fitness Instructors/Personal Trainers and FLT drivers in his area is likely to be high.

After looking at these sectors in detail, M felt he was in a much better position to make decisions regarding his future career plans. M was particularly interested in the opportunity at Recycling Lives.

From here, we decided to refer M to Salford Foundation, for specialist mentoring support. The 1-2-1 tailored mentoring support would not only aid M's personal development and employability, it would also help to re-enforce the work we had previously done.

M went on to complete 6 sessions with Linda (Salford Foundation). Much of the work completed was focussed on preparation for change.

I continued to meet with M frequently throughout his journey, and took some time in late February to gain some feedback on the service he had received so far.

In March, we gained approval to run the RSPH Level 1 Health & Safety in a Construction Environment course. When looking for suitable participants, M immediately came to mind. I knew that one of his interests was construction. This qualification would provide M with an alternative option, if his placement at Recycling Lives failed to come into fruition.

M attended day 1 of 4 day RSPH Health & Safety in Construction course with QTT. M engaged well and contributed to group discussion. On day 1, M had covered; Manual Handling, COSHH and Asbestos Awareness.

On Day 2, M continued to engage well with the rest of the group and covered; Health & Safety Awareness & Working at Heights.

On Day 3 M completed some mock CSCS testing in preparation for the exam on the following day.

M eventually completed day 4 of the RSPH Health & Safety in a Construction Environment course with QTT on Friday 16th March (4 days prior to release). M passed his exam and gained his Level 1 qualification. I contacted Sajid to update him on M's progress and to explain that M had engaged well over the 4 days, contributing to course delivery.

M was reassigned to his community case manager (Sajid Mohamed) at Blackburn Probation office and I am pleased to say. M is due to start his first day with Recycling Lives very soon.

David Lowe - More Developed Case Manager

We caught up with Community Case Manager Saj Mohammed up in Lancashire to see how our participant is getting on now he is out in the community:

M was referred to Achieve whilst he was in HMP Risley via his OM (Offender Manager); he was advised to be referred to Achieve in custody where he was signed up by David Lowe. David took him through the journey and ensured he completed his CSCS course so he could be ready to start job searching upon his release. We identified Recycling Lives as a good opportunity for M so I started the referral process whilst he was still in custody; this was also used as a positive piece of evidence in his parole hearing. Upon release, M was met by Recycling Lives and was given a work placement with them which he successfully completed. I am pleased to say that he is still working at Recycling Lives. He is extremely grateful for the support he has received from Achieve both in custody and in the community and is now hoping to reside in the Preston area so he can continue working at Recycling Lives. His OM is also very impressed & grateful for the support he has received.

Many thanks,  
Saj Mohammed



# ACHIEVE PARTICIPANT - A CAREER IN OFF SITE CONSTRUCTION

## Who are Osco Homes?

Procure Plus Holdings (PPH) core service specialise in the procurement of goods and services related to both new-build and the repair and maintenance of social housing properties. Earlier this year PPH launched a subsidiary company called Osco Homes. Osco specialises in the build and installation of off-site constructed homes across locations in the North of England. Using modern methods of construction, these homes are built within a controlled factory environment; and then delivered to and installed on site, in an efficient way that creates reasonably priced housing.

As always PPH are looking at innovative ways to add social value to our business model and to strengthen our communities by supporting those with barriers to employment. PPH do this work through their charity Re:vision. Re:vision have an excellent history of working with ex-offenders, gaining for them exceptionally high quality sustainable employment with training and our CEO Mike Brogan wants to build on this work. Following feasibility discussions with several HMP establishments, we decided to work in partnership with HMP Hindley and in June 2016 we opened a factory within their prison industries facilities.

The Osco factory in the prison has been staffed by serving prisoners and in return they will receive training, development and a guaranteed employment pathway opportunity on release if they complete their employment and training programme. This pathway is delivered and supported by Re:vision - Achieve sub-contractor. Re:vision support Osco and HMP Hindley to find the candidate for the factory and work closely with the Achieve Case Manager.

This candidate is the first of our factory employees to have completed the employment and training programme within the factory and is now working for Osco as a Construction Operative on site. He was serving a 3 year sentence for drug related offences; this was the 8th time he has been in prison for various sentences. When serving his previous sentences, he has engaged with training and education provision. He was

informed about the opportunity to work in the Osco factory and was successful following an interview. He was one of the first 8 employees to be given the opportunity.

While working in the factory this candidate completed a rehabilitation programme with Achieve North West which includes employability and motivational training. He also completed specialist training from Wetherby and he is now qualified to apply Wetherby plastering and rendering products. He worked hard in the factory, completed the Osco certified training and progressed well. In September 2016, due to excellent behaviour and hard work towards his rehabilitation and with the support of his Offender Manager, this candidate was given a Home Detention Curfew and was released 4 months early. Before he left the factory, he was interviewed by Karl Ventre, Construction Manager at Osco Homes who offered him the position of Construction Operative.

