



# Humanity, Decency and Fairness – Winner

Ian McNeil & Angela Reid – Shaw Trust



Ian McNeil & Angela Reid are community Case Managers based in one of London's busiest Probation offices in Brent. They routinely step in to help, in some cases - where others fear to tread. They demonstrate an extraordinary level of compassion, tenacity and sense of social justice and will fight to ensure participants receive fair access to statutory services.

Angela stayed in Housing up to 10pm to secure a homeless participant temp accommodation after she reported she had been sexually assaulted whilst sleeping on the streets the night before. Angela made sure she had something to eat and means to travel to the hostel before she left her.

Mr. M had a substance misuse issue, no qualifications, work history or means of identification. Mr. M belongs to the travelling community therefore obtaining ID was going to be a challenge. Angela went through a lot of shoe leather with endless trips with Mr. M to the GP's, Solicitors, Council offices to obtain ID for Mr. M. Through a period of 18 months and a recall or two Angela has been there for Mr. M every step of the way. She has helped Mr. M engage with Alcohol services, gaining a qualification and ultimately



Secured employment. She continues to support him find alternative accommodation to the family home.

Miss S was a sex worker with a prolific history of violent behaviour and mental health issues. Housing refused to house her because of her previous track record of violence to others and trashing property. Angela spent all day in Housing and with some tough negotiation and persuasion secured temporary accommodation in a hostel specifically catering for vulnerable sex workers. Angela became a member of the multiagency team surrounding Miss S and with time, encouragement and collaborative working Miss S secured perm accommodation – she was only given 1 day to move Angela was the first person she called with the good news but also stressed as she had nothing and was unprepared. Angela was on Annual leave that day – she met Miss S at 6.30 that evening took her to Argos and bought her a home starter kit with the basics duvet pots pans, pillows.

A Participant with a mental health condition was discovered collapsed outside the probation office – no-one was prepared to stop and help him that is except Ian. He picked him up gave him something to eat and drink and listened – the participant broken in tears as no-one was prepared to listen to him because of his MH and appearance. It turned out he was given the wrong strength of medication which caused him to pass out. Ian contacted his GP and arranged an assessment of his medication.

They also take care of the little things – a phone call a text message may not seem a lot but can mean the world to some of their participants and they are conscious of that.

These amazing CM's truly wear an S on their chests under their work clothes and the deserve recognition.