

ANWC


HM Prison &
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Seasons Greetings from everyone
at Achieve North West Connect



Look beyond the Label

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CREATING SELF – ESTEEM & CONFIDENCE AT HMP STYAL

Over at HMP Styal a new course has been developed and successfully delivered for two CFO3 cohorts. Laura Emsley, a Case Manager for More Developed, recently created a Self-Esteem and Confidence course for the women at HMP Styal. With the support of Joanne Hughes, a Case Manager at HMP Styal, they have now been running the course for 4 months. Laura tells us more...

The course runs for six weeks and a total of 13 women have now successfully completed the course. The sessions are two hours long, during the first hour we work through the workbooks and in the second hour, we complete a creative exercise related to the course. The sessions are two hours long and so the first hour we work through the workbooks. The second hour we complete a creative exercise that is related to the course.

The sessions look at developing our understanding of self-esteem, what impacts our self-esteem, mental health, body image and the media, assertiveness, and how to improve self-esteem and confidence. The creative exercises consist of decorating gratitude journals, painting their own positive affirmation canvases and making bracelets. We end the course with a self-care party, where the women can paint their nails and they each get presented with a certificate.

The course has been going very well and the feedback we have received from the women has been so positive. We asked some of the women to each write a quote about the course, asking what they enjoyed or took away from the course.

'The course helped me to open my eyes and realise I'm amazing. I'm just like everyone else and I'm a unique person too. I came into the course self-loathing and leaving living for me.'

'I have really enjoyed the Achieve self-esteem art group. It is very difficult to keep up morale in prison and this course is really helpful. I have learnt loads throughout this course and would definitely do it again.'

'Fantastic!! This course is so important to have for the girls as a lot of us have been convinced that we are worthless and no good. So to help us see our good points is so beneficial and helps us gain confidence, which is so useful in all aspects of life. Loved it!!'

'I've found this course really helpful. I've gained confidence, received helpful advice. Really glad I attended it. I will use all the info I have gained. Thank you for the opportunity.'

'The course was really good. It's been challenging and opened up my confidence. I would really recommend it.'



A ROYAL VISIT AT HMP RISLEY

On Monday 10th September, Princess Anne, The Princess Royal, was in Cheshire to visit HMP Risley.

The Princess visited Risley as Patron of the Butler Trust, an independent charity which recognises excellence and innovation by people working with offenders in the UK.

For Achieve Case Managers Tony Reardon & David Lowe, the day started with anxious anticipation. An early morning meeting was called, where they were briefed on how to address HRH correctly.

The visit went fantastically well; the gate staff were right on cue with the entourage coming in. The escorting staff were extremely professional and had everything in place for a seamless escort around the prison.

The royal visitor was greeted by members of staff from; Industries, Wings and the Welcome Centre. Led by Chris Bennett, ANWC Managing Director, and Tracey Hill ANWC Manager, the Achieve Team were introduced to the Princess with a hand shake before proceeding to showcase the many avenues and opportunities that are offered to prisoners through the project.

Intirigued by our overview of the CFO3 project, HRH asked a number of questions, paying close attention to; the employers we work with, and our performance with regards to achieving an effective resettlement for offenders.

In the Chapel, the Risley staff created a friendly, warm and relaxed atmosphere which made for a perfect finale to the proceedings. HRH Princess Anne unveiled a plaque in memory of her visit to us as well as receiving flowers and the traditional Chocolate brownies before leaving.



The feedback from the Palace has been positive from all quarters. HRH Princess Anne was impressed with what she observed as she went around the prison and was very complimentary about the staff that she met. Overall, it was a hugely successful visit that showed off Achieve's delivery of the CFO3 contract and HMP Risley in the best possible light.



OUT OF OFFICE FOR BUSINESS UNIT MEMBERS CHELSIE & HOLLY

BUSINESS UNIT MEMBERS CHELSIE & HOLLY GET 3 DAYS HANDS-ON EXPERIENCE SHADOWING MERSEYSIDE CASE MANAGERS...

