



2022 IN REVIEW



CELEBRATING THE VERY BEST OF CFO IN 2022

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20 YEARS OF CFO

2022 marked the 20th anniversary of CFO, which got us thinking about what CFO truly represents. It isn't just about the numbers, but it is about resettlement in general and about changing people's attitudes towards themselves and to society.

For our participants, who are amongst the hardest to help, each resettlement stage is crucial. So, ensuring that support is there, and that our participants have their hand held at every step is essential, and putting that into practice over the past 20 years has been incredibly exciting and rewarding.

When we started from humble beginnings in the North West, it was difficult to imagine becoming a national service, even less so to be nominated for a prestigious Civil Service award, which we achieved in 2022. (And winning some other awards along the way!)

The fact that we were up against and sharing the stage with some massive projects was a bit of an eye opener and it was extraordinarily flattering to be asked to attend. It speaks to the dedication and loyalty of everyone on the project.

Many people have been building this up from nothing over 20 years, and you look across CFO now and we've had people who've been here for 10, 15, 20 years – everybody's really dedicated to changing the lives of people.



We are continually identifying where gaps are, and there will always be new gaps to fill – it's our ability to morph and change and continually innovate so that we are always delivering to the people that need these services most that is vitally important. The Green Life Project (below) for example is an innovative, new project, that helps participants give back to their community and reduces reoffence as a result.



This is a lot of what 2023 will be about. Taking all our learning and developing and taking this further than possible before. It's not just looking forward to CFO Evolution (stay tuned for that) but it's about making sure that we continue to assure that the our programmes run to the best of their ability.



Ultimately though, what CFO is for, is providing the best possible rehabilitative measures to our participants, to change people's attitudes towards themselves and to society and reduce reoffending, not just for our participants, but for their families, their neighbours and their friends.

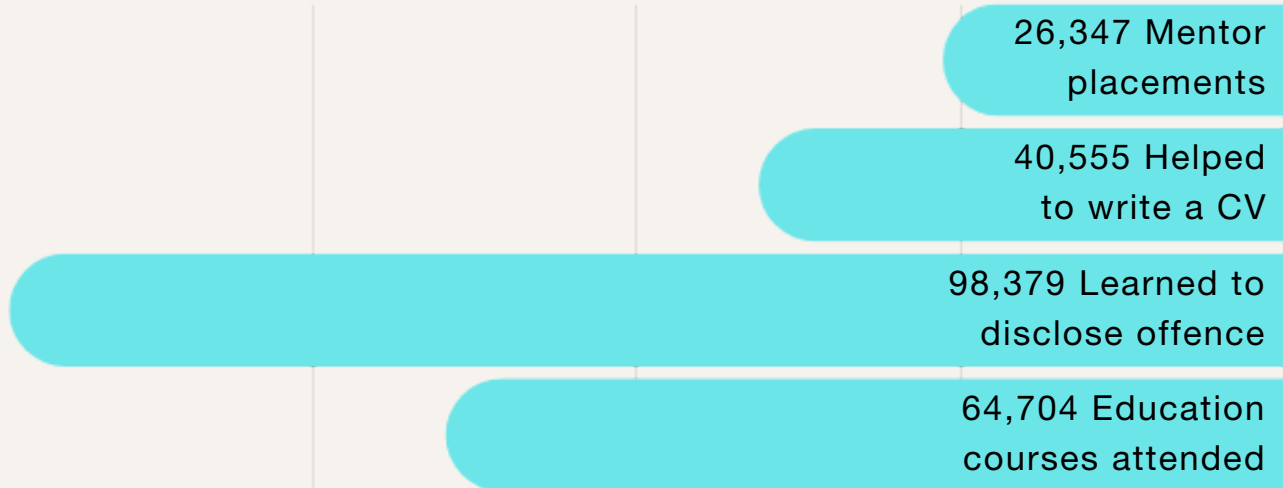
In fact, in the last 12 years since PS Plus (what we used to be called) became CFO, we've working with nearly 350,000 participants, and together we have achieved:

