

Partners offer advice and support at “One stop shop”

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Surrey Community Payback project wins national award

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Initiative gives women a working chance

A new initiative which will help women who have convictions to find rewarding, quality jobs to reduce their likelihood of reconviction has launched in Guildford.

Employment is vital to reducing the risk of reoffending, but women service users often face additional barriers to gaining work, including a lack of childcare support, lack of qualifications, low pay and the stigma of having a criminal record.

Kent, Surrey and Sussex Community Rehabilitation Company (KSS CRC) is working with Ixion Holdings and Women in Prison to offer the CF03 Social Inclusion Programme which can help women find employment on their release from prison or during their community sentences.

The initiative, co-financed by the

European Social Fund (ESF), involves a dedicated Education, Training and Employment Case Worker from Women in Prison forging closer links with local employers in the area and providing practical training and support to women to help them overcome their individual barriers to gaining employment.

Kate Paradine, Women in Prison's Chief Executive, said: “Gaining employment is key to reducing the likelihood of reoffending and as well as an income, a good job can also help build confidence and self-esteem. The women we support have so much to offer an employer, their life experiences often mean they are extremely determined, resilient and motivated. We see every day the ways women turn their lives around - and those of their families. But finding work

is not easy and there is still a huge misplaced stigma attached to having been in prison. We are delighted to be able to offer holistic support to women in Guildford to help them find the right job and training for them.”

Deborah Franks, KSS CRC's Employment and Skills Deputy Manager, said: “We are delighted to be working in partnership with Ixion Holdings and Women in Prison to offer a specialised and vital service to female service users in Guildford. Offering one-to-one motivational support, advice and practical help to address personal barriers to the world of work and learning will vastly improve employability options for women in the area.”

The project in Guildford will run until 2020.

New case management system to ‘go live’ this year

A new end-to-end case management system will be introduced later in the year to help KSS CRC achieve the best possible results with individuals and in so doing reduce reoffending.

My Solution Information System (MySIS) will be used to record and schedule all contact with service users, replacing national probation systems such as nDelius.

It will be more efficient and simpler for staff to use – meaning they can spend more time rehabilitating service users and less time on record keeping.

MySIS will also house KSS CRC's

assessment tool (M-SAT), engagement plan (M-SEP) and a practitioner toolkit to enable Responsible Officers to deliver the right intervention at the right time to change and develop the skills individuals need to become crime-free.

The introduction of MySIS is the last milestone to fully integrate KSS CRC's unique operational model – My Solution Rehabilitation Programme – which puts service users at the heart of their rehabilitation journey.

Paul Jones, KSS CRC's Head of Business Transformation, says: “The new system will provide us with a

much better understanding of the data, which we can use to improve our business results, as well as results for our service users.”

“MySIS also means staff time is spent where it matters most, with service users, rather than in front of the computer.”

We plan to roll out the system to all offices during the latter part of 2017.

Any partners who are currently using the case management system, nDelius, and will need to use MySIS, will be contacted directly to invite them to a training event.

One-stop shop offers rehab support



A “one-stop shop” was held in Maidstone this month to give individuals on probation access to a range of rehabilitative support.

The day offered those serving community sentences or licences access to employment, accommodation, health and substance misuse help.

Partner agencies involved in the event included Ixion Holdings, NACRO, MADM, Maidstone Day Centre, Shepway Chariots, CGL, User Voice, NHS Health Trainers and the Learning Centre.

Donna Ince, KSS CRC's Probation Officer, who set up the day, said: “Having the new reporting facility for service users which offers access to a wide range of services means that the office is able to serve as something of a one-stop shop for those on probation to help them address the root causes of their offending.”

“We find this approach extremely helpful as service users are more likely to engage with all the relevant agencies they need to because they do not have the barrier of trying to find out their details and having to go to lots of different appointments. By bringing agencies together, our service users can get the rehabilitative support they need all in one place.”

“We are really pleased so many agencies attended this first event and look forward to setting up others in the future.”

Service users spoke positively about their experience of the day.

Harry, who had just been released from prison the day before, said: “I have spoken to several of the agencies. My goal is to get a place at college and this has helped me to build the initial contacts with relevant agencies I need.”

Zac, who is currently on a community order, commented: “Today's been really helpful. I have managed to talk to the Health Trainer about CBT training and I've also been given information about courses which I



can access. It's a positive step and is helping me get back on the road to recovery.”

