

TOGETHER we Make a Difference

TWMAD IMPACT CASE STUDY

Helping Alfie Believe in a Different Future

Relationship-based mentoring that built trust, safety and hope.

1 BACKGROUND



Alfie was referred to TWMAD at age 15 following significant trauma, instability and loss. He needed a trusted adult, emotional support, positive guidance and a safe space to talk.



1 BUILDING TRUST
Consistent sessions helped Alfie open up and speak honestly.



2 PROCESSING TRAUMA
He explored grief, family experiences, anger, sadness and identity.



3 BETTER DECISIONS
He reflected on past choices, risk and negative peer influence.



4 POSITIVE IDENTITY
Pool became a healthy outlet, building focus, confidence and achievement.



5 LOOKING FORWARD
Sessions explored college, trades, work, budgeting and fatherhood.



6 GROWING CONFIDENCE
He became more open, reflective, respectful and self-aware.

2 THE DIFFERENCE TWMAD MADE



Developed a trusting relationship with a consistent adult



Increased emotional awareness and ability to talk openly



Became more reflective and less drawn to negative peers



Strengthened confidence, resilience and self-esteem



Engaged in healthy recreational activity through pool



Built aspirations around education, employment and becoming a positive father

3 IMPACT IN SUMMARY



TWMAD helped Alfie move from simply surviving difficult circumstances to believing in a better future. Through consistency, trust and genuine care, mentoring gave him stability, hope and a stronger sense of direction.



Consistency. Trust. Hope.

Every child is different. Every need matters. Every pathway is possible.

TOGETHER we Make a Difference

TWMAD IMPACT CASE STUDY

Finding Trust, Building Confidence and Creating Hope

Relationship-based mentoring that helped a young woman feel safe, heard and hopeful again.

1 BACKGROUND



When referred to TWMAD, this young person had experienced trauma, instability, disrupted relationships and significant emotional challenges. Living in residential care, she needed trusted adults, a safe space to talk and support to engage positively in her community.



1 STARTING WITH TRUST
Sessions began gently, with patience, consistency and no pressure, allowing trust to grow over time.



2 CREATING A SAFE SPACE
As trust developed, she began speaking openly about trauma, family difficulties, self-harm and her emotional wellbeing.



3 FINDING HER VOICE
She grew more confident in leading conversations, asking for advice and expressing her thoughts, worries and ambitions.



4 GROWING RESILIENCE
She showed improved emotional awareness, healthier coping strategies and better self-regulation during difficult moments.



5 COMMUNITY CONFIDENCE
Positive community activities such as cafes, shops and parks helped her build confidence beyond the residential setting.



6 POSITIVE RELATIONSHIPS
She increasingly sought support from trusted adults and reflected more positively on relationships with carers, teachers and mentors.

2 THE DIFFERENCE TWMAD MADE



Developed a trusted relationship with a consistent adult



Increased confidence in communicating thoughts and feelings



Built emotional resilience and healthier coping strategies



Improved self-esteem, body confidence and self-awareness



Gained confidence in community and social experiences



Became more willing to seek support, including therapeutic help, and think positively about her future

3 IMPACT IN SUMMARY



TWMAD mentoring helped this young person move from guarded and anxious to more open, reflective and hopeful. Through consistency, trust and genuine care, mentoring strengthened her voice, confidence and belief in a better future.



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TOGETHER We Make a Difference

IMPACT CASE STUDY

**Building Confidence.
Finding Direction.
Creating Change.**



This case study shares the journey of a young person who worked with TWAMAD through 1:1 mentoring. Through consistent support, real conversations and positive experiences, he has grown in confidence, improved his wellbeing and begun building a future he believes in.



BACKGROUND

Referred for support with low self-esteem, emotional regulation and poor school attendance. He had experienced bereavement, family breakdown and challenging social situations, leaving him feeling isolated and unsure about the future.



OUR APPROACH

Built trust through shared interests such as football, fitness and gaming. Sessions focused on meaningful conversations, setting small goals and encouraging positive choices in everyday life.



FOCUS AREAS

- Emotional awareness & regulation
- Building confidence & self-esteem
- Positive decision-making
- School engagement
- Future aspirations & goal setting
- Healthy routines & wellbeing



KEY PROGRESS

- Opens up more and talks about his feelings
- Better emotional control and response to challenges
- Improved confidence in himself
- Making positive choices and avoiding negative influences
- More engaged in school and willing to learn
- Thinking about his future and setting goals



WHAT'S CHANGED?

He is calmer, more positive and believes in himself more. He speaks openly with trusted adults, attends school more regularly and is excited about what the future holds.

"Mentoring has helped me see that I can make better choices and build the life I want."

POSITIVE OUTCOMES



EMOTIONAL GROWTH
Better at understanding and managing emotions. Uses healthy strategies when feeling overwhelmed.



STRONGER RELATIONSHIPS
Builds positive relationships with mentors, staff and peers he can trust.



ENGAGEMENT
More motivated in school and takes pride in completing work and meeting targets.



CONFIDENCE
Increased self-belief, tries new things and celebrates his achievements.



BRIGHTER FUTURE
Has goals and aspirations for his future and is working towards them.

**Every young person deserves the chance to be heard, to feel valued and to build a better future.
Together, we make a difference.**



TOGETHER We Make a Difference

IMPACT CASE STUDY

**Helping Her
See Things
Differently**



This case study shares the journey of a young person who worked with TWAMAD through 1:1 mentoring. Through trust, consistency and meaningful support, she has grown in confidence, emotional awareness and aspiration.



BACKGROUND

Referred for support with social and emotional challenges, difficulties with regulating emotions, and experiences of trauma. School reported suspensions, conflict with peers and low confidence.



OUR APPROACH

Built a trusting relationship through shared interests and activities. Sessions were strengths-based, non-judgemental and focused on creating a safe space to talk, reflect and grow.



