

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.



**All participants' names and titles have been changed for anonymity.*

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](#)

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Next issue

Look out for new stories coming soon!

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ANWC

CFO3



Look beyond the Label

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ISSUE 8

AUGUST 2019 EDITION



We are pleased to announce that funding for CFO3 programme has been extended to 2023

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CFO3 EXTENDED TO AUGUST 2023

Welcome to the latest edition of Look beyond the Label. We hope you find the articles included of value in providing an insight into the way we work to secure opportunity for those we support.

We are very pleased to announce, in this edition, that funding for the CFO3 programme has been extended to August 2023. Achieve North West Connect will therefore continue to deliver our services in the North West until at least this date.

Since the start of the CFO3 programme in July 2015 we have made quite an impact. 800 of our beneficiaries have gained employment and 3427 have progressed into education, training programmes, courses and other support.

We are now available at many more locations across the region, located in nearly all public sector prisons and most Probation premises in the North West.

We have more staff on the ground delivering services direct to offenders than ever before and continue to expand our numbers.

We deliver more services than ever with one of our new projects in HMP Manchester featured in this newsletter.

We look forward to providing our services to the new extended date of August 2023 and we hope that you will see the benefits we are able to bring.

As ever we welcome feedback or ideas for new projects that we can deliver or co deliver.

Please contact us by email at
help@achievenwconnect.org.uk

BARING ALL TO RAISE AWARENESS



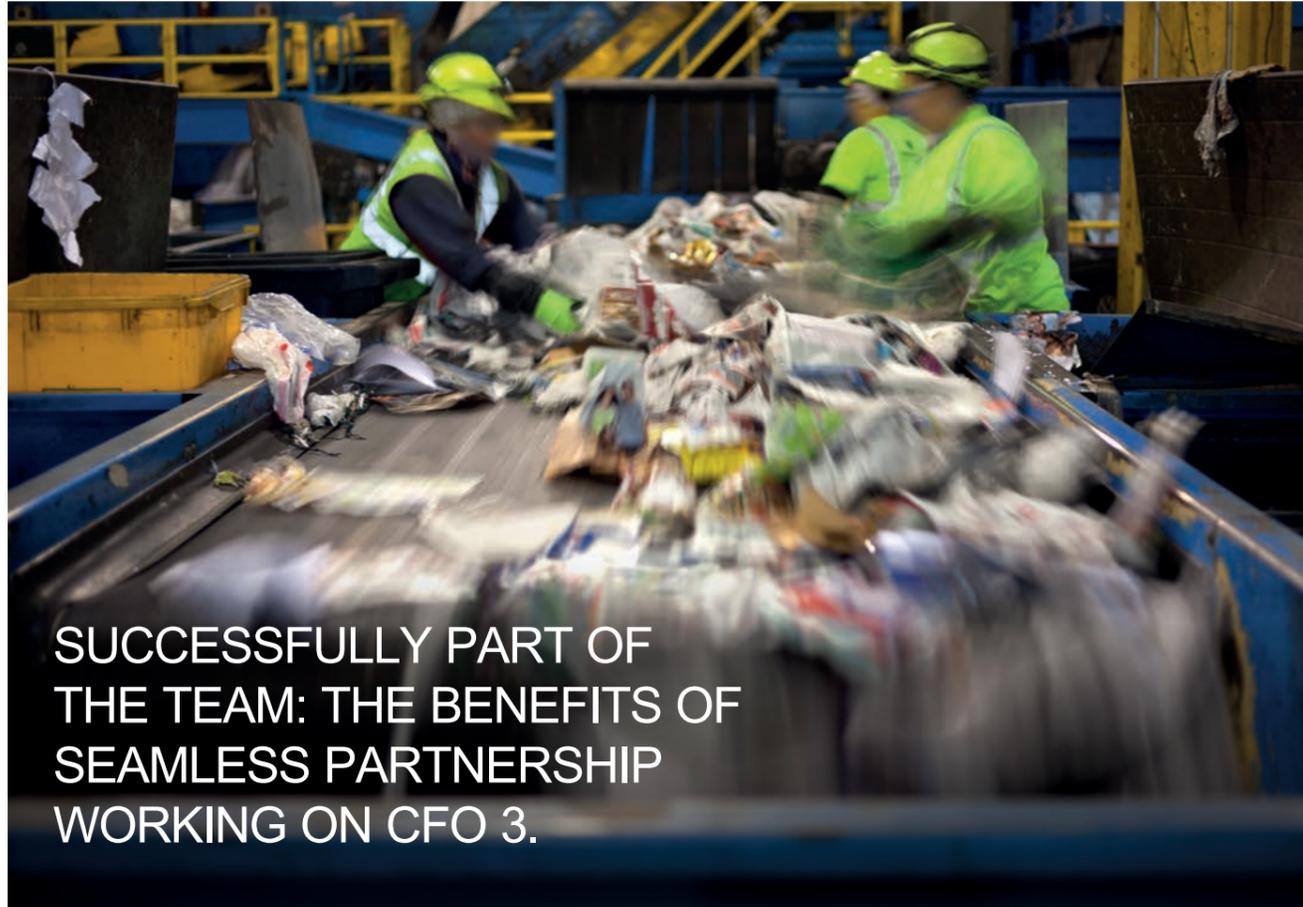
Our very own Ant Bigley, Lancashire Team Manager, dared, or should we say bared, to do the Full Monty in front of the nation as part of the ITV programme The All New Full Monty. Ant joined celebrities to raise awareness of the importance of early health checks in the detection of prostate and testicular cancers. This enables men, young and old, to get the best possible chance of early treatment for these curable cancers.