BEHIND BARS FOR ACHIEVE'S HOLLY SMITH

My name is Holly Smith and I work for Achieve North West Connect. My current role is a Finance and Systems Co-ordinator. Since starting with the company nearly 2 years ago, I have always enjoyed each and every aspect of my role. To aid with my development I recently visited HMP Liverpool which has helped to further my knowledge of ANWC, seeing what it is like on the front line. I went out to HMP Liverpool for 3 days and I can honestly say it gave me a massive insight into the operational side of the contract and what it is like dealing with the offenders, face-to-face. During my 3 days I shadowed different Achieve Case Managers to see how they engage with the offenders and what support they provide to them. It was very interesting going around the different workshops to see what the offenders do while they are in prison. After speaking to the offenders, it is important to find out their needs first and then try and work with them in order to change some aspects of their life.

After my visit to HMP Liverpool I knew the role of Case Manager would be something I would be very interested in, and more recently and very timely. I applied for a Case Manager role which I was successful in getting. I now look forward to the future and supporting offenders into employment.

Holly Smith

Congratulations to Holly on her new role as an ANWC Case Manager. We wish you the best of luck!



A THREE DAY PROBATION SENTENCE FOR BUSINESS UNIT TEAM MEMBER CHELSIE:

Commencing the 17th July, I traded in my admin role at Achieve North West Connect HQ for a 3-day placement out in the Merseyside community shadowing some of our CFO3 Case Managers out in the field. The purpose of the placement was to provide me with the opportunity to gain some hands-on experience in the work that is carried out on the other side of my computer screen...and it proved to do just that!

Before attending my first day at South Liverpool Probation Centre I had very mixed feelings. I had a good idea of the day-to-day activities of a Case Manager through accessing participant cases on CATS+ (Case Assessment and Tracking System) and I was aware of the kind of journeys that participants can undergo when engaging with the programme. However, I had apprehensions around working directly with ex-offenders, and, as I expected, the 'journey' does not always run as smoothly as it may appear to on CATS+.

Once I finally found my way into the main entrance of South Liverpool I was met by the ever-smiling Val – our newest addition to the Merseyside team. Val gave me a tour of the Probation Centre and took me to sign in. Having never stepped foot in a Probation Centre before I immediately noticed the heightened level of security around the building in comparison with my usual work setting and so I had plenty of questions for Val. In a quiet corner of the building, we made our way to the Achieve North West Connect office, occupied by Mick Underwood, another of our Achieve Case Managers. The room was big and bright with lots of information, posters and flyers adorning the walls for participants to engage with. Safely tucked away from the hustle and bustle of the main reception, it felt like a calm and safe environment for those who visited.

Mick explained that on the days he and Val operate from South Liverpool Probation Centre they work around appointments made with participants.

However, he also explained that they will see many participants day-to-day who will drop in on recommendations from other agencies or will show up with no warning. Regardless of this, Mick explained that he always interacts in an honest and down-to-earth way with whoever walks through the door, giving informed and realistic advice. Most of the participants who had booked appointments that day had come to use the computers available in the room to practice for their upcoming CSCS tests. For us based at Achieve HQ, we are constantly booking CSCS tests and ordering cards for participants, but it was great to see how this process plays out in reality. For many, obtaining a CSCS card can dramatically widen the employment opportunities available to them and so passing the test is very important. This was evident in the participants that I met that day. You could see their eagerness to learn and practice for the test, and without the facilities and help from our Case Managers, obtaining a CSCS card may not have been a possibility for them.

It was time for my second day on placement, this time at North Liverpool Probation Centre. As warned, the atmosphere was completely different at North Liverpool. There was a significant

increase in the number of people coming in and out of the ANWC office and the Probation Centre seemed to be much livelier in general. Mick and Val run a job club while at North Liverpool and so there were frequent referrals being brought through from Offender Managers who had discussed potential employment with their participants that day. This process seemed to work extremely well. Offender Managers would first approach either Mick or Val and give a brief outline of what the participant in question was hoping to achieve and what barriers to employment they faced. Our Case Managers could then make suggestions as to what they could offer and where they couldn't be of help, they were often able to make suggestions of organisations that could. Most of the faces coming through the door that day were new to Mick and Val, and so there was a lot of time spent holding initial conversations with people to establish what options were available to them. For a lot of the people they met, signing up with Achieve was not suitable, for several reasons. Despite this, Mick and Val still gave helpful advice, ideas and suggestions of where to go next, which were all received with gratitude. From my usual perspective at the office, this above and beyond approach to



those desperately seeking help would go unnoticed, and ultimately counts for nothing in our 'payment by results' contract. However, I was genuinely taken aback by the kindness and expertise exhibited by Mick and Val on my visit and they really did have a positive impact on the people they spoke with that day. I was impressed by how tailored their approach was to those individuals who did sign up to the CFO3 programme.