FOCUS AREAS

- Emotional regulation
- Understanding perspectives
- Building positive relationships
- Confidence & self-esteem
- Decision-making & choices
- Aspirations & future planning



KEY PROGRESS

- Opens up and leads conversations
- Improved emotional awareness & regulation
- Understands how actions impact others
- Increased confidence in herself
- Strong, positive relationships with trusted adults
- Engaging more in education and future goals



WHAT'S CHANGED?

She now reflects before reacting, communicates more confidently and makes positive choices. She is more confident in herself, more hopeful about the future and continues to grow every day.

"Having someone who listens and understands makes a big difference. I feel better about myself and believe I can achieve my goals."

POSITIVE OUTCOMES



EMOTIONAL GROWTH
Better at managing emotions, coping with change and talking about how she feels.



HEALTHIER RELATIONSHIPS
Improved relationships with peers and adults, more respectful and positive interactions.



ENGAGEMENT
More motivated in school and setting goals for her future education and career.



CONFIDENCE
Stronger self-esteem, more independent and proud of her progress and achievements.



BRIGHTER FUTURE
More hope, more aspiration and a belief that she can create a positive life.

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TOGETHER We Make a Difference

TWMAD IMPACT CASE STUDY

Rebuilding Trust, Confidence and Emotional Resilience

Relationship-based mentoring that helped a young person feel safe, understood and more hopeful about her future.

This case study shares the journey of a young person supported through TWMAD mentoring. Through trust, consistency and trauma-informed support, she developed confidence, emotional understanding and stronger hope for the future.



BACKGROUND

Referred following severe anxiety, long-term school refusal, low self-esteem and unmet emotional needs. After an emergency move into residential care, she struggled with isolation, distrust of support services and very limited engagement in education.



OUR APPROACH

Mentoring prioritised safety and relationship-building before educational pressure. Community sessions, calm conversations and activities she enjoyed helped reduce anxiety and create a trusted space to talk, reflect and grow.



FOCUS AREAS

- Trust and emotional safety
- Emotional awareness and regulation
- Confidence and identity
- Positive relationships
- Aspirations and future thinking
- Gentle steps towards education



KEY PROGRESS

- Built a strong, trusting relationship with a consistent adult
- Spoke more openly about feelings, past experiences and future hopes
- Improved emotional awareness and coping with support
- Grew in confidence, self-expression and independence
- Engaged consistently in positive community activities
- Began reconnecting with aspirations in performing arts and creativity



WHAT CHANGED?

She became more open, reflective and confident within a trusted relationship. Although school remains a major challenge, mentoring helped her express difficult emotions, strengthen her identity and take early supported steps towards re-engagement.

“Progress began with trust, consistency and someone who listened without judgement.”

POSITIVE OUTCOMES



TRUST

Developed a safe, reliable relationship with a trusted adult.



EMOTIONAL GROWTH

Better able to recognise, express and regulate emotions.



CONFIDENCE

More self-belief, independence and willingness to make choices.



ASPIRATION

Reconnected with interests, ambitions and future possibilities.



HOPEFUL FUTURE

Built stronger foundations for wellbeing and future education engagement.



Strengthened trust in adults



Improved emotional understanding



Increased confidence and self-expression



Positive engagement in community activities



Greater insight into education barriers



More hopeful outlook for the future

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TOGETHER We Make a Difference

IMPACT CASE STUDY

Building Confidence.
Finding Direction.
Creating Change.

This case study shares the journey of a young person who worked with TWMAD through 1:1 mentoring. Through consistent support, real conversations and positive experiences, he has grown in confidence, improved his wellbeing and begun building a future he believes in.



BACKGROUND

Referred for support with low self-esteem, emotional regulation and poor school attendance. He had experienced bereavement, family breakdown and challenging social situations, leaving him feeling isolated and unsure about the future.



OUR APPROACH

Built trust through shared interests such as football, fitness and gaming. Sessions focused on meaningful conversations, setting small goals and encouraging positive choices in everyday life.



FOCUS AREAS

- Emotional awareness & regulation
- Building confidence & self-esteem
- Positive decision-making
- School engagement
- Future aspirations & goal setting
- Healthy routines & wellbeing



KEY PROGRESS

- Opens up more and talks about his feelings
- Better emotional control and response to challenges
- Improved confidence in himself
- Making positive choices and avoiding negative influences
- More engaged in school and willing to learn
- Thinking about his future and setting goals



WHAT'S CHANGED?

He is calmer, more positive and believes in himself more. He speaks openly with trusted adults, attends school more regularly and is excited about what the future holds.

“Mentoring has helped me see that I can make better choices and build the life I want.”

POSITIVE OUTCOMES



EMOTIONAL GROWTH

Better at understanding and managing emotions. Uses healthy strategies when feeling overwhelmed.



STRONGER RELATIONSHIPS

Built positive relationships with mentors, staff and peers he can trust.



ENGAGEMENT

More motivated in school and takes pride in completing work and meeting targets.



CONFIDENCE

Increased self-belief, tries new things and celebrates his achievements.



BRIGHTER FUTURE

Has goals and aspirations for his future and is working towards them.

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TWMAD IMPACT CASE STUDY

Building Trust, Emotional Resilience and a Positive Future

Relationship-based mentoring that helped a young person feel heard, supported and more positive about school and the future.

This case study shares the journey of a young person supported through TWMAD mentoring. Through trust, consistency and strengths-based support, he developed emotional awareness, greater confidence and a more hopeful outlook.

BACKGROUND

Referred at age 15 following childhood trauma, bereavement and family instability. He had experienced the death of his mother, lacked a meaningful relationship with his father and was adjusting to living permanently with grandparents under a Special Guardianship Order. School had seen growing anger, conflict with peers and staff, and withdrawal when challenged.