Talking about the show Ant said "Stripping in front of an audience was daunting. "It was more frightening than the cancer even! You know, bearing your dangly bits and all your scars is terrifying, but this was about laughing in the face of cancer and if it saves someone else and encourages other men to just check their self or see a doctor, then it's all good by me." Ant was blown away by the crowds response, he said: "you had Ashley Banjo and all these other guys who are in the gym every day and when we went out, we were all shapes and sizes with just a sailor hat and a gold thong, but the reaction we got was amazing, you could feel the wind from the cheering and the clapping, it was unbelievable."

Before his diagnosis, Ant was in line to receive a black belt in karate but after his treatment he went from being a young man with a passion for karate to being so weak he needed to walk with the aid of a cane. Ant spent a decade working his way back to peak condition. After determination and tenacity Ant finally earned his black belt proving, with a positive attitude and treatment, there is life after cancer.

Ant wants to carry on his mission to get the message across to men from all walks of life to check their bits and to take notice of any changes (passing urine more frequently, lumps appearing) and speak to a doctor, it may be embarrassing or uncomfortable, but it may just save your life.

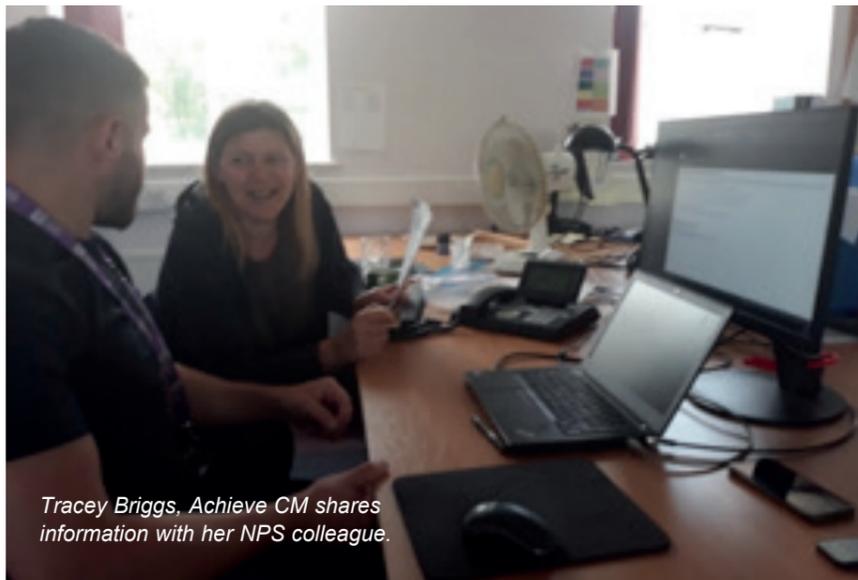
You can contact Ant via email if you want to catch up with him or need some further information. anthony.bigley@achievenwconnect.org.uk



SUCCESSFULLY PART OF THE TEAM: THE BENEFITS OF SEAMLESS PARTNERSHIP WORKING ON CFO 3.

