



## Exceptional Work across the Project –Winner

Catherine Hallwood – Achieve North West Connect



Since our first submissions to HMPPS (NOMS) made in 2015 we have understood this to be an ongoing learning process for all involved. As with all new processes and procedures it is often difficult to effectively train and update staff involved particularly, as in the case of the North West, where those staff are distributed over a huge geographical area.

To implement a changing and dynamic process with intense learning curves, where project success is dependent on simply getting it right, leadership and ownership of the processes involved is essential. To use an old phrase (slightly altered) 'Cometh the hour Cometh the woman', this sums up Catherine Hallwood.



Above and Beyond does not adequately describe the contribution made by Catherine. Her work is recognised by managers, case managers, team colleagues, directors, partners and a variety of external agencies, hopefully including the HMPPS CFO3 team. She has trained groups and individuals spending many hours with people dealing patiently and thoroughly with support to help everyone learn the requirements of the systems they must use. She is not simply a gatekeeper for QA, she provides clear and full feedback to case managers, supporting them through each of the stages of the offender journey. Her knowledge has been vital to managers and directors of Achieve Northwest Connect, all of us relying heavily on her understanding and interpretation of the PAGs and bulletins to guide us through. She has been our representative in working with the HMPPS CFO team providing them with feedback on changes giving valuable advice when consulted and engaging in discussions where there are differences in interpretation.

### **The Extra Mile**

It is significant that Catherine works with such a large group of individuals and agencies that all feedback on their confidence and appreciation of the work she conducts. Catherine has made it her mission to ensure the best service possible is provided. She works late, she travels the region, she attends sub-contractor meetings, manager meetings, team meetings and spends hours on end supporting individuals. Her work rate is phenomenal providing all this support on top of her 'day job' of QA for the hundreds and hundreds of submissions made each month by case managers.

She provides management updates on team performance indicating gaps, rate of achievement and quality of entries. She researches activity and produces graphs and charts for each team and individual that tell us clearly what has been done and where improvement can be made.

### **Success**

Achieve Northwest Connect has consistently, throughout the life of the project, achieved a very high rate of approvals on submissions. There are many unsung heroes in behind the scenes operations who are rarely recognised for their efforts. In this instance there can be no doubt that Catherine is a key individual that has made the project successful across the region. Her work should be recognised and although unusual to see this role as a leader in making things happen without doubt Catherine more than deserves the award.