OUR APPROACH

Mentoring prioritised trust, calm conversation and consistency before focusing on behaviour. Community-based sessions created safe opportunities to talk about school, family, emotions and future goals without judgement or pressure.

FOCUS AREAS

- Emotional wellbeing and grief
- Trusting adult relationships
- Emotional regulation
- Confidence and resilience
- School engagement
- Future aspirations and strengths

KEY PROGRESS

- Built a trusting relationship with a consistent adult
- Spoke more openly about school, home life and emotions
- Showed improved self-reflection and emotional awareness
- Reported positive improvements in mood
- Returned to school calm and settled after sessions
- Identified calmer learning environments that help him succeed
- Reconnected with strengths, humour and ambitions

WHAT CHANGED?

He became more willing to talk, reflect and accept support. Rather than shutting down completely, he began recognising both good and difficult days, communicating more clearly and engaging more positively with school and trusted adults.

"Having someone who listens without judgement has helped me feel calmer, think more clearly and believe more in my future."

POSITIVE OUTCOMES



TRUST
Developed a safe, reliable relationship with a trusted adult.



EMOTIONAL GROWTH
Improved awareness of feelings, triggers and coping strategies.



CONFIDENCE
More able to express thoughts, recognise strengths and believe in himself.



SCHOOL ENGAGEMENT
Began speaking more positively about school and what helps him learn.



HOPEFUL FUTURE
Maintained aspirations, including ambitions in science and a positive future.

THE DIFFERENCE TWMAD MADE



Strengthened emotional wellbeing



Increased openness and communication



Improved reflection before reacting



Better engagement with trusted adults



Greater insight into school triggers



More hopeful outlook for the future

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TOGETHER We Make a Difference

TWMAD IMPACT CASE STUDY

Finding Safety, Trust and Belief

Relationship-based mentoring that helped a young person feel heard, safer and more confident in herself.

"For the first time, she had someone who simply listened."

BACKGROUND

When referred to TWMAD, this young person was living in foster care with her younger sister and carrying the impact of significant childhood trauma, neglect and instability. Although capable in school, she struggled with confidence, found it difficult to trust adults and often kept her emotions hidden. She had been reluctant to engage with support, so the first priority was simply helping her feel safe enough to talk.

FOCUS AREAS

- Emotional wellbeing
- Trusted space to talk
- Confidence and self-esteem
- Healthy relationships and boundaries
- Emotional regulation
- Support-seeking and safety

KEY PROGRESS

- Developed a trusting relationship with a reliable adult
- Spoke more openly about trauma, family and friendships
- Improved emotional regulation and self-reflection
- Learned healthier boundaries in relationships
- Became more confident in seeking help and advice
- Continued engaging positively with education and future opportunities

WHAT CHANGED?

She did not stop facing challenges, but she no longer faced them alone. Through consistent mentoring, she became more open, reflective and self-assured. She now communicates more confidently, manages conflict more thoughtfully and has a stronger belief that her feelings, future and wellbeing matter.



THE DIFFERENCE TWMAD MADE



TRUST
Built a safe, reliable relationship with a trusted adult.



VOICE
Improved ability to express thoughts, worries and emotions.



CONFIDENCE
Greater self-belief, self-awareness and resilience.



SAFER RELATIONSHIPS
Healthier boundaries and more thoughtful responses to conflict.



HOPEFUL FUTURE
Continued engaging with education and looking ahead with more belief.

IMPACT IN SUMMARY

TWMAD helped this young person move from guarded and uncertain to more open, reflective and hopeful. Through patience, consistency and genuine care, mentoring strengthened her resilience, self-belief and confidence to face challenges knowing she does not have to face them alone.

Consistency. Trust. Hope.

Every child is different. Every need matters. Every pathway is possible.

TOGETHER We Make a Difference

TWMAD IMPACT CASE STUDY Providing Stability Through Change

Relationship-based mentoring that helped a young person feel heard, supported and more able to manage major change.

This young person experienced domestic abuse, Children's Services involvement, difficulty engaging in school, and then a major transition into residential care. TWMAD mentoring provided a trusted adult, emotional support, confidence-building and consistency during uncertainty.

BACKGROUND

- Exposure to domestic abuse
- Children's Services involvement
- Poor school engagement
- Transition into residential care following court proceedings
- Need for a trusted adult and emotional support

FOCUS AREAS

- Emotional wellbeing
- Confidence and self-esteem
- Safe space to talk
- Healthy relationships
- Emotional regulation
- Positive activities
- Support through change



KEY PROGRESS

- Built a trusting relationship with a consistent adult
- Spoke more openly about worries, family and school
- Improved emotional regulation and communication
- Became more reflective before making decisions
- Engaged positively in community-based activities
- Grew more confident in seeking support
- Showed resilience through major life changes

WHAT CHANGED?

She did not stop facing challenges, but she became better able to process them.

Through mentoring, she became more open, calmer, more self-aware and more trusting of adults, with a growing belief that positive change is possible.

THE DIFFERENCE TWMAD MADE



IMPACT IN SUMMARY

TWMAD helped this young person move through crisis and uncertainty with greater trust, confidence and emotional stability. Consistency, care and positive relationships gave her a stronger platform for the future.

Consistency. Trust. Hope.
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TOGETHER We Make a Difference

TWMAD IMPACT CASE STUDY Helping a Young Person Rebuild Trust, Confidence and Hope

Relationship-based mentoring that helped a young person feel safer, more positive and more engaged with school and her future.



This case study shares the journey of a young person supported through TWMAD mentoring. Through trust, consistency and positive experiences, she began to open up, celebrate success and rebuild confidence in herself and her future.

