

MORNING WORKSHOP SESSIONS

Helen Allen - Community Catalysts

Unlocking potential through community enterprise

Community Catalysts is a social enterprise and Community Interest Company (CIC) established in 2010, working across the UK in partnership with local councils, health trusts, community groups and Community Rehabilitation Companies. Community Catalysts help local people use their gifts, talents and imagination to set up sustainable community enterprises groups and ventures.

People who are older, have a disability, or have been through the criminal justice system sometimes need support to live their lives. Often the person's needs and the labels attached to them can overshadow their skills, interests and talents and these remain unseen and untapped. Community Catalysts have experience of working with people whose skills and talents have not been recognised and help them to set up their own enterprise/venture or to contribute to their community in some way.

The session will:

- Provide an overview of the work of Community Catalysts and take learning from their approach
- Provide an opportunity for practitioners to meet Rob Eyres who left behind the world of criminality and substance misuse and set up a successful Community Interest Company, Telford after Care Team (TACT)
- Use case studies to encourage practitioners to take a new approach and
 - Unlock the skills and assets of the people that they work with and support them to think in enterprising ways
 - Recognise the assets in communities that could support people to be more enterprising

Key learning points include:

- Practitioners recognise that everyone has hidden talents, passions and aspirations
- Practitioners are able to have different conversations with people that recognise assets rather than just focus on needs
- Practitioners are able to consider how local networks and connections could help people realise their aspirations to develop their own community enterprise or venture

Rachel Goldhill - Senior Lecturer, University of Portsmouth

Advances or retreats? Community provision for women service users in England and Wales.

Rachel is a senior lecturer on the Community Justice Learning programme at the University of Portsmouth, which teaches students who are probation service officers (PSOs) and in the

process of becoming qualified probation officers (POs) in a CRC or the NPS. Prior to this Rachel was a probation officer for 24 years in a variety of roles. This study was prompted by the variable reactions that her students had towards working with women service users (WSUs); the rapid rise in female incarceration; and hearing Jean Corston speak at the launch of her 2007 review on vulnerable women in the CJS.

There have been a number of findings from the study (many of which are supported by other research in this area). Rachel has written a couple of journal articles which could be of interest to delegates who want to explore this area of work further. One concerns the pilot which indicated that although POs are generally good at establishing relationships with WSUs, they may find it difficult to sustain the relationships or prepare individuals when they come to the end of the statutory requirements. More recent analysis has focused on societal and organisational influences and pressures for POs through the discourses used.

The study is mainly about female POs as there were few male POs who were supervising WSUs in the areas where Rachel was working. There are far fewer male POs in the organisations and good practice guidance points to it being usually more beneficial for WSUs to be supervised by a woman (e.g. MoJ (2012) A Distinct Approach: Guidance for working with women offenders). However, a male PO was interviewed as part of the study and other male probation staff have been spoken to informally about their experiences.

The session will include a short talk about Rachel's and others' research and the findings (about 20-25 minutes) to set the scene which will be followed by a discussion. There will be a planned activity to help delegates start thinking about their own practice and to hear whether the findings resonate with practitioners' experiences.

Nigel Hosking - London CRC Ltd

Piloting Service User Focus Groups in the London CRC

The London CRC is part of MTCnovo which was established to provide rehabilitation services across London and Thames Valley, and custodial and accommodation services to the Rainsbrook Secure Training Centre. MTCnovo works in partnership with third sector organisations including:

- RISE
- Band of Brothers
- Novus
- Thames Valley Partnership

The workshop will include:

- Brief history of service user involvement in London Probation/London CRC including previous collaboration with User Voice and the employment of ex-offenders.

- Summary of the current pilot of service user focus groups in north London, Bromley 'model office' and Reading including how the focus groups work, benefits for service users and the organisation, long term vision.
- Progress with pilot including feedback from staff, service users and outcomes. Questions, discussion.

Learning Points for delegates:

- The benefits of involving service users in the improvement of rehabilitation services.
- Lessons learned from the pilot.
- Outcomes from focus groups – examples of suggestions made by service users.
- Long term benefits for service users beyond the focus groups.

Anisha Gadhia - The Parole Board for England and Wales

The interface between the Parole Board and Probation

The Parole Board is an independent body that works with its criminal justice partners to protect the public by risk assessing prisoners to decide whether they can safely be released into the community. Every week, the Parole Board holds on average 250 paper reviews and 150 oral hearings to consider whether to release prisoners who have committed serious offences. These decisions are of life changing importance to the victims of the offences concerned, the prisoners themselves and their respective families. The Parole Board's decisions are therefore rightly subject to intense scrutiny. The importance of these individual decisions is at the heart of the work of the Board.

The Parole Board carries out its responsibilities to assess prisoners for release as part of wider efforts by its criminal justice partners to reduce re-offending. The Parole Board has a key role to play by ensuring resources and capacity are not wasted by keeping individuals in prison because of inefficiencies in the parole system and that the parole system supports rehabilitative processes.