Employment possibilities were centered around participants existing skills and interests, and their offence was always considered. There were instances where participants expressed interest in jobs that were not feasible given their offence. However, both Mick and Val approached this with sensitivity and honesty.

Day 3, and it was a ferry across the Mersey for me, to spend my day with Case Manager Chris Jones, over at Wirral Probation Centre (or rather the Merseyrail UNDER the Mersey). As always, I was greeted at reception by an enthusiastic Chris, who chauffeured me down to his office for a quick viewing before we headed to his ANWC job club. Chris operates an open-door policy at his job club where those engaging with the CFO3 provision can call in without an appointment for a chat about their employment possibilities. Chris explained how he finds this system the most beneficial to all those involved. Those who attend the job club are there voluntarily, and so they usually have higher levels of motivation and determination, as opposed to those who are there through

obligation. Chris had a great rapport with the participants he worked with and in return he was treated with real respect and gratitude. The job club was very busy and there were participants there from various stages in their CF0 journey. Some were there to begin their search for employment, some were receiving DAF funded PPE for their first day at work. Regardless of their point in the journey, I could see that every single person who left the room, left with more hope and self-belief in their future than when they entered.

After lunch, Chris took me on a tour of the whole of the building, introducing me to others and talking me through each of the teams based at Wirral Probation, explaining what they do. I found this insightful and it helped to improve my understanding of the probation system as a whole. We even had the opportunity to go into an interview room where those who have just been arrested or remanded would be taken, which I found intriguing and thought provoking. Again, like at North & South Probation, a day's work had almost gone by with nothing yet to show on CATS+. So, I sat with Chris back at his office and together we looked at getting all the day's sign ups, course bookings and DAFs recorded on CATS+.

Overall, I found my 3-day placement out in the community extremely insightful. It was a real eye opener for me to observe and work with some of our Case Managers in their natural working environment as opposed to from behind my computer screen. Witnessing first-

hand how Case Managers operate in their role made me appreciate how challenging their job can be, especially in relation to achieving targets. Case Managers can engage with many ex-offenders throughout their working week and this wouldn't necessarily always translate to anything on CATS+. However, I also had the opportunity to engage with people who we could help and for them this meant a lot. For some it was the first opportunity they had been given in a long time to better their lives and take a positive step forward. Without the experience and knowledge of our Case Managers, some of the people I saw over those 3 days could have felt like their options were limited, which in some cases could lead to re-offending. All three of the Case Managers I worked with showed positivity and tenacity in their role and set out to prove to each individual that there could be a future in employment for them, despite their offence.

Thank you to Chris, Mick and Val for having me back in July. Thanks for making me feel at home and comfortable in my surroundings. I have come away with a better understanding of what it means to be a Case Manager at ANWC and I also now have a better understanding of just how difficult it can be to get back on your feet after committing an offence. Thankfully, we have people like our Case Managers in our society who really do give it their all to help those who need it most.



A THROUGH THE GATE SUCCESS FOR LANCASHIRE

J was transferred to the community from HMP Preston and met with Case Manager Zubeir Chati at an East Lancashire approved premises. Here is Zubeir on how a streamlined Through the Gate process helped his participant to get back on track...

Because J was originally under the Achieve North West Connect Project in prison, he was automatically allocated to me within the community. His custody Case Manager contacted me to let me know the history of the case. J was happy with the seamless transfer of his CFO3 case from custody to community and we continued discussion around getting him back to normal day-to-day living once he was released from the Approved Premises. The single biggest worry J now had was finding employment and he didn't know where to start. I asked him for a copy of his CV and upon reflection, I agreed to update it. CFO3 has a separate Job Coach provision which is funded through the CFO3 Development Fund. Our Custody Job Coach, Kelly Kipling, started working with J 12 weeks prior to his discharge from HMP Preston and due to the relationship and rapport he has built with Kelly, it made sense for both of us to work with him in the community. Kelly and I worked extensively with J in identifying opportunities for him regarding work. It sounds simple but this necessary step is what J needed support with the most, and CFO3 was able to provide him with this.