Integrated working with probation staff is the key to our success on the CFO 3 contract, both with the Community Rehabilitation Companies (CRC) and with the National Probation Service (NPS). In Bolton, our Achieve Case Manager is as valuable as the Offender Managers (OM) colleagues. Tracey Briggs is part of the NPS offender management team; she sits next to her Probation colleagues in a pod. This recently helped Tracey swiftly evidence that her participant was working. She and the OM were talking about "Dale's" progress when the OM said that he had recently secured work, through Achieve's support. The OM emailed the evidence straight away, which Tracey recorded.

John, an Offender Manager in Bolton said Tracey's integration with our team means "continuity of service" for the offenders "one site is easily accessible for them". They come for offender management but they also access employment support on the same visit and sometimes hear about live jobs which are available straight away.



Tracey Briggs, Achieve CM shares information with her NPS colleague.

Tracey has recently secured 6 paid vacancies in the recycling industry. Again, co-location has assisted Tracey to swiftly identify suitable participants and her OM colleagues are queuing to refer their

offenders for the jobs. Tracey is actively working toward filling these vacancies with CFO3 attending Bolton probation.

Thank you for the contributions from Bolton NPS team

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INSIDE AND OUT

Back on Track are one of Achieve North West Connect's Sub-Contracted Partners helping deliver the CFO3 programme in Greater Manchester

Achieve Northwest Connect is providing funds, through the CFO3 Development Fund, for a new project in HMP Manchester. The project is part of the Achieve Northwest Connect programme delivering the HMPPS CFO3 programme in the North West.

CFO3 supporting people Inside and Out at HMP Manchester

Inside and Out is a new project operated on behalf of Achieve Northwest Connect by Manchester charity Back on Track in partnership with HMP Manchester. Participants already enrolled on the Achieve CFO3 programme in the prison can access this new service following referral from an Achieve Case Manager.

As the name suggests, the project offers support inside and out of the prison. This includes a life skills course delivered in custody, through the gate support on the day of release, and specialist guidance and support at Back on Track.

The 'inside' part is a course which supports prisoners from three months before release. It focuses on the skills and knowledge vital for thriving in the community - like eating well on a budget, employability skills, tenancy management and wellbeing. Participants also get access to specialist support from Shelter and DWP, which helps address any issues with benefits, debt and accommodation. By the end of the course each person has their own individual action plan, with priorities they've identified themselves.

The project already has a very positive reputation in the prison: 'There needs to be more courses like this', 'The best course I've been on in 12 years', and 'I'd advise any prisoner to attend this course' are just a few of the comments received. Other departments within HMP Manchester are

now promoting the project and there's a waiting list to take part. 'If [the workers] hadn't met me at the gate on the day of release, I probably would've gone and scored.'

Chris, one of Back on Track's two project workers, describes what happens on the day of release: 'We meet them at the gate, and help with their priorities, which might be support to appointments at Probation, the Job Centre or to present as homeless, or assisting them with journey planning. After that we meet in the community to review their action plan and agree on how they'd like to move forward. Achieve community case managers are informed of all progress made in support of the CFO3 programme. So far 56% of people on the course have opted to get support after release - a higher rate than predicted.'

Back on Track's learning centre then provides the perfect space for participants to make changes in their lives and focus on their future, with specialist guidance and

practical support to help people progress into work. So far more than double the target have already progressed onto Education Training and Employment (ETE) opportunities.

This support typically lasts up to six weeks and can be extended on a case by case basis for clients with more complex needs. Here good communication with partners is vital. Back on Track have excellent relationships with Probation staff across Greater Manchester and contribute to professional meetings to develop a coordinated response for individuals with more complex needs. In one case Back on Track's project workers Katie and Chris have been involved in MAPPA meetings for a participant with an extensive offending history. They have visited him at his supported accommodation are working with staff on his long-term plan.