BACKGROUND

When referred to TWMAD, this young person was in Year 10 and living in residential care following placement breakdowns and disrupted family relationships. She had experienced childhood trauma, instability and separation from family members. School recognised low self-esteem, friendship difficulties and disrupted engagement, but also saw a caring young person who responded well to praise and needed consistent support.

FOCUS AREAS

- School engagement
- Reducing challenging behaviour
- Confidence and self-esteem
- Positive community experiences
- Trusted adult relationship
- Future aspirations and equine interests



KEY PROGRESS

- Developed a trusting relationship with a reliable adult
- Spoke more openly about school, care experiences and emotions
- Presented as calm, polite and emotionally settled during sessions
- Took pride in achievements and positive behaviour
- Engaged well in community-based activities
- Showed growing confidence and self-belief
- Remained motivated to stay engaged with education

WHAT CHANGED?

She did not stop facing challenges, but she began facing them with more support and more belief in herself.

Through mentoring, she became more open, more settled and more able to recognise her strengths. She increasingly saw that her past does not have to define her future.

THE DIFFERENCE TWMAD MADE



IMPACT IN SUMMARY

TWMAD helped this young person move from uncertainty and low confidence towards greater trust, self-belief and hope. Through patience, consistency and genuine care, mentoring provided the stable relationship she needed to begin rebuilding confidence in school, in herself and in her future.

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TOGETHER We Make a Difference

TWMAD IMPACT CASE STUDY Finding Purpose Through Music

Relationship-based mentoring that helped a young person feel valued, build confidence and find a positive outlet through music.

BACKGROUND

- Locked after young person since 2016.
- Multiple placement moves.
- Periods missing from care.
- Not accessing education at referral.
- Isolated and anxious in large groups.
- Preferred one-to-one interaction; music identified as a key strength.

FOCUS AREAS

- Confidence and self-esteem
- Music as a positive outlet
- Communication and trust
- Emotional wellbeing
- Positive routines and stability
- Decision-making and peer influence
- Independence and future potential

This young person was a 16-year-old looked after young person with a history of instability, placement moves, missing episodes, anxiety, and low engagement in education. Mentoring used his passion for music to build trust, confidence, communication, emotional stability and positive routines.



THE DIFFERENCE TWMAD MADE



IMPACT IN SUMMARY

TWMAD helped this young person move from isolation and uncertainty towards greater confidence, communication and purpose. Through consistency, encouragement and music-led mentoring, he developed trust, emotional stability and belief in a more positive future.

Consistency. Trust. Hope.
Every child is different. Every need matters. Every pathway is possible.

TOGETHER WE MAKE A DIFFERENCE

IMPACT CASE STUDY

Small Steps Today,
Stronger Tomorrow.
Brighter Future.

This case study shares the journey of a young person who worked with TWMAD through 1:1 mentoring. Through patience, consistency and positive experiences, he has grown in confidence, emotional wellbeing and hope.



BACKGROUND

Zach was struggling with severe anxiety and school avoidance. Simple daily routines often escalated into emotional crises, leaving him isolated and unable to leave the house.



OUR APPROACH

We built trust at Zach's pace through shared interests like Fortnite and gradually introduced real-life activities. Each small step was celebrated, helping Zach feel safe, valued and supported every step of the way.



FOCUS AREAS

- Emotional awareness & regulation
- Building confidence & self-esteem
- Positive decision-making
- Leaving the house & trying new things
- Healthy routines & resilience
- Future aspirations



KEY PROGRESS

- More open and confident in sharing his thoughts
- Better able to manage anxiety and disappointment
- Leaving the house and enjoying new experiences
- Positive relationships with mentors and family
- More engaged and motivated about the future
- Excited about new activities and trying new things



WHAT'S CHANGED?

Zach smiles more, talks more and is proud of his progress. He now challenges himself, manages his emotions better and is beginning to believe in a brighter future.

"I used to not want to leave the house, now I look forward to our sessions."

POSITIVE OUTCOMES



EMOTIONAL GROWTH

Better understands and expresses emotions. Uses coping strategies and manages anxiety more effectively.



STRONGER RELATIONSHIPS

Built a trusting relationship with his mentor and improved relationships with family and peers.



ENGAGEMENT

More willing to try new activities and leaves the house with increased confidence.



CONFIDENCE

Improved self-esteem, open to new experiences and excited about future opportunities.



BRIGHTER FUTURE

Setting goals, exploring interests and believing in a positive future for himself.

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to feel valued and to build a better future.
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TWMAD MENTORING CASE STUDY

TOGETHER we Make a Difference

BUILDING CONFIDENCE, RESILIENCE AND EMOTIONAL WELLBEING THROUGH MENTORING

Relationship-based mentoring that helped a young person manage anxiety, build confidence and feel safer, stronger and more able to cope.

1 BACKGROUND

When referred to TWMAD, this young person was struggling with anxiety, emotional regulation and aggressive behaviour at home. Although generally calm in school, adults recognised he was making how he really felt. Bullying, low confidence and feeling unsafe were having a significant impact on his wellbeing, daily routine and ability to speak openly about his worries.



OUR APPROACH

Mentoring used a relationship-based approach built on trust, consistency and shared interests. Sessions combined golf, football conversations, BMX activities and breakfast meet-ups with calm reflection and emotional support. This informal, non-judgemental style helped him open up, recognise his strengths and build healthier coping strategies.

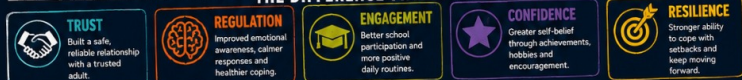


FOCUS AREAS

- Emotional regulation and anxiety
- Confidence and self-esteem
- Coping with bullying
- Positive communication
- School engagement
- Strengths, hobbies and resilience

"Having someone who listened, understood and believed in me helped me feel stronger and more confident."

