



BUILDING A TEAM FROM THE START: STAFFING A BRAND-NEW SERVICE BEFORE LAUNCH

Case Study by Zoe Brown

CLIENT

The Forward Trust - a charity that helps people with drug and alcohol dependence.

START DATE

January 2025

PROJECT OVERVIEW

The Forward Trust, a charity working within the Criminal Justice System, launched a new project in partnership with Mitie Care and Custody and the MoJ. The goal: to support offenders and their families by focusing on rehabilitation, substance misuse, mental health, and external support networks.

Team 1 - Health & Wellbeing (4 vacancies): Supporting offenders with substance misuse and mental health.

Team 2 - Family Support Practitioners (2 vacancies): Rebuilding family connections.

After discussions, Forward Trust made this project exclusive to Charles Hunter Associates.

OVERCOMING CHALLENGES

Charles Hunter Associates had never recruited within the Prison Service before but successfully leveraged experience from children's secure units and youth offending backgrounds to identify suitable candidates.

- **Time Constraints:** The new prison is set to open in April, requiring candidates to be sourced, interviewed, and vetted in time for training in March before their April 1st start date.
- **Location Challenges:** Based in Yorkshire with limited transport links, the role didn't require driving, but it was beneficial for candidates commuting from further afield.

OUTCOME FOR CLIENT

Successfully placed 2 Health & Wellbeing Practitioners and 2 Family Support Practitioners, all starting before April and ready for training.

Discussions are ongoing about providing further support as new projects launch, strengthening client relationships, and working directly with Hiring Managers to influence candidate profiles.

For more information on how we delivered this project, or to work with us **GET IN TOUCH WITH OUR TEAM TODAY!**