




# PERSONAL ADVISOR CELEBRATION AWARDS 2024

*National Leaving Care  
Benchmarking Forum*

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Welcome to the National Leaving Care Benchmarking Forum (NLCBF) Personal Advisor Awards 2024. This booklet showcases the nominees for the 2024 Personal Advisor Awards, honouring those individuals and teams who have gone above and beyond in their dedication and commitment.

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# Introduction

Welcome to the National Leaving Care Benchmarking Forum (NLCBF) Personal Advisor Awards 2024. We are proud to present this booklet, which celebrates the exceptional contributions of Personal Advisors (PAs) who work tirelessly to support care-experienced young people. NLCBF and all of our members, are dedicated to improving services and outcomes for young people leaving care. By sharing best practices, benchmarking performance, and advocating for the needs of care leavers, we strive to have the best for care experienced individuals. They are at the heart of everything we do.



This booklet showcases the nominees for the 2024 Personal Advisor Awards, honouring those individuals and teams who have gone above and beyond in their dedication and commitment. Personal Advisors play a crucial role in empowering young people, providing them with vital support, advice, and advocacy during their journey to adulthood.

The awards categories this year reflect the diverse ways in which PAs make a lasting impact on the lives of young people. We are thrilled to highlight the nominees for the following awards:

- PA Team of the Year
- Rising Star Award
- Lifetime Achiever
- PA of the Year

# Our Awards

## PA TEAM OF THE YEAR

This award honors teams of Personal Advisors who have demonstrated exceptional collaboration and innovation. It recognises those who have developed new services or made significant contributions to improving support for care-experienced young people, ensuring positive outcomes.

## RISING STAR AWARD

Celebrating new and emerging Personal Advisors who have quickly made a meaningful impact in their role, demonstrating exceptional potential and dedication in supporting care-experienced young people.

## LIFETIME ACHIEVER

Honouring those who have dedicated many years to supporting care-experienced young people and have made a sustained impact throughout their careers.

## PA OF THE YEAR

Recognising an individual Personal Advisor who has consistently gone above and beyond in their role, demonstrating exceptional dedication, care, and commitment to improving the lives of care-experienced young people.

# Judges Panel

The nominations for today's event have been sent by managers within the local authority who wanted to share the amazing impact their workers have had on young people lives and the service they provide.

All nominations were passed to a judging panel which was made up of three young people with care experience, two local authority team managers and last year's winner of the PA award.



All of the panel agreed that the standard of the nominations this year was very high, and the members of the panel unanimously agreed that everyone who was put forward for these awards, is a **genuine winner**.



# PA Team of the Year



This award recognises teams of Personal Advisors who have demonstrated exceptional collaboration, innovation, and commitment in their work with care-experienced young people. It is awarded to teams who have either developed a new service or made a significant contribution to enhancing existing services, ensuring that young people receive the highest standard of care and support. Their dedication to improving outcomes and creating positive change reflects their deep commitment to the wellbeing and success of the young people in their service.

**NAME: LEAVING CARE TEAM, BEDFORDSHIRE**

**NOMINATED BY: DOROTHY BAMIDELE**

## **WHAT HAS THE TEAM DONE?**

We have worked all worked toward the success of our young persons. We have embraced all the changes and challenges and we are still able to smile. Its been a tough year but we survived.

## **WHAT IMPACT DID IT HAVE?**

Better outcome for our Young Persons.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Patience, Personal and interpersonal skills, speaking loud than any other team on our floor, and looking at the bigger picture "The Business"

**NAME: LEAVING CARE PA TEAM, BLACKPOOL**

**NOMINATED BY: DANNY SMART**

## **WHAT HAS THE TEAM DONE?**

I am honoured to nominate our incredible team, whose unwavering dedication to striving for the best for our young people inspires me every day. They work tirelessly to support, encourage, motivate, and advocate for the young individuals in our care, always aspiring to provide the same level of commitment and care that they would for their own children.

Our team's success is rooted in a multiagency approach, building strong support networks and laying the essential foundations for our young peoples futures.

They have developed the Core into a sanctuary where meaningful conversations, co-production work and other activities can flourish, where a brew and a meal is available, and an opportunity to shower, do washing, clothes swap rails, develop their skills, apply for work and training, with other agencies and organisations being available. They go above and beyond to support into education, employment, training. They have created and developed memories in the virtual memory boxes; maximizing the housing support fund to suit individual circumstances; and ensure that ever young person receives milestone celebrations, Christmas hamper and presents, nominations for 'You Rock

Awards' which is a yearly celebration. Beyond these incredible efforts, their support ranges from standing by our young people in court; in conferences, family time, source and encourage life long links; help them decorate and furnish their homes, access immediate mental health support via our dedicated mental health practitioner. Our Duty service exemplifies our teams ethos: whoever is on duty treats every young person who reaches out, as their own in the absence of their PA, providing unwavering support. This team embodies true teamwork, consistently pulling together, supporting each other, and approaching challenge with unity and compassion. It is a privilege to be a part of such a fabulous, dedicated team, and I am in awe of the work they do day in, day out. They truly deserve this recognition for their exceptional commitment to our young people.

## **WHAT IMPACT DID IT HAVE?**

Creating a sense of safety and belonging: It allows our young people to feel valued, heard, and understood, fostering trust and connection, which are essential for their emotional wellbeing and personal growth. Enhances opportunities for Employment and Independence within the Local Authority (JIFF - Jobs in Family Firm): Providing our young people opportunities within the Local Authority. This hands on support not only helps them secure employment, but builds their confidence and self esteem, crucial for their transition to adulthood - work pays in so many ways! Strengthened Emotional Well-being/ Celebrating Milestones and Building traditions: The creation of virtual memory boxes provides our young people with a way to cherish and hold onto positive memories, contributing to their emotional resilience. Access to mental health support ensures that their mental health needs are met promptly. Celebrating birthdays, Christmas and other religious festivities ensures that our children feel remembered, valued, and included during significant times of the year, fostering a sense of community and continuity in their lives. Our holistic support through multiagency collaboration from legal support to mental health support ensures that care leavers are not just surviving but are thriving.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Our young people know that we truly care about them, which helps reduce feelings of isolation and increases their overall well-being. They demonstrate an outstanding combination of personal and professional attributes. The care, compassion, dedication and commitment shown by our team have made a lasting impact on many of our young persons lives, helping them to feel empowered, valued and hopeful for the future. They bring a positive and hopeful outlook to their work, inspiring and motivating the our young people. As a team, their wealth of knowledge and expertise allows them to navigate complex situations effectively.



**NAME: JAMES MCMILLAN, EMMA OSBORNE, MANON THOMAS,  
SUSIE PASOTTI, TARA SUTTON, GLOUCESTERSHIRE  
NOMINATED BY: JAMES WALSH**

## **WHAT HAS THE TEAM DONE?**

I'm not sure where to start with my PA Team; they are all outstanding for different but similar reasons. As a team, they are always on hand to support each other and jump onto tasks to help each other as and when needed. They are all flexible and happy to work extra hours at no extra pay to ensure that Young People are supported appropriately. In terms of KPI's they are the best performing team from all Leaving Care Teams consistently, in terms of seeing Young People in a timely manner and ensuring Pathway Plans and up to date.

Individually, they have advocated for Young People without fail. For example

- Ensuring that those with complex mental and physical needs have access for additional funds and support.
- Transporting Young People around the UK to accommodations; preventing them from being homeless.
- Obtaining accommodation for Young People who we thought were impossible to place; having been rejected from other housing provider.
- Providing emergency first aid to Young People who have self-harmed.
- Being creative in finding funding for household items and activities.
- Providing intensive support for those out of education, training and employment; giving them routine and stability."

## **WHAT IMPACT DID IT HAVE?**

- They have provide advocacy for Young People.
- Reduced the risk of homelessness and/or imprisonment.
- Reduced criminal behavior.
- Improved relationships and ownership of behaviors' of Young People.
- Breaking down barriers and thinking from professionals, in terms of Care Leavers
- Giving Care Leavers goals and ambitions.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Commitment and Resilient, Professionalism, Strong values and ethics, Being non-judgmental, Advocacy and Creativity, Team work and Flexibility, Dedication, Research Skills, Multi-Agency Working and Respectfulness.

**NAME: DAVID SHORT, BERNADETTE BUCHANAN, HELEN WILMOTT,  
LUCY POOK, AMY WESTON, TOM WILSON, GLOUCESTERSHIRE  
NOMINATED BY: ANN SMITH**

## **WHAT HAS THE TEAM DONE?**

Have worked tirelessly in encouraging young people to look at their educational/employment needs. Have supported young parents to engage with professionals, through the CP process. Have supported the attendance of young parents to the Young parents forum, run by Young ambassadors and PA's. Have gone beyond to support our YP's who are at risk or are homeless.

## **WHAT IMPACT DID IT HAVE?**

There has been an increase for our Young people who are in education or employment. Having a forum for young parents ensures that their voices are heard, and enables them to have a better understanding of their parenting roles, learning from one another.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

I am fortunate to work with PA's who are highly driven in working with our care experienced young people. Work undertaken with our YP's is always to a high standard, going beyond to ensure they are safe, secure and always have someone to rely on. It is evident there is strong grip and knowledge of the YP's needs, wishes, aspirations, and walking alongside them, enabling them to be empowered with decisions they need to make as young adults.

**NAME: 18+ FOODBANK PROJECT, KENT  
NOMINATED BY: JULIE EVANS**

## **WHAT HAS THE TEAM DONE?**

A small group of personal advisors from the 18+ care leavers services got together just over a year ago to set up a care leavers food and hygiene bank. They work together to replenish/store stock, to keep an eye on the email in box and organise collection/delivery of food and hygiene items to the young people. They have also set up a new parents assistance bank with nappies, baby bits (cribs, prams, walkers, etc).

## WHAT IMPACT DID IT HAVE?

The food and hygiene bank has been invaluable in helping so many care leavers through difficult periods of hardship when they have little or no money. The hygiene packs provide ladies with sanitary goods that are expensive to buy. The food parcels are also split into everyday and vegetarian boxes to ensure those that do not eat meat are catered for. They have staple foods and a little "pick me up" like special biscuits, crisps or sweets. The young people have been so grateful and surprised that they get so much within the parcels. This helps them through a difficult time and makes them feel cared for. This project has also saved KCC thousands by not having to provide food vouchers anymore.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

The food and hygiene bank team are so dedicated to the project. Emails are answered very quickly to ensure assistance is supplied to the young people as quickly as possible. They meet on a weekly basis to take a stock count and replenish as needed. They look at feedback to ensure that everything is running as it should be and any suggestions to improve are encouraged and implemented as necessary. The team are happy to deliver food parcels on behalf of other PA's to ensure the young person has support. The team do this as an extra to their "day jobs" while holding their own full caseloads. They have also made sure that they are designated food voucher referee's for other area's, in and outside of Kent, in order to support a wider group of people, for example Trussell Trust Foodbanks. They will complete online vouchers in a speedy manner.

**NAME: NORTH-WEST TEAM 5, KENT**

**NOMINATED BY: VIKKI NEWMAN**

## WHAT HAS THE TEAM DONE?

NW5 are a team who over the last year have had some changes, a returning manager and new members of staff. For care leaving week last year The team pulled together to create a football event at a local football club. Care experienced people attended and where provided with training and played on a professional pitch. The team have ensured that support is offered to young people which if effective, efficient and inspirational. Leanna as a team manager has support the development of her team and has encouraged them to be brave when thinking about ways people are offered support.

## WHAT IMPACT DID IT HAVE?

NW5 are a team who work effectively to ensure the needs of the young people are met. Leanna has a creative approach and supports her PA's to do the same. A number of the team have been part of the delivery of Drop in's within the local community to ensure that care experienced young people know where they can go if they need support, advice guidance or action.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

NW5 are a team who are compassionate, passionate and will always advocate for the care experienced people of Kent. The team as a whole are brave and committed to trying different ways of working to ensure that care experienced people receive the right support at the right time and in the right place.

**NAME: CARE LEAVER UASC TEAM, LEICESTERSHIRE**

**NOMINATED BY: CYD WILLIAMS**

## WHAT HAS THE TEAM DONE?

I am part of the UASC team in Leicestershire County Council and it is by far the best place I have EVER worked! The team is so supportive of workers and also the young people they support, my team goes up and beyond their job role with each and every young person they support. We have introduced Brighter Paths Booklets which are specific to the young persons language and helps them learn English independently when they first arrive, this booklet has you tube QR codes so they can watch a video in their language to learn phonics, counting numbers and reading and writing. We are also in the process of creating a UASC specific independence pack for our young people as their needs are a little different to British born young people.

## WHAT IMPACT DID IT HAVE?

The brighter paths booklets are such a valuable booklet to have as the young person may not be able to receive education straight away, so this booklet is to support them at home and they can independently work through the booklet as it is in their own language and had QR codes so they can hear the pronunciations of the English words and numbers. The young people that have newly arrived really appreciate these booklets as it gives them a head start to their education and learning English.

**NAME: LEAVING CARE SERVICE, LINCOLNSHIRE**

**NOMINATED BY: LISA RICHARDS**

## **WHAT HAS THE TEAM DONE?**

The team have developed a great participation service for CEYP aged 16-21. As a team they've really looked to enhance the Participation Offer. This has included the following initiatives and events: • FAB Awards • LBTQ Group • Cooking Lessons (Louth, Lincoln and Peterborough) • Ramadan Celebration Event • Football Sessions at Peterborough United • Bank of England Event where several Lincolnshire CEYP attended a round table event at the Bank Of England and met the Governor of the Bank of England. We are currently looking to improve services and have ensured we consult on all new plans and developments with young people this has included the financial offer for Care Leavers and they have led on planning events for Lincoln Pride and the FAB Awards. We have secured funding to enable up to 100 young people to attend a 5 day residential event in October 24 and we are also working on a video to share how CEYP can access the Core Offer within Lincolnshire.

## **WHAT IMPACT DID IT HAVE?**

The team can demonstrate how they consult and then develop new opportunities for the young people who access the service. We believe we reduce social isolation and make CEYP feel part of a group. We have been able to create new opportunities for Asylum Seeking young people and tailored participation events for them to help them with their arrival in the UK and also to recognise some familiar events and opportunities from home. On an individual level we've been able to assign individual wellbeing workers to support a young person to attend and participate in an event by offering that 1:1 support. We've also opened up opportunities by searching out events that some CEYP would never have been able to attend (such as the 5 day residential in October) and the trip to the Bank of England.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Our UASC team is amazing as we all support one another with work and also with personal issues and work related issues. We help each other by visiting other people visits if they cannot visit, so no young person is left unseen is a worker is off or unwell. We vary rarely put our young people on duty workers as we want our UASC young people to have UASC experienced workers.