THE DIFFERENCE TWMAD MADE



IMPACT IN SUMMARY

TWMAD mentoring helped this young person move from anxiety, low confidence and hidden distress towards greater trust, emotional resilience and self-belief. Through consistent support, positive activities and genuine care, he developed stronger coping strategies, improved confidence and a more hopeful outlook for the future.

Consistency. Trust. Hope.
Every child is different. Every need matters. Every pathway is possible.

TWMAD IMPACT CASE STUDY

TOGETHER we Make a Difference

Rebuilding Confidence, Relationships and Engagement Through Mentoring

Relationship-based mentoring that helped a young person rebuild trust, regulate emotions and re-engage with education.

1 BACKGROUND

When referred to TWMAD, this young person was 14 years old and had an EHCP for SEMH needs. He had experienced early neglect before being cared for by his grandmother, who provided stability and clear boundaries. School concerns included lesson avoidance, poor attendance, peer influence, low confidence and unhealthy attitudes towards women and relationships.



OUR APPROACH

Mentoring prioritised trust before intervention. Sessions were built around his interests including gym, boxing, cooking, pool, walking, community activities and practical life skills. These active, informal settings helped conversations develop naturally and created space to discuss school, emotions, relationships and future aspirations.



FOCUS AREAS

- School engagement and attendance
- Emotional regulation
- Healthy relationships and respect
- Confidence and self-esteem
- Peer influence and decision-making
- Reintegration into education

"Having someone consistent who listens, pushes me in the right way and believes in me has made a real difference."

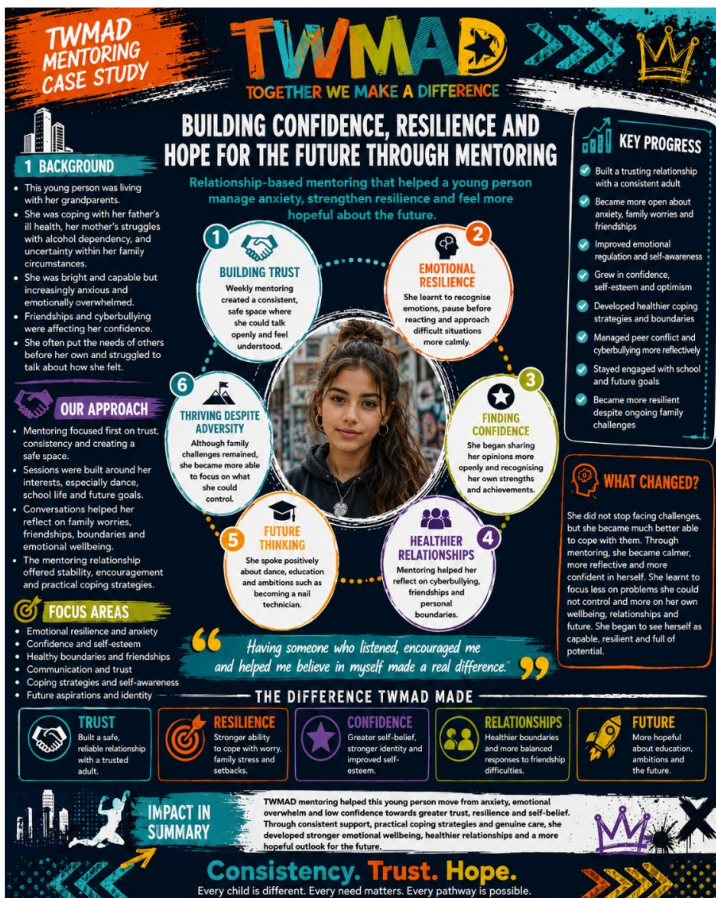
THE DIFFERENCE TWMAD MADE



IMPACT IN SUMMARY

TWMAD mentoring helped this young person move from avoidance, emotional overwhelm and low confidence towards greater trust, resilience and educational engagement. Through consistency, positive role modelling and practical activities, he began rebuilding belief in himself and his future.

Consistency. Trust. Hope.
Every child is different. Every need matters. Every pathway is possible.



TOGETHER WE MAKE A DIFFERENCE

IMPACT CASE STUDY

Small steps today,
stronger future
tomorrow. ♥

This case study shares the journey of a young person who worked with TWMAD through 1:1 mentoring. Through trust, encouragement and positive experiences, he has grown in confidence, emotional awareness and ambition.



Name has been changed to protect confidentiality. The young person in this case study is known as "Charlie".



BACKGROUND

Charlie was referred for support with anxiety, low confidence, school disengagement and difficulty managing emotions. He had experienced family instability, peer challenges and a lack of positive role models. He found it hard to trust adults and often withdrew or reacted impulsively.



OUR APPROACH

We built a strong, trusting relationship through shared interests such as football, gym, gaming, music and cooking. Sessions were strengths-based, non-judgemental and focused on helping Charlie reflect, set goals and make positive choices.



FOCUS AREAS

- Emotional awareness & regulation
- Building confidence & self-esteem
- Healthy relationships
- Positive decision-making
- School engagement
- Aspirations & future planning

“ I used to think no one understood me. Now I know I can talk to someone and things can get better. ”



KEY PROGRESS

- ✓ More open and confident in talking about feelings
- ✓ Better able to manage anxiety, anger and stress
- ✓ Improved relationships with family, staff and peers
- ✓ More engaged in school and completing work
- ✓ Taking responsibility for his choices
- ✓ Excited about future goals and opportunities



WHAT'S CHANGED?

Charlie is calmer, more positive and in control of his reactions. He communicates more effectively, attends school more regularly and is focused on building a better future. He now believes in himself and his potential.

POSITIVE OUTCOMES



EMOTIONAL GROWTH
Better understands and expresses emotions. Uses coping strategies and manages anxiety more effectively.



STRONGER RELATIONSHIPS
Built trust, improved communication and developed healthier relationships with others.