MENTAL HEALTH AND WELLBEING

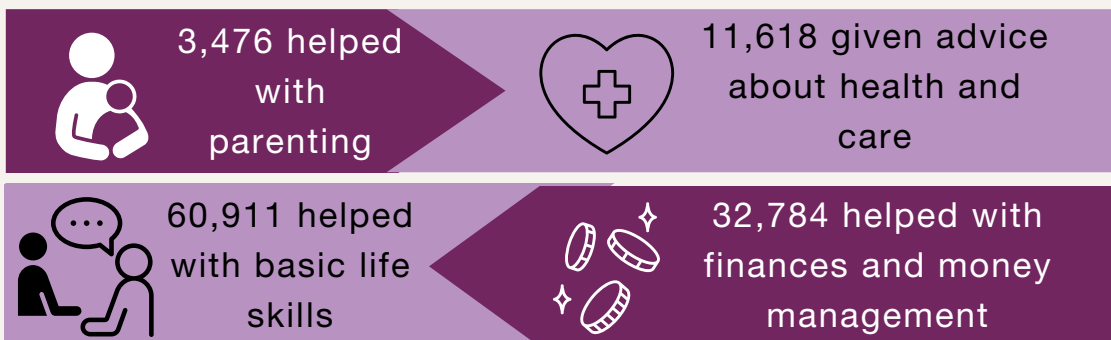
- 58,985 Supportive measures
- 34,095 Improved attitude to engaging in their own resettlement journey
- 64,881 Signposted to specialist support
- 19,978 Improved self-esteem and confidence
- 30,172 Improved motivation levels



EDUCATION, TRAINING AND EMPLOYMENT



LIFE AND PERSONAL SKILLS



Seeing these numbers makes me so proud of the team. They are incredibly big numbers and force you to reflect on the lives we have changed by reducing offending through what are currently known as CFO3 and the CFO Activity Hubs.

These measures are ultimately delivered through various projects across the country and we felt it best then, to share with you some of the very best good news stories throughout 2022, with each region represented and celebrated.

Throughout the year we have even seen people who we helped in the past now becoming case workers themselves and coming back to give back to people in the same position as they were in, which makes our programmes feel incredibly worthwhile.

We hope you enjoy this celebration of 2022, CFO's 20th year, and here's to yet more success stories throughout 2023, CFO Evolution and beyond.

Mark Nickson, Head of HMPPS CFO



EAST MIDLANDS



Providing opportunities

55% of CFO3 participants in the East Midlands have been long-term unemployed when joining the programme. On exit from CFO3, 20% of participants secure employment or education to re-enter the labour market.

Straight Six Café

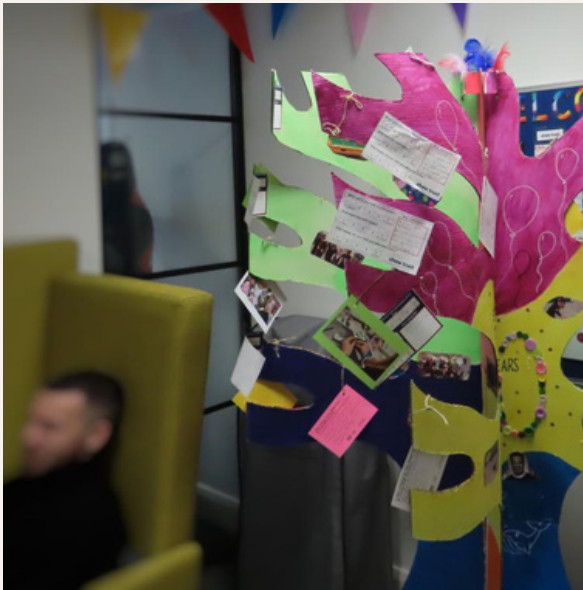
Straight Six Café is so much more than just work experience or training. Following a bespoke 13-week programme, our trainees leave with a portfolio of formal qualifications and work experience, along with the confidence and self-belief which are so vital to take into further employment.