What a team this is. Barnardo's are in the last year of delivering a commissioned Leaving Care Service to Lincolnshire. Team members go over and above in wanting to help young people move into adulthood. The team work outside core hours to ensure we meet with young people in times that suit them. We attend events at weekends (such as the FAB Awards and Lincoln Pride) all without any overtime or weekend working rates. Team members regularly advocate on an individual basis for the young people they are working with, this has included Barnardo's offering a 5.5K grant for a young person to undertake her post graduate degree. Its been a pleasure leading this service and working with such motivated and caring individuals who go over and above in working with CEYP.

**NAME: AFTER CARE SERVICE, OLDHAM**

**NOMINATED BY: NICK WHITBREAD**

## **WHAT HAS THE TEAM DONE?**

Oldham's After Care service is deserving of recognition and reward for their successes this year. There has been real progress in the service delivery over a number of years, with young people identifying areas they wanted additional support in through the New Belongings / Coram Voice survey programme in 2021, culminating in May 2024 when the progress was recognised by Ofsted and a 'Good' judgement was received for services to care leavers. This was given due to the trusting relationships established, tenacity to maintain relationships and effectively manage the safety of young people. The effective and trusting relationships is impacted by the variety of individual and group work undertaken by the Personal advisors. Young people can access a football group, a young parent group and initiatives raising awareness of corporate parenting responsibilities, e.g. the planting of our 'Positivi-tree' (with messages of hope planted by young people in the roots of the tree), care leavers being a protected characteristic in the Council, celebrations of achievements and co-production of the Care Leaver Offer. This stable group of PA's work strongly as a team to support young people in all aspects of their lives – as identified by inspectors – placing positive emphasis on education and employment opportunities and ensuring suitable accommodation.

## **WHAT IMPACT DID IT HAVE?**

Drawing on the extensive group work and corporate parenting initiatives we can see a direct correlation between this work and the positive relationships established and positive outcomes for young people. Through the football group and young parent group we have seen strong, consistent attendance, engagement from partner agencies, young people growing in confidence, saying they no longer feel isolated and improved mental wellbeing and self-esteem.

Young people revisit the 'Positivi-tree' and reaffirm messages of hope they have planted or add more with the support of their PA. Young people say they are happy that they have a place that recognises them and where they can go and reflect. Inspectors, speaking to young people, found that the service's commitment to corporate parenting responsibilities and protected characteristic movement had an "immediate and positive impact on young people's lives", often in times of personal difficulty.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

PA's in Oldham's After Care service strive for, advocate for and care about the young care leavers that they work with. The implementation of the work of the groups, the corporate parenting responsibilities and the young people's recognition events could not be possible without the commitment, communication skills and strong relationship-building. Care leavers told inspectors that levels of support are 'pitched perfectly', enabling the PAs to be there for them when they need them most. As an emotionally intelligence group of professionals, they are responsive to young people's vulnerabilities and have a clear understanding of the impact of childhood traumas. The service is 'unflinching' in their duty to care leavers and this is evident by the group work undertaken, taking accountable responsibility for protected characteristic and demonstrating voice and influence in all service delivery.

**NAME: FUTURES TEAM, ST HELENS**

**NOMINATED BY: DOMINIC TUMELTY**

## **WHAT HAS THE TEAM DONE?**

The team are possibly the most cohesive, young person centred, committed and passionate team that I have had the privilege to work with in 35 years of practice. There is nothing they won't do for our care experienced community, from DIY to legal advocacy; from whatsapp groups to videos showing how to put up a clothes dryer; from supporting young people to present at Full Council to ensuring they have proper family time; from being there in the darkest times to celebrating the high points. On top of the day job, they have established our care experienced hub, accessible for all and including clothes and food banks, emotional and practical support which has been accessed by more than 200 of our care experienced community, emphasising our "Never Closed" approach.

Most recently, the Hub has expanded from two small rooms to be a whole floor of a building, furnished in co production with our young people and designed with them to be a long term, always open space, be that for appointments or drop in as needed. The team have been constant champions for our young people, driving Care Experience as a protected characteristic into meaningful action not just words.

## **WHAT IMPACT DID IT HAVE?**

We have travelled from OFSTED Inadequate to being one of the first to achieve Outstanding. The team always work at the young person's pace to develop warm, caring and enduring relationships. They all often go over and above expectations, including responding to calls out of hours and accompanying care leavers to events at the weekend. Young people are helped to develop supportive networks and to develop into independent adults. Our team understand young people's vulnerabilities and the impact of adverse life experiences on their health and well-being. Care leavers are helped to keep themselves safe through skilled, sensitive direct work. They are supported to make positive choices to reduce risk and need Care leavers are fully involved in the design of services, such as the care leavers' hub, new flats and children's homes. They enjoy this and feel valued.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Our young people are our priority. The team is described by OFSTED as one of "Passionate and highly committed PAs" who work jointly and proactively with children's social workers from soon after the child's 16th birthday. PAs are patient and tenacious in developing these relationships. The whole team are ambitious for every one of our young people and expect nothing but the best for them. The team benefits from close working with other partners which brings to life the real meaning of Corporate Parenting with everyone being held to account on behalf of our care experienced people. The decision to Never Close epitomises the commitment of the team to ensure that there is no cliff edge, that they are always there for people regardless of age and circumstances. The absolute desire to enable young people to achieve to the maximum of their potential is the ultimate driver.

**NAME: NEXT STEPS, SUNDERLAND**

**NOMINATED BY: KIRSTY BARKSBY & STEPH VAUGHAN**

## **WHAT HAS THE TEAM DONE?**

As a group of Personal advisors the team are consistently striving to offer the young people they support the best possible outcomes they can. Since Covid and the cost of living crisis, the team have been creative in regard to what support they can offer the young people and what additional resources they can link in with to provide young people with food, support towards paying bills and housing which is a huge issue in our area. Everyone of our Personal advisors go above and beyond in the support they offer and ideas are shared for the benefit of the young people on a regular basis.

## **WHAT IMPACT DID IT HAVE?**

The young people, who are supported by the Personal advisors within the team, have understandably struggled over the last 4 years more so with the isolation Covid and the impact of the cost of living crisis. The support they have received from their Personal advisors has been invaluable; they have been supported to engage in group activities with our in house Activity Coordinator, reducing social isolation and supported to manage money in an economic crisis.

The Personal advisors are also active in supporting young people to achieve adequate housing which is something that our young people find difficult, we have dedicated team members who advocate on behalf of the young people to improve this area of their lives.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Every one of our Personal advisors are committed to the young people they support. They all come with a non judgemental approach and nothing is too much trouble for them. They genuinely want what is best for the young people they support and have a passion to help every care experienced young person they encounter.

**NAME: LEAVING CARE TEAM, WIGAN**

**NOMINATED BY: SHARON AXON**

## **WHAT HAS THE TEAM DONE?**

I would like to nominate the whole team who have worked hard to create a safe space for our young people to come and feel like they can relax and enjoy the comfort of the Leaving Care hub. Over the last 12 month it has grown from strength to strength. Care leavers recognise this as there hub, whether they hold there PWP reviews here, just come for a chill and play on the play station. Attend the events we hold throughout the year. 17 year old are invited to have their care planning meeting here and the team go above and beyond ensuring young people feel happy and comfortable. The whole team take pride in the hub and promote it at every opportunity. Other professionals access the hub and get to know the care leavers who attend being able to offer that additional support when needed. we have teams who base themselves here one day per week, adult transition team, EET team, Health and many more and all are made to feel like we are one big team. You can hear the laughter echoing the corridors from professionals, care leavers and PA's. I am incredibly proud of what the team has achieved and how the community has accepted the Leaving Care hub, we are given regular donations from the community and have a food pantry that can be accessed. We provide mobile data. First homes welcome packs have been developed and also well being packs and cards send out to those in crisis or those we feel need a little pick me up. I could talk about the hub forever but i won't bore you. come and visit us and see what impact this little hub has had on out care leavers.

## **WHAT IMPACT DID IT HAVE?**

The hub has brought the Leaving Care team closer, tasks are shared and young people know where we are and when we are there. PA's are happier as they have a base, we were always shunted from place to place now we have a home and it is ours. We have waited for this for a long time. Young people can pop in when feeling like they need a chat and someone in the team is always willing to have a chat and a brew.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

The PA's have grown in confidence and learnt from one another. If one person doesn't know it, someone on the team will. They are kind and caring and all want to support our most vulnerable care leavers.



It doesn't matter who's case load they are on they are all happy to help. The whole team are approachable and will stick the kettle on for anyone. The hub is a happy place to be and it is evident in the laughter. Whilst remaining professionals and positive they remain fun which is what we want. Other professionals from other teams come and log on saying they find it a good space and are made to feel welcome.

**NAME: LEAVING CARE TEAM, WOLVERHAMPTON**

**NOMINATED BY: GEMMA NORTHERN**

## **WHAT HAS THE TEAM DONE?**

An improved local offer to our young parents. co produced with our care leavers and based on the research completed by our senior SW. This includes the development of baby pack offering some new born essentials as well as items for hospital bag. We have also launched our stay and play group which has also included some trips to build confidence at local soft play as well as a swimming session. We continue to work with partners from arts and culture to strengthen this offer. Thinking outside the box we wanted to offer an alternative wellbeing offer to our care leavers. Through forming partnership with a local business we have been able to offer 3 cohorts of care leavers an amazing experience at a local holistic retreat, experiencing breathing techniques, ice baths. In June 2024, We provided an opportunity for not only care leavers across the midlands. The dedication of the YPAs involved resulted in an amazing day out for care leavers at the Molineux, a day they will never forget.

## **WHAT IMPACT DID IT HAVE?**

Our Care Leavers have embraced some of the new developments within the local offer. As a service we now have a better overview of our young parents accessing the service which has really strengthened support in this area. Young mothers feel listened to and have a safe space in the stay and play sessions to meet. Feedback from the wellbeing events Feedback such as "thankyou for today and helping be overcome the demons in my head" "thankyou for making me feel more alive" highlights the impact that this project has had on some of our Care Leavers. Care leavers cherished the opportunity to play at a premier league stadium, many saying it was an experience that will stay with them for the rest of their lives!

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

The REACH team continue to show a strong and tenacious attitude, as with other services we face staffing pressures but staff continue to go above and beyond in offering not only opportunities but also thinking outside the box and aiming high with our aspirations as a team for our care leavers. Without this hard work and dedication a lot of the above would not be possible!

# Rising Star Award



This award celebrates Personal Advisors who have been in post for less than two years but have already exceeded expectations in their role. It recognises those who have shown outstanding dedication and initiative, making a significant positive impact on the lives of care-experienced young people.



**NAME: MAXINE WATSON, CAMBRIDGESHIRE**

**NOMINATED BY: NICOLA LLOYD**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Maxine fully embraced her position as Homelessness Prevention Personal Advisor when she joined the service in October 2023 making a significant impact on the lives of our care experienced young people. She actively supported the development of the joint protocol for care leavers and has made positive relationships with our colleagues in the housing districts enabling good housing decisions to be made for our care experienced young people. Since joining the service she has gone from strength to strength and is now a Personal Advisor with us.

## **WHAT IMPACT DID IT HAVE?**

The service has developed its confidence and ability to pro-actively support housing applications, etc for our care leavers as a result of Maxine sharing her knowledge of housing legislation and processes with the team. She is a strong advocate for all our care leavers when faced with accommodation needs and challenges. She is considered a wealth of knowledge across our organisation.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Maxine is always the first person to look for solutions, focusing on the strengths of each care experienced person she is working with. Alongside this I must also commend Maxine on her ability to challenge decisions alongside our care leavers. Maxine is creative and flexible in finding ways to ensure our care leavers get the best opportunities, alongside her aspirational approach towards each and every care leaver she works with.

**NAME: PETER MCKENZIE, COVENTRY**

**NOMINATED BY: DANIEL HAYWARD**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Peter is an enthusiastic, dedicated and hardworking personal advisor. Peter has only been in the team for a short period of time but has already made a significant difference to the young people he supports. Peter is an advocate for our care leavers and always encourages them to share their voice.

Peter is eager for young people to be involved in the different opportunities available to them and has already become an integral part of the activities held by our service. Peter creates inclusive, accessible flyers and posters for our care leavers – to ensure they are aware of the different activities on offer to them. As well as this, he has supported a group of care experienced young people on a three-day residential trip. Where he supported them to try outdoor activities such as: rock climbing, hiking and canoeing. He has also taken young people to the beach, which for some, was their first time and has also helped facilitate a wellbeing walk for our young people.

## **WHAT IMPACT DID IT HAVE?**

Peter is invaluable to our service and we feel lucky to have him here. All of the young people who attended the residential trip would echo this and spoke glowingly about him. Peter's allocated young people also gave wonderful feedback about the impact he has had on them. One of them spoke about how relatable Peter was and that they were glad to have a 'PA that is just like me'. Other young people spoke about how 'he really cares about his job' and that he is always 'good to talk to'. One young person spoke about the little things Peter has done for them and said that he 'took time out of his day to take me train spotting' and that they are 'really happy Peter is my PA and wouldn't change him ever'.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Peter is proactive, calm and kind. As mentioned throughout, he is an amazing role model for his young people and someone they feel as though they can relate to. Peter is just starting his career as a Personal Advisor but is already going above and beyond in his role. Peter's young people adore him and so do his colleagues. Peter's line manager spoke about how determined they are to achieve good outcomes for all of our young people and that Peter will always try to support them to overcome any barriers they face. His team manager spoke about how Peter is a great team player and that he 'he continuously strives to ensure his young people are at the heart of his work'.



**NAME: NICHOLA MOY (NIKKI), EAST RIDING OF YORKSHIRE**

**NOMINATED BY: MICHELLE FAREBROTHER**

## **WHAT HAS THIS INDIVIDUAL DONE?**

The voice of our young people: 'Nikki is a good listener, she's understanding and acts when other services haven't and I like her she's ace.' 'she comes along to anything I need her for.' 'she's been amazing.' 'she's been more like a best friend than a PA, whenever we meet up, it doesn't even have to be to talk about how I feel, she doesn't get a book out, its more like a one on one, she's there for me and Nikki always made sure I knew what was available and of everything that I could have. She messages in hours when she doesn't even need to be working. She makes sure she definitely wishes you a happy birthday.' 'Nikki has not only supported the young person, but me as well, Nikki goes above and beyond, she's amazing. Creating strong relationships, knowing the young person and advocating effectively on their behalf, has made all the difference.' (Supported lodgings provider) Views of the Team: Nikki has real skills working with young people with complex mental health needs and young people who are parents, she is naturally nurturing. The young people think so much of her.