Inside and Out has made a real impact in the short time it's been running and is a great example of everybody coming together to achieve the best result.



Chris Northern & Katie Watson Achieve Inside and Out Coordinators

CFO3 INSPIRING WOMEN ON MERSEYSIDE

Achieve case managers take an active role in ensuring women participants receive specialist help and support to enable them to achieve goals and feel confident in taking part in our programme. In this edition we feature two aspects of the ANWC offer focusing on our embedded worker at Tomorrow's Women Wirral and our subcontracted provision at Adelaide House approved premises for Women.



Achieve Case Manager Helen Wood at Tomorrow's Women Wirral

Completers of the course have provided the following feedback

'Try this course its inspiring ' You must do this course it's very rewarding'

'To try this as you're not alone' 'It's an excellent and motivating course'

'It teaches you a lot and makes you realise to look after number 1 and achieve anything you want.'

'It's interesting to see how much we digest of bad thinking. 'It's important for everyone to take part in the goals course'

Achieve Case Manager, Helen Wood, has been attending Tomorrow's Women Wirral since the CFO Programme first started in 2010. This is a charity based in Birkenhead, Wirral that provides a women-only environment and holistic support to all women aged 18+. Here, a dedicated and experienced team of professionals provide women with a range of support to overcome barriers and move forwards with their lives.

Helen provides continuous support and encouragement to the women that she works with. Accompanying women who are anxious to appointments, college and job interviews are just a few of the ways that Helen ensures women achieve their goals. She works tirelessly to develop links with other organisations and employers to achieve the best results for the women she works with. Once in work Helen's support continues for both participants and employers.

Helen works with CFO3 participants referred by Merseyside CRC, NPS, TWW staff and through-the-gate cases from HMP Styal. She ensures that good partnership working means that women receive the help that they need for issues including domestic violence, mental health, substance misuse, finance, accommodation, education / training and employment. Helen works with participants to identify their needs and to agree an Action Plan.

"I never thought any employer would take me on after going to prison, if it wasn't for Helen & Ali giving me the chance I'd probably still be out of work now. Doing 2 weeks work experience in the kitchens was great and the staff and lads were all dead friendly. I was invited back to give a talk to the next ready for work group and even though I was nervous doing it, I wanted everyone to know what a brilliant course it is. Thank you."

Participation in a 2-day motivational GOALS Programme delivered by Helen, covering areas such as confidence building, self-esteem and setting goals to improve your life, means that the women are more confident and motivated to engage.



in a construction environment and is really keen to complete the second when released in the future and will be able to put his skills into practice.

Identified at assessment stage was the support Sam needed regarding his financial matters.

Shortly after completing the money management exercise he asked to see me on the wing, and referring back to the work we had completed around money management, he asked for further advice about managing his debt.

His partner, in the community, had been receiving numerous letters from financial organisations, and also received several visits from bailiffs chasing his debts and payment. This was putting considerable pressure on Sam's partner, as well as on

him, and was having a negative effect on their relationship.

We discussed using the prisoner's guide to dealing with debt, and after a little problem solving exercise, he realised that he needed to gather the correspondence received, by asking his partner at the home address, and when received, could reply to the creditors directly, and therefore take away the pressure being placed on her, and also managing his responsibilities in a mature and professional manner.

With my assistance, we commenced writing to the individual creditors, and he received numerous replies resulting in certain debts being written off, debt being recalled from debt collection agencies, and agreement to manage the debt appropriately when he returns to the community and his circumstances change.

The result has been an extremely positive one for him and he has stated that he has learnt so much in a short space of time in how to act responsibly, calmly, and in a professional way and will call on these skills when he is released from custody. **His behaviour has now changed to such an extent he is a trustee / red band in the establishment, and is a respected prisoner on the wing and around the prison,** and is currently awaiting a response to his application to move to open conditions.

Sam is still engaging with the mentoring programme and has really embraced the advice and support that this supportive provision has given him.

Sam has stated that the best thing he did was listen to others on the wing and refer himself.

IN PRISON SUPPORT

HMP RISLEY

Sam self referred to CFO3 programme as he wanted support gaining employment when released. I went through the service that CFO3 offer explaining how we can support him with barriers to employment and how to sustain employment.