ENGAGEMENT
More motivated in school, completing work and taking part in lessons and activities.



CONFIDENCE
Increased self-esteem, proud of achievements and willing to try new things.



BRIGHTER FUTURE
Clearer goals for the future and belief that he can achieve what he wants.



Every young person deserves the chance to be heard, to feel valued and to build a better future.
Together, we make a difference. ♥



TOGETHER WE MAKE A DIFFERENCE

IMPACT CASE STUDY

Small steps today,
stronger future
tomorrow. ♥



Name has been changed to protect confidentiality. The young person in this case study is known as "Deacon".



BACKGROUND

Deacon was referred for support with low self-esteem, emotional regulation, school disengagement and family challenges. He found it hard to trust adults, struggled to manage anger and anxiety and often reacted impulsively when stressed.



OUR APPROACH

We built a strong, trusting relationship through shared interests such as football, gym, gaming, music and cooking. Sessions were strengths-based, non-judgemental and focused on helping Deacon reflect, set goals and make positive choices.



FOCUS AREAS

- Emotional awareness & regulation
- Building confidence & self-esteem
- Positive decision-making
- School engagement
- Healthy relationships
- Aspirations & future planning

“ I used to shut down and keep everything inside. Now I know I can talk to people actually listen and help me. ”



KEY PROGRESS

- ✓ More open and confident in talking about feelings
- ✓ Better able to manage anger, anxiety and stress
- ✓ Improved relationships with family, staff and peers
- ✓ More engaged in school and completing work
- ✓ Taking responsibility for his choices
- ✓ Excited about future goals and opportunities



WHAT'S CHANGED?

Deacon is calmer, more positive and in control of his reactions. He communicates more effectively, attends school more regularly and is focused on building a better future. He now believes in himself and his potential.

POSITIVE OUTCOMES



EMOTIONAL GROWTH
Better understands and expresses emotions. Uses coping strategies and manages anxiety more effectively.



STRONGER RELATIONSHIPS
Built trust, improved communication and developed healthier relationships with others.



ENGAGEMENT
More motivated in school, completing work and taking part in lessons and activities.



CONFIDENCE
Increased self-esteem, proud of achievements and willing to try new things.



BRIGHTER FUTURE
Clearer goals for the future and belief that he can achieve what he wants.



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Together, we make a difference. ♥



TOGETHER We Make a Difference

IMPACT CASE STUDY

Helping Her See Things Differently

This case study shares the journey of a young person who worked with TWMAD through 1:1 mentoring. Through trust, consistency and meaningful support, she has grown in confidence, emotional awareness and aspiration.



BACKGROUND

Referred for support with social and emotional challenges, difficulties with regulating emotions, and experiences of trauma. School reported suspensions, conflict with peers and low confidence.



OUR APPROACH

Built a trusting relationship through shared interests and activities. Sessions were strengths-based, non-judgemental and focused on creating a safe space to talk, reflect and grow.



FOCUS AREAS

- Emotional regulation
- Understanding perspectives
- Building positive relationships
- Confidence & self-esteem
- Decision-making & choices
- Aspirations & future planning



KEY PROGRESS

- ★ Opens up and leads conversations
- ★ Improved emotional awareness & regulation
- ★ Understands how actions impact others
- ★ Increased confidence in herself
- ★ Strong, positive relationships with trusted adults
- ★ Engaging more in education and future goals



WHAT'S CHANGED?

She now reflects before reacting, communicates more confidently and makes positive choices. She is more confident in herself, more hopeful about the future and continues to grow every day.

“ Having someone who listens and understands makes a big difference. I feel better about myself and believe I can achieve my goals. ”



POSITIVE OUTCOMES



EMOTIONAL GROWTH

Better at managing emotions, coping with change and talking about how she feels.



HEALTHIER RELATIONSHIPS

Improved relationships with peers and adults, more respectful and positive interactions.



ENGAGEMENT

More motivated in school and setting goals for her future education and career.



CONFIDENCE

Stronger self-esteem, more independent and proud of her progress and achievements.



BRIGHTER FUTURE

More hope, more aspiration and a belief that she can create a positive life.

Every young person deserves the chance to be heard,
to feel valued and to build a better future.
Together, we make a difference.



TOGETHER We Make a Difference

IMPACT CASE STUDY

Building Confidence.
Finding Direction.
Creating Change.

This case study shares the journey of a young person who worked with TWMAD through 1:1 mentoring. Through consistent support, real conversations and positive experiences, he has grown in confidence, improved his wellbeing and begun building a future he believes in.

BACKGROUND

Referred for support with low self-esteem, emotional regulation and poor school attendance. He had experienced bereavement, family breakdown and challenging social situations, leaving him feeling isolated and unsure about the future.

OUR APPROACH

Built trust through shared interests such as football, fitness and gaming. Sessions focused on meaningful conversations, setting small goals and encouraging positive choices in everyday life.

FOCUS AREAS

- Emotional awareness & regulation
- Building confidence & self-esteem
- Positive decision-making
- School engagement
- Future aspirations & goal setting
- Healthy routines & wellbeing

KEY PROGRESS

- ★ Opens up more and talks about his feelings
- ★ Better emotional control and response to challenges
- ★ Improved confidence in himself
- ★ Making positive choices and avoiding negative influences
- ★ More engaged in school and willing to learn
- ★ Thinking about his future and setting goals

WHAT'S CHANGED?

He is calmer, more positive and believes in himself more. He speaks openly with trusted adults, attends school more regularly and is excited about what the future holds.

“Mentoring has helped me see that I can make better choices and build the life I want.”

POSITIVE OUTCOMES

EMOTIONAL GROWTH

Better at understanding and managing emotions. Uses healthy strategies when feeling overwhelmed.

STRONGER RELATIONSHIPS

Builds positive relationships with mentors, staff and peers he can trust.

