

**Offender Focus
Event
16 October 2018**



Direction
for Bedfordshire

Hello everyone,

It was fantastic to be working with so many partners all working together to ensure an enhanced service for offenders and a focus on preventing more victims of crime.

The work that the OPCC presented to you as a start of our consultation on Direction was very much us beginning a conversation about how we build and test a service together.

The thoughts and ideas around Direction as a concept and a one stop hub were incredibly impressive and we thank you for these inputs which we are now working through.



Thank you to everyone who took the time to attend the event and we look forward to working with you all as we take this forward.

Kind regards,

Clare Kelly

Chief Executive for the Police and Crime Commissioner for Bedfordshire



Offender Focus Event Feedback

Workshops Feedback

What are your views on Direction for Bedfordshire – the Offenders hub that you have heard discussed this afternoon?



Identify positive attributes

The feedback all recognised that an Offender Hub/Direction would be valuable in creating a single point of access for many services and agencies. The requirements for ensuring that Direction would be successful were as follows:

There needs to be a pan Bedfordshire approach to ensure that the end users have consistent access. Direction would need a charter to ensure that all providers and services agree to sharing information and providing consistent and updates information. The charter would give clear expectation of services and the level of service that can be provided including the time parameters.

Direction should be for all professionals to access referral forms etc. MAGPAN and MARAC referrals. This should make referral easier to access and process. This would require managing and all service providers to provide clear and timely updates. It will be important to understand the demographic of users to ensure that the right services are being provided and that they can meet the demand. Direction will need to be integrated with MoJ and IAG.

The access needs to be available through various means:

- On-line
- Face to face
- Telephone (Free phone number)
- Live chat
- Use a café style approach more user friendly



The hub and website need to be designed with users' needs in mind:

- Easy access using colour coding etc.
- Free phone number for access
- Voice activated with immediate answers- what if audio page
- Language used
- Providing App for mobile use
- Colour coding pages

- Links to all service providers for direct access
- Accessible 24 hours a day
- No requirement to sign up in order to use the site however providing a sign in for those wishing to have a log of their progress
- Provide users with recommendations of services that they may not know they require.
- Allow users to see a real time progress of referrals and services
- Outreach services

The promotion and marketing of Direction is essential. It will require all services on board to promote this and ensure that all users are directed towards using it.

- Resettlement events to promote this type of information
- Needs for everyone to have a joined up message
- Job Centre Plus use it as an icon so people can actually use it directly
- Providing a tool kit for friend, family and users
- Offender specific websites i.e. Prosper 4 and inside out venture
- 131 solutions some prisons use the training they could support the service
- Leaflet to promote at the probation centres, so not all users will have access to use the internet

The funding of the hub is key and there will need to be a future plan in order to provide confidence for service providers and users to sign up to Direction. Develop 'on the out' funding mechanism.



Moving forward it would be useful to have sub groups that can look into specific areas of Direction and ensure that with their skills and expertise no duplication is happening and it is cohesive. The overall main benefit for users will be not having to repeat their stories and having a one stop shop.

Identifying barriers and possible solutions

Keeping information up to date is really difficult

Demand might outstrip the level of services that can be provided (need to explore this)

Language – how it is written must be accessible for all groups and disabilities

Pan Bedfordshire with 3 LA

Referral form should be online directly

Link to agencies to prevent a barrier

Need to stop referrals when full

Marketing of website needs thought

Overlap between victim and Offender and which hub they go to

Pan commissioning funding model and who is monitoring the use of providers and the quality of the service users are receiving



Fair transparent process

Governing body to check this is working and funding is fair.

Offenders that cannot be allowed back into Bedfordshire so how could this website help those people and accessing it if they are miles away

Need a national campaign for all those coming back into Bedfordshire

Hub should deal with the referral and then they can be shared after

Setting information sharing agreements

Consent from users at the early stage

Where is the most accessible location?

Some agencies have statutory duties so this would need to be looked at to ensure these are upheld.

No flash – technology

Security – data on users unless it is an opt in

Learning styles

Keep it simple and current

Jody Williams 01234 373198 jody-sue.williams@hmpps.gsi.gov.uk

Offenders may not recognise the support they require i.e. emotional support - the worker may identify it.