For some trainees, it will result in permanent employment within the café, or mentoring new referrals, sharing their experience and knowledge to guide others through the programme. SSC isn't just about providing a work environment, but also developing a relationship with the community which is about next steps and fresh moves.

"It's given me a reason to get up in the morning and to carry on and do something. It's a great opportunity."

EAST MIDLANDS

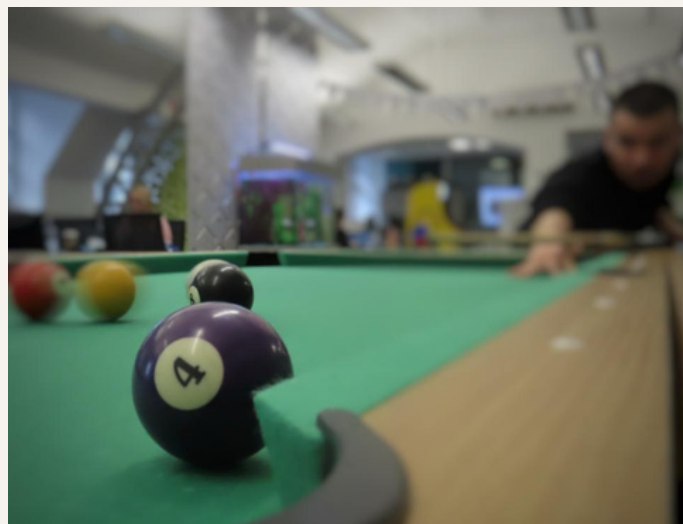


Strengthening and satisfying

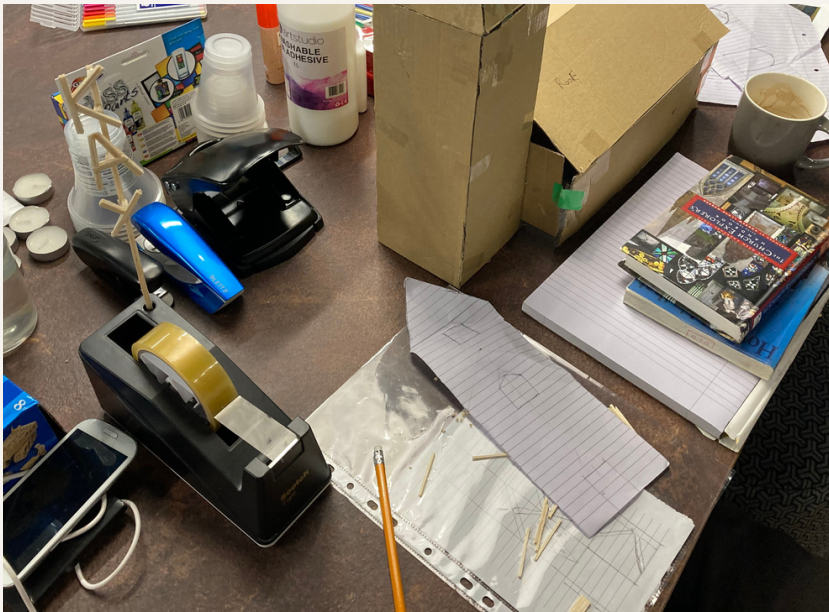
75% of our East Midlands participants are unsatisfied with life when they join the Hub. 46% engage with SL3 Activities to improve their outlook. These activities build personal resilience, strengthen support networks and upskill participants.

Opening up routes to employment

U* initially attended the Hub for support with social isolation and anxiety. Having made great strides by completing a personal wellbeing course to gain a more positive outlook on life, staff assisted him with an application to volunteer at Stonebridge City Farm, with a view to moving into paid employment in the future.