ENGAGEMENT

More motivated in school and takes pride in completing work and meeting targets.

CONFIDENCE

Increased self-belief, tries new things and celebrates his achievements.

BRIGHTER FUTURE

Has goals and aspirations for his future and is working towards them.

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TWMAD IMPACT CASE STUDY

Rebuilding Trust, Confidence and Emotional Resilience

Relationship-based mentoring that helped a young person feel safe, understood and more hopeful about her future.

This case study shares the journey of a young person supported through TWMAD mentoring. Through trust, consistency and trauma-informed support, she developed confidence, emotional understanding and stronger hope for the future.

BACKGROUND

Referred following severe anxiety, long-term school refusal, low self-esteem and unmet emotional needs. After an emergency move into residential care, she struggled with isolation, distrust of support services and very limited engagement in education.

OUR APPROACH

Mentoring prioritised safety and relationship-building before educational pressure. Community sessions, calm conversations and activities she enjoyed helped reduce anxiety and create a trusted space to talk, reflect and grow.

FOCUS AREAS

- Trust and emotional safety
- Emotional awareness and regulation
- Confidence and identity
- Positive relationships
- Aspirations and future thinking
- Gentle steps towards education

KEY PROGRESS

- ★ Built a strong, trusting relationship with a consistent adult
- ★ Spoke more openly about feelings, past experiences and future hopes
- ★ Improved emotional awareness and coping with support
- ★ Grew in confidence, self-expression and independence
- ★ Engaged consistently in positive community activities
- ★ Began reconnecting with aspirations in performing arts and creativity

WHAT CHANGED?

She became more open, reflective and confident within a trusted relationship. Although school remains a major challenge, mentoring helped her express difficult emotions, strengthen her identity and take early supported steps towards re-engagement.

“Progress began with trust, consistency and someone who listened without judgement.”

POSITIVE OUTCOMES



TRUST

Developed a safe, reliable relationship with a trusted adult.



EMOTIONAL GROWTH

Better able to recognise, express and regulate emotions.



CONFIDENCE

More self-belief, independence and willingness to make choices.



ASPIRATION

Reconnected with interests, ambitions and future possibilities.



HOPEFUL FUTURE

Built stronger foundations for wellbeing and future education engagement.

THE DIFFERENCE TWMAD MADE



Strengthened trust in adults



Improved emotional understanding



Increased confidence and self-expression



Positive engagement in community activities



Greater insight into education barriers



More hopeful outlook for the future

Every young person deserves the chance to be heard, to feel valued and to build a better future.

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TOGETHER We Make a Difference

TWMAD IMPACT CASE STUDY

Finding Safety, Trust and Belief

Relationship-based mentoring that helped a young person feel heard, safer and more confident in herself.

“ For the first time, she had someone who simply listened. ”

BACKGROUND

When referred to TWMAD, this young person was living in foster care with her younger sister and carrying the impact of significant childhood trauma, neglect and instability. Although capable in school, she struggled with confidence, found it difficult to trust adults and often kept her emotions hidden. She had been reluctant to engage with support, so the first priority was simply helping her feel safe enough to talk.



FOCUS AREAS

- Emotional wellbeing
- Trusted space to talk
- Confidence and self-esteem
- Healthy relationships and boundaries
- Emotional regulation
- Support-seeking and safety



KEY PROGRESS

- Developed a trusting relationship with a reliable adult
- Spoke more openly about trauma, family and friendships
- Improved emotional regulation and self-reflection
- Learned healthier boundaries in relationships
- Became more confident in seeking help and advice
- Continued engaging positively with education and future opportunities



WHAT CHANGED?

She did not stop facing challenges, but she no longer faced them alone. Through consistent mentoring, she became more open, reflective and self-assured. She now communicates more confidently, manages conflict more thoughtfully and has a stronger belief that her feelings, future and wellbeing matter.



THE DIFFERENCE TWMAD MADE



TRUST

Built a safe, reliable relationship with a trusted adult.



VOICE

Improved ability to express thoughts, worries and emotions.



CONFIDENCE

Greater self-belief, self-awareness and resilience.



SAFER RELATIONSHIPS

Healthier boundaries and more thoughtful responses to conflict.



HOPEFUL FUTURE

Continued engaging with education and looking ahead with more belief.



IMPACT IN SUMMARY

TWMAD helped this young person move from guarded and uncertain to more open, reflective and hopeful. Through patience, consistency and genuine care, mentoring strengthened her resilience, self-belief and confidence to face challenges knowing she does not have to face them alone.



Consistency. Trust. Hope.

Every child is different. Every need matters. Every pathway is possible.



TOGETHER We Make a Difference

TWMAD IMPACT CASE STUDY

Helping a Young Person Rebuild Trust, Confidence and Hope

Relationship-based mentoring that helped a young person feel safer, more positive and more engaged with school and her future.



This case study shares the journey of a young person supported through TWMAD mentoring. Through trust, consistency and positive experiences, she began to open up, celebrate success and rebuild confidence in herself and her future.

BACKGROUND



When referred to TWMAD, this young person was in Year 10 and living in residential care following placement breakdowns and disrupted family relationships. She had experienced childhood trauma, instability and separation from family members. School recognised low self-esteem, friendship difficulties and disrupted engagement, but also saw a caring young person who responded well to praise and needed consistent support.

FOCUS AREAS



- School engagement
- Reducing challenging behaviour
- Confidence and self-esteem
- Positive community experiences
- Trusted adult relationship
- Future aspirations and equine interests

1

BUILDING TRUST

Consistent sessions created a safe, non-judgemental relationship where she could talk openly.

2

FINDING HER VOICE

She became more willing to share her experiences, feelings, school life and hopes for the future.

3

POSITIVE EXPERIENCES

Community activities such as cafés and bowling helped her relax, enjoy success and engage positively.