## **WHAT IMPACT DID IT HAVE?**

She makes me feel like anything is possible and that I can achieve things and she helps me.' 'I wouldn't be half the person I am if it wasn't for Nikki, I wouldn't of made those leaps and bounds. She just makes you feel really special and loved. I know from being 21 now I don't want her out of my life, she like a best friend and a mum, I couldn't imagine growing up in the system and not having her for my last steps of making me feel like I can achieve and be an adult.' (YP) Nikki is amazing with young people who are parents. Being the bridge when other services need to be involved, advocating and supporting them to be the best parents they can be. Nikki has made a real difference in this area and is leading on setting up a new group for parents

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Nikki consistently strives to enhance the lives of our young people and goes above and beyond to support them in realising and achieving their aspirations. Nikki is a great team player and although relatively new to the service is often seen as a leader within the team, with other PAs saying 'I look up to her,' 'she should be a social worker,' 'I love her confidence' and 'I don't think I'd be where I am today if it wasn't for Nikki,' 'Nikki is a joy to work with.'

Nikki is keen, enthusiastic, always positive and motivating, actively researches and develops links with those who can offer a service / support to our young people. Nikki's performance is exceptional and this is based around her core values and understanding of why we do, not to tick a box but to share a journey, support aspirations and to be a parent.

**NAME: CHARLOTTE BIRD, ESSEX**

**NOMINATED BY: MELISSA JIGGINS**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Charlotte is being nominated for the Rising Star award because of her energetic and deep commitment to her role. She is a highly supportive member of the team, is tenacious, measured and always explores creative ways of supporting young people in her care. The strengths of her exemplary practice are her advocacy and mediation skills which have led to some strikingly positive outcomes for young people. Charlotte has evidenced a deepening skill set which has unconditional positive regard at the very heart of the work that she undertakes. This approach has allowed her to demonstrate remarkable mediation skills whereby she has negotiated young people through conflicts with others as well as helping them to manage their own personal emotional barriers to positive change. This only been possible because of Charlotte's preparedness to be reliably present for the young people who recognise that she does 'walk alongside them' when facing the numerous challenges of their lives. Charlotte is committed to the enhancement of joined up working. To this end she plans to present to other teams regarding the roles within Leaving and Aftercare. Charlotte co-presented the mental regarding integrated successful integrated working between social care and mental health services.

## **WHAT IMPACT DID IT HAVE?**

Charlotte's commitment and enthusiasm for her work has led to successful outcomes for example when supporting a highly vulnerable young person with complex needs, who was subject to exploitation, Charlotte's unwavering support and advocacy led to the young person to recognise achievable life goals such as training for a career. She has supported two young people whose staying put placements were breaking down despite the existing long relationship between them and their carers. Charlotte's unhurried and reflective approach enabled her to gain the confidence of the carers and the young person which in turn allowed both sides to see the others point of view. This shift in perspective led to successful restoring the relationships and the placement to be secured. Charlotte has supported the further development of the teams innovative practice which includes inter team cooperation

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

Charlotte is a valued member of our team. She is supportive of both young people and team members. She has a natural affinity towards helping others and this shines through with the investment she makes with her allocated young people. Charlotte is an extremely diligent and dedicated worker who has a warm demeanor which supports the creative and nurturing culture within the team. Charlotte is highly dependable and always open to new ways of supporting the young people including how to work more effectively with other teams. Charlotte has an extraordinary capacity to deal with complexity and systematically manages all aspects of her role. Her written and verbal communication skills are superb allowing all members of the team and professional hierarchy, to fully understand the work she is undertaking and the specific needs of the young people in her care.

**NAME: JESSICA GORDON, HERTFORDSHIRE**

**NOMINATED BY: NAZNEEN ARIF**

## WHAT HAS THIS INDIVIDUAL DONE?

As a collective of managers, we agreed in the short time Jess has been at HCC in the role of Personal Advisor she has been very proactive, practical and available to the young people she has been supporting. Jess will prioritise her care leavers who are in difficult situations and has started to model the corporate parenting model. Jess has extensive knowledge in regards to the housing entitlement of care leavers and has supported her colleagues to be able to help their care leavers. Jess has now been recognised as an ideal person to train future PAs during their induction period in the Housing, Eviction and Homeless topics.

## WHAT IMPACT DID IT HAVE?

Jess has supported care leavers access a range of services when they have been reluctant to do so in the past. Jess has persevered in supporting care leavers access safe accommodation as well as assisting them to seek help in regards to their mental health, drug use and being victims of crime. She gives her time to the young people allocated to her and it is not a matter of ticking a box which the young people will also recognise.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

Jess is friendly, proactive and positive in her approach. She is very straight forward and down to earth in how she talks to young people which is appreciated by them. She is developing positive healthy relationships with care leavers and is person-centred in her approach.

**NAME: MADELEINE TAVNER, HERTFORDSHIRE**

**NOMINATED BY: CLARE STANYER**

## WHAT HAS THIS INDIVIDUAL DONE?

Maddie is a fantastic LCPA who is committed to promoting positive outcomes and equality of opportunity for care leavers. Maddie is an excellent advocate for young people and although she is still relatively new to the role of LCPA, Maddie has a natural ability to build positive relationships with young people through her genuine care, kindness, and respect for all. Maddie is warm knowledgeable and empathetic, and she believes in and promotes social work values of equality, fairness and inclusion. Maddie makes a difference to the lives of young people daily through her quality and consistent support. Maddie takes her corporate parenting responsibilities seriously and is always willing to go the extra mile to help young people through challenges and to celebrate their individual achievements and strengths. Maddie is aspirational for her YP and encourages them to be ambitious for themselves and to believe in their own potential to succeed. Maddie works collaboratively with other professionals and agencies examples are her work with Life Long Links and Practical Partners (community mentoring) - Maddie has actively encouraged and supported young people to access and benefit from these opportunities to grow their own support networks and build resilience. Maddie works collaboratively with services for young people to promote education, training, and employment opportunities for care leavers and with housing partners to ensure that YP have access to safe and suitable accommodation.

## WHAT IMPACT DID IT HAVE?

Maddie's impact is best evidenced through the success of her relationships with young people and their families. Maddie's young people trust her, and this is evidenced in how they engage with Maddie and the respect they have for her which is reciprocal. Maddie has been successful in engaging young people who have previously found it difficult to put their trust in professionals and young people with complex needs.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Maddie is professional, reliable, caring, and warm. Maddie is passionate about her role and tenacious in her pursuit of best outcomes and equality for care experienced young people.

**NAME: CHARLOTTE WRAY, HERTFORDSHIRE**

**NOMINATED BY: AHMED SALIU**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Charlotte has been working as a Leaving Care Personal Advisor for 17 months in Hertfordshire County Council. She arrived in Hertfordshire with a background in Semi-Independent Accommodation and during her time in Hertfordshire she has devised an Independent Living skills programme/resource to support our SMC Care Leavers around their Independent Living skills. She has gone above and beyond in this area because across the whole county of Hertfordshire she has delivered her Independent Living skills programme to almost 6 different supported housing projects that support our SMC Care Leavers. Charlotte's resource has been instrumental in supporting our care experienced young people in enjoying a smooth post-18 transition.

## **WHAT IMPACT DID IT HAVE?**

The impact of Charlotte's Independent Living Skills programme/resource with the Hertfordshire Care Leaver service is that for the care experienced young people across the county, there have been positive transitions. Additionally, she has also been supporting 2 recently launched Semi-Independent Accommodation providers who work with our Care Experienced SMC to deliver the Independent Living Skills programme in these facilities which have helped to prepare our care experienced young people around their Independence.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

The impact Charlotte's project has had on the care experienced individuals and our service is that across Hertfordshire County Council we found that our SMC care leavers have been able to embrace the support that she has been able to provide them to help with their preparation for Independence.

This has meant that our care experienced young people have enjoyed smoother post-18 transition to either social housing or Interim accommodation.

**NAME: JAYNA GOAUDER, KENT**

**NOMINATED BY: PEJMAN ALIZADEH**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Jayna since being a Personal Advisor has gone over and beyond for all the care experienced people she was worked for. Furthermore she has made valuable contributions to the service with the drop-ins, team meetings and interviews. She has a 1st class Honours Degree in Social Work and able to provide valuable contributions to the service with the set of knowledge that she has. She brings an energy and an enthusiasm to the role that is valuable and she is an inspiration to many.

## **WHAT IMPACT DID IT HAVE?**

Jayna has received positive feedback from colleagues and care experienced care leavers. She is appreciated in the service and always makes herself available to help for example being on interview panels and contributions to the care leavers digital team.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Jayna always practices within a high professional standard and has much potential to go far. With the right level of support it's felt that Jayna can achieve anything she wants within social services. Well done Jayna - From Pej and us all!

**NAME: JADE WARD, NORTH YORKSHIRE**

**NOMINATED BY: KATE BARRACLOUGH**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Jade is a well known name in the care experienced world, having worked for various organisations that support care leavers, including the bench marking forum. She started working for North Yorkshire in May 2023 and it is fair to say she hit the ground running. She established relationships with young people and colleagues quickly and effectively.



There were difficulties for her as many of the young people's situations resonated with her own leaving care experiences. She was able to deal with these with me, her line manager, honestly and continued to build her relationships. She has never used her own experience to tell people what to do, but she has used to empathise with her young people. She has used her previous connections and links to develop new services – linking in with the Family Rights Group to support care experienced parents for example. We are now setting up a care experienced parenting group as a result. Jade has linked in with higher education connections to develop young people's aspirations – for example, taking a young person to a specialist language college to develop her dream to become an interpreter. She is already an incredibly valuable member of the team.

## **WHAT IMPACT DID IT HAVE?**

From some of her young people "jade lights up every room she walks in and always will help you find a solution to a problem when you think there isn't one. she goes above and beyond for every person and i am so lucky to have someone so genuine that actually cares as my lcw. she has helped me with so much and i couldn't thank her enough, she deserves the world plus more and i hope she knows how much everyone appreciates what she does!!" "I think Jade is amazing. She is very approachable and is always a laugh. A massive benefit is that she has been in the care system before so she can very much relate to myself" "Jade always gets everything done straight away, she always there when I need her and she is very understanding about everything and try's her best to do her best!!

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Jade has used her personal experience to benefit care leavers, often at some emotional cost to herself. She constantly keeps the young person at the center of her practice, digging deep to find out their dreams and aspirations. She doesn't give up – some young people found it hard to engage with a new worker when she started. One in custody still finds this difficult, but she continues to visit, write and email him to develop this relationship. Another has now spontaneously sent Jade her art work as Jade found this was a real talent of hers and focused on this. She is a real team player, currently she has an injury so can't drive far but she has covered our duty phone to support her colleagues. She also supports the wider service, doing additional hours to support a 14 year old in a bespoke arrangement local to her.

**NAME: SIOBHAN MCARTHUR, ROCHDALE**

**NOMINATED BY: HANNAH MCKINNEY**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Siobhan has started with the team in April 2024. Siobhan has thrown herself into the role after never being a personal advisor before. Siobhan has built positive relationships with the young people she works with. With one young person, Siobhan has supported them to attend GP appointments and has advocated for referrals to be made through the GP for mental health support. Siobhan supported this young person to tackle their debt and come up with a SMART plan to resolve this. This young person was also at risk of being evicted but Siobhan's quick intervention meant this was revoked with a payment and support plan. Siobhan works in a multi-agency way to ensure that there are no barriers to accessing services. Siobhan goes above and beyond for the young people she works with by not only providing the practical support but being a consistent professional the young person can go to.

## **WHAT IMPACT DID IT HAVE?**

Siobhan ensures the young person's voice is captured in her recordings and their are clear risk and safety plans. This means that young people know what they are working towards and when this will be achieved for. As given in the example above, Siobhan is making real life changes for the young people she works with and is a constant person in their life. This means that any issues that can be resolved are in a timely manner.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Siobhan is a kind and caring member of the team. Siobhan wants the best for her young people and uses a restorative approach to ensure her young people develop skills whilst also being supported. Siobhan has great communication skills with her young people, meaning they feel supported and listened to. Siobhan is an enthusiastic person who will help out anyone when she can. Siobhan is passionate about her young people achieving their potential and is proud of their achievements, not matter how big or small.

**NAME: ABBY WILLIAMS, SOMERSET**

**NOMINATED BY: EMMA HIX**

## **WHAT HAS THE INDIVIDUAL DONE?**

Abby has shown a commitment to the young people she supports which has made a difference to some of our most challenging young people. She has gone the extra mile to get them to hospital appointments, advocate for them in the court system and help them achieve stable housing all of which means they are now in a place where they feel safe and see a future for themselves. She has shown that if you address the issues behind the behaviour a real difference can be made in young peoples lives.

## **WHAT IMPACT DID IT HAVE?**

For KBR he has been able to achieve his own home after several years of bouncing around our housing pathway, he has begun to understand his behaviours better and is working on how to manage them in a way that does not bring him into conflict with the criminal justice system. He is able to make better choices for himself and is now looking forward to a life in his own home rather than a life caught up in a cycle of homelessness and criminal activity. NRW has been able to move away from criminal exploitation, he has rebuilt links with his birth family including his brother who he was seperated from when he was adopted and his grandmother and Uncle. He has gone from a young man who was seen as a serious risk to professionals and young people to a young man who is successfully living in his own home, is accessing support for his childhood trauma and has ambitions to work.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Abby advocates strongly for her young people, her understanding of how trauma impacts on behaviour has been valuable in helping her to address the needs of the young people she supports. Abby has always gone the extra to help her young people access services that will make a difference and is persistent in her approach.