We met J at different intervals during his release within the community, sometimes together but more often separately, to concentrate on different aspects of the job searching task at hand. This improved J's self-confidence and motivation and slowly he started to see positive responses from agencies regarding his job applications. This finally led to a breakthrough, with one of them offering him a work placement as a warehouse operative in a toy factory. If successful he would then be put forward for an employment opportunity. Behind the scenes, J was continuing his rehabilitation in terms of budgeting and money management and felt he was in a good position to apply for jobs. He knew he would be able to sustain a job now, due to being stable and gaining relevant work experience and new skills. J successfully completed the work placement and much to his delight the agency offered him the position. He accepted the offer and was given paid employment through the agency. The seamless support network CFO3 was able to provide him both in custody and community played a big part in this journey to social inclusion and employment. We wish J all the best in his new job!

Zubeir Chati – Lancashire Case Manager

CJC PROVING TO BE A WINNER FOR ANWC

The Custody Job Coach Development Fund project is a CFO3 pilot scheme, introduced in April 2018. The purpose of the project is to support and increase the employment outcomes for ANWC by having a sole focus on employability. Based in HMP Preston, HMP Kirkham, HMP Liverpool, HMP Thorn Cross and HMP Styal, the small team of CJs work with participants prior to release and TTG to help them to become more employable and to increase their chances of finding and sustaining employment. Activities offered include CV development, preparation for interviews, disclosure advice, job search and application support, self-employment tips, facilitating telephone interviews, running job clubs in custody and anything else job related that a participant needs help with. In addition, a key element of the role is employer engagement activities that aim to increase opportunities for participants, also collecting job evidence to facilitate achievement outcomes.

Our aim as a team is to work closely with ANWC Case Managers to offer a complete package of support to participants, working in partnership to help those who engage to take positive steps to move forward in their lives. A success for us would be to use employment as a means of reducing reoffending whilst also supporting ANWC to achieve their employment outcome targets.

We caught up with Custody Job Coach George Ronayne to hear about one of his recent success stories with an ANWC participant. Here's what he had to say...

Do you have any feedback to share with us from the participant?

The appreciation expressed by R for the ongoing support he was receiving by the Achieve team is reflected in his following comments:

"Hi George,
I'm all good at the moment support wise, thanks for asking. I hope this message finds you well. Thanks George for all your ongoing support and help"

What might you have done differently in your work with this individual?

I can't honestly think of anything I would have done differently. The lines of communication were constant and mutually appreciated, as was the willingness to engage on a face to face basis and the capacity to display a "can do attitude" by both R himself and the CJC.

What worked? Detail what you believe made a difference to this client

The actual through the gate engagement process I feel worked immensely well for R, keeping the employment seeking momentum going and confidence levels up. This really helped keep R focused on attaining work. The ongoing contact, support and assistance was well received by him and I could tell by his eagerness to engage with us, that he really appreciated the efforts made by the Achieve team in supporting his efforts to seek and attain employment. This was reflected by his complimentary comments about the service. Eventually R went on to attend numerous job interviews and as a result received two job offers within the space of a week. He took up one of these opportunities working in a supervisory capacity.

What kind of sessions were delivered, and did any of these transpire to any outcomes or achievements?

R attended CSCS card training and successfully attained a CSCS card. R also undertook FLT training via FLT Liverpool and attained his counterbalance licence. R also completed CV compilation exercises with myself and an up to date CV was completed.

If you would like more information or would like to know how to engage with the team, feel free to get in touch with the CJC Team Leader Natalie Szturemski on 07388 997459

Can you give us a bit of background information on your case and at what point along the ANWC journey did you intervene?

I originally engaged with R on 11th May prior to his initial engagement with his Achieve case manager Kenny Baglow. Initially he required information, advice and guidance with the following issues and potential barriers to him attaining work on release, namely: Disclosure- applying for work with a criminal record and how to disclose this to a potential employer. Subsequent information on disclosure was provided which R found very helpful. R had previously served in the armed forces and has management and supervisory experience but was willing to work in any capacity to secure immediate employment. We discussed the current employment landscape based on up to date labour market information, identifying the latest and current industry growth areas within the region, identifying work in construction, warehousing and Distribution.

What barriers did you encounter and what action was taken to overcome these barriers?