Following an interview which the Hub helped in preparing for, U* now volunteers 3 days per week at the farm. He feels the Hub helped him overcome a huge barrier to employment due to having an Emotional and Behavioural Disorder. Now at the end of his CFO experience, U* continues to engage with his Support Worker to assure he continues his positive outlook on life.



"I learnt some new skills to use in my relationships, I am being helped with my studies and the Case Manager is great at her job, she makes time for you and makes you see that you can do anything you put your mind to."

"Having someone to be able to talk to that understands my frustrations and is willing to help me get employment. She is always quick to reply when I have questions."



"I've been given the support I need to gain work. Being able to talk about my relationships and looking at them from a different perspective. I'm starting work next week, 6 months ago I couldn't imagine myself being able to work."

EAST OF ENGLAND



Tailored services

In the East of England, CFO3 commissioned subcontractor Home Group has successfully delivered 225 Home Achievement Programme (HAP) courses to female CFO3 participants.

A proud mother figure



Whilst pregnant in custody, D* approached CFO3, asking her Case Manager for support to avoid adoption. Despite COVID isolation, D* was supported by phone until she could attend face-to-face appointments.

One of the courses CFO3 provide is the Home Achievement Programme (HAP). HAP promotes mental and physical health and the aim of the course is to ensure participants have the knowledge of how to do something, be it; budget effectively, maintain a tenancy, parenting skills understanding domestic violence and be able to do it independently away from a support organisations. D* was supported in completing parenting skills, understanding good relationships, and protection and safeguarding modules. She has remained drug free and a staggered return of her daughter has been agreed once D* is released from custody.

"I am really proud that her hard work has set her back on track, and she is doing well." - D*'s Case Manager

EAST OF ENGLAND



Essential

"I visited the CFO Activity Hub in Peterborough and was impressed. This is a great project for people on probation and others needing support. The Hub provides visitors a safe space to learn and develop living skills and access educational and social opportunities. Essential." - Probation Practitioner

Addressing and overcoming vulnerability

With many barriers, including multiple re-offences, accommodation issues and disability vulnerability. The staff at our Peterborough Hub identified these risks successfully and found a housing solution suitable for the wheelchair-bound participant, Z*, of which she greatly appreciated.



Langley House Trust were contacted with an application and housing was secured quickly, helping to break the cycle. Z* believed this would never be possible without the Peterborough Hub.

At our Peterborough Hub, 32% of participants are considered disabled, just as in this example.

NORTH EAST



Hand -in-hand services

The participant here also used his local CFO Activity Hub for wraparound support in order to stay on the correct path, showing how our services best work together.

The railway to success

Overcoming barriers is the key aspect to achieving with CFO3. A* lacked education, and needed to gain tangible skills to gain employment. Showing desire to work, A* completed Level 1 Back on Track and Level 2 Railway Track and Maintenance, gaining important certifications.

From here, A* continued to excel. He gained his Sentinel card making him able to work on railways and updated his CV on a refresher course before being employed by Network Rail.



"CFO3 helped me when I felt no one else could. I was going nowhere. It wasn't just the course, they helped me with everything."

NORTH EAST



Understanding and overcoming

“It’s comforting that finally someone understands how I feel and that someone is really listening to me, this makes me feel less alone in this situation”.

Promoting positive thoughts and feelings

Referred for extreme anxiety, N* came to the Hub with mental health challenges. After addressing these with Hub staff a better understanding of his own health was found. He attended Family Ties and Relationships courses to improve his support network and challenge where his anxiety derived from. A peer mentor has also been a massive positive impact on his wellness.

Since, the staff have also helped the participant to secure ID and benefits, giving the participant genuine hope of re-entering employment in future.



"Before I came here, I thought that was it, I thought I'd ruined my life and that there was no moving forward. I feel differently about that now, for the first time I feel more positive about the future."



"With coming to the Hub, I have learned new skills, doing the peer mentor training and doing the family ties. I have been able to engage with new participants that are coming to the Hub and give a bit of advice about what it was like for me coming to the Hub and telling them how it will help."