Agencies also felt the day had wide-ranging benefits for all those involved.

Charlotte Smyth a Health Trainer for West Kent, said: “It's brought everyone together and made it a lot simpler for the service user to get the help they need. I've managed to engage with lots of service users today and made them aware of the services and support we offer.”

Emily Hunt, NACRO's Planning and Re-enablement Coordinator, commented: “I am fairly new in my role so as well as offering advice to lots of service users, I've also been able to see what other agencies do and to build a good network of contacts.”

Following the success at Maidstone, KSS CRC is looking to set up more “one-stop shops” across our offices in Kent, Surrey and Sussex. If your organisation would like to register their interest to get involved, please email: contact@ksscrc.scc.gsi.gov.uk.

Surrey Payback project wins national award

KSS CRC's Community Payback team has won a prestigious national award after successfully turning the grounds of the Colman Redland Centre into a wildlife haven.

Individuals on the scheme have built bird boxes and bug houses, thinned the tree canopy and opened up the wooded area to encourage plants, birds and other species to thrive or return to the area.

Teams have also made the area safer and more welcoming for the

Brownie groups by erecting new fencing and creating seating areas from fallen trees.

The work won the National Offender Management Service Wildlife Award in the Community and Outreach category. The project was also judged as joint “Overall National Highly Commended.”

Tracey James, Secretary of the Colman Institute, said: “The Trustees are extremely appreciative of all the general maintenance jobs the

teams have completed at the centre. Mowing the grass and mulching the cuttings, clearing gutters, painting the gate, cutting the hedges, creating new ‘natural’ hedges and building fences are jobs that are necessary but costly maintenance for a charity.”

“The work individuals on Community Payback have carried out is incredibly invaluable to the Centre, our visitors, and the community. Thanks to their efforts we are seeing lots of new wildlife in the grounds.”

ESTATES

New Ashford office opened

Our new office in Ashford opened for business last month, bringing together the Folkestone and Canterbury teams.

The move to a new office is part of our Estates Strategy plan to offer a more welcoming, open-plan environment to support our rehabilitation work.

The new office location was chosen on the basis of business intelligence.

The Ashford office address and telephone number are:

Address: KSS CRC, Templar House, Tannery Lane, Ashford, Kent, TN23 1PL

Telephone: 01233 226460

The National Probation Service continues to operate from both the Canterbury and Folkestone offices.

New Guildford office opening

KSS CRC's new Guildford Office will open on Tuesday 2nd May.

The new address and telephone number will be:

Guildford Probation Office
First House, Park Street
Guildford, Surrey, GU1 4XB

Telephone: 01483 670172.

PCC advocates rehab

The Police and Crime Commissioner (PCC) for Surrey, David Munro, says he was impressed by the skills and service provided by individuals on Community Payback during a recent visit to KSS CRC.

The PCC took the opportunity to meet some of the service users completing their Unpaid Work hours at a local cemetery in Farnham.

David Munro, said: "This type of work can go a huge way towards bettering those who have been in trouble with the law by offering them with an alternative to prison time and improving their integration back into the community. This, in turn, allows them to pay their debt to society whilst expanding their potential to seek full-time employment following the completion of projects they have been working on."

"Community Payback also goes a long way in benefitting the wider Surrey public as service users often take part in conservation work, retail work, painting and decorating and litter picking amongst other things."

"I was really impressed to see what the individuals taking part in the project were capable of and the professionalism and willingness they showed in completing the work they'd been set. This invaluable service offers a means to inspire, educate and integrate those who could otherwise become stuck in a cycle of offending."

The PCC also visited KSS CRC's Guildford office earlier in the day to find out more about the underlying causes of offending and the range of support KSS CRC offers to break the cycle of offending.

Resettlement work praised

KSS CRC's resettlement work has been commended in an inspection report of HMP East Sutton Park.

The report found that resettlement staff saw women in good time before their release and that they were offered programmes to support effective resettlement

and healthy relationships.

In their survey, 64% of women felt a member of staff had prepared them for their release – the highest rate of any comparable women's establishment HMIP has inspected.

[Click here](#) to download the report.

Share your insights with us

We would really like to hear your insights to help us evolve our channels and methods of communication at KSS CRC, so we've created a short survey for you to complete.

To access the survey [click here](#).

All responses are anonymous.

Your participation is very important and greatly appreciated!

Please complete the survey by **27th April 2017**.