R now having a Criminal record was a major barrier in his eyes to him securing employment. Working in collaboration with his Achieve Case Manager we engaged with R, working on this issue with him. Also, to support his work within the construction and warehousing sectors, R was put forward for CSCS card training through Jobcentreplus, with a view to accessing training and the opportunity to sit the CSCS test. I also provided R with information related to the CSCS card test, Q&A worksheets, and information related to FLT training within the Merseyside area.

GREAT FEEDBACK FOR LANCASHIRE TEAM

"I would just like to say a big THANK YOU! to Saj and all of the Achieve team for helping me with my CSCS certificate, course, and tools, which guaranteed my employment. The kindness and support I have received from Saj and the support from the funding has been of the utmost importance to me. It has not only ensured I gained full-time employment but a much happier and healthier lifestyle for myself which has also had a positive impact on my family too. I believe that Achieve are a credit to society by way of their non-judgmental approach; the support you offer reaches the most often hardest to reach people in the most difficult of places and circumstances and I praise you for all the help you have offered me. Thank you for helping me on my way to a better life and I hope the work that you do continues to help others ." Anonymous

"Hi Ant, I would just like to thank you for all that you have done for me, without it I would still be on the scrap heap. You have given me good advice, confidence and positive encouragement. I am so grateful for your help in convincing your bosses that I was a worthy investment. Without the equipment that you have helped me obtain I would not be starting my new business. You have been there, sometimes just for a needed pep talk. I feel that your help has put me firmly back on my feet, without judgement or discrimination."

Thanks again you are a life saver.

Very kind regards T



THANK YOU LINDA - WORDS OF PRAISE FROM PARTICIPANTS AT SALFORD FOUNDATION

My sessions with Linda have helped me to look at things differently. I feel I can make better judgements about my future. I now look more positively on a possible future career as a HGV driver. I know that my future life and career will be a success and I am certain I will make this happen – Anonymous B

I have benefited from these sessions with Linda a great deal. She has helped me to identify which parts of my personality that had forgotten about and that will enable me to be a success in the future. I have also examined my goals and I feel extremely confident that I will achieve them. I am aware that there will be challenges but I now feel capable of facing them head on. – Anonymous C

These sessions have helped me as I have some new skills that I can use to help myself in the future and give me something to focus on - as I haven't done that in a long time. Also, the sessions have assisted me in knowing where I want to be in life and helped me see what I can do to get there. – Anonymous D

Linda has been excellent in helping me to see a brighter future. Not only when it comes to employment opportunities & study but also in helping me with life skills in general which will be so invaluable to me upon my release back into society.

When I first received our session 1 worksheet (which was about writing down positives about myself) I was really struggling to come up with good points about myself. Linda helped me by pointing out some positive attributes I do have. She introduced me to some techniques to help me overcome my anxiety and change my thinking patterns. I was also shown some breathing exercise which will continue to be of great benefit to myself.

Linda also introduced me to a good exercise called 'The List' in which I wrote down things that I've done over the current weeks, how they made me feel and who benefited as a result. This has made me feel good about myself and I have identified many parts of myself that I had forgotten about, especially my past achievements.

'Overcoming Barriers to Success' focused on old beliefs of negativity with the task of changing them into new beliefs. Linda helped me to identify key areas in which I'd held on to old negative belief systems that caused great heartache. I now see those beliefs were so wrong and were holding me in constant condemnation of myself. These have now been broken and I can see a bright future – something I thought wouldn't be possible to achieve five months ago.

My life now has a purpose, a positive direction. I have mastered forgiveness for my sins. God has played the greatest part in my redemption and has no doubt placed such wonderful people like Linda to guide me through the post painfully difficult episodes of my life.

Anonymous A

Anthony Bigley, Lancashire Case Manager & Team Leader, has left a lasting impression on both staff and participants across the region in the last few months for his hard work and high levels of expertise. Here are some letters and feedback we have received recognising the amazing work Ant is carrying out - Keep it up!!



Hi Ant

A referral was submitted to Achieve on 24/07/2017 for a participant I am supervising. This participant had spent a lengthy period in custody however prior to receiving his custodial sentence had an extensive work history. Whilst his work history was positive, certain employment roles were linked to his offending.

Prior to Anthony Bigley becoming his allocated case worker, myself and my participant were experiencing difficulties in employment searches and applications. This was in part due to the nature of his offending and offences being committed whilst in employment. However, this was further compounded by my participant's lack of motivation and resistance to working which I was struggling to change. As a result, I believed my participant was a complex case to work with and would be challenging.