**NAME: AMIE SALMON, STOCKTON**

**NOMINATED BY: BHANA BAKER**

## **WHAT HAS THE INDIVIDUAL DONE?**

Amie has joined the team as an apprentice and is nearly due to complete her course, she is working towards completing a Level 4 Cert Children Young People Families Practitioner apprenticeship. During her time in the team, Amie has truly been an asset to the team and the young people she works with. Through out her learning journey, Amie has gone over and above for her young people. She is dedicated and keen to learn. Every learning opportunity offered to Amie, she takes in her stride and takes the opportunity to develop. Amie has develop a brand new pack for our young people who do not wish to engage with he service, this has now being published providing our young people with an understanding of what support is available to them. Along with this she developed a newsletter which is widely used. We have recently opened our young person's Hub, which Amie has been hugely involved in. Amie volunteers at the Hub and is doing this outside of her working hours which shows her commitment to the service. Amie regularly offers to undertake pieces of work, which is dispersed to the team, showing her as a team player. More recently Amie was allocated some young people who were not engaging with the service. Amie used her interpersonal skills to re-engage them and now they are actively engaging with the service...well done Amie for your efforts!

## **WHAT IMPACT DID IT HAVE?**

Juggling her work as a PA alongside completing her apprenticeship, I imagine has been very pressing, but Amy has smiled every day, sought support or advice when needed and ensured that our young people are her priority.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Amie always takes pride in her work and aims to do her absolute best. Thank you Amie for your hard work and efforts whilst working in the Leaving Care Team.

**NAME: ANA IRESON, WANDSWORTH**

**NOMINATED BY: CARLYN FERREIRA**

## **WHAT HAS THE INDIVIDUAL DONE?**

Ana is an exceptional PA. Ana has gone above and beyond in her approach to supporting her young people- evidenced by the testimonies and the outcomes we see every day. Her practice has been graded as 'Outstanding' in our internal practice learning episode programme and her young people routinely feedback to managers how amazing she is. From supporting young people with complex mental health issues, to fighting for her young person to be allocated an incredible property at Battersea Power Station (!), Ana goes to bat each and every day like a mother dragon for her young people! Ana is skilled at supporting her colleagues and despite being with us less than 2 years, she is a key part of our team scaffolding. We would be lost without her! On duty, YP are grateful for her effective, no-nonsense approach to problem solving (and so are we!). We love Ana and so do her Young People

## **WHAT IMPACT DID IT HAVE?**

Ana is very supportive her style is direct, very direct but gentle she makes you believe you can do anything!! She showed me I do not always have to fight but show others through my actions and that's the energy that is needed to create self belief and show us that your PA truly cares. I am so glad to have her as my PA as because of her guidance, I have come very far in life" "When Ana became my PA I was in a low place feeling unwanted and used. She somehow recognised and from the time we met gave me praises about my talents and capabilities which made me believe I can be better and do anything: she worked with me to improve my skills and learn new ones. I won't be here today if it wasn't for her believing in me and offering the support needed

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Ana is exceptional- as her young people above say, she has a natural gift for fostering self-belief in her young people, elevating their sense of self and driving them to achieve more. She has supported young people on journeys we never imagined they would take and with kindness, positivity, dogged determination and a bit of Brazilian fire, she creates incredible relationships with young people who recognise that she is in their corner. We feel really lucky to have her.

**NAME: SHARON ANDERSON, WIGAN**

**NOMINATED BY: SHARON AXON**

## **WHAT HAS THE INDIVIDUAL DONE?**

In the last year we have had a number of young people transferred to Wigan as part of the asylum dispersal scheme. Sharon has recently joined the team and was happy to accept the specialism of separated young people. During her time in the team she has translated the PWP into young peoples own language and given each young person a translate copy of the plan. Sharon has made herself familiar with the customs and practice of countries that young people have travelled from. Sharon shows empathy to young people who have suffered significant trauma when travelling to the UK and experiencing loss. Sharon is patient and makes sure all her young people feel safe in the environment they are living, by keeping in touch regularly with them. During the recent unrest she sent telephone numbers of safety lines and rang each young person on her case load before and after the protests. Sharon arranged an activity day at the care leaver hub for young people to attend and see what Wigan has to offer she did a walk and talk around the town. Many of the young people had preconceived ideas of Wigan as they had been placed in a run down hotel. During the walk and talk they were all surprised about what Wigan has to offer. Sharon is very positive and will support her young people, she tells me she finds this really interesting and enjoys learning about the home office process and listening to young people stories.

## **WHAT IMPACT DID IT HAVE?**

The separated young people are happy to complete housing forms to reside in the Wigan borough, previously they refused due to the negative press in regards to the hotel in Wigan. Young people who are given leave to remain are given priority A status in Wigan and they are happy to complete a housing form for Wigan. This is due to Sharon talking about feeling safe in their environment and encouraging them them to complete housing forms and move into the Wigan area. This gives them them the opportunity to feel like they belong in a community.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Sharon is extremely resilient and will always make sure she promotes what is in the best interest for her young people. Sharon is kind and caring enjoying working with separated young people maintaining excellent relationships. Sharon will listen and acts when she needs to, ensuring all the young people she works with feel safe and valued.



**NAME: LOUISE WATSON, WILTSHIRE**

**NOMINATED BY: HEATHER MITCHELL**

## **WHAT HAS THE INDIVIDUAL DONE?**

Louise has been with the team just under a year. She has in this time built some incredible relationships with her young people. She has several extremely complex young people she is working with and due to her having built strong relationships with them she has managed to support one to avoid a placement breakdowns, supported one young person to move away from an abusive ex partner and another to go for her dream to apply for an be accepted to Oxford University. All of this whilst Louise has been supporting her dad to attend weekly cancer treatment in London, help her son recover from a very scary medical incident and support her youngest child in her first year of secondary school. Louise can be relied on to help others in the team also, covering duty or visits or tag teaming difficult cases. I'm excited to see how Louise progresses further in her PA role. Her young people are very lucky to have such a passionate and caring PA

## **WHAT IMPACT DID IT HAVE?**

Supporting the young person in her placement meant that she didn't have to move and was resettled. This meant that our brokerage team didn't have to try and find another complex supported accommodation placement as it was difficult finding an initial placement match. The young person who moved from an abusive ex was given the chance for a fresh start. She has struggled but continues to receive support from Louise. The young lady who is going to Oxford University was rejecting the offer due to not feeling good enough and worrying about finances. She is autistic and was finding the changes too much to cope with. Louise was able to support her to ensure she has all the funding in place including 2 non refundable bursaries, she ensured the University are aware of her care leaver status and need for additional support and liaised with the young person's college to help smooth the transition for her.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Louise has shown tenacity, resilience, compassion, endless enthusiasm as well as a dogged determination to support her young people to achieved their best. She speaks up for them, challenging other professionals where appropriate and ensuring that she advocates for her young people at every opportunity.

**NAME: JOE HALE, WOLVERHAMPTON**

**NOMINATED BY: SAMANTHA GRAINGER**

## **WHAT HAS THE INDIVIDUAL DONE?**

Joe has almost completed 2 years as a YPA. During this time, he has managed a complex case load as well as being the manager for our football team. This has meant lots of organisation and attendance at matches and training sessions. He has ensured that the team was inclusive for all. He has encouraged young people with additional needs to be involved as assistant team manager/ photographer and communications lead. This has led to a real boost in their confidence and sense of belonging. Joe is always looking at ways to connect with young people. When he visits one of his lads with complex needs, he wears his football strip which delights the young person. Joe is thoughtful and kind which beams out from his interactions with the young people. It is the little things he does that mean a lot to us all. One young person said 'He is a great and a brilliant football manager. He has done really really well with me. He has done a lot for me. Joe is very supportive and he does a good job. He always listens to me and understands me. Joe is really nice and kind

## **WHAT IMPACT DID IT HAVE?**

Joe has had a massive Impact on both the young people he works with and the team. I would describe him as the 'sunshine in the service'. Joe does a lot in his own time. He really cares and is always trying to provide young people with new experiences and opportunities. 'Joe is class. He is a down to earth, sound guy. He gets everyone involved and fits everyone in. In the changing room before a match, I told him I don't know if I can do this. He got me straight in and I did!' 'Joe's interaction is a lesson to us all in communication with a young person with complex special needs. CW enjoys attention from people that really want to listen to him which Joe does impeccably. (foster carer) Every team should have a Joe. I am extremely proud to have him in mine.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Although Joe is relatively new to the role of YPA he has hit the ground running. He is keen to learn and not afraid to reach out to more experienced colleagues for advice. He has an ability to develop a rapport with young people very quickly and is an extremely likeable worker. One young person commented: 'Joe is really easy to talk to. If I ask for any advice he gets back really quickly. He is easy to get along with and to talk to. He knows what he is doing. He is always there.

I think he is really making a difference to my life' Joe works hard to make sure that all young people feel valued and welcome. He is anti-discriminatory and easily challenges things he does not feel are right. He goes out of his way to advocate for his young people

# Lifetime Achiever



This award honors Personal Advisors who have been in post for more than 15 years, recognising their outstanding dedication and long-term commitment to supporting care-experienced young people. These individuals have consistently shown remarkable patience, kindness, and resilience in their work, going above and beyond to make a lasting difference. Their sustained efforts have had a profound impact on the lives of countless young people, and this award celebrates their extraordinary contributions over the course of their long-standing careers.

**NAME: YUNUS MASTERS, BLACKPOOL**

**NOMINATED BY: KATIE JENKINS**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Yunus, along with another PA, set up a weekly sports session for our care experienced young people. This is a popular session and reaches a number of young people who would not ordinarily get involved with sport. Yunus supports young people to access the gym and also makes sport such as badminton, table tennis and football available. Yunus also creates opportunities to discuss important and often difficult topics, which is done in a relaxed manner through sport. This session has been delivered for a number of years now and is something our young people value greatly

## **WHAT IMPACT DID IT HAVE?**

This session allows young people who would not usually access sport, to get involved in something a little different and be able to learn new skills. We have a number of young people who told their PA they have never played badminton before therefore the sports session allows them to come out their comfort zone and participate in something that helps with their emotional and physical wellbeing. Feedback from another young person detailed how they feel able to express their feelings through sport and this being a fantastic outlet.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Yunus demonstrates an ability to be creative and offer our young people support that is tailored to them. The sports session is just one way he achieves this, he allows our young people to be themselves and express themselves in healthy ways. Yunus has been with the service for over 26 years and has received some amazing and well deserved feedback. One of his young people said ""Yunus has always been straight forward with me and he has never let me down, he goes above and beyond, he helped me see the positives and the potential I have. I wouldn't be where I am today without him" Yunus is valued greatly by his colleagues and the young people he supports, he is always coming up with new ideas and ways we can be creative in giving our young people the best service.



**NAME: ANDY MCLEAN, BLACKPOOL**

**NOMINATED BY: KATIE JENKINS**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Andy, along with another PA, set up a weekly sports session for our care experienced young people. This is a popular session and reaches a number of young people who would not ordinarily get involved with sport. Andy supports young people to access the gym and also makes sport such as badminton, table tennis and football available. Andy also creates opportunities to discuss important and often difficult topics, which is done in a relaxed manner through sport. This session has been delivered for a number of years now and is something our young people value greatly.

## **WHAT IMPACT DID IT HAVE?**

This session allows young people who would not usually access sport, to get involved in something a little different and be able to learn new skills. We have a number of young people who told their PA they have never played badminton before therefore the sports session allows them to come out their comfort zone and participate in something that helps with their emotional and physical wellbeing. Feedback from another young person detailed how they feel able to express their feelings through sport and this being a fantastic outlet.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Andy sees all of his young people as being unique and he is able to see things from their point of view, meaning he is able to make and sustain relationships easily. Andy manages a complex caseload and is able to remain compliant, whilst also ensuring he is allowing his young people the time they need. Andy has been with the service for nearly 26 years and within that time he has become a PA colleagues can go to for advice and a friendly ear. Andy is our university champion and often supports staff to ensure all our young people receive what they are entitled to. Recent feedback from a young person who has now been stepped back from the service, also reinforces how the team feel about Andy, "Andy has known me for so long, I know he has my best interests at heart and I trust his opinion."



**NAME: VA'A MULIPOLA, BRACKNELL FOREST**

**NOMINATED BY: LAURA BYRON**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Va'a has worked in the Bracknell Leaving Care Team as a personal advisor for 15 years. He is the most dedicated personal advisor to each and every young person he comes into contact with. He has a case load of 27 open over 18 young people and he has a fantastic relationship with every single young person. He also regularly has contact with young people he used to be allocated personal advisor to. For example, often at big life events, they will get back in contact and ask for his advice and support, which he always happily gives - this summer he has helped two young people moving to new properties. He joins in every single activity day that is run - this summer he has been to Brighton beach, a day of rounders and pizza in the park and a day canoeing and climbing. This is with young people allocated across the 5 personal advisors in the team, but Va'a knows each and every young person personally and is engaging with everyone. With Va'a, every young person feels like the most important person in the room – because they are!

## **WHAT IMPACT DID IT HAVE?**

Va'a has been a consistent figure in the leaving care team for 15 years, which has helped young people to feel safe and cared for during times of instability in the team. At certain times, the leaving care team has gone through periods of staff changeover, under staffing and changes to management. Va'a's unwavering commitment in these times has helped to ensure young people's continued confidence to reach out up until they are 25 and beyond even when things are going well and are settled for them.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

As above, Va'a has demonstrated unwavering commitment to his role and to young people. He is confident, fun and engaging and makes people feel listened to. Nothing is too much trouble! He is also fantastic at building confidence and skills in young people so that they feel able to help themselves. This is one of his great passions. He is also straight talking when he needs to be. Over a thousand young people have benefited from their interactions with Va'a.

**NAME: MICHELLE STEVENSON, COVENTRY**

**NOMINATED BY: DANIEL HAYWARD**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Michelle is a confident, nurturing and understanding Personal Advisor. She is thoughtful, calm and an amazing role model to her young people. Michelle has worked in Coventry's Leaving Care team for eighteen years and has had an immeasurable impact on the young people she supports. Michelle has been ever present in the service during this time and has seen its transformation to a statutory leaving care team. During her tenure, Michelle has offered young people consistency, stability and continuity - at a stage in their life where this is too often absent. She is an advocate for her young people and is their biggest supporter. Over this time, Michelle has been a part of the development of our Care Leaver Awards – which celebrates the achievements of all our young people and this has grown year on year. As well as this, she has supported her young people to share their lived experience with the whole service – in order to develop staff's knowledge and understanding of the key issues care experienced young people face. As well as being an advocate for her young people, Michelle is a massive support to her colleagues and someone they can rely on and learn from.