"When I was offered the chance to take part in the music therapy sessions I was a little sceptical but all the staff were encouraging and I saw how my writing evolved into a song. Imagine then my surprise as a music lover to be given the opportunity to visit a recording studio and professionally record it. It was a dream come true, making of a video was just the cherry on the cake. I am so thankful, humble but proud of the results, thank you."



NORTH WEST



Reducing barriers

97% of CFO3 participants thought that CFO support would improve their prospects.

Statistics from the CFO 2021 statistical report.

Glass half full

K* struggled in social situations but wanted to gain employment, so CFO3 enrolled him on to the 'Glass Half Full, Glass Half Empty' course to help him better understand his behaviours and find coping mechanisms to tackle his negative thoughts.

CFO3 supported K* with his motivation and with support from the Prison Offender Manager, referred K* onto a CSCS course.

Whilst on the course, K* attended sessions weekly to work on boundaries and the CSCS provider worked with K* to understand his behavioural traits supporting him to pass the course.

K* has built a good relationship with his Case Manager who continues to support him in gaining employment in the construction industry.



NORTH WEST



Socially inclusive

"I like the social parts of the Hub, all of the group activities, it's just nice to get here and talk because most when I'm at home it's just me."

Giving back to the local community

Referred in by Recovery Homes, C* struggled with social anxiety and non-Hub activities. After tailored 1-2-1 sessions addressing his drug and alcohol misuse and detoxing with his Support Worker, C* ventured into voluntary work. He approached the local foodbank, becoming the single point of contact between the foodbank and the Hub.

C* even arranged for an advanced box from the foodbank every Monday, allowing the Hub to plan a menu using the food parcels through the week. Full of confidence, he's attended his first SL4 service.



"When you've grown up in the school of hard knocks is easier to not take things for granted, I like coming here for the routine and it gets me out the house."

SOUTH WEST



Breaking the cycle

93% of participants have the CFO3 project delivered to them in the South West - higher than the national average, On project exit, 11% will have secured employment.

The full CFO3 experience

A frequent re-offender, one of our South West participants, I* used the CFO3 programme to gain employment and re-integrate into his young daughter's life. Having been bored by other programmes, he engaged well with CFO3 due to it being unlike 'conventional learning,' attending a CSCS course.



Having been offered an interview, CFO3 helped I* pay for the required PPE, birth certificate, NI number and right to work documentation which he would have been without otherwise. He was offered work within the same week and continues his career in the construction industry.

"He stated that no one had ever helped him as much as CFO3 had, and for this he was eternally grateful. Now he could move on with his life and focus on bringing up and spending time with his daughter."

SOUTH WEST



Undiscovered skills

"We learn new skills, they teach us how to cook, how to navigate a world that for many of the participants has moved on whilst they were serving time in prison."

Unsung heroes who changed my life...

S* struggled to engage and had large anxiety issues. After revealing he enjoyed drawing, he opened up to Hub staff, who then purchased L* a personal drawing pad to help him best express himself. From here, L* would speak with Payplan to challenge his debt issues, booked an eye test to get new glasses and completed a detox. With the Hub's wraparound support, he has completed 30 days sober.



"Three months ago my life was falling apart around me at a catastrophic rate. I was in active addiction, getting in trouble with the police, frequent hospital admissions, constantly suicidal and feeling like my life was worthless and pointless. I lost my job and became an anxious wreck. Then I was referred to the CFO Activity Hub by my Probation Officer and I'd like to take a moment to share how they became my unsung heroes and changed my life."



"Further than just providing a safe space though, they also give us every opportunity and encouragement to move forward.

We learn new skills, they teach us how to cook, how to navigate a world that for many of the participants has moved on whilst they were serving time in prison. We gain valuable social skills whilst participating in group activities. My favourite part of the Hub is that the staff are always available. They share the space with us, they actively join in with activities, conversations and debates."