This workshop session will include:

- An opportunity to reflect on your experiences in attending Parole Board oral hearings, in a workshop with members from the Board.
- The session will look at what makes a good report and offer advice and support in preparing and appearing an oral hearing.
- The members will answer honestly and openly any questions asked of them as part of the session.
- Any learning points or benefits that delegates will get from attending.
- Hints and tips on what works in preparing and attending an oral hearing before the Parole Board

AFTERNOON WORKSHOP SESSIONS

Elaine Ellis - Cardiff University, Lindy Madgin-Ellison and Julie Wilkinson – DTV CRC

Experiencing change: action research in Durham Tees Valley CRC

The workshop is based on research with Durham Tees Valley CRC. The aims were:

- To explore the process of change within this unique CRC
- To explore practitioner reactions to changes as the new operating model was rolled out
- To relate reactions to change in this CRC to evidence emerging from other CRCs in order to shed light on likely futures for probation as a profession and as a service.

The research adopted a participatory, mixed methods, case study design. Data was collected between April 2015 and June 2016. This period coincided with the roll-out of the new operating model within the CRC. All practitioners were invited to complete a two-stage panel survey, first in April 2015, then 9 months later, in January 2016, the response rate was just over 50%. A cohort of 17 practitioners were additionally interviewed following each stage of the survey. Towards the end of the research, managers and senior managers from DTVCRC, NPS and NOMs were also interviewed.

At the end of the data collection period, a feedback event was arranged, where around 20 participants in the research along with other stakeholders met to hear emerging findings. The findings were deliberated in two focus groups. The groups fed back on, the extent to which the findings reflected their reality within the CRC and, at the request of senior management, ways the CRC could use the findings going forward.

This workshop, will provide a brief presentation to include:

1. The value of action research during periods of change
2. Outline of the research process
3. Overview of findings

Following the presentation, delegates will have opportunity to discuss findings and pose questions to the presenters based on both findings and the experience of research during a period of change, from the perspective of researcher and participant.

Key learning points from the workshop include:

- Understanding of the value of independent research during the process of change
- Insight into how one CRC embarked on change following 'Transforming Rehabilitation'
- Insight into the impact of both local and wider influences on practitioner experience of change

Trevor Gardner - Dorset, Devon & Cornwall CRC, Part of Working Links*The importance of a Community Hub approach*

Working Links are a leading provider of tailored services to help people maximise their potential. They deliver a range of innovative interventions to help create positive futures for people, their families and their communities – in Britain and beyond. For further information please visit www.workinglinks.co.uk

The workshop will outline the importance of a Community Hub approach within the Working Links Operating Model. CRC Service Users are first and foremost members of their communities and anything Working Links can do to support and integrate them can have a positive effect on desistance and outcomes.

Many of the CRCs service users have complexity in their lives, with many agencies and organisations involved. Community Hubs provide a one-stop-shop approach where a number of agencies and organisations are co-located to reduce a silo and referral approach, that encourages an integrated, whole person approach.

Trevor Gardner is the Community Integration Manager across the three CRC's run by Working Links, in Wales, Bristol, Gloucestershire, Somerset & Wiltshire (BGSW), and Dorset, Devon & Cornwall (DDC). He has many years' experience of working in a community setting and will lead the session with a practitioner that works in a community hub environment.

The session will explain what a community hub is and is not, when and where they can bring benefit, how they work, examples and case studies, as well as a short film to visualise this model.

The workshop will also look at some of the learning ascertained using a Community Hub model, and many of the benefits this can provide. There will also be an opportunity to ask questions, and for the group to share similar good practice within community settings elsewhere.

Helen Schofield – Probation Institute and Paula Harriott, Revolving Doors*Working with Armed Services Veterans under Supervision*

The workshop will be led by Helen Schofield Acting CEO of the Probation Institute and Paula Harriott Head of Involvement at Revolving Doors.

Helen will present findings from the research report 'Provision of Services for Armed Services Veterans under Supervision' (September 2016), funded by the Forces in Mind Trust, commissioned by the Probation Institute and completed Centre for Crime and Justice Studies (CCJS).

The session will focus on overcoming barriers to identification, current numbers and provision, addressing the specific strengths and needs of armed services veterans, and practitioner training. Paula will explore successful approaches to service user engagement for better outcomes with this user group, and the importance of service users in co-development.

Jacob Hill - Offploy

Getting the NPS and CRCs ready for a vacant jobs market

Offploy C.I.C is on a mission to place 250 people with criminal convictions into meaningful, mentored and sustainable employment by July 2019. They recruit staff on behalf of the criminal justice sector (Novus, Milton Keynes College, Peopleplus and The St. Giles Trust) and reinvest 100% of the profits not only towards their social mission but also into organisations with the same calling.

Offploy is proud to provide the first employability course focussed on those with criminal convictions from the perspective of the recruitment market, and in April 2017, won its first six-month contract to support over 200 service users in CV writing, interview skills and job searching from Durham and Tees Valley CRC.

The workshop will focus on how the NPS and CRCs can not only prepare their service users, which will now be referred to as candidates, but also ready themselves with regards to attracting, responding to and a partnering with local and national employers. This interactive workshop will focus on reducing reoffending through employment.