## **WHAT IMPACT DID IT HAVE?**

Michelle's impact on the service is one of stability, positivity and consistency. However, her impact on the young people she has worked with is one which is difficult for me to put into words. However, one of Michelle's former young people stated that 'she helped me to better my life in more ways than she even knows'. It was pointed out that Michelle 'always made me feel seen and understood' and that 'If I could have Michelle as my PA again I would in a heartbeat'. Michelle supported one young person for almost a decade and saw them go from 'a college dropout to graduating from the top university in the world'. They said that it 'would not have been possible without a strong support system that believed in me—and for me, that system was Michelle.' They described Michelle as 'The GOAT' and 'the rare, legendary 'Pokémon' of PAs'.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

The young people we spoke with in preparation for this nomination said that Michelle 'is warm, kind, genuine, and hard-working', 'centring the needs of young people in everything she does'. Others spoke about the belief Michelle had installed in them and stated that they 'believe she deserves nothing more than to be nominated'.

Michelle's previous line managers spoke about how diligent, knowledgeable and supportive she is – not only to her young people but to her colleagues. Senior managers in the team spoke about how lucky we are to have Michelle, however, for me the most moving description of Michelle's practice focused on her role as a corporate parent. The aforementioned young person (Michelle worked with for nearly ten years) said that 'common sense and research suggest that PAs and the social services system cannot fully replace a parent, I'm fortunate that my experience with Michelle as my PA came damn near close'.

**NAME: LYNNE KING, DERBYSHIRE**

**NOMINATED BY: CLAIRE FIRTH**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Since 2005, Lynne has created many opportunities for our care experienced young people throughout her years within the service. Lynne has always supported her young people in a very creative way – continuously thinking of specific ways to tap into what really interests young people and building on these in a supportive way. Lynne assists with household chores with young people on visits, cooking with young people, helping decorate, driving vans and moving young people, going for walks, listening to music (that might not be her cup of tea!) and basically always taking her corporate parenting to the next level. Lynne is always at the heart of events – BBQ's, parties, residentials, camping, staying safe, cooking classes, sexual health, numeracy workshops, EET. Not only is Lynne an integral part of these activities it is obvious that Lynne thoroughly enjoys spending time with young people in these environments. The thing with Lynne is that she sees the young people that are part of our service as a part of her life. Lynne feels that being a leaving care worker is a privilege – Lynne shows a level of care that is heartwarming to see and that our young people definitely feel when spending time with her.

## **WHAT IMPACT DID IT HAVE?**

When the young people spend time with Lynne they know - without a doubt that this is not just a job. Lynne is there because she cares and because she really wants them to get the best out of life and achieve to their full potential while she is there for them. Because Lynne invests so much time in really getting to know a young person they have confidence and trust in her that is beautiful to see. The Pathway Plans that Lynne creates with young people are out of this world and are valued. When a young person is in crisis they will immediately turn to Lynne, also at times of pure celebration. For example – working to come off a child protection plan with their baby, achieving A Levels and Degree's, passing driving tests, having their family join them from another country, sharing news after emigrating to Australia. Lynne has young people well into their 30's who contact her now to share news.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

Well – Lynne King. This is the most wonderfully caring, thoughtful and conscientious person I have ever had the pleasure to meet in my working life. Lynne strives for the young people to be the best they can possibly be on all levels. Lynne supports the young people and encourages at a pace that is relevant to them. Totally young person focussed - with warmth, empathy, emotion, understanding and tenacity. Lynne is the epitome of corporate parenting and corporate grandparenting - Lynne would never give up on a young person or their dreams. Lynne's recording on file is impeccable – the young persons voice is heard in every aspect or recording, with heartfelt and professional comments. Lynne is very protective over all young people in the service and continually advocates for them at every juncture. Often challenging other agencies who dare to stigmatise our care experienced young people, always with positive outcomes.

**NAME: KIM BROWN, HERTFORDSHIRE**

**NOMINATED BY: SAM JEFFERY**

## WHAT HAS THIS INDIVIDUAL DONE?

Kim has been employed as a LCPA since 2007 and has consistently gone above and beyond for her care leavers. Kim has a nurturing, supportive and caring approach to her young people and this enables them to build trusting and fulfilled relationships with her. All of Kim's care leavers know they can rely on her and this shows in the level of contact she has with them. Kim is well respected by her colleagues and our management group and is a worker that can be relied upon, is knowledgeable and highly skills. She has been able to support her care leavers through extremely difficult life experiences and is alongside them at every step. She champions their rights and advocates for them, keeping them at the centre of everything she does!

## WHAT IMPACT DID IT HAVE?

Kim achieves outstanding outcomes for her care leavers, she enables them to move forwards in their lives whilst knowing she is alongside them and there to support wherever needed. She has seen care leavers through university, bereavements, custody, mental health difficulties and helped improve their support networks along the way.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

Kim shows the following attributes as a LCPA: - Advocate - Nurturing - Tenacious - Committed - Person centred - Assessment skills - Multi-agency working - Highly skilled - Supportive - Motivational Above all else she NEVER gives up on a young person and is someone they can rely on and do rely on!

**NAME: MARISSA MCHAYLE, HERTFORDSHIRE**

**NOMINATED BY: AHMED SALIU**

## WHAT HAS THIS INDIVIDUAL DONE?

Marissa has been working for Hertfordshire over the last 20 years and her experience spreads across Residential Care, Family Assessment, Safeguarding, and Leaving Care. Over the period that she has been working for Hertfordshire County Council, she has been at the forefront of working closely with colleagues from the Hertfordshire Virtual School, Family Assessment and Safeguarding supporting care leavers who have interest in science to access mentorship and work experience opportunities. During this period 1 of her Care Experienced young people has become a qualified NHS doctor. She has also helped several of her care experienced service users to access traineeship which was instrumental in this care experienced being made Engineering Student of the Year at Oaklands College in 2023 and another one starting a Nursing Degree . Marissa herself has also been recognised by Hertfordshire County Council and was awarded the Employee of the Year in 2021.

## WHAT IMPACT DID IT HAVE?

The impact of Marissa work and partnership with the Hertfordshire Virtual school, Family Assessment, and Safeguarding has brought dividends to our care experienced young people, who have been able to access opportunities that have helped them to achieve their careers goals as well as enable them to access work experience opportunities.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

The impact Marissa's project and partnership with the Virtual school has had on the care experienced individuals and our service is that across Hertfordshire is that she has responded to safeguarding challenges that her young people have encountered.

In addition, we found that our SMC care leavers have been able to access training and work experience opportunities that have led to them being able to pursue their career ambitions.

**NAME: NIKKI BARNES, KENT**

**NOMINATED BY: VICTORIA NEWMAN**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Nikki has worked with care experienced people for over 15 years. Nikki has a specialist role within our service custody specialist. Nikki is a passionate Senior personal advisor who goes over and above with regards to ensuring that young people feel supported within the prison system. Nikki is often found packing up people's clothing, ensuring they are clean, stored for the young person's release. Nikki is a great advocate and will ensure that young people are aware of the support available to them whilst they are completing their sentence or awaiting their court hearing. Nikki arranges prison visits and ensures that the voice of the young person is heard and they are offered support to meet their needs, including having important people's phone numbers added to their PIN, accessing education or have access to mental health support. Nikki is compassionate, empathetic and realistic which the young people she engages with have shared is helpful and they like her approach.

## **WHAT IMPACT DID IT HAVE?**

Nikki is a font of knowledge who offers support, advice and guidance to not only her young people but also PA's. Nikki's specialism is offering support to care experienced young people who are within the prison system. Nikki is a great advocate and ensures that young people who are care experienced, receive the support and guidance they need whilst settling within the prison. Nikki will ensure that she advocates for young people and ensures they are aware of the support they can receive and opportunities available to them whilst serving their prison sentence and planning for the future.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Nikki is an approachable, passionate Senior personal advisor who is calm, compassionate and has a can-do attitude. Nikki is a great advocate for not only the people she supports but also for care experienced people who are within the prison system.



**NAME: LYNN JACKSON, ROCHDALE**

**NOMINATED BY: AARON BUCKLEY**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Lynn has shown commitment and dedication to care experienced young people for over twenty years. She has been able to adapt to the changing landscape in leaving care services and continued to provide an excellent, strengths-based service to our young people.

## **WHAT IMPACT DID IT HAVE?**

Lynn has been an integral member of the team for many years. She has 42 years experience in the Council, the majority of these working with vulnerable young people. She is always on hand to share her knowledge and expertise with colleagues and her focus on her young people never wavers.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Lynn approaches her work with passion and integrity. She is person-centred in her approach and committed to supporting her young people. Lynn is empathetic and persistent in her approach to supporting the most vulnerable young people in our borough.

**NAME: PAMELA WALTERS, SOMERSET**

**NOMINATED BY: LOUISE WARD**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Pam has been a loyal Leaving Care Worker to Somerset for over 18 years and has supported hundreds of young people to make the transition from care to independence. Pam has always gone above and beyond for her young people, forming lasting, life changing relationships. Pam has become very important in her young people's lives, being invited to weddings, births, graduations and to share various achievements in young people's lives. She has been instrumental in taking Somersets LC service to Outstanding and shows a level of dedication to the service and to the young people that cannot be matched. She takes pride in her work and always puts her young people first and will advocate for what she believes in and what she feels young people deserve.

She is a strong voice for care leavers in Somerset and a role model for other Leaving Care Workers, giving them support and guidance to be the best they can be and to get the best from the young people we support. I am proud to be her manager and have learnt a lot from her over the years. Pam has recently taken on the role of Senior in the team as well as keeping a complex case load of young people and has already made positive changes that will have a direct impact on the young people. Taking on the development and delivery of ASDAN in Somerset being one of these things. Pam is an inspiration to us all and should be recognised for the loyalty and dedication she has shown to Care Leavers.

## **WHAT IMPACT DID IT HAVE?**

I have regular feedback from young people telling me they would not be where they are now if it wasn't for the support given to them by Pam. I believe that the positive outcomes that we have seen from the young people that Pam has supported would not have happened if Pam hadn't given them the time and support that she has because she goes above and beyond. Pam is still in touch with young people in their late 20's and 30's who want her to know how they are doing, invite them to be part of their lives and to introduce her to their children. For some she is the most significant person in their lives and has become a role model for their futures. The service has progressed to outstanding and Pam has been a big part of this, being part of developing new processes, improving quality of recording, being able to speak and show confidently about our service to OFSTED, which contributed to our positive feedback we received as a Council. She has become someone in the service who other Leaving Care Workers go to for advice and guidance and has become a role model for them to improve on their practice, particularly around recording. As a result the Sedgemoor Team were graded as outstanding in a recent diagnostic and Pam's dedication to high standards of recording was a contributing factor. Pam is a strong voice for Care Leavers especially to Senior Managers to advocate for future developments of the service which are in the best interest of young people. Pam is a work place mentor to our care experienced apprentice. He is making amazing progress and has grown in confidence, self esteem and skill since Pam has been supporting him. he speaks very highly of Pam and feels he would not be making the progress he is with out her support.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Pam is the most passionate Leaving Care Worker I have managed. The only reason she has dedicated over 18 years to the service is because of her sense of responsibility to the care experienced young people in Somerset.

Her awareness of what she is able to do to help young people achieve by showing them respect, care, understanding and loyalty. Pam understands the power of relationship based practice and how always showing up, hearing and being there throughout the difficult times for young people has on achieving positive outcomes, being a role model and a trusted professional in their lives. Pam is a perfectionist and has high standards with everything that she does. She wants to learn and is always ready to develop her practice by learning from others, attending training and they sharing her skills with others. Pam will go above and beyond in all that she does if she can see it will have a direct positive impact on the service, young people or the Council. Other Leaving Care Workers and young people find her approachable and knowledgeable and will go to Pam for advice and guidance as they know no question will be dismissed. Pam shows loyalty to her young people, to the team and the Council as a whole. She should be very proud of what she has achieved over the last 18 years plus, I know Somerset Leaving Care Service are very proud of having her as part of the team.

**NAME: DEBBIE MATHIESON, SOUTH GLOUCESTERSHIRE**

**NOMINATED BY: JEN DOWN**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Debbie has been a PA since February 2008 and is now our longest standing PA. Debbie has gone above and beyond particularly in the last couple of years supporting some of our care leavers with significant mental health issues. Debbie is consistent, calm and responsive and has a high number who are suffering with their mental health including care leavers that have returned to service for support with their mental health. Aside from this she is solid! knowledgeable and reliable and always offering to help the newbies

## **WHAT IMPACT DID IT HAVE?**

One of Deb's care leavers said she 'wants all PA's to do things Debs does when working with YP who have BPD. She said Debs is good at talking and feels able to talk to her about her self harm and plans. Debs is good at listening to how she is feeling and understanding what is going on for her and always makes sure she is safe when she self harms.' 'She is great but don't big her up to much lol'

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Debbie is calm, empathic and very approachable, her care leavers talk to her about struggles and worries and Deb is able to support to them where they are at, right support at the right time. Debs checks in on her care leavers and also shares when things are tricky so any member of the team who may pick the phone up know to be supportive and kind. I'm always amazed at how resilient Debs is and how she just 'gets on with it'. She struggles to take a compliment so I can hear her now saying 'I'm just doing my job' or 'what have you gone and done that for' (in terms of nominating her). Her strength is amazing and she doesn't know how much she means to her care leavers and the team Thank you Deb for all you do!

**NAME: BRIAN JOSPEH, WANDSWORTH**

**NOMINATED BY: NORA DUDLEY**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Brian is the most dedicated, passionate and skilled PA I have ever encountered, and I have been in Leaving Care services for 20+ Years. Last year, Brian had huge surgery following cancer and his only concern was how quickly he could get back to his young people. Brian is a one off. His Young People adore him- no exaggeration. When he was off for treatment, his young people refused the support of other PAs because they just wanted to wait for him to come back. If they ring him at midnight from a police station, he is there. If they tell him they're in crisis, he will drop everything. He is passionate about supporting young people who face the biggest challenges and he provides them with support that sees them trust him above all others. I don't have enough space here to describe him other than to say, there is nobody who can be more deserving of this award. He changes lives daily and has done so for the best part of 20 years. We and his young people would be lost without him.