Anthony engaged well with my participant and to my knowledge developed a positive working relationship with him. Anthony provided regular appointments to my participant offering consistency and regular support with training and employment. I am aware that Anthony was flexible with the appointments he offered to meet the needs of my participant.

Throughout this process myself and Anthony were in regular communication. Anthony and I would regularly share information and there was active liaison on a regular basis. Through good partnership working, with Anthony's experience, knowledge and contacts and through his dedication in motivating my participant to obtain employment, a training opportunity became available which Anthony was of the opinion would be appropriate and ideal for my participant.

My participant spent one week in training and then several weeks on a work placement. During this time Anthony linked in with me to ensure that my participant was provided with travel money to attend this training. Following this he was offered full time employment.

My participant remains in this employment, enjoys this role and recognises the benefits of being in stable employment. He speaks positively about his role and of Anthony in supporting him in obtaining this employment opportunity.

Kind Regards

National Probation Service Team A
HMPPS
Blackpool Probation Office



Anthony has provided a great level of support for N by arranging several appointments to discuss his employment plans and the best way to achieve his goals. Anthony has spoken to N about his plans with plastering and the possibility of setting up his own business. To which N has been offered further support.

N was released from custody and was supported with searching for employment and examining his life choices. N also completed work in increasing his motivation and focussing firmly on the future. During his engagement with Anthony, N has managed to secure full time employment with a local plastering business and has had the necessary tools and equipment required in his new found employment funded by the Achieve Discretionary Access Fund. N is now also taking on jobs of his own and looking to expand. He has desisted from further offending and is enthusiastic in his work and looking forward to the future for the first time in a long time.

It has been brilliant to see N progress and the support offered by Anthony has certainly significantly helped with this.

Thank you again for your help!

NPS Probation Service Officer

Dear Ant

J is an Indeterminate Public Protection case and, in my experience, offenders subject to IPP sentenced can feel that they have been sentenced 'unfairly' and feel that the IPP sentence is 'unjust'. This makes the job of maintaining motivation to engage with Probation, and other agencies, challenging. However, your knowledgeable and confident approach worked well in this case Ant and provided a clear plan with a timescale that provided J with hope. This can be underestimated in the offenders we work with but being heard and acknowledged and told that there is hope is vital.

J has recently experienced financial difficulties having lost his previous painting and decorating job. This impacted his mood, as you are aware. He has a partner and baby and I discussed with you my concerns that being low in mood, compounded by financial straits, could potentially see an increase in the risk of re-offending. I was also concerned about the pressure that unemployment was bearing on his personal relationship and, thereby, potentially the impact on baby. I am grateful that you allowed me the time to discuss the case with you, on a 1-1 basis, and was grateful for your suggestion on how we could address the difficulty in J securing further employment given the restrictions he has on his licence. As an offender manager it is imperative to risk management that there is a multi-agency approach, albeit informal as in this case. Your view about his commitment to employment and the realistic options available to him meant that a solution was achieved in an acceptable timescale which you made clear.

Achieve have provided the necessary tools giving J the opportunity to secure self-employed work. This opportunity has averted a further deterioration in his self-esteem and mood and increases the prospect of paid employment which reduces the risk of further offending for financial gain.

Thank you for your feedback and support in this case I really appreciate it Ant.

Probation Officer

PET Enterprise Awards

PET's Enterprise Awards are one-off grants to help ex-offenders start a business or find work after their release from prison. They fund specific equipment, training, tools or materials that might be required to help set people up for work. In the past they have funded things like: laptops, art materials, an electronic typewriter, catering equipment, barbers' tools, and a graphic calculator. The value of the award is up to £1000. Winners will also be offered two-hours' mentoring by one of the judging panel.

Case Manager, Julie Miller, from Cumbria, sent an enquiring email to the PET Enterprise Award explaining that she worked for Achieve NW Connect who supports offenders back into education/employment and all manner of other needs they may have (accommodation support, debt help, applications etc). She explained that she heard about the Enterprise Awards and wanted to put a flyer up in the NPS/CRC offices that she worked in. They responded and sent her the flyer and the links to the website, so she could access the application form.