He has been working for Osco Homes for over 12 months now and has become a key member of the team and he has a training and deployment plan in place. He has been working on our first 2 construction sites in Pontefract and Leeds which means he has over 3 hours traveling to and from site each day, despite this he works hard and is always motivated and enthusiastic. His problem solving skills have improved over the past 12 months and with it so has his confidence.

This candidate has returned to HMP Hindley to support training in the Osco factory on several occasions. Each time it has had a very positive effect on the morale of the factory cohort and productivity has improved. We currently use a partner organisation to support all new employees from our factory in HMP Hindley on release, they mentor and support them through the gate and while in employment for a minimum of 12 months. It is our intention to give further training and development and for him to take over the mentoring role soon. He is an excellent role model and he is currently supporting 2 young apprentices who previously worked alongside him in the factory at Hindley.


Karl Ventre, Osco Construction Manager is impressed by this

candidate's commitment and hard work. 'He worked hard in the factory and has been a credit to himself since his release, he is a very quick learner and a good problem solver. I believe he will be an excellent mentor and role model for our new recruits from the factory and he has a lot to offer Osco in the future'

This candidate is determined to make the most of his opportunity with Osco. 'I didn't really believe that there would actually be a job for me as soon as I left prison but I knew the training I received would be useful when I was released. I am enjoying working for Osco Homes! I have an excellent salaried position with holiday and sick pay, health benefits and a pension. I also have a development plan and soon I will undertake training and develop my career with Osco. I intend to make my family proud of me and set the right examples for my children'.

Keeley Whittaker  
Social Value Officer  
Procure Plus







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*Winner of Tomorrow's  
Women Wirral  
Positive Progression Award*

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My case study 'M' was given a 2 year Suspended Sentence Order for committing Theft from a person. M came to Tomorrow's Women Wirral wanting to ensure she would never get herself into any further difficulties.

She felt her life was a mess... single parent, financial difficulties, low confidence and jobless. She started her unpaid work hours and was a star from the beginning – no job was too difficult for her, she never once complained and she completed her unpaid work hours far quicker than anyone expected.

The courses that she was required to complete as part of her order; she completed with enthusiasm. She was referred in to Achieve North West for motivation and to get her back into employment. So, I did the buzz test with her to look at her personality and the jobs that would be best suited to her. We covered disclosure advice as this would be something she would need to face when applying for jobs. I then completed separate parts of 'GOALS' with her on a 1-1. GOALS is a 10 hour Development Advice & Assistance Course that looks at many aspects including the way people think, feel and behave, confidence building and responsibility for personal change. All of this really helped M to grow in self-esteem and confidence.

I referred her for debt advice as she was having serious financial difficulties. We managed to compile a debt plan for her and also sorted out some benefits for M as these had been stopped

due to poor management and she had been without money for over 8 weeks. I also arranged to get two food vouchers for her and her family as they were struggling to even afford food to eat. Once we got her benefits back up and running and a small emergency fund to help her out she felt more comfortable to start looking for work.

I arranged for her to complete a two day employability course with the Big Trust. I then got her on a two week voluntary work placement (with Veolia) as a recycling operative. In order for her to complete this we covered the after school costs for her daughter for the two weeks she would be working. Before she did this we covered interview skills, work ethics and expectations and explained to her that this could lead to something if she worked hard.

M did extremely well whilst there and due to her personality, work ethic and commitment, she was successfully offered a full time job after this with Veolia as a Recycling Operative, being the only female in a male team. Veolia are extremely happy with her work and the way she has fitted in with the team. Because of all of this M was awarded the Positive Progression Award at Tomorrow's Women Wirral for all of her hard work – Congratulations!!

**Helen Wood**  
Merseyside Case Manager

# CUTTING DOWN BARRIERS

## D had been serving in the army when he was convicted of a drug offence along with a number of other serving soldiers.

Once he reached open conditions he signed up with CFO3 and he began to focus on what he wished to do on release and how he would support himself. After a number of career sessions with me, he decided that he wished to work outdoors doing some form of gardening/ landscaping work.