## **WHAT IMPACT DID IT HAVE?**

From a care experienced young person "Me and my brother and our Dad really love you and appreciate you Brian. I really appreciate how much you have done for my brother over the years even though he is hard work you have never given up on him and I really want to thank you for that. He missed you so much when you were poorly. We love you Brian" "Brian is the best pa is ever had and I've had a lot! Brian has helped me in many ways like getting back into education and making sure that I my mental health is doing okay" "There is nobody like Brian. Fact" "Future First is not Future First without Brian. He is the heart, soul and laughter of the service. I cannot tell you how many lives he has transformed just by being himself and being real with the young people. He is a legend and deserves this award more than anyone" "Brian has been there for me every step of the way. He is everything"

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

If you were going to build the model of the ideal PA, you'd not go far wrong with a scale model of Brian. Brian loves his young people-his work is his passion and his dedication is astonishing. Any event, any activity, any idea, any opportunity- Brian is there with energy, an infectious laugh and a collection of young people who would follow him anywhere!! He is always the first to volunteer, he is always the one flying out the door last thing at night to do another 'quick' home visit, he stays at hospital until 3am when his young person is in crisis and he is always there. As a father and grandfather, he treats all of our young people like they are family- and they feel it.

**NAME: GARY MORGAN, WOLVERHAMPTON**

**NOMINATED BY: SAMANTHA GRAINGER**

## WHAT HAS THIS INDIVIDUAL DONE?

Gary Morgan has worked as a YPA within Wolverhampton for almost 20 years. He is a seasoned worker and has boundless knowledge and skills working with young people. Gary is very much a team player. He is a great source of support to his fellow team members. This was highlighted during COVID when he checked on colleagues daily to ensure their wellbeing. He also is a great source of support for new colleagues and goes out of his way to 'show them the ropes'. He has a strong ability to raise the confidence of workers, making them feel safe and supported. Gary is charismatic and has excellent group work skills. He is able to draw in even the most distrustful young people. This was evidenced when he was chief cook at a recent care leaver BBQ. He encouraged young people to attend the hub for the first time and was able to break down some barriers to participation and ensure inclusivity. One area where Gary goes above and beyond is the support he offers to the extended families of his young people. The ripple effect of this is that family relationships and outcomes for the young people are improved

## WHAT IMPACT DID IT HAVE?

Gary's strength is the quality of relationships he builds with the young people. One young person stated 'Gary is like a dad to me. We have a bond. He understands me. He's always there when I need him. He gives me confidence to be a human being' Gary has had a huge impact on the way the teamwork with young people in custody and he was part of the Always Hope project. He worked tirelessly to make integrated planning work for young people in custody and to improve support for care experienced young people leaving prison. One young person commented.

Gary helped me more than anyone when I was in custody, and he set me up for when I was released. He visited me regularly. He gave me HOPE! His visits made my day cus he brought real positive energy. He's just a good guy

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

Gary is an experienced and resilient YPA. He is an anchor for the team and the Care experienced young people he works with. He genuinely cares for the young people and has high aspirations for them. One young person commented. 'Gary is amazing. He has helped me through lots of shit. If I have a problem, he's on it straight away. He makes space for me. He's not like social workers and other workers. He does it because he really cares not just because it is his job.' He uses humour to raise the energy around him and has developed a great comradery within the team. He is able to connect with even the most challenging young people and makes them feel good about themselves. One young person commented. 'Gary is lovely. He is so hardworking he motivates me. He's just a brilliant person. He's always there

**NAME: WENDY HUNN, YORK**

**NOMINATED BY: EMILY WOOD**

## WHAT HAS THIS INDIVIDUAL DONE?

Wendy is a hugely valued and essential member of the Pathway Team in York. Having been in post for over 16 years (!)she brings unwavering quality, experience and skill. She has supported numerous young people in their transitions to independence and has forged strong and meaningful relationships along the way. Wendy excels at providing high quality written work that is produced within timescales despite the significant demands and constraints of the role and her organisational skills are second to none! She sets a very high standard and takes such pride in care in her person centred work and planning. More recently Wendy has stepped up to offer thorough induction to a new member of the team. This was invaluable to this new member of the team who has gone on to model very strong practice as a result. In addition she has also offered her guidance and support as a work based supervisor for a social work student. Wendy not only has a gift for practice but she is always keen to improve and develop the service, finding better ways to share and deliver information and improve resources. She is such an asset to the team and young people who she supports.



## **WHAT IMPACT DID IT HAVE?**

Wendy's impact has been felt by so many of the young people that she supports. In their words: ' Wendy has been my pathway worker for around 5ish years. She has supported me from york all the way to wales and back! She's quick to return a phone call and have a chitchat and always does her best to not only support myself but ensure my daughter has everything she needs too. She celebrates all my accomplishments big or small making me feel truly valued. I'm very thankful to have such a great support from a women who will go above and beyond. Thank you for all the years you've dedicated to support those care experienced!' 'I am very thankful for the support that Wendy has given me because it has helped me so much

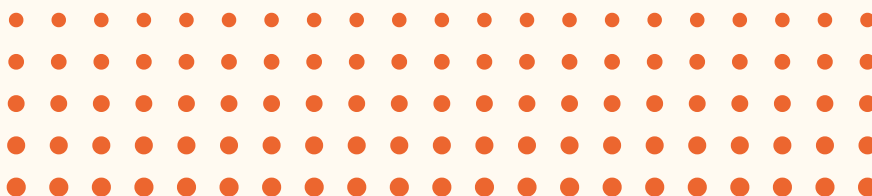
## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Wendy embodies the role of a corporate parent with such warmth and care. Always considering what a good parent's response would be and providing a robust and reflective support to those around her. As a team member she is consistently supportive, providing peer support and opportunities for reflection. She shows professional curiosity and will always provide appropriate challenge when the need arises. She has built up a strong reputation during her time in the team for high quality work and careful transition planning, working thoughtfully with all practitioners. From young peoples, social workers, family members, foster carers and accommodation providers all feedback is resoundingly positive. This nomination not just reflects Wendy's length of service but her fantastic attitude, kind and caring disposition and all around excellence in her role. Thank you Wendy

# PA of the Year



This award recognises an individual Personal Advisor who has consistently gone above and beyond in their role, showing outstanding dedication, compassion, and commitment to supporting care-experienced young people. Their exceptional efforts have made a profound difference in the lives of the young people they work with, whether through advocacy, guidance, or emotional support. This individual exemplifies the very best of what it means to be a Personal Advisor, continuously striving to ensure that young people are empowered and given the best possible opportunities to succeed.



**NAME: SAMANTHA GREEN, BEDFORD**

**NOMINATED BY: DOROTHY BAMIDELE**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Sam you have been a rock of support to me when I first joined the 16+ Futures Team. Your patience, knowledge and cheerfulness has made it very welcoming and I certainly benefited from this , Thank you

## **WHAT IMPACT DID IT HAVE?**

This allowed me to be confident in my role and feel part of the team

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Patience knowledge and cheerfulness.

**NAME: VICKI BAILEY, CAMBRIDGESHIRE**

**NOMINATED BY: ISABELLA STECKA**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Vicki has had a huge impact on the care experienced people she is working with. She has been a consistent support and motivating person for several young people, who have built trusting relationships with Vicki as a result of this. Vicki is a strong advocate for her care experienced young person and provides an adaptable person centred approach when working with our care leavers.

## **WHAT IMPACT DID IT HAVE?**

Vicki's approach has made a difference to the lives of several young people, and it is difficult to highlight just one example of this. Vicki's knowledge and experience working with care leavers is valued by all members of the service.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Vicki is renowned for her perseverance in ensuring her young people and all our care leavers get the best service from their leaving care team and others involved in their lives.

Vicki is very well organised ensuring things happen in a timely way for her care experienced young people, and models this good practice to others.

**NAME: CERY'S PEARCE-DUNNE, COVENTRY**

**NOMINATED BY: DANIEL HAYWARD**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Cerys is an advocate and role model for her young people. Cerys always goes above and beyond for the care leavers in our service. Cerys motivates her team and values each and every person she supports. Cerys has organised, arranged and facilitated a multitude of events for our unaccompanied young people. She has developed a 'UASC Care Leaver Forum' to highlight areas of difficulty for our unaccompanied young people. She has delivered Eid parcels to support those celebrating the festival. She has helped organise a refugee meal to bring all our unaccompanied young people closer together. She took some of our UASC on their first holiday/trip and even took part in some of the outdoor activities herself. Cerys has helped organise a Nowruz celebration for our Kurdish young people and has supported with our UASC football team. Cerys is so passionate about her work and she always strives to give her best to her young people. Cerys is empathetic and very caring. She always ensures that her young people's voices are heard, often at times where they struggle to feel seen

## **WHAT IMPACT DID IT HAVE?**

It is hard to put Cerys impact into words but some of her young people - who attended the aforementioned events have said that she is 'like a friend' to them. They said that they can 'talk to her about everything' and that 'she is very caring'. They said that since moving to the UK 'Cerys has helped me a lot' and that she is 'more than a PA'. One young person even said that they view Cerys as 'more of a sister'. Cerys' relationship-based approach means that the young people attending these events always enjoy their time there. One young person who went on their first holiday/trip with Cerys said 'I don't even know what to say but I'm not gonna lie those days was the best days I've ever had in my life

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Cerys dedication and passion for our young people is something that should be admired. One young person Cerys worked with said that she is 'full of love, fun and happiness'. Cerys' previous manager spoke about what a strong advocate she is for her young people and that she always wants to make sure their voices are heard.



She said that she always gives her best and gets such positive feedback about the amazing work she does. Coventry's Interim Children's Champion said that Cerys is very kind and nurturing to all of her young people. They said that Cerys is passionate about change and ensuring young people's views are acted upon. Her practice as inspiring and one that makes a positive difference. We are so proud of Cerys and are lucky to have her as part of the team.

**NAME: HOLLY WYLDs, DERBYSHIRE**

**NOMINATED BY: AIMI WALKER**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Holly started working for Derbyshire Leaving Care Service on 30th May 2021, Holly was allocated this young person in January 2023. Holly has supported this young person through a difficult part of her journey which involved her daughter being born and then transitioning into local authority care. This journey for this young person has been extremely emotional and complex. Throughout this process, Holly has ensured she has given the advice, nurture, love and empathy that this young person has needed throughout this difficult process. Along with ensuring this young person's voice is heard throughout and not casting any judgement. Holly has been a strong advocate for this young person to ensure her wishes and feelings have been heard. As well as, ensuring she has not been discriminated against due to being a care experienced young parent. Holly has been available to this young person past her 'typical' working hours, Holly has been there just after the birth of this young person's baby to help fulfil her role as corporate parent and corporate grandparent. This just shows the positive relationship they have, and that Holly makes this young person feel safe and secure.

## **WHAT IMPACT DID IT HAVE?**

Due to Holly's consistency, transparency and commitment has helped empowered this young person to be strong in sharing her wishes, feelings and has supported her to feel confident in accessing support by trusting professionals. Holly has given this young person a safe place where she can confide in her to discuss any worries she has. She has supported her to feel understood and listened to as well as worthy of being cared for. Holly's reliant approach has shown this young person that we never give up on our young people. Holly's young person has feedback that "Holly has gone above and beyond for me in so many ways. She has been there when nobody else has been there for me" as well as "I am so glad that I have a worker like Holly sometimes I'm not sure what I'd do without her!". I believe this shows the positive impact.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

For us as a service our ethos is that we never give up on our young people and I believe that Holly is the heart of this. Holly has a positive, infectious personality that our young people experience as soon as they meet her. Throughout her practice, it is evident with all her young people how committed she is to make a positive impact in their lives and this consistent approach that Holly demonstrates with all young people supports them to trust her so they can access support they may need. Holly has a passion for advocating for others who are vulnerable and wants to implement change for our young people. Holly is our participation lead and continues to encourage young people to speak up about their experiences to support with change through our Care Leaver council. I couldn't think of a better person who deserves this award.

**NAME: ROBYN LONG, ESSEX**

**NOMINATED BY: JAY WELHAM**

## WHAT HAS THIS INDIVIDUAL DONE?

Robyn was identified by the quadrant to develop a workshop for the two quadrant days to increase others knowledge of Leaving and Aftercare and the role of a personal advisor, this is a project that Robyn volunteered to take a lead on and supported a team to create an interactive board game. From this opportunity, Robyn was identified by a Senior Practitioner to take the lead on producing a workshop for the Leaving and Aftercare Service Development Day and has furthermore been recognised by the Sector Led Improvement Partnership team, and been asked to create a learning tool that can be used for internal staff, external staff, young people and then shared to other local authorities to increase understanding of Care Leavers, their entitlements and how they are supported by a personal advisor. Robyn has displayed excellent leadership skills in her taking a lead on getting all the Personal Advisors (8)+2 Specialist colleagues (Homelessness Personal Advisor and Employability Officer) on board with this. This is no small task as in general there would be few to volunteer to present workshops to colleagues in various teams, colleagues and Managers on all levels. A Service Manager attended and gave very positive feedback. From this success, the team now offer workshops to Foster Carers and DWP.



## WHAT IMPACT DID IT HAVE?

This displayed essential core capabilities across social work practice. Robyn has been an advocate for the Leaving and Aftercare Service and ensured that the team is showcased across the County. It has had an impact in how other teams view Leaving and Aftercare and increased their skillset and knowledge in this area. This will ensure that Care Leavers are supported equitably and that other services are working to achieve best practice. It is hoped that the idea will be developed into a game which can be shared with other Local Authorities. Having an impact in all Care Leaver's lives across the UK.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

Robyn strives for excellence in every aspect of her practice. Robyn is always willing to 'go the extra mile' in order to support the service. Robyn is a champion for Care Leaver's rights and often advocates for them, this piece of work is an example of that and will impact social work practice in a positive way moving forward.

**NAME: ANGELA GEOGHEAN, ESSEX**

**NOMINATED BY: MELISSA JIGGINS**

## WHAT HAS THIS INDIVIDUAL DONE?

Angela has worked with a young person, experiencing a period of complex and violent mental health episodes. Angela, always remained calm in working with the young person's outbursts and self-harm, confidently sought ways to reassure the young person that was held in mind by unfailingly phoning every single day during the working week, for several months. When invited to the young person's 17th birthday, which fell on a Sunday, she did not hesitate in accepting. Angela understood the complex psychology behind this act of care which creates opportunities, however small, for vulnerable young people to reconcile some of the losses they have experienced in their lives.

## WHAT IMPACT DID IT HAVE?

Angela's interventions have supported with the young person's social isolation. Angela was aware that the young person had no friends to invite to the home and Angela's presence and support has greatly supported her. Angela's positive level of rapport had developed over recent months because of through her nurturing interventions and consistency.

