

## Who is being nominated?

Craig Wilson

## Organisation

Action for Children

## Award Details

### Category

Category 2: Bright Spark 2019

### Q1: Overview

Charlie Halliday was referred to our housing support service for young people in December 2013 as a 16 year old homeless male, no longer able to stay at home due to breakdown in relationship with his mum. He quickly settled in and described his experience of being here as 'a turning point in his life, looking back he realised the good we can do and it opened his eyes to a different world'. He secured his own local authority flat after 7 months and moved on.

Charlie was involved with supporting the organisations positive profile of the work they undertake from the beginning, sharing his story at fundraising events, including Byte Night and becoming an Ambassador for the organisation, this help build his own confidence and skills. Charlie was a popular resident with both his peers and staff, always respectful and non-judgemental of others.

Charlie applied for a CJS (Community Jobs Scotland) peer mentor post with us in 2016 for 6 months, he gained his SVQ level II Health & Social Care and as-well as turning his own life around, he learned to support other young people to manage their situation and progress positively in their lives.

### Q2: What did you do?

When Charlie's initial six-month CJS peer mentor post was due to end, his manager applied for a further six-month extension, this was granted. The extension was applied for due to the high standard of work Charlie was undertaking with young people and the learning curve he was on, his ability and thirst for learning was very evident and the ongoing improvements to his skills and quality of support work delivered was clearly recorded. Charlie achieved his SVQ III in Health & Social Care within his extended six-month contract, (gaining both SVQ level II and III within one year, which in itself is a very high achievement) he developed into an open, honest, and reflective practitioner, equally supportive of both his colleagues and young people.

As Charlie's CJS post was ending, a permanent part time vacancy became available at New Horizons, Charlie applied for this post, he was successfully recruited due to his full understanding of the issues and support needs facing young people during his interview and he took up this post in September 2017 becoming a permanent member of staff.

Charlie was nominated for a Stephenson's Award in January 2018- he received The Chief Executive Award for how far he has come and overcoming barriers in life. Charlie was overwhelmed at being nominated and chosen for this award at such a young age. Robert, Registered Manager has overseen

Charlie's whole journey and feedback that 'Charlie continues the journey from an achiever to becoming an absolutely first class practitioner'.

In August 2018, Charlie's hours were increased to a full time contract, he remains a fully valued, committed member of the team, bringing his personal experience of working his way through the system, which continues to be respected by both colleagues and young people.

### **Q3: What did you achieve?**

Charlie continues to be fully motivated in his work, he readily takes tasks on and completes them to the finish. Charlie's IT skills and understanding of social media is excellent and appreciated by his colleagues and young people alike. He takes the lead role with Inspire IT, (funding given to our service to provide internet access and equipment for all young people to use). This provides them with peer support, family contact, through Face Book and emails as well as them having access to employment, training and education opportunities and encourages them to use these systems to provide feedback to our service and encourages them to have a voice. It also allows them to apply for local housing opportunities, keep in touch with their other professional workers and complete any homework or college work from the comfort of their own home at no extra cost to them.

Feedback is gained for all staff on a regular basis from employees and young people, Charlie's feedback is consistently positive, young people value his support as a worker as they are aware he has 'been in their shoes, so fully understands the situation they are going through'. They describe Charlie as being funny, kind hearted, genuine, reliable, trustworthy, honest, gives great advice, teaches us good coping mechanisms and is inspiring for us.

Charlie is a quick learner and embraces new opportunities with open arms, he is patient when supporting his colleagues to learn new skills, systems or putting new training into practice. Some of his other strengths (apart from the general high standard of support work undertaken) include relationship understanding and building, he regularly offers 1 to 1 and group sessions delivering SHARE sessions, these sessions include, drug, alcohol, sexual relationships, positive relationship building, group living as well as others. His sessions are always well attended and feedback is positive from young people.

His colleagues feedback includes- Charlie has his work day well planned and achieves the tasks he has to do as well as taking on extra tasks, he always offers me support with the IT systems, he works well on his own and in the team, he takes responsibility for his work and uses his own initiative, Charlie soaks up new knowledge like a sponge, he is a brilliant role model, he is always very patient.

### **Q4: Why should you receive an award?**

Charlie is an inspirational young man who has become an important part of the staff team at New Horizons. From service user through to CJS role to permanent staff member, Charlie has been on hand to support young people who find themselves in a similar position now to the one he once found himself in.