

# Intouch

The Kent, Surrey and Sussex CRC partner newsletter

Kent  
Surrey  
& Sussex  
Community Rehabilitation Company



September 2016

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## KSS CRC welcomes new Operations Director



Kent, Surrey and Sussex Community Rehabilitation Company (KSS CRC) is delighted to welcome Caroline Sharp as its new Operations Director.

Caroline joined KSS CRC at the end of August following a 13 year career in London Probation, and more recently London Community Rehabilitation Company.

Her experience includes both working directly with service users to reduce reoffending and managing various teams to achieve successful quality, performance

and engagement outcomes.

Caroline first joined London Probation as a Probation Officer and has worked as an Operational Manager and an Assistant Chief Officer.

Most recently, Caroline has been one of the architects of an innovative approach to working with the 26-49 male cohort in London CRC. This role involved launching the new cohort's vision and strategy, as well as the placement of 200 staff across London in order to manage 15,000 orders and licences.

Caroline strongly believes in the benefits of partnership work and has previously worked with key stakeholders and partners across three London Boroughs to build and develop Integrated Offender Management schemes that have achieved high reductions in prolific offending. She is also passionate about linking service users with their communities in order to change lives.

As the new Director of Operations, Caroline is responsible for delivering services that reduce reoffending across three KSS CRC team functions: Resettlement, Rehabilitation and Assessment.

She says: 'I am thrilled to be working with such an incredible organisation, one with a unique model that engages both staff and service users in reducing reoffending. My primary goal right now is to listen and learn from our own staff as well as our many partners. I very much look forward to getting to know you all and working together to ensure the continued growth and success of KSS CRC.'

Suki Binning, KSS CRC's Chief Executive, says: 'Caroline brings to the role a wealth of criminal justice experience, having held various senior roles in probation. She will be a real asset to KSS CRC and local partnerships.'

## Housing services to meet a high CRC need

KSS CRC is commissioning new providers of housing brokerage services, who will start working with us from the beginning of next month.

NACRO, St Giles Trust and Southdown Housing Association have been identified as preferred bidders for the three year contracts. They will work with approximately 2,000 of our service users with a complex housing need each year to help them find suitable, sustainable accommodation.

The providers will help service users to liaise with private landlords, local authorities, and other housing service providers to achieve the best outcome

for them. They will also work with local partners to avoid duplication and to make sure that service users understand their realistic options.

Support will be provided to service users prior to release from prison and also to those who we see on community orders.

Kamini Sanghani, Director of Partnerships, says: 'By commissioning these services, the CRC aims to keep communities safe by addressing a high risk factor for reoffending among our service users. We know that it is very difficult to find affordable accommodation in Kent, Surrey and

Sussex, and our service users face particular disadvantage. By helping them to get suitable accommodation, we can then support and challenge them to make other positive changes such as gaining employment and abstaining from substance misuse. We are delighted to have three partners on board who bring such valuable, local expertise to the CRC's delivery.'

We will announce the contract awards on our website in October.

**Seetec**  
JUSTICE

# KSS CRC commissioned to tackle Surrey perpetrators of domestic abuse

Perpetrators of domestic abuse will be supported to facilitate change at the earliest opportunity on a brand new programme starting next month—the first of its kind for Surrey.

The Surrey Against Domestic Abuse Partnership has commissioned Kent, Surrey and Sussex Community Rehabilitation Company (KSS CRC) to deliver the service which aims to reduce domestic abuse and help make victims and their children feel safer.

Men and women who perpetrate domestic abuse and recognise they have a problem will be able to refer themselves on to the programme in order to receive a tailored package of support, to help address some of

the underlying causes of their abuse. At the same time, the perpetrator's current or ex-partner will be offered help from a Partner Link Worker. They will work alongside other outreach services to help them make safer choices.

Carl Hall, KSS CRC's Head of Service for Interventions, said: 'There are perpetrators who do acknowledge their abusive behaviour and want to do something about it. Through early intervention, we can work with them to facilitate change and prevent the escalation of abusive behaviour while supporting their partners and children. By taking this approach, our programme will help victims today and hopefully reduce the number of victims tomorrow.'

David Munro, Police and Crime Commissioner for Surrey, said: 'I am delighted to be part of this project which I hope will encourage perpetrators of domestic abuse to recognise the impact they have and take responsibility for their actions.'

'We want to get the message across to abusers that it is never too late to change and the support is now there to help you break this cycle of behaviour.'

'This scheme is designed to tackle the very roots of this crime and will hopefully make a real difference in creating a safer future for those who suffer domestic abuse and their families.'

## KSS CRC retains ISO certification

Kent, Surrey and Sussex Community Rehabilitation Company has achieved ISO 27001 re-certification, highlighting its ability to comply with the most stringent security standards and ensure the safe management of its service users' data.