Angela's reflected on the complex skills and knowledge she has developed during the time she has worked with the young person, including very regular partnership work with key mental health professionals. This led her to create a reference file of critical mental health terms and definitions to support team members in similar work. This was further supported by Angela and a colleague preparing and delivering a presentation to the team regarding integrated successful integrated working between social care and mental health services.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Angela energetically and tirelessly strives to meet the needs of the young people in her care. Her exceptional devotion to her role is evidenced by a clear ability to create and sustain meaningful relationships with those in her care. This through an extraordinary intuitive capacity to employ empathy, mindfulness, and advocacy. Angela has professional authority founded on her high levels of skills, knowledge, and experience in her chose field of work. The relationships she fosters with young people are based on a sense of partnership founded on the meeting of individual need. Angela at a professional and human level is a truly exceptional and authentic practitioner.

**NAME: JAN MCCARTHY, HAMPSHIRE**

**NOMINATED BY: MARTIN MUDDIMAN**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Jan has been a Personal advisor with our team for over six years. Jan brought about a considerable amount of experience from previous roles In IT which has been very welcome since joining the team . In December 2023, HCC commissioned a new IT System to support the work for children services . Jan was nominated as our champion to support the roll out of the IT System . The IT system has had it's hiccups as maybe the norm , Jan has set about being an instrumental support hub to our team to help individuals and the team navigate the way through the minefield of this system. Jan has been exemplary in her dedication, conscientious and diligent approach to gain a clear understanding of the procedures of the system. Jan has spent additional hours in her own time working through additional support processes and writing these up for members of the team and wider members of children services. This work has helped the team to become less fearful of the new it system and enabled us to maintain a high standard of support to our care experienced young people .

## WHAT IMPACT DID IT HAVE?

She has supported individuals with supporting understanding the processes either on teams or on a face to face basis. Jan has lead on group work sessions for the new IT session which has allowed the team to build up experience and knowledge together and to learn in an efficient manner to support the work we do. Jan's additional work and commitment to understand the new IT system has been so beneficial to the team and to individuals who have struggled or become fearful of new technology. Jan has provided simple and straight forward links for virtually all processes we have to do.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

As advised before, Jan has continued to carry out her day to day tasks to support her case load of care experienced young people. She has used her time with effective planning to provide us with an additional support role as an IT mentor to our team and other members in the CSD community. Jan is always so professional and patient with all staff and will sit and go through the processes to help and make sure we have the relevant level of understanding to gain the process to help broaden our knowledge. Jan is always willing to support and nothing is ever to much trouble. She is always polite, diligent and knowledgeable in her approach to work. I cannot thank Jan enough for the support she has given our team and myself over the last seven months.

**NAME: TINA FULLER, HARTLEPOOL**

**NOMINATED BY: KIRSTEN FLEMING**

## WHAT HAS THIS INDIVIDUAL DONE?

What hasn't Tina done, is more to the point. She has massively developed the services in Through Care, she has created a Grandparent service for our care leavers, a care leaving parents support group. She has been in touch with the prison and probation services locally and has promoted our care leavers. She has developed herself which has resulted in her becoming a lead in the team. She is so passionate about her young people and often comes up with ideas of how to make the service better. She is dedicated to her young people, going into the labour ward with one of her young people. She has come to the rescue over the weekend to another whose house was flooded. This is just another day for Tina, above and beyond for all. Tina is moving things forward for Hartlepool and their young people, she truly does have care leavers at the heart of things.

## WHAT IMPACT DID IT HAVE?

Tina has improved the service in every way, from improving pathway plans as in being a valuable document to our young people. To creating better links with other services, networking for the benefit of the team, she has provided the team with consistency in their approach and is developing team members. More importantly she values what our care leavers want and is promoting their needs.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

Tina is a passionate, dedicated worker, who makes time to get things changed and make things better. Often waking in the night and putting her ideas together to make things better for the service. Tina is a warm, considerate person, who takes on the job as advocate, she fights the cause for others and is resilient in her approach. Her organised nature makes sure that things are done and put in place. She is like a dog with a bone and wont settle until she gets it right.

**NAME: LORAIN GREENAWAY, HERTFORDSHIRE**

**NOMINATED BY: JOANNE BLACK**

## WHAT HAS THIS INDIVIDUAL DONE?

Lorraine an exceptional member of the Leaving Care Team that goes over and above for all of her Care Leavers via dedicated, targeted support that is young person focused. Specific to this area Lorraine is supporting the development of the Hertfordshire Local Offer. Lorraine is compiling a resource document to be attached to the Local Offer with the ability to download and print the information, this will support quick and easy access to information about grants/ welfare funds/ community resources/ food banks etc. This will meet a need for Care Leavers to access information via internet, phones, laptops and be given a physical copy to meet the diverse communication needs of Hertfordshire's Care Leavers. The development work on the Local Offer will also support other professionals within Hertfordshire to access quick and easy information to continue to support Care Leavers across different agencies.

## WHAT IMPACT DID IT HAVE?

As above, the development of a resource booklet within the Hertfordshire Local Offer will support Care Leavers to access quick and easy information on community and specialist resources within Hertfordshire. As a large and diverse local authority bringing this information into one place and in a variety of formats will ensure Care Leavers are empowered to develop the skills to research and decide on services/ grants/ projects to meet their needs.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

Lorraine is a talented, dedicated, well respected across Hertfordshire and hard working Leaving Care PA that is skilled in multi agency working and liaison. Lorraine is also a key member of the Care Leaver Team and supports her peers through emotional and practical support. Lorraine has worked hard to bring information on local resources together into one place which demonstrates her tenacity to source the right services for Care Leavers that will be used at the right times.

**NAME: TONY BAINES, HERTFORDSHIRE**

**NOMINATED BY: AHMED SALIU**

## WHAT HAS THIS INDIVIDUAL DONE?

Tony has been a Leaving Care Personal Advisor for close to 10 years. During the last 12 months, Tony has been at the forefront of working closely with colleagues from the Hertfordshire Youth Service to devise Education and Training opportunities specifically for Separated Migrant Care Leavers (SMC) who are Not in Education Employment or Training (NEET). During this period he has acted as a Link PA between the Care Leaving Service and the Youth Service to support this client group to access suitable education and training opportunities that have benefited and helped to make a difference to the care experienced people across Hertfordshire. This can be seen by the number of young people in his caseload that are in Education, employment, and Training.

## WHAT IMPACT DID IT HAVE?

The impact of Tony NEET to EET outreach project with the Hertfordshire Care Leaver service is that for the care experienced young people in his caseload and across the service there has been a reduction of almost 10% of our young people who are NEET.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

The impact Tony's project has had on the care experienced individual and our service is that across Hertfordshire we found that our SMC care leavers have been able to embrace the support that our Youth Service are able to provide them, Tony has also been able to break down barrier contributing to our young people not accessing suitable education and training opportunities and the outcome of this situation is a reduction in the number of our SMC care experienced YP that are NEET.

**NAME: LUCY BARTLETT SMITH, HERTFORDSHIRE**

**NOMINATED BY: HELEN ANDREWS**

## WHAT HAS THIS INDIVIDUAL DONE?

Lucy provides consistent and a high level of support for her young people. The feed back that I receive from them is that she goes the extra mile, eg she stayed late at hospital with a young person broke a bone. She has been proactive in promoting ETT with our Young People and supported her young people to attend NHS employment sessions and employment sessions in retail. Lucy is pro active in supporting her care leavers that are parents with attending CP conferences, CiN Meetings and Court. She is caring and nurturing but is able to balance this with promoting independence and autonomy.

## WHAT IMPACT DID IT HAVE?

Lucy ensures that her young people feel support, she is consistent and reliable, which builds trust. Lucy has ben able to engage young people that have not engaged with pervious PAs. The feedback that I have received for young people is that they feel that Lucy really listens to them and she is easy to talk to. Her friendly and informal presentation, puts them at ease.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

Lucy is a supportive member of the Team and she is pro active in inducting new members of staff. She is always the first person to offer help to her colleagues and an emergency situation. She is positive in and enthusiastic about her role and supporting care leavers.



**NAME: KELLY SIMMONDS, KENT**

**NOMINATED BY: VICTORIA NEWMAN**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Kelly is a great senior personal advisor. Kelly had identified that foster carer's, had lots of unanswered questions at the time of young people transitioning to the care leaving service. Kelly has attended group in sessions with foster carer's to talk them through the process, so that they feel more able to support their young persons transition. Kelly is proactive in seeing where there is a need and wanting to make improvements that have a positive impact for care experienced people. Kelly has been responsible to the induction of new pa's into the service. With 12 teams and 2 office bases this is a huge task to ensure that PA's have the most inclusive induction they can, which in turn impacts the support being offered to care experienced young people.

## **WHAT IMPACT DID IT HAVE?**

Kelly's impact is significant, when people are joining the service Kelly is an approachable Senior Pa who has a wealth of knowledge she is happy to share. Kelly is passionate about ensuring that the whole network around a young person is part of their transition to independent adulthood.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Kelly is a kind compassionate individual, Kelly always wants to share her knowledge and support to ensure that care experienced people receive the best support they can. Kelly is a constant presence in the office who is always on hand to support other PA'S or young people. Kelly has a great sense of humor and will often be able to ensure this lightens the mood and she always has a smile on her face.

**NAME: JUSTINE RAKU, NORTHAMPTONSHIRE**

**NOMINATED BY: NAZIA AKHTAR**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Justine has been my PA since I was 18 and she's really gone above and beyond to help me transition to adulthood. She's helpful, friendly and does so much hard work into helping her young people and I'm honestly so glad to have her as my PA.

## WHAT IMPACT DID IT HAVE?

On myself personally she's been amazing in helping me get to and from school once I turned 18, she even notified me and helped me get the job I'm in now and I wouldn't be where I am now if it wasn't for her.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

She's extremely driven and takes the time to get to know you, which I think is really important in her role. I was very resistant to getting to know my PA but she was patient with me and now I'm really close to her and so glad I have her.

**NAME: SOPHIE SMITH, NORTHAMPTONSHIRE**

**NOMINATED BY: CLARE BAYLISS**

## WHAT HAS THIS INDIVIDUAL DONE?

Sophie is a compassionate, kind and resourceful PA who goes over and above for all of her young adults however - there is one young person she has supported for the last year who she has gone more than the extra mile for this young person has recently had the outcome their 2nd child will be adopted - Sophie has facilitated and attended contact, health appointments and been the young adults voice when they were unable to vocalise how they were feeling. She has answered her phone on multiple occasions in the day, every day and sometimes out of hours (yes i know that some may say that's not boundaried) however this is what the young adult needed - a secure trusted relationship to support her through this really tricky time

## WHAT IMPACT DID IT HAVE?

As professionals is difficult as we know that we are not able to always fix the difficulties that our young adults face (however this is not for the want of Sophie trying!) this can impact on our own emotional wellbeing. The young adult has struggled to build these positive relationships and often her attachment style makes it tricky for people to support her long term. She has had to survive and can pull professionals into being split. Sophie has taken regular supervision both clinically and managerially to ensure that she continues to strive for the best possible outcomes for this young adult. She is truly inspirational and has made a real difference

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

Tenacity, resilience, passion, young adult needs lead voice of the young adult, compassion, kindness, boundaries, trust adult and safe secure base. The biggest attribute is empathy.

**NAME: JUSTINE RAKU, NORTHAMPTONSHIRE**

**NOMINATED BY: LAUREN STARKEY**

## WHAT HAS THIS INDIVIDUAL DONE?

This individual has worked tirelessly to create a gang mapping system so that we could map all the links between our 'at risk' young people who are involved in or on the periphery of county lines gangs in the county. She also works tirelessly for her Young People in a way that means they reach their goals even if they have a more difficult background.

## WHAT IMPACT DID IT HAVE?

Three of her Young People are now employed within the Leaving Care Service. The gang mapping allowed us to track and protect some of our most vulnerable young people as well as track involvement of our young people. This has since been picked up by the police and there is now a special task force to do this which helps keep our young people safe.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

Justine is determined, caring and patient. She also goes above and beyond to help and protect hers and other care leavers. Justine is also happy to support any care leavers or members of staff that may need help and is a brilliant mentor to our new starters.

**NAME: SARAH WILD, ROCHDALE**

**NOMINATED BY: HANNAH MCKINNEY**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Sarah has worked incredibly hard over the last few months to ensure every one of her young people is seen regularly, has a plan they are working towards and that any risks are identified and supported. Sarah has navigated some complex situations whilst supporting her young people, which includes mental health difficulties and loss. Sarah is passionate about holistic working and works extremely well in a multi-agency team. Sarah cares about all her young people and wants them to be safe, thrive and part of a supportive network.

## **WHAT IMPACT DID IT HAVE?**

Each of Sarah's young people she works with have up to date plans which improves their educational, social and emotional outcomes. Sarah establishes clear goals with her young people which are achievable and aspirational for her young people.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Sarah is a passionate worker and this shines through with the relationship she builds with young people. Sarah has a clear and consistent approach in her work, with her motivation towards her young people being a credit to the service.

**NAME: RACHEL PEARCE, SOLIHULL**

**NOMINATED BY: CLIVE MLALAZI**

## **WHAT HAS THIS INDIVIDUAL DONE?**

I am nominating Rachel for the PA of the year commendation because of her outstanding performance throughout the year. Over and above Rachel's usual role of working with young people having regular visits with them, providing appropriate support and that their pathway plans are updated every 6 months. Rachel has on countless times gone far and beyond this. Rachel has made sure that all her young people are either in education or employment and a number of them are studying at Higher Level Education doing various Degree Courses. In the last calendar year Rachel has seen 2 of her young people graduating as qualified Social Workers and getting employment soon after finishing their courses.

One of Rachel's young person is doing a Law Degree at University and is achieving very well. This young person has presented in a Local Radio's station sharing his positive experience about being Looked After. Rachel also has a few young people who are doing apprenticeship with various organisations including the NHS. Further, Rachel has delivered various courses to foster carers and empowered them with valuable knowledge about young people transitioning to adulthood. She has also sat in the Fostering Panels for the Local Authority and shared her PA expertise and supporting young people.

## **WHAT IMPACT DID IT HAVE?**

Recently, Rachel had a case audit on one of her young people and her views were obtained by the auditing manager. Below are comments shared by the young person. I've known Rachel for ages now and can talk to her freely. She helps me with money, and any issues with support workers where I live, and also to understand my background and how it affects me. I can be honest with Rachel and I know she'll tell me how it is too. She doesn't pussyfoot around me and although sometimes what she says can be hard to hear, I know it's what I need. She's usually right in what she says and she's saying it because she really cares about me. I know I can expect to see Rachel at least every eight weeks. I feel like she really respects me and wants the best for me. She even came to watch my performance at college recently and that meant so much to me. She worked really hard to help me get into the college and still does a lot to help me stay on track and so it meant so much to her to be able to show her what I do. I really want to make her proud. There's nothing Rachel could be doing better. I can't fault her and I trust her completely. She deserves a lot of credit, she's so important in my life.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

The above young person's comments demonstrate the influence and positive impact Rachel has on her young people. I therefore strongly commend Rachel to be nominated for PA of the year. Rachel also conducts herself as a professional all the time and has supported new starters in the team on how to do pathway plans. She is the Liquid Logic Team Lead and support others about how to use the system. She is an invaluable asset in the team.