Julie was working with a participant called S in the community who served part of his sentence in custody and wanted to improve his employability opportunities. He wanted to work within the rail industry but the PTS and associated training cost was £1000 plus. Julie and S looked at the application form which required endorsement from his Offender Manager. Julie approached the Offender Manager and asked if she would support him with his application and she was happy to accommodate this request. Successfully, they put together a business plan and completed the application for this training. This was then submitted to the PET Enterprise Awards.

A few weeks later S contacted Julie to inform her that he received a letter back from the PET Enterprise Awards confirming that he had been selected as one of the winners. The judges were very impressed by the detail and drive they found in his letter and business plan, and wanted to fund him for the items he requested.

He was invited to receive the award at an alumni party on Tuesday 4th September. The party was an annual get-together of staff, trustees and people who had once been funded. They were happy to pay for his travel to London and S collected his award with his Offender Manager, S's parents also attended.

Julie Miller – ANWC Case manager



Prisoners'
Education
TRUST

We managed to catch up with S to see how he is getting on after being granted the PET Enterprise award. Here is what he had to say;

How did you feel after you had learnt that you had won the PET Enterprise Award?

"I was over the moon when I heard I'd won an Enterprise Award. It feels like it's given me a bit of an opportunity. My parents are over the moon as well. They've always been very supportive - they wanted me to go down this route.

How do you think this opportunity will help you in the future? Where do you see yourself in 10 years?

I'm doing this because it's permanent – there's demand at the minute with the building of HS2 – and there will always be demand. It's not just a job, it's a career. By this time next year, I hope to be working as a PTS operative, repairing the railways, and looking at building on my qualifications. In 10 years' time? Hopefully I'll be higher up the ladder - I see this as a long-term career.

Is this something you have always wanted to do?

Rail track qualifications was something I was chasing when I was inside, trying to get on courses, but I was never able to. In the end I wrote down everything I needed to do so I could pursue it when I got out. I made sure I completed courses inside that would help me on my way. During my three years' inside, I did a NVQ Level 3 in welding, which I knew would play a role in working in the rail industry.

LOCAL COMPANY'S 'DRIVING FOR CHANGE' INITIATIVE SECURES ACHIEVE PARTICIPANT EMPLOYMENT:



Subcontractor Re:Vision call upon local firm Kenny Waste to give Achieve participant a second chance...

In addition to working with Local Employment Groups, Re:vision also holds a contract with Achieve North West Connect which works directly with candidates both on release from prison and those serving community sentences to help them secure work. Luke is an Achieve candidate and was referred to Re:vision in July 2017. Upon meeting Luke Re:vision knew he was clearly work ready, he was keen to get back into work and start rebuilding his life. Luke is serving a life sentence and has a large exclusion zone which made job brokerage quite a challenge for Re:vision.

Re:vision approached numerous employers about Luke and did get a few knock backs. Luke was understanding of this though due to his conviction and still stayed in constant communication with us and attended every meeting arranged.

Re:vision secured a meeting with Kenny Waste Management in Salford in February 2018 who were keen to meet Luke. This meeting was arranged and went very well. Kenny Waste liked Luke and were keen to offer him a job, however, they wanted him to prove his commitment to them first so offered him a month's work trial. The feedback from the work trial was very positive – Luke was turning up on time everyday and really showing willing and real enthusiasm.

They liked him so much they decided that he would be put on a development path as they saw supervisor potential in him straight away.

Luke started work in March 2018 as a Waste Compliance Officer.

Kenny Waste have recently launched their own social enterprise called Driving Change to specifically engage with and employ ex-offenders, long-term unemployed and apprentices. They have also recruited from HMP Forrest Bank. Having fully considered how they would integrate employees with such backgrounds into the existing workforce Kenny Waste chose to disclose Luke's conviction to existing employees (with his full permission). In doing so, colleagues all appear to be taking responsibility to ensure Lee is given the fairest chance possible of a new and fresh start.

Re:vision asked Luke some questions about his work with Re:vision and how he feels now he is working for Kenny Waste and below are his responses:

1. How are you finding your employment with Kenny Waste Management?

I am enjoying my employment at Kenny Waste Management, I get along with everyone concerned, Paul has given me a chance, which I am grateful for, and look forward to the future with the company.

2. What is your role within their business and what training have you received so far / do you have planned?

My role involves reporting waste and compliance issues. When skips come in from varying companies I ensure that they are complying with rules and regulations. If not, I report using photos and emails to the relevant people.