He stated at that time that he was a tad sceptical, as in his experience of being in prison, he has not had much help or support, and that he had “heard all this before”, but felt that CFO3 programme was worth a punt as he had heard good things on the wing, “that the two lads running it were alright, and will help”. After agreeing with him a plan to move forward, I enrolled Sam onto the project and completed the assessment.

We identified specific support with interpersonal, coping and financial budgeting skills. Initially we looked at

completing core skills in communication, as when we discussed his previous employment, he explained why he had lost his last job, it was due to an argument with his then employer, and that on further exploration, it was clear that he could have handled the situation differently, and as a result of the exercise he could then see that.

We then looked at personal presentation as he would like to be self-employed when released, however just getting a job will be his target when he is back in the community, and this core covered how he would interact with others such as customers, employers and other individuals he may work with, and that he had to work on the skills of being able to deal with conflict and still present himself in a professional manner.

His main coping mechanism was to address problems with a negative attitude, be it by violence, or by resorting to engaging more with negative peers, influences, and just putting his head in the sand.

As a result of his lack of skills regarding coping mechanisms I referred him to one of Achieve North West Connect’s sub-contractor partner agencies, Salford Foundation, for mentoring, assessment, and an initial 6 sessions of mentoring support.

His engagement levels were incredible, and he has developed some really good new skills, and has managed to incorporate this with skills that he has learnt from programmes that he has undertaken whilst in custody.

He has now completed the first part of the CSCS course of health and Safety



Adelaide House Approved Premises

Participant A was released from custody after serving 20 years, barely recognising or understanding the world around her. She was daunted by the reliance upon technology and feared that she wouldn’t be able to survive.

Soon after her arrival at Adelaide House, she was enrolled on the Achieve North West CFO3 Project and was firstly supported to identify her skills, qualities and goals for the future. With the support of her Achieve Case Manager Participant A addressed her barriers, learned new and developed existing skills. She felt more comfortable in a world where she had felt like she didn’t belong since release from custody.

Whilst in custody Participant A had many jobs but excelled in Domestic Services. Four months after release from custody her Achieve Case Manager was able to support her into employment with a cleaning services company, working 24 hours per week.

Participant A sustained employment whilst residing at Adelaide House and continued her employment after moving into her own accommodation.



SELF-EMPLOYMENT SUPPORT IN LANCASHIRE

After starting as a Case Manager and completing my initial training I started receiving referrals from the offices I was working at in Chorley and Skelmersdale. One of my early referrals was a gentleman named Bob who after a traumatic period was at a low ebb.

Bob was keen to return to work but severely lacking in confidence at the time. During our early sessions we focussed on completing activities relating to confidence, self-esteem and goal setting. During the latter it became apparent that Bob had aspirations to start up his own business. Because of his interest in starting a business we set about completing a course (First Steps to

Self-Employment) with the focus on providing support to help progress towards his ambition.

As we progressed I completed modules with Bob which helped develop his awareness and understanding of starting and running a business. Through the New Enterprise Allowance scheme Bob received additional support to that which I was providing. This would enable him to access additional income during the initial 6 months of starting his business. Bob was now becoming really focussed on setting up his own business based around using his past experience of restorative work. He created a business plan and together we reviewed his cash flow in preparation for him starting up.

Our objective now was to focus on Bob becoming self-employed and continuing to move things forward. The one thing which holding Bob back was finance. We set about working out what was needed and identify where we could purchase the items Bob would need and ascertain the costs involved. Once we knew what was required to get him up and running we put forward a business case to apply for funding through the CFO3 Discretionary Access Fund (DAF) in order to obtain supplies and equipment.

I then worked with Bob to register for and request his Unique Tax Reference number which involved accessing the GOV.UK website and completing the

SUPPORT TO EMPLOYMENT ON MERSEYSIDE

A RECENT CASE STUDY

Participant B began working with CFO3 at HMP Manchester in November 2018, where he was serving a sentence for affray. At an initial assessment it was identified that he would benefit from improving his goal setting and communication skills and so work was completed on these areas.

After being released from custody Participant B continued to work with an Achieve Case Manager on Merseyside. He was keen to gain work but had been unemployed for over five years and had other barriers to address too. Participant B completed a Tenancy Support Programme with his Case Manager and then felt more ready to develop his employability skills.

