



Cross Cutting Themes –Winner

Helen Wood- Achieve North West Connect



TWW is a charity for women with complex needs. CRCs and NPS refer to this service. Helen has adopted different and innovative approaches to engaging and gaining success at the centre. She has worked with the TWW team since its inception and is embedded within their operations.

Helen delivers the CFO3 programme at TWW and has no shortage of referrals. This is because of her obvious care and attention to progressing participants. She is very successful at achieving the 'journey' through CFO3, not just as a result of her excellent case management skills but due to the extra mile she travels with her participants.



She knocks on front-doors to sustain their ongoing participation, early morning wake up calls to ensure they got up for work in time.... She has even bought alarm-clocks for people!

Helen also accompanies individuals to college, training or job interviews and attending job centre appointments with them to advocate on their behalf. She picks them up when they fall and challenges them when needed. She is open, honest and realistic with individuals - she never sets anyone up to fail.

Novel approaches:-

Fundraising

Helen encourages the women to help out with fund-raising events and participates herself to support and encourage them. Despite having a young child, she finds time to do this willingly in her own time. TWW hold regular fundraising events where she is actively involved, car-boot sales, summer-fairs, karaoke nights (even joining the 'Abba' group).

Activities

- She undertook a 2-day Sky Ride Leader training programme one weekend, which enabled her to take the women out on bicycles, to build confidence, motivation and encourage healthy lifestyles.
- She has taken groups to the National Trust's , Erdigg Hall doing conservation work to build transferrable skills, provided motivation and improved self-esteem through making a positive environmental contribution. This had the added bonus of guiding participants closer to work, building on their CV.
- She has involved Merseyside fire service, promoting fire safety and preventing accidents at home.
- She developed and ran a personal development programme modelled around Princes Trust's 12-week team challenge but without upper age limits. This incorporated healthy eating, relaxation, reducing stress, accessing and engaging in exercise including stand-up-paddling in Liverpool Watersports Centre

Innovation

TW have opened a shop, operated by volunteers, which Helen uses as a mechanism for her participants to step closer to work. She runs GOALS programmes, encourages them to sustain volunteering in the shop and successfully delivers an OPEN AWARDS qualification in customer service/retail/employability.

Helen's work unquestionably goes above and beyond her paid role and she is appreciated by her colleagues, TWW and most importantly by the Women she supports.

Success

Helens contribution to the project is evident. It is clear that she is personally driven to see her participants succeed; she thrives off their success. She is relentless in pursuing progress to maximise outcomes for the women, using her huge personality to ensure the employers complete their declaration of employment... even making calls at 9pm in the evening to catch that manager on the night shift!