After researching occupations and labour market information we decided that the best route was most likely to be working as a tree surgeon [arborist]. In order to be fully qualified by release D would require a large array of qualifications and experience in the sector. The full price of the qualifications was £2000. I supported him in applying for funding via the Poppy Appeal grant from the British Legion and the CF03 Discretionary Action Fund (DAF) funded the chainsaw hire for the course. This was successful, and he secured £1850 of funding that led to him successfully passing his chainsaw certificate, his climbing certificate and his tree rescue certificate. These basic qualifications would enable him to work in the sector but he now needed to secure work experience to embed his learning and gain valuable work skills. I happened to know a 'tree surgeon' that worked on the trees within a church and approached him to ask if he would offer some work experience to this participant, to which he agreed and gave D a work placement opportunity. So, I made an application to 'Custody to Work' for D to work on licence at the premises whilst serving his sentence.

This application was accepted by the prison and D began his work placement. After a few months of doing this the placement provider was so pleased with his work that he entrusted D with sole responsibility for the tree work and agreed to offer a work reference for him upon release.

Whilst doing this placement D has also been supported by CFO3 DAF funding to acquire other work qualifications to enhance his CV such as a First Aid Certificate and a MEWP [Mobile Elevating Work Platform] qualification to enhance his employment choices. Within the last 5 months of his sentence he began to focus on his employment opportunities upon release and with my support, he began to send out speculative letters of application to a number of employers in his local area. This approach eventually led to a job offer whereby the employer offered him a job as long as he had his PTS, [Personal Track Safety] as the work would involve clearing trees and bushes from the railways lines. I once again applied through the DAF fund to secure a place on the PTS course which he will complete 3 weeks before release, with this qualification he will be able to leave prison and go straight into a well-paid job.

D has worked with CF03 for the past 22 months and will leave custody fully qualified in a new sector, with work experience, a reference and with a secure employment opportunity.

**John Hunter**  
Lancashire Case Manager

## Words of Encouragement

Hi Ant,

In J's last session with Probation we spoke about his progress. J informed me that "Achieve had turned his life around". He wanted to pass on his gratitude for being given such an opportunity at a time where he felt that his options were limited. J discussed that working with Achieve led to him gaining full time employment. This offered J a routine and gave him a purpose which helped him desist from any further offending. J was very open and honest and fully admitted that without Achieve he could have reverted back to his offending lifestyle. J would like me to pass on his thanks to everyone connected with Achieve and particularly Anthony Bigley who worked hard to get him employment opportunities.

Kind Regards,  
Matthew Whitworth  
Probation Officer, National Probation Service, North West Division

Hi Julie,

I am writing to express my appreciation for all the good work you have done with my cases. I have been so impressed by the work you did with MS. She has Personality Disorder and obsessive thoughts and I was not sure how well she would engage with you. You were able to sort out her benefits and get her an emergency loan. You also motivated her to do a number of courses and gain a number of educational qualifications. You referred her to Groundworks and they gave me excellent feedback. On release from custody, Ms's goal was to find employment as a cleaner. As a result of your input and the qualifications she gained, she was able to access and achieve this goal. She is now intending to enrol at Furness College in September, where she is hoping to complete a Plumbing or Electrician course. She has really developed in confidence over the time you were working with her.

Thank you again.  
Maureen  
Offender Manager

### JUST WANTED TO SAY....

Merseyside case manager Helen Wood would like to say a massive thankyou on behalf of Tomorrow's Women Wirral & Achieve North West Connect to the Health & Beauty Team at B&M Speke. Deborah Reeves and her team have kindly donated a huge amount of women's sanitary and health products to Tomorrow's Women Wirral for which they are extremely grateful for.

# A SUCCESSFUL WORK OUT FOR MORE DEVELOPED PARTICIPANT.

**My participant signed up with ANWC in February 2017 as he found himself needing support around a number of issues and also wanted some support in achieving some ETE goals.**

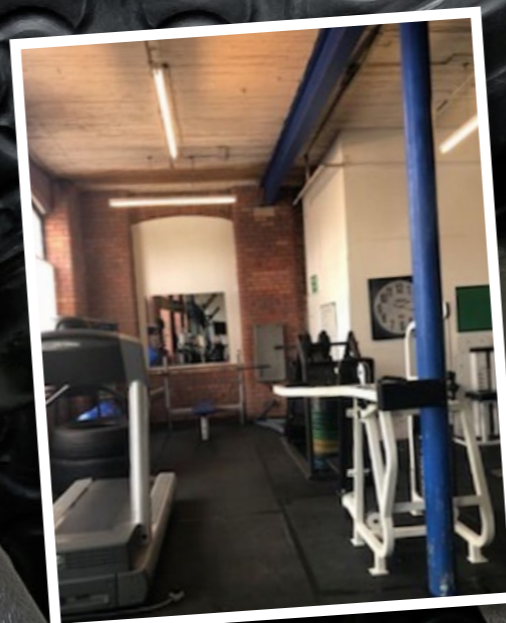
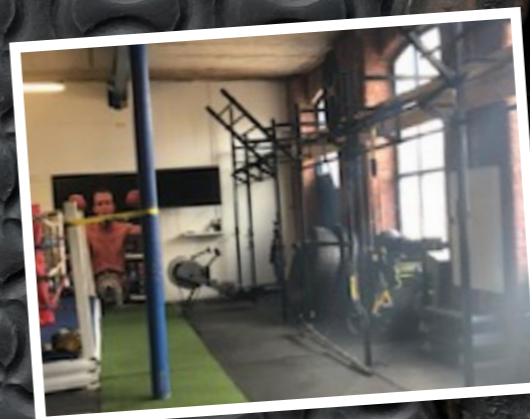
He had big aspirations for himself but wasn't sure on how to get there. He wanted to become self-employed but knew this would be a long journey. We carried out a goal setting exercise identifying his short and long term goals, to have a clear focus moving forward. We identified that in the short term he wanted to get his Level 3 Personal Training qualification. Long term, he expressed that he would like to have his own gym and work as a self-employed personal trainer.