4

RECOGNISING SUCCESS

She began celebrating achievements, including positive feedback and improved behaviour in school.

5

GROWING CONFIDENCE

She became calmer, more talkative, more engaged and increasingly proud of her progress.

6

LOOKING AHEAD

Mentoring kept her focused on school, future pathways and her interest in horses and an equine course.

KEY PROGRESS



- Developed a trusting relationship with a reliable adult
- Spoke more openly about school, care experiences and emotions
- Presented as calm, polite and emotionally settled during sessions
- Took pride in achievements and positive behaviour
- Engaged well in community-based activities
- Showed growing confidence and self-belief
- Remained motivated to stay engaged with education

WHAT CHANGED?



She did not stop facing challenges, but she began facing them with more support and more belief in herself. Through mentoring, she became more open, more settled and more able to recognise her strengths. She increasingly saw that her past does not have to define her future.

THE DIFFERENCE TWMAD MADE



TRUST

Built a safe, reliable relationship with a trusted adult.



VOICE

Improved ability to express thoughts, worries and emotions.



CONFIDENCE

Greater self-belief, engagement and pride in achievements.



POSITIVE BEHAVIOUR

Better choices, respectful engagement and fewer concerns.



HOPEFUL FUTURE

More motivation for school, future goals and positive pathways.



IMPACT IN SUMMARY

TWMAD helped this young person move from uncertainty and low confidence towards greater trust, self-belief and hope. Through patience, consistency and genuine care, mentoring provided the stable relationship she needed to begin rebuilding confidence in school, in herself and in her future.



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TOGETHER We Make a Difference

TWMAD IMPACT CASE STUDY Providing Stability Through Change

Relationship-based mentoring that helped a young person feel heard, supported and more able to manage major change.

BACKGROUND

-  Exposure to domestic abuse
-  Children's Services involvement
-  Poor school engagement
-  Transition into residential care following court proceedings
-  Need for a trusted adult and emotional support

This young person experienced domestic abuse, Children's Services involvement, difficulty engaging in school, and then a major transition into residential care, TWMAD mentoring provided a trusted adult, emotional support, confidence-building and consistency during uncertainty.

KEY PROGRESS

-  Built a trusting relationship with a consistent adult
-  Spoke more openly about worries, family and school
-  Improved emotional regulation and communication
-  Became more reflective before making decisions
-  Engaged positively in community-based activities
-  Grew more confident in seeking support
-  Showed resilience through major life changes

FOCUS AREAS

-  Emotional wellbeing
-  Confidence and self-esteem
-  Safe space to talk
-  Healthy relationships
-  Emotional regulation
-  Positive activities
-  Support through change



WHAT CHANGED?

She did not stop facing challenges, but she became better able to process them.

Through mentoring, she became more open, calmer, more self-aware and more trusting of adults, with a growing belief that positive change is possible.

THE DIFFERENCE TWMAD MADE



TRUST

Built a safe, reliable relationship with a trusted adult.



VOICE

Improved confidence in expressing thoughts and emotions.



REGULATION

Better able to manage feelings and accept support.



RESILIENCE

Stronger ability to cope with change and setbacks.



HOPEFUL FUTURE

More belief in herself, her relationships and her future.

IMPACT IN SUMMARY



TWMAD helped this young person move through crisis and uncertainty with greater trust, confidence and emotional stability. Consistency, care and positive relationships gave her a stronger platform for the future.



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-  Confidence and self-esteem
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VOICE

Improved confidence in expressing thoughts and emotions.



REGULATION

Better able to manage feelings and accept support.



RESILIENCE

Stronger ability to cope with change and setbacks.



HOPEFUL FUTURE

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TWMAD IMPACT CASE STUDY Finding Purpose Through Music

Relationship-based mentoring that helped a young person feel valued, build confidence and find a positive outlet through music.

BACKGROUND

-  Looked after young person since 2016.
-  Multiple placement moves.
-  Periods missing from care.
-  Not accessing education at referral.
-  Isolated and anxious in large groups.
-  Preferred one-to-one interaction; music identified as a key strength.

FOCUS AREAS

- Confidence and self-esteem
- Music as a positive outlet
- Communication and trust
- Emotional wellbeing
- Positive routines and stability
- Decision-making and peer influence
- Independence and future potential

This young person was a 16-year-old looked after young person with a history of instability, placement moves, missing episodes, anxiety, and low engagement in education. Mentoring used his passion for music to build trust, confidence, communication, emotional stability and positive routines.



KEY PROGRESS

-  Built a trusting relationship with a consistent adult.
-  Opened up more about life, care experiences and the future.
-  Grew in confidence through studio achievements.
-  Used music to express himself positively.
-  Improved communication at his own pace.
-  Reflected more on decisions and peer influence.
-  Engaged well in community and studio sessions.
-  Showed growing independence and self-belief.

WHAT CHANGED?

He did not become a different person overnight, but he became more open, more confident and more willing to engage.

Through consistent mentoring and music-based support, he began to see his talents as strengths, communicate more openly, make safer decisions and believe more in his own future.

THE DIFFERENCE TWMAD MADE



TRUST

Built a safe, reliable relationship with a trusted adult.



CONFIDENCE

Grew in self-belief through music, praise and achievement.



COMMUNICATION

Became more willing to talk openly and reflect on his experiences.



STABILITY

Developed positive routines and emotional steadiness through regular sessions.



FUTURE

Began recognising his strengths, goals and future potential.

IMPACT IN SUMMARY



TWMAD helped this young person move from isolation and uncertainty towards greater confidence, communication and purpose. Through consistency, encouragement and music-led mentoring, he developed trust, emotional stability and belief in a more positive future.



Consistency. Trust. Hope.

Every child is different. Every need matters. Every pathway is possible.