**NAME: LAUREN GORDON, STOCKTON**

**NOMINATED BY: BHANA BAKER**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Lauren is consistent with her young people but also very fair and will always take on board their point of view and their wishes and feelings, it is believed that her young people do feel heard by Lauren. Before challenging them in relation to expectations, she enables them to do things for themselves and does not do this for them but supports them and gradually withdraws when they are comfortable, like attending appointments etc.

## **WHAT IMPACT DID IT HAVE?**

Lauren is a kind considerate worker, who aims to do her absolute best for her young people. Lauren nominates herself to partake in pieces of work relating to the development of the service and this proactive, enthusiasm really reflects in her day to day work with the young people.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Lauren is a kind considerate worker, who aims to do her absolute best for her young people. Lauren nominates herself to partake in pieces of work relating to the development of the service and this proactive, enthusiasm really reflects in her day to day work with the young people.

**NAME: DONNA KNOWLES, SUNDERLAND**

**NOMINATED BY: KIRSTY BARKSBY AND STEF**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Donna has recently completed her degree in Counselling after returning to do her final year many years after she started this. Donna has been able to complete this degree while still offering an extremely high level of support to the young people she works with and hopes to use this within the team to offer the young people a higher level of support. Although stressful for her at times, Donna has never let this effect the support she has given to the young people and should be commended for her hard work and dedication within her role.



## WHAT IMPACT DID IT HAVE?

Donna will bring the skills she has learned and developed by completing her degree to the work she undertakes with her young people which will only benefit the support she offers.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

Donna is a hard working, committed Personal advisor who always goes above and beyond with the young people she supports. She has shown pure grit and determination to complete her degree while supporting her young people who she always puts first.

**NAME: GARETH BINMORE, TORBAY**

**NOMINATED BY: KIERRAH BOTT**

## WHAT HAS THIS INDIVIDUAL DONE?

Gareth uses many methods – activities, play and direct conversations to entice engagement. He recently supported a young person sleeping in a tent- like so many he went over an above- going early and out of hours to check on the YP- provide him food- take him for a warm meal and support his to access wash facilities.

## WHAT IMPACT DID IT HAVE?

Gareth has a young person on his case load who is nonverbal- he allows this YP to play with his beard as this regulates the YP and is his way of communicating with him how he is feeling- touch is so significant for this young man.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

Gareth has come up with excellent ratified by senior leaders and will bring the community together to understand how a care experienced YP's journey has been through the system and also the impact of the job on PA's through images/photography. Pathway plans are inclusive- show pride

**NAME: EMMA QUINN, TORBAY**

**NOMINATED BY: KIERRAH BOTT**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Emma changed and procedures to ensure a smoother transition

## **WHAT IMPACT DID IT HAVE?**

She has supported young women flee dangerous relationships and saved their lives!

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

I wanted to take a moment to express my deepest gratitude for all the support and guidance you have provided me with. Your dedication to helping me through challenging times has truly made a significant impact on me. Your unwavering assistance and kindness have not gone unnoticed. In moments when I needed someone the most, you were there, offering your expertise and understanding. Your commitment to helping me navigate difficult situations has been invaluable, and I am truly grateful for all that you have done for me. Thank you for being an incredible source of support and for always going above and beyond to assist me. Your compassion and professionalism have made a real difference in my life, and I am so appreciative of everything you do.

**NAME: GEMMA DAVISON, WARRINGTON**

**NOMINATED BY: CHARLOTTE BISSON**

## **WHAT HAS THIS INDIVIDUAL DONE?**

Gemma is an outstanding PA. She is highly committed and passionate about the young people she supports who are largely separated migrant young people. Gemma has formed meaningful relationships by showing empathy and acceptance to those who have suffered terrible loss and tragedy. She makes it her priority to support their cultural identity and also provides a quality support and specialist knowledge through the asylum claim process. Gemma is keen to develop her skills and attends specialist training and events. Gemma leads a group for our separated migrant young people to connect and come together where she cooks a meal and promotes friendship building. Gemma also advocates strongly for a cultural approach to our teams practice and leads on participation for this cohort. This promotes connection and also allows us to hear their voice.

## WHAT IMPACT DID IT HAVE?

I can confidently say that Gemma's practice has changed the lives of the young people she supports who have come to the UK seeking asylum. It is harrowing to hear some of the experiences our young people have endured to reach safety. For many, Gemma has been the only person in the country to provide a meaningful connection and support. She has provided these young people with a kind face, acceptance of their journey, empathy to their trauma and support to create a home and to feel safe. Gemma promotes connection and supports her young people to feel part of a community which is really important for them and has a positive impact on their wellbeing, self esteem and confidence.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

Gemma is very conscientious about the service she provides and the quality of her work. Not only is Gemma incredible relationship focused, her written work is also recorded to a high standard and in a timely way. Gemma is a good role model to the team and supports her colleagues in times of need. Gemma is very calm in a crisis and supports her young people through very unsettling times.

**NAME: DANIEL JONES, WILTSHIRE**

**NOMINATED BY: TRACIE SMITH**

## WHAT HAS THIS INDIVIDUAL DONE?

Daniel joined our team 1 year ago as a dedicated personal advisor for unaccompanied asylum seeking care leavers. In a short period of time Daniel has shown his dedication to UASC's proving his passion and drive to ensure they are supported, creating a community, being mindful of language barriers and the challenges that brings. Proving Daniel's drive to ensure they are supported and not socially isolated. Daniel ensures he can understand their passions in life to look for a pathway working with education providers that will support what they would like to achieve. Daniel links with outside agencies to support contact with their family to support to maintain their identity and ethnicity. Daniel has been integral in creating events for UASCs. An Eid event to celebrate marking the end of the month-long dawn-to-dusk fasting of Ramadan. A housing event with interpreters to explain the housing process, having your own place to call home is so important, this allowed them to feel involved in the process and not feel they had no choices or input.

## WHAT IMPACT DID IT HAVE?

The events Daniel has arranged has brought our UASC care leavers together, allowing them a safe space to meet new people and make friends and to not feel isolated. It was a time that could also be spent with their personal advisors strengthening relationships. Daniel advocates with passion for UASC's including working with foster carers to help us work jointly together to best support, linking UASC's that have a language in common to share experiences in a safe place that they are familiar with. You can visibly see a change in their presentation relaxing allowing them to grow in confidence. As we continue to arrange more events you see them enter a room and go to friends they have already made from previous events. This would not off been possible without the drive and determination of Daniel.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

Daniel is able to build trusting meaningful relationships with the young people, this means he is able to work openly and support their life aspirations while managing expectations. Daniel can manage challenging situations with our young people, allowing them a safe place to seek advice and support. Daniel has proven he can maintain relationships with our young people. Daniel shines bright in his work to ensure all care leavers she supported. Daniel is a dedicated member of our team, respected by his peers who will go to him for advice and support.

**NAME: TRACIE SMITH, WILTSHIRE**

**NOMINATED BY: SAMANTHA HEATHCOTE**

## WHAT HAS THIS INDIVIDUAL DONE?

Tracie is a huge advocate for our young people and inspiring leader for our cohort of PAS as the senior PA in post. Tracie has been instrumental in the implementation and launch of our care leavers hub and hosting of key events leading the way for other local authorities with her shinning passion to build a community for some of our most vulnerable care experienced young people. Tracie holds partners to account to ensure strong effective services are delivered and statutory requirements upheld so our young people never feel like a number. Tracie leads by example keeping young people at the heart of all decision making to support better life chances for 'her kids' and ensure her cohort of PAs are there in the most trying times when other services may have passed them by. Tracie holds huge scissors for red tape and is able to come up with creative and effective planning to support PAs to keep young people at the heart of all they do

## WHAT IMPACT DID IT HAVE?

Without Tracie's passionate time commitment and energy its simple to say the care leaver hub would not have been launched. An eye for detail and co production with young people show cased Tracie's ability to think about young peoples needs in a creative way and develop a vacant space to now becoming a thriving and well sought after provision for young people that invites external agencies to collaborate to bring services together.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

Tracie is a committed and passionate individual who bleeds the rights for care leavers through and through. Not afraid of a challenge her hard work passion and advocacy for them shines through. Even on the dullest and hardest of days Tracie brings such passion and energy to keep the motivation going and a genuine smile and care for those around her.

**NAME: SAM NEATH, WOLVERHAMPTON**

**NOMINATED BY: EMMA KIRKLAND**

## WHAT HAS THIS INDIVIDUAL DONE?

Sam has brought a creative and innovative approach to his practice by developing our care leaver football group aswell as being apart if our wellbeing programme. Sam recently hosted the first care leaver championship cup at a premier league stadium attended by 7 local authorities giving young people an opportunity of a lifetime. This was broadcast on various media platforms such as twitter, facebook, Instagram , CYP now aswell as BBC news highlighting care leavers regionally. Sam ensure the YP all had medals and trophies and included care leavers in various roles from the team deputy manager to being a referee. In addition to this Sam recently held a staff vs care leaver football charity cup supporting the young people to raise money for a mens mental health charity which was chosen by them. Sam and the young people raised £140 for the charity. Sam has been a great mentor for young people supporting them to attend young mens groups outside of work to support there wellbeing. Alongside football Sam has been an active member of the wellbeing programme helping lead on wellbeing retreats for young people increasing cultural capital by giving them access to specialist wellbeing support and strategies.

## WHAT IMPACT DID IT HAVE?

Sam has helped expand and develop the local offer to care leavers. Sam has given young people the opportunity of a lifetime by playing on a premier league pitch, walking through the tunnel and getting changed in the dressing room of premier league footballers. one YP commented it was able to make my dreams come true playing at a Premier League stadium, stating it was an amazing memory that will never leave me. Sam has been a mentor to many of his young people with one young person stating he has help me become a better man. Sam is helping improve cultural capital by supporting the wellbeing programme which gives young people access to holistic practices and therapies that only some can afford. Sam has raised money for a local men's charity by hosting a charity football match against staff and care leavers showing a great way to increase participation.

## WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?

Sam has good leadership skills and has the ability to use his initiative in every resource he has brought to the service. Sam builds positive relationships and partnerships and has helped raise awareness of care leavers getting more local businesses to want to help more. Sam has great negotiation skills and has managed to get discounts on various items to support football and wellbeing projects. Sam is resourceful and creative in getting funds securing sponsorship from a local business for football and getting funding applications through partnership working. Sam has great mentoring and coaching skills and has been seen as a positive influence and role model to many of the young men he has supported, going over and above to ensure they have a good network of support. Sam is naturally a very calm and positive worker who manages stress well and is great at problem solving.

**NAME: NICOLA WOODWARD, YORK**

**NOMINATED BY: EMILY WOOD**

## WHAT HAS THIS INDIVIDUAL DONE?

Nicola has worked in the Pathway Service as a Personal Advisor for over 8 years. During this time she has built strong and lasting relationships with all of the young people that she has worked with. She consistently strives for the very best outcomes for all of the young people she works with and produces excellent quality, purposeful plans which make a difference. Nicola embodies corporate parenting principles and consistently goes over and above to ensure that her young people are well supported and aspiring to more!



In addition to supporting all of her young people Nicola works tirelessly across the holiday periods and during special events to pull in donations and opportunities and is our very own Christmas Fairy taking a lead on pulling together our Christmas meal, events and gifting. She has also taken a lead on arranging fun, inclusive activities for our young parents. The feedback from the young people that work with Nicola speaks for itself and is included in this nomination.

## **WHAT IMPACT DID IT HAVE?**

Nicola's impact has been purposeful, meaningful and always full love and humanity. This impact is felt as a team and service but most importantly by the care leavers who she supports: 'Nicola goes above and beyond as a pathway worker, supporting me through my university studies and being an all round supportive person who always cheered me on and never judged me' Nicola has gone above and beyond for me in my hardest times. She checks up on me during my difficult chemotherapy treatment. She has allowed me have times of enjoyment with little meals or coffees out so i feel supported! 'Nicola is just amazing such a lovely person to talk to and she's helped me with so much and I can't thank her enough. She's very understanding, very kind and just such a great person. I feel really lucky to have someone like her to help me and support me.

## **WHAT PERSONAL AND PROFESSIONAL ATTRIBUTES HAS THIS PERSON DEMONSTRATED TO RECEIVE THIS NOMINATION?**

Nicola is hugely deserving of this nomination. Her warmth and passion for her role is infectious and is felt by all who work with her; professionals and young people alike. Her careful planning and creative thinking have supported successful outcomes and young people realising their potential. "Another wonderful comment from a young person really sums up Nicola: Nicola has been one of the key people that has supported me into independence and gosh am I so grateful for her in every way! She has always been my cheerleader with any challenge that faced me. The amount of skills Nicola has taught me are endless, from managing my own home, navigating university life, to becoming a mum and raising another person, I wouldn't be the amazing person I am today without Nicola being there for me. She is the definition of what it takes to be an exceptional pathway worker, friend and bonus family member."

# Thank You's

We extend our heartfelt thanks to everyone who took the time to nominate these exceptional personal advisors for the awards this year. Each nomination tells a story of dedication, resilience, and commitment to supporting young people, and we are deeply moved by the incredible achievements represented across all four categories: PA Team of the Year, Rising Star, Lifetime Achiever, and PA of the Year. Your nominations have truly showcased the profound impact personal advisors have on the lives of those they support, and we are honored to celebrate their invaluable contributions.

Our sincere gratitude also goes out to the judging panel, who undertook the difficult task of reviewing each nominee's achievements and selecting those to be shortlisted. Their thoughtful deliberations and dedication to recognising outstanding talent have been invaluable in Honouring the advisors who go above and beyond. We look forward to celebrating the chosen winners, who will be announced at the PA Celebration event this November.

For more information about the event or the awards, please reach out to us at NLCBF. Thank you again to everyone who contributed to making this recognition possible; your nominations have amplified the voices and accomplishments of these remarkable individuals and teams.



# PERSONAL ADVISOR CELEBRATION AWARDS 2024

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