SOUTH EAST



CFO3 in the South East

In the South East alone, CFO3 has delivered 1803 support measures, 1177 accredited courses and assisted 398 participants into employment.

P*'s journey into construction

P* was enrolled onto the CFO3 programme and the Case Manager Eleanor, to go through how we could help. Eleanor supported P* with disclosure, employment support such as CV writing, accommodation, relationships, and finance. P* was then supported with funding to attend a CSCS course with training supplier CISTC. P* passed with flying colours!

Being very proactive himself with looking and applying for jobs, he was soon offered a role with a construction company and passed his trial shift. CFO3 then supported P* with tools and PPE for his job. He was very grateful and thanked those involved in supporting him through the programme into successful employment.

“Thank you for all your support for not only the training but other areas as well. This is the first time in a while I have been optimistic about my future, and I have you to thank for that. I won't let you down”

SOUTH EAST

M*'s Story

M* was referred to the CFO Activity Hub by the ETE provider. M* is subject to a life licence and was isolated after spending a long period in custody.

During his induction M* expressed his interest in Sport, Health and Fitness, he was introduced to our Learning Facilitator who informed him about courses at the local college, SGS.

Due to his licence restrictions, and unsure if he would meet the criteria to attend the college, the Hub contacted the college and spoke with the Lead Tutor around how stable M* was. With the agreement of the Probation Practitioner and a full risk assessment, SGS were willing for M* to enrol onto the SGS In2 Sport programme.

Whilst waiting for the college course to start, M* engaged with the weekly French Boules sessions at the Hub; this helped him build his social and team working skills.

Due to his anxiety, arrangements were made for the Learning Facilitator to meet M* at the Hub and support him to attend the college on the bus. He was then accompanied by the Learning Facilitator to meet the tutors and have a tour of the college. M* was then supported in enrolling onto the SGS In2 Sport programme.

M* commenced the course in September, prior to every session he attends the Hub to get support around travel, motivation, and social anxiety. He also meets another participant who has social anxiety, and they travel to the college together.



WEST MIDLANDS



Addressing addiction

55% of CFO participants in the West Midlands have drug or alcohol abuse issues, much like the participant here. CFO3 work closely with these individuals to help them break the cycle.

Reintegrating participants into their societies

N* had barriers in place due to prior drug use and a lack of knowledge, but his hope was to secure employment. He was unsure of what courses were available, but through some positive discussion he became passionate about the prospect of a traffic management role. Once enrolled N* completed a CV building session and disclosure statement, as well as a practice interview session as it had been a while since N* had attended an interview and he felt nervous. N* is now employed and feels he has successfully reintegrated into society, he's very grateful for the dedicated support he received.

"I'm really grateful for the chance to do the course. I didn't get any grades at school and when I failed the first CSCS test I thought, what's the point in trying? But the tutor Ian went over and over everything until it just stuck with me. I've wanted to give in loads of times, but I'm so glad I didn't! A couple of weeks ago, I in no way would have thought I'd be here right now. It's just good, all the support you can get. I just can't wait to get a job now!"

WEST MIDLANDS



Representing individuals of all backgrounds

Black, Asian, and minority ethnic individuals make up 30% of our participants across West Midlands CFO Activity Hubs.

Better attitudes leading to future opportunities

J* is a BAME participant who was brought up to believe negatives such as 'men don't cry,' and 'can't talk about their problems.' The aim for this participant was always about changing attitudes. During a CV and disclosure statement session, J* massively opened up, setting positive goals and rejecting his negative perceptions. He really appreciated that someone was there to listen to him.

Thanks to this new outlook on life, the J* felt ready to begin working and was referred to CFO3 for a personal training course, bringing him full circle.



"When I walk out the lift, I instantly feel calm."



"Since coming here my life has changed. I did my course for my job, I found a property and also for ID, thanks to my coach."

"What an amazing place. Very helpful with my problems, pension, housing and wellbeing. They are oozing with empathy and I am very grateful they exist."