His Case Manager suggested completing a Job Seeking Skills course, covering the different ways of looking and applying for work, jobs of interest, skills and abilities required for work. Participant B felt that he really benefited from the Job Seeking Skills course and was ready to look for work.

With his Case Manager's support he commenced his jobsearch at the Achieve Jobclub, registering his CV and handing out his CV to potential employers. Participant B's Case Manager also provided him with the contact details for a number of employers that were recruiting. Interview techniques were covered and Participant B contacted a landscaping company. He was delighted to be offered a full-time position as a gardener and commenced work in April 2019.

SALFORD FOUNDATION PRISON MENTORING PROJECT



Salford Foundation are one of Achieve Northwest Connect's Sub-Contracted Partners helping deliver the CFO3 programme in Greater Manchester

Case Study 1

MF was referred by one of Achieve's case managers for mentoring. He started by admitting that he had low a motivation to work and emotional management issues. I completed structured support work with him around this such as problem solving, goal setting, coping strategies and communication skills. He described how the mentoring sessions had been very beneficial in helping him focus on developing positive relationships, getting control of his emotions and solving problems more positively. He said he had been "well happy" with his progress and the service and could now see the benefits to work as well as maintaining healthy support networks/relationships. He said, 'everything was negative at first, but it is more positive now' and 'I can make the negative things positive and positive

things even better'. He felt that having someone who was impartial and external to the prison helped greatly and he has made some positive goals for the future to work in mechanics. He said that the mentoring had been evident in that he had recently received some bad news although coped well in processing this. He felt proud of himself that he did not react in an aggressive way but can now move forward with positive focus.

Case study 2

AH was referred by the Achieve case manager for mentoring and admitted that they needed a bit of extra support and reassurance. I offered support with recognising that they were capable of taking control of their own journey and achieving their goals. AH had some issues with anxiety and fear of the unknown and so I completed some support work around

this including goal setting, challenging negative thoughts and other coping/relaxation strategies. AH identifies as gender neutral and has struggled with accessing appropriate clothing amongst other things whilst in prison. They said that the sessions had been 'very helpful' describing a good and impartial listening service with someone dedicated to support. AH said that it was also good to see someone with an outside perspective. AH said they are looking forward to getting released soon, being with family and returning to work as a drag queen in venues around Manchester. AH said that on release they can be themselves and are looking forward to not feeling "suppressed". AH plans to write a book about their journey and is very aspirational, recognising that with the extra boost of mentoring, nothing can hold them back.



process involved in requesting this. Progress was being made and after some negotiation relating to what could be purchased through the DAF support we were able to gain the funds required for his start-up costs.

Soon after this point Bob received confirmation that he had been commissioned to undertake his first

contract. We were now working to a deadline and with a little help from my Manager and the Achieve business unit, we were able to purchase the items granted through the DAF. As time was now against us and due to the possibility that the delivery of the items might not arrive in time for the commencement of Bob's first commission it was arranged that I would travel to the retailer and

collect the items that had been ordered and get it to him later in the afternoon.

Thankfully everything was completed in time and Bob was able to start trading. He was very grateful for the support he had received from Achieve and showed his appreciation by dropping off a Thank You card.

A VIEW FROM THE NEW

TWO NEW STARTERS IN THE ANWC TEAM PROVIDE THEIR VIEW ON WORKING ON THE CFO3 PROGRAMME



My name is Gill Fitzsimmons and I started as Business Unit Administrator in Liverpool office a couple of months ago and so have seen the project through fresh eyes.

Being behind the scenes in a support role is great. I am learning all the time and getting to understand how much work goes into delivering a professional, positive and constructive service. I have been gradually meeting our case managers and was interested to know what other relatively new staff thought of CFO3.

I knew a bit about CFO3 from what I read on the website but working for the team has given me an insight into the valuable work that is done to assist participants in achieving positive goals in relation to improving their lives and starting the process of rehabilitation.

I have also briefly delivered Information, Advice and Guidance at Adelaide House and was delighted when one of the women fed back how much more positive she felt after our sessions, so I understand how important a job our case managers do.