ISO is the most widely accepted security standard in the world for information security management.

The British Standards Institute (BSI) conducted a thorough four day audit of various processes at KSS CRC corporate centres before re-certifying the organisation for a further three years.

Suki Binning, Chief Executive at KSS CRC, said: 'ISO 27001 certification demonstrates our ongoing commitment to ensuring we have the the highest standards in place to prevent information security risks across all aspects of the business.'

## Partnership Exec to focus on health



Bernie Mayall has started working with KSS CRC's Partnership team this month to help drive forward the development of offender health and social care services.

As Commissioning and Partnership Executive for Seetec, Bernie will be working with the CRC, one of the company's business arms, for the next six months.

Bernie has her own consultancy company and has used her nursing and social services experiences to support business and governance development across the sectors including acting as Health Lead in prisons and Deputy Director of Offender Health with a Social Enterprise.

Bernie says: 'I am delighted to work with KSS CRC and support some exciting health initiatives.'

## Tender update: Spot Purchase

In October, we will reopen applications for organisations that wish to deliver services on a spot purchase basis.

We will post details of open tenders on our website, or you can [click here](#) to join our mailing list.

## CRC Stakeholder Survey to open

We will be sending out the CRC Stakeholder Survey in October as part of our contractual obligations to NOMS. We would be grateful if partners can complete the survey to give us valuable feedback. Please look out for the link. The closing date is **4 November**.

# Programme helps Children's Service with safeguarding

A local children's service says KSS CRC's programme is helping them to keep women and children safe by addressing the behaviour of perpetrators of domestic abuse.

East Sussex Children's Services has, for the past two years, commissioned spaces on Building Better Relationships Programme for non-convicted abusers.

Building Better Relationships is a 30 session programme which re-educates perpetrators of domestic abuse, helping them to understand why they have used abusive behaviour, how they can change this, and how they can work towards respectful and healthy relationships. The programme is accredited by the National Offender Management Service and takes approximately a year for each participant to complete.

Since commissioning places with KSS CRC, seven men have completed the programme and of these, five have no further reports of violence and aggression by the police.

When men start the group, the previous or current wife, or partner are also contacted to tell them about their participation on the group. They are offered help by a Partner Link Worker who will signpost the women to relevant victim services and draw up a safety plan with the women to help keep them safe.

Karen Leie, Practice Manager from East Sussex Children's Services, says: 'It's extremely important that victims are given the help and support they need. However, at the same time we also recognise that perpetrators need support so that

they can address and change their behaviour.'

'By teaching perpetrators new skills and giving them the opportunity to talk in a group of similar peers about the devastating impact their behaviour can have, has been proven to help them change and reduce the likelihood of any repeat or future incidents of abuse. This ultimately helps us to ensure women and children we work with are safer.'

The programme also has additional benefits for families because of the skills developed by the group facilitators, two of which the Children's Service funds.

Karen Leie says: 'East Sussex Children's Services employees help to facilitate some groups, alongside KSS CRC staff and as a result, they have developed useful skills that help them in their work with other families who are experiencing domestic abuse too.'

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## Positive recognition of Through the Gate work

The Chief Executive of NOMS has praised KSS CRC for notable practice at HMP Lewes.

Michael Spurr said the prison was a good example of where Through the Gate services are working well, during his oral evidence to the Public Account's Committee inquiry into Transforming Rehabilitation in July.

The inquiry was held following a National Audit Office report about the Ministry of Justice reforms which criticised some CRC's operational practice, such as resettlement services.

Senior Probation Officer for HMP Lewes, Siamack Danesteh-Pour, explains how KSS CRC has made a positive mark with its resettlement service at HMP Lewes.

'The resettlement service we provide goes beyond completing a resettlement plan and signposting a service user to other services.

'We have adopted a whole prison approach to rehabilitation and resettlement, working collaboratively with a range of agencies such as National Careers, Jobcentre Plus, Chaplaincy, industries and learning, and skills providers – who are all vital to support our coordination and delivery of prisoner resettlement.

'The type of support we provide to service users includes help completing an application for housing or a bank account, applying for personal I.D. such as a Citizen's Card or a birth certificate, or to register with their local G.P. on release. We also have a partnership with SSFA, the Armed Forces charity, to help

any of our service users who are ex-veterans.'

HMP Lewes' Head of Reducing Reoffending Joanna Lupton adds: 'We are delighted with the work of KSS CRC at HMP Lewes. Michael Spurr's acknowledgement and the feedback from the HMIP inspection truly reflects the excellent work KSS CRC is delivering at our establishment.'

### Crawley office opens

KSS CRC's Crawley Probation Office moved earlier this month from Goff's Park to Midtown House, located near to the main High Street.

[Click here](#) for the office's full contact details and a map.

To partner with us, contact

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