"Since coming here and getting support from [Support Worker] my life has changed in a good way. I can let a lot of my stress go and leave happy, so a big thank you."

LONDON



A safe roof overhead

64% of CFO3 participants in London are homeless or in temporary accommodation at the point of access.

Maximising personal growth

F* was showing great engagement with CFO and requested available courses in order to maximise his skillset when looking for employment after custody. Having completed a CSCS qualification, F* worked alongside EECM to find an appropriate role for himself. He's now in a role that he states he would not have been considered for if he didn't have the support provided.



F* also required assistance in finding a secure tenancy. He's since secured a space and is applying all of the knowledge he gained from CFO to successfully contribute to society.

"Working on myself and completing things like this is the first step to bettering my life"

LONDON



Freedom Fridays

"I enjoy these freedom Fridays. I get to meet other people, but my Support Worker always makes time to discuss any important things with me in between the fun. I've been helping with bead making and even staff have liked and bought things that I've made to help with the fundraising. Good set up here."

Circular economy

Having a disability and needing to boost his personal self esteem, W*, at our Croydon Hub wanted to help his peers learn to read and write, with a viewing to gaining employment in a similar field.

Activity Hub staff completely facilitated the desire of W*. They purchased books and allowed for a private teaching space to ensure maximum confidence. With his personal worth much higher, staff helped W* to update his CV with his new teaching experience and assisted with seeking employment in a teaching field.



"He was very appreciative for the books and said the room is 'the perfect space' for the teaching participants due to how the privacy allows the participant to feel comfortable when mistakes are made." - W*'s Support Worker



"Without your support I would not have the confidence to have been able to apply for a job. Before engaging with you my offence gave me severe anxiety and the thought of disclosing to a potential employer terrified me. With your help I have been able to disclose to two different employers and have been able to land myself a well-paid job with a reputable company."

"This feels surreal as this is something I have been interested in for a while and to see it come together feels good. I just wanted to thank you for your support and participation in it all."



YORKSHIRE & HUMBER



All Star

All Star Design4Life programme provides practical skills and opportunities for clients to try different activities from the creative industry. This ranges from DJ workshops, to floristry, cake decorating, creative writing, photography and film production.

Reaching for Success

In a poor state mentally following her conviction, L* was given a new lease of life through CFO3. Having shown interest in graphic design and establishing her own business, L* completed exercises to obtain her NI number and enhanced interview skills through the 'Reach for Success' programme. She also completed the 'Rift Social Enterprise' course, educating herself on how to establish her own business.

Now working with All Stars to continue her mental health positivity, L* has excelled with CFO and has improved in every aspect. Being offered employment as a creative skills assistant has been a blessing, as she continues to develop her own business, showing the transformational effect of CFO.

"I know that I have a way to go to get fully back on my feet and am convinced that without the support of CFO I would not be in such a good position as I am now, developing a real plan for the future."

YORKSHIRE & HUMBER



Strengthening abuse victims

Domestic abuse affects 1 in 4 women in their lifetime, it's also the single most quoted reason for becoming homeless. This causes future offences, and CFO Activity Hubs help to address that.

The Female Project

In our Activity Hubs, women's needs are often highly different to male needs. After attending confidence boosting activities, C* helped to set up a dedicated female support group, 'The Female Project.' Now a leader in that aspect, C* has overcome her past traumas thanks to the Hub, and can now mix with males, something she never thought possible.



"My confidence has grown since coming here – the old me would not be sat here with a group of men chatting – I would be too scared because of my past experiences with men. Coming here has given me something to do with my time, something I struggled with when I stopped taking drugs. I want to help other people now, because there was a time I didn't think I would be like I am now, and I want to tell other women that."

WHAT'S NEXT?

CFO are always adapting and addressing new spaces in which we can provide support for participants. The next chapter, CFO Evolution, is almost ready to be written.

[Click here to learn more about CFO Evolution, CFO3, CFO Activity Hubs, and any other CFO information and provisions.](#)