As his Case Manager, I supported the participant in making a claim for Universal Credit as he wasn't receiving any income. This also meant that when he started to work self-employed he would still be entitled to some Universal Credit depending on how much he was making from his business. I referred him to our subcontractor Back on Track for one to one specialist mentoring support. Here he was able to get additional support around his ETE goals.

I supported him in finding a local provider who delivered level 3 Personal Training via a student loan process, meaning he wouldn't have to pay the course fee back until he was earning over a certain amount. Over a period of 3 months my participant attended and completed his Level 3 Diploma in Personal Training.

Since completing the course, I have supported him in registering as being self-employed with HMRC. Amazingly, he has been able to find a gym space that came with lots of the equipment he needed and my participant is able to pay weekly for the space. He has successfully built up his client base and has a steady stream of clients attending his gym for both group and 1-2-1 sessions. I am very pleased to see how well he has done and it just goes to show that hard work really does pay off.

**Laura Emsley**  
ANWC Case Manager



# WELL-BEING DAY

**On the 23rd of March HMP Risley hosted a well-being day for prisoners in the establishment, allowing the men on the wings and also the staff to have a Health MOT.**

The day also granted them the opportunity to engage with the agencies that operate within the prison walls, and those that they can engage within the community upon release.

The day started early. Eagerly, we set up our stand and busily made our table top the most appealing and attractive in the huge sports hall.

Achieve were represented by Case Managers based in the prison, (myself) Tony Reardon, and David Lowe. We were joined by Pam Foy, from our sub-contractors Back On Track (BOT). Pam really embraced the opportunity to showcase what BOT can offer to participants when they move into the community. We also had Linda from Salford Foundation join us, who was on hand throughout the day to speak with prisoners and explain her role should they join the journey with ANWC. We also promoted the work our other subcontractors POPS do in our discussions with inmates.

A massive thanks has to go to Cat Taylor, who organised the event and had liaised with the prison management, and also CM Justine Clayson and her officers, in co-ordinating the day. She sorted the logistics of moving the inmates around the prison, and helped to ensure that anyone

interested in making positive changes to their lives were informed.

However, as always, not all things go to plan. We were informed late on that there had been some issues in that the promotional material had not made it to all areas. Consequently, this would have an impact on the number of individuals that would be attending. However, in hindsight the number that turned up was a manageable amount and kept the environment a safe one. Having said that, ANWC had a magnificent response on the day and we were really impressed with the number of potential participants we engaged with.

During the day we received 40+ referrals' from the men that visited the event, which in itself is very impressive. The day also gave David and I the opportunity to meet with other agencies and discuss the value of sharing information, building positive relationships and working together.

There were many agencies there that offered a wide range of services to the participants, from Yoga and meditation, to the Samaritans that offered further support network. We also had the mental health team 'In Reach' present who we talked with and discussed how ANWC could help get lives back on track.

All in all it was a great day. We found it was very informative and fantastic for networking and raising our profile in custody to another level.

There will be another wellbeing day in September this year, and it will be bigger and better, and we will definitely be there!

Many thanks to all  
**Tony Reardon**



## ERSA AWARD NOMINATION!

Achieve North West Connect are pleased to announce that we have been shortlisted as a finalist for the ERSA Employability Award 2018 in the Partner of the Year category.

Now in its sixth year, the ERSA Employability Awards celebrate best practice across the employment support sector and seek to demonstrate the day-to-day hard work and dedication of those working to improve the lives of jobseekers, communities and the wider workforce.

As a successful finalist, ANWC will attend a special ceremony on the 14th June with the minister for Employment, Alok Sharma MP.

Good luck to all involved & fingers crossed!



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!

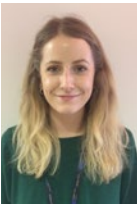
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