Personalised approached where they have a log in and courses and service identified for them

Services offer support but are not recognised i.e. from small diverse groups and how are they identified (Signpost now have the smaller organisations requesting to be on the website but there will have to be due diligence) - asking the big funders who they commission

Luton have a voluntary services directory that can be shared

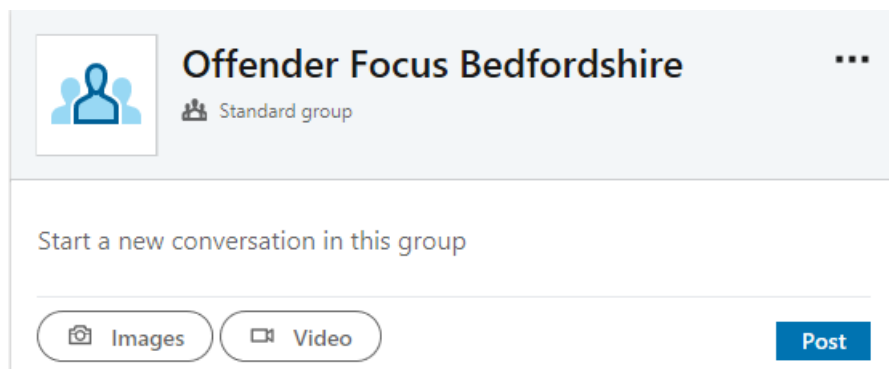
Not all users have internet access so ensure other portals

If centre is affiliated to police it could be very off putting for users

Hub moves around to enable users and staffing can be shared and more accessible.

**If you have any additional feedback, which might not have been captured or mentioned at the time, please email us to let us know your views to
PCC@bedfordshire.pnn.police.uk**

Offender Focus Network



Joining instructions –

Sign up or log in at www.linkedin.com

Search for the group - Offender Focus Bedfordshire

The group is for professionals working in the area of offender management and crime in Bedfordshire.

During the Offender Focus event, many attendees requested contact details of fellow attendees to allow for better joint working and networking. Unfortunately, due to GDPR we are not able to send a list of those who attended out to everyone. We are also conscious that we are missing many organisations and professionals working in this field in Bedfordshire, so thought an online network might be best to allow people to join and hopefully it will help us to set up the new service, Direction.

Please join our group and use it as a base to network, invite contacts, and share ideas. Any questions or problems, please email Grace.foster-wakeling@bedfordshire.pnn.police.uk.

Offender Focus event on social media

Bedfordshire PCC @BedsPCC · Oct 16
HMP Bedford's Governor, Helen Clayton-Hoar, explains their current programme for helping offenders set off in the right direction as they resettle into the wider community. #Direction #OffenderFocus



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Bedfordshire PCC @BedsPCC · Oct 16
The PCC welcomes partners to our Offender Focus Event to encourage and improve joint working to reduce reoffending in #Bedfordshire



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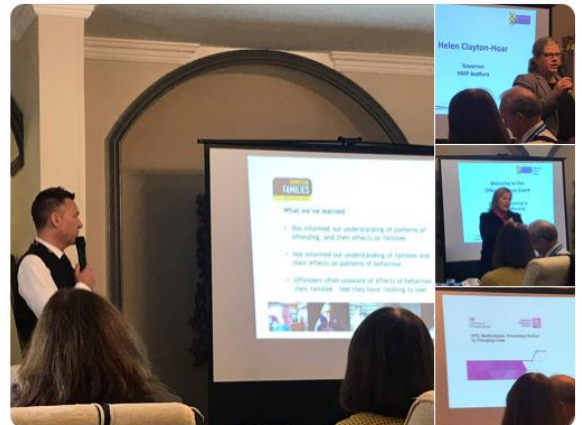
Bedfordshire PCC @BedsPCC · Oct 16
"It's estimated that approximately 200,000 children have family members in prison." - Mark Proctor @ormistonfamily #hiddensentence



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You Retweeted

MarySeacole @MarySeacoleHA · Oct 16
Offenders focus event - BedsPCC - Partnership working is the only way forward #housing #bedfordshire #community #Luton @trevorholden @bedscohesion @BedsPCC @walk_to_freedom @Developebp @ormistonfamily



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