I spoke to Holly Smith who started her role as Case Manager late last year.

Holly was employed with CFO3 as an administrator in our Liverpool office for two years before successfully gaining a Case Manager role.

I asked Holly some questions about her transition from administrator to front line delivery.

“Did your background as Business Unit Administrator help or hinder your new role?”

My role as Business Unit Administrator gave me a lot of insight that helped when applying for my Case Manager role. I was doing a lot of the background stuff, so I knew exactly what was expected/required to be an effective Case Manager.

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BACK ON TRACK EoL

Back on Track are one of Achieve Northwest Connect’s Sub-Contracted Partners helping deliver the CFO3 programme in Greater Manchester

Achieve Participants getting so much more from EoL

EoL - education on leaving - is one of the outcomes that someone can achieve when they exit the Achieve Northwest Connect programme and enrol on a course to complete a qualification. **Back on Track, based in central Manchester, provide personalised support throughout the EoL achievement, by addressing barriers to work and providing opportunities to access alternative funding.**

Courses on offer at Back on Track range from construction and crafts, through conservation, IT and health care skills. Then there are the volunteering and external opportunities that Back on Track can support people with, like the CSCS card.

Crucially, when a participant starts an EoL they are just beginning their journey with Back on Track. They become part of the Back on Track community and can

access a variety of support available to them to help them achieve their goals. This support includes mentoring, next steps planning and employability support. There is also the opportunity to access wellbeing classes, basic skills courses and enterprise activities.

Between Jan – March 2019 there were 40 referrals into the service. Good communication with case managers has helped identify the best support for those involved, leading to a 27% increase in people achieving EoL outcomes - a significant increase on previous quarters. Participants completed food hygiene and customers service qualifications, received mentoring support and worked towards employability qualifications at the ‘Moving on Group’ job club. One person secured work with a security firm after volunteering at Back on Track for six months.

The bottom line is that hard to reach participants feel they’re closer to work, as Back on Track Achieve Coordinator

Rachel Garratt explained. “One participant started an EoL qualification in Making Informed Career Choices. He also signed up to the maths, music, and ‘try something new’ starter courses at Back on Track, and was doing those at the same time. He was talking more and more about careers and getting back into work. Half way through his qualification he decided to join Back on Track’s Moving on Group as he felt he was ready to start applying for work. He continued with his qualification whilst also gaining specialised support in the Moving on Group.

He told me that completing an EoL has helped him to see employment as a realistic and viable option for himself rather than it being far away in the future. That’s a great thing to hear because he feels like his hard work is paying off, and the project has helped him to achieve that.”



Rachel Garratt, Achieve Coordinator

FEMALE INTO CONSTRUCTION

Re:vision are one of Achieve Northwest Connect's sub-contracted partners for CFO3 helping develop employment opportunities in the Greater Manchester area.



Susan* was first referred to Re: vision by her Achieve Case Manager in September 2018. Susan was on probation at the time and was finding her criminal record to be a barrier to finding employment. Susan had also been out of work a long time as she had been raising her family.

parent company so this provides access to the Framework. The positions were for Apprentice Painters and Susan was very interested in being put forward for the role when the positions became available.

Susan was given interview advice and support through our project and was subsequently interviewed by the housing provider in December 2018. The feedback from the interview was very positive. Susan was offered the position of Apprentice Painter and given a start date following the Christmas holidays.

Susan started in January and feedback so far from Susan, her employer, and the training provider has been very good.

Re: vision provided Susan with a toolkit and she was delighted.

Susan provided us with the following feedback:

"I'm returning to work after raising my family. I want to be a role model for my children and make them proud of me by demonstrating that apprenticeships are a fantastic opportunity. This will give me the chance to train and earn at the same time. It's a dream come true and much better than living on benefits. I'm looking forward to doing something for myself and be able to save money to take the family on holiday".



Keeley Whittaker - Social Value Officer



"Has there been a time where you wished you could return to your administration role?"

I fully enjoyed my 2 years in the Business Unit Team, however, I am now really enjoying the challenges of being at the 'coal face' of our work

"What has been the most rewarding aspect of your role as Case Manager?"