3. How did you find your support from Achieve NW Connect?

I found the support from achieve northwest connect excellent, Natalie supported me and put me forward for various training. She kept in regular contact with me offering advice and support.

4. What challenges have you faced since leaving prison?

The main challenges I have faced since leaving prison was accommodation and financial support. As you can understand after 13 years in prison release was a difficult period. I have my own flat now though.

Getting employment took its time but I feel I'm at the right place for me thanks to Re:vision.

Paul, Technical Director at Kenny Waste said:

"Back in early Feb 18, Re:vision came to our office for a meeting and spoke very passionately about an ex offender who needed a chance in life, somebody who deserved a break and an opportunity, somebody who they were confident would be a great employee. Within a few days we had decided that we would sit down with Luke to see if we could find him something, the rest is history".

Re:vision will remain in contact with Luke for at least 6 months while he continues to settle in to his role with Kenny Waste.

Also, following on from this successful placement Re:vision will continue to support Kenny Waste's Driving Change initiative.

NEW ACHIEVE ORDERLY UNDER THE SPOTLIGHT

Achieve Case Manager Tim Moore of HMP Styal has been firing his questions again, this time with new Achieve Orderly Heidi. Tim caught up with Heidi to find out how she was getting on in her new role and here is what she had to say....



Introducing Heidi- Our newly appointed Achieve Orderly at HMP Styal.

Our new CFO3 Achieve Orderly Heidi started working with us in July. We are all so impressed with Heidi and how much of a positive impact she has made within her first four weeks here. I caught up with her in the HMP Styal Women's Centre to ask her about her new role organising Achieve's appointments and administration. A prison orderly is someone who is imprisoned themselves but have been given a paid job role to carry out within the prison. Just to note, Heidi is a false name that has been given for data protection reasons.

Tim: Hi Heidi. You've made a huge difference to the Achieve Project in the short time you've been working with us. How did you feel when you were asked to take on the Orderly role?

Heidi: Thanks Tim. I was very confident I could do the role. I looked through the job description and you seemed to want someone who had all my strengths. I'm good at dealing with people and giving them self-confidence and belief in themselves and their abilities. I'm also good with computer systems and administration. I was still a bit nervous before I started though!

Tim: Have you done similar kinds of work in the past?

Heidi: Not really to be honest! I worked at a hairdresser's salon before coming into prison. I did used to work on prison reception before working for Achieve, so I'm used to dealing with people. A lot of the women who I dealt with in reception were very upset (especially if it was their first sentence) so I am used to calming people down and reassuring them.

Tim: Tell me what you do as part of a typical day working for Achieve?

Heidi: I make sure all new arrivals have an Achieve leaflet. I often go to see new prisoners personally and promote Achieve to them. I make sure we have supplies of all forms especially sign-up packs. I then notify Achieve staff

when their appointments arrive at the Women's Centre. I collect names for any upcoming courses e.g.: the QTT warehousing course.

Tim: I hear you've also set up some new initiatives of your own. Tell me about them?

Heidi: I've put together various databases on the computer system including a prompt system for when prisoners have 3 months or less left to serve. This helps Faith our Achieve Job Coach to know who to work with intensively. We've been analysing our overall take up rate with HMP Styal recently, which, over the last few months, has run at 26%. This means just over a quarter of women prisoners in HMP Styal have signed up to Achieve. That's excellent, considering we get a lot of very short-term prisoners who are sentenced to less than 3 months and can't be signed by the project as their sentence isn't long enough. I'd like to think I've helped in that achievement.

Tim: And finally, what would you like to do when you're released?

Heidi: I have a few crazy ideas! I'd like to restore and renovate old houses. I've also thought of doing some sort of PA work in business to use my administration and organisational skills.

Tim: Thanks very much for talking to us.

Heidi: It's been a pleasure.

Tim Moore- Achieve Case Manager - HMP Styal-

Tim and the team have nominated Heidi for the Special Recognition Award at this year's Women's Recognition Event held at HMP Styal. Heidi has been nominated for this award for her hard work in promoting Achieve North West Connect & the CFO3 project within the prison. Since her appointment Heidi has had a significant impact on the number of participants who have enrolled onto the programme at HMP Styal. She has been praised for her 'proactive attitude' and her 'cheerful and friendly personality'. Good luck Heidi!

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!

Look out for our next edition for news of our CFO contract extension...

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