I enjoy my role as Case Manager in the community and find everyday rewarding. It is good to work with the people out there that require the support of Achieve North West Connect and who are clearly benefitting from the service they get from us.

I know we mainly focus on the large outcomes we achieve such as employment or gaining qualifications, but it is often about the smaller short-term support we offer that has impact. For example, I had a participant who was released from prison and was only out 3 days when he came to see me, he literally had nothing. The biggest issue being the lack of money. I supported him with a benefit claim but this was going to take up to 4 weeks to be processed so we called the citizen support unit. They provided him with some money that would support him until his benefits came through. He was delighted with the support he had received and didn't know there was a service out there to help with this.

And finally, "Does working for CFO3 enable you to make a difference?"

Yes, it certainly does, CFO3 is a great programme to work for and very rewarding. The services we provide are extremely beneficial to people so much in need of support. I feel I bring from my previous jobs a lot of experience that I can use to help our participants through their journey to the world of work and staying out of trouble in future. I believe I am making a positive difference to people's lives.

THROUGH THE GATE SUPPORT IN CHESHIRE / GREATER MANCHESTER

I enrolled Dan following a referral to CFO3 Project from his offending officer who explained that Dan was approaching the end of a significant sentence at Risley Prison and believed an intervention from CFO3 would benefit Dan's transition into the community.

Dan was working as an Orderly. I headed over to his Workshop to introduce myself. I explained to Dan that his Offender Supervisor had referred him to us, I then provided a detailed overview of the Project, and explained how we could support him back into employment. Dan's low level of confidence made him reluctant to move forward and take on new challenges.

Dan and I agreed to a follow up session, which would focus entirely on self esteem and confidence building. We discussed Dan's lack of confidence and the causes. **He explained that working in the woodwork shop, and being able to produce items, helped him gain confidence.**

Dan and I met frequently over the next few days. We explored the effect that adverse thoughts can have on our behaviour, and looked at examples of negative self-talk, and identified simple ways of switching this to encourage a more positive outlook. Dan and I also looked at resilience and how to deal with criticism from himself and others. We discussed phrases like 'up till now' and how this demonstrates readiness for change, triggering positive thought processes. Dan and I also talked about the phrase 'I'll try' and how this relates to lack of belief. Dan was advised to practice these skills while attending his placement in the workshop. Over the next few weeks and months, Dan explained that he had found himself applying some of the techniques we had discussed.

By now, Dan and I had built up a level of trust. We had completed one of the CFO3 programme core activities, and we decided to keep up the momentum.

It was assessed that finds it difficult to manage his anger. Together we explored some of the myths about anger and why it isn't always a good idea to let it out. We looked at some of the consequences that out of control anger can have on; physical health, mental health, careers & relationships.

Dan and I focussed on what was behind his anger. We looked at ways of expressing this in a healthy way, without losing control, discussing how anger has a lot to do with the way we interpret and think about situations. We looked at positive ways of responding to disagreements and how this could strengthen his relationships at home and at work. By participating in this activity, Dan could understand that during a disagreement, his priority should be on staying calm & maintaining the relationship with that individual, rather than winning the argument at all cost.

I referred Dan to Linda Gillan at Salford Foundation, for specialist one to one mentoring support, helping Dan's personal development and reinforcing our sessions on confidence building and anger management. Dan positively contributed to and completed 6 sessions with Linda

I continued with supporting Dan and as he was interested in construction, I decided he would benefit from enrolling on the 4-day RSPH Level 1 Health & Safety in a Construction Environment course with our partner agency, QTT, this qualification covers all aspects of health and safety in construction and would help Dan gain more employment opportunities. Dan fully engaged in the course and successfully passed his exam gaining a Level 1 qualification. I was able to give positive feedback to Dan's offending officer.

Just before Dan's release from Prison, my colleague Tyron Coley (Achieve Community Case Manager) made the journey to Risley to introduce himself to

Dan and to reassure him that CFO3's support would continue 'Through the Gate'. Dan was grateful to have met Tyron, putting a face to the name, giving him confidence when meeting up with Tyron in the community.

And to end on a VERY positive note, with Tyron's support and encouragement, Dan secured full time employment. A truly constructive outcome for Dan's journey working with CFO3 Programme.