



Office of the
**Police & Crime
Commissioner**
West Yorkshire



**Voluntary
Action Leeds**
Enable · Support · Voice

Report of the PCC's Third Sector Conference

Tuesday 3 February 2015

Bradford City Hall

**VAL and West Yorks Police and Crime Commissioner
shortlisted for an award for innovation at**

**Compact
Awards 2014**

Aim

The aim of the event was to bring together a wide range of people from the third sector – defined as voluntary, community, faith and social enterprise – to hear a key note speech from the West Yorkshire Police and Crime Commissioner, (PCC), Mark Burns-Williamson OBE; to receive a report back about the work of the Third Sector Advisory Group; to discuss a range of issues arising from the work; and to focus in on engaging with service users and other communities whose voices are seldom heard in the criminal justice system. Over 70 people attended from across West Yorkshire.

Speakers

Cllr Imran Hussain opened the event by welcoming everybody to Bradford City Hall. Imran is the Deputy Leader of Bradford District Council and also the Chair of the Community Safety Partnership (CSP) for the district. He spoke about the vital role the sector played, not only in reducing crime, but across a whole range of issues that were so important for the quality of life. The CSP in Bradford recognises the need to engage fully with the sector if it is to achieve its priorities.

Yasmin Khan introduced the report of the PCC's Third Sector Advisory Group. Yasmin is the Director of Staying Put, a local domestic violence/abuse charity that helps up to 1200 women and children every year across the Bradford District. She has been a member of the Advisory Group since its inception in 2013. She explained the background to its establishment, its membership, remit, and priorities. Yasmin talked about the work in which she and Emma Walsh were directly involved as the members of the Safer Communities Fund Board, assessing applications and suggesting changes in the process. To date over £700,000 has been allocated to over 130 groups throughout West Yorkshire. Yasmin outlined the role of the Third Sector Adviser, a post which the PCC has funded to support the Advisory Group. It is currently filled by a secondment from Voluntary Action Leeds.

Mark Burns-Williamson OBE outlined his vision of the role of the third sector in crime reduction. When he stood for election for the post of Police and Crime Commissioner in 2012 he made a commitment to recognise the important role the sector played. He had delivered that in a number of ways, by giving the sector a place on the Partnership Executive Group, setting up the Advisory Group; signing up to the Compact, and appointing a third sector adviser as part of his team of staff. During his term of office he has visited a large number of third sector organisations throughout the county, and a number here in Bradford. More importantly, he had put the principles of the Compact into practice in the way he went about commissioning services and giving grants. He has ensured that robust equality impact assessments are carried out, which opened up opportunities for practitioners and service users to have real influence. And especially with smaller organisations in mind, he had created the Safer Communities Fund which Yasmin had already mentioned. He thanked Yasmin for her work as a member of the Board – she had been a true example of constructive criticism.

Mark talked about some frustrations and things that had not progressed as quickly as he would have wished. He felt there was a continuing challenge to improve services for victims and survivors of sexual violence. Some progress has been made, and further improvements especially for self-referrals are in the pipeline, but it wasn't as quick as he would have liked. He also expressed concern about the uncertainty faced by Victim Support, which he hoped could be resolved soon in discussion with South Yorks and

Humberside. However alongside the frustrations there was clear evidence of the benefits of collaboration – the Help for Victims website was a great example.

In conclusion, Mark expressed his heartfelt thanks to all the organisations who had worked together to enable the sector to play a key strategic role in crime reduction in recent years. He said that the encouraging trends in reducing crime would not have happened without the efforts of many partners, including the third sector. Today was about celebrating everything the sector did day in day out to make communities in West Yorks be safer and feel safer.

Anna Shepherd, Andy Sykes, Pauline King and Chelsea Jones outlined the work of the Young Lives Bradford Consortium, funded by the PCC's Victim's Services Preparatory Grant.

There were three strands to its work

- with targeted young people who were most at risk, using a young person led approach
- tackling child to parent domestic violence which was an identified need in Bradford
- supporting a number of micro projects

Andy outlined the work of one of the micro projects called "e:merge" which used restorative justice approaches. Pauline and Chelsea spoke about their experiences as young people on the programme, how it had helped them get a better understanding of the impact of crime on communities, and also increased their confidence, self-worth and sense of personal responsibility.

Roundtable discussions

Participants had the chance to take part in roundtable discussions. This is a summary of the main points made.

Help for Victims Website

Diane Pae (Victim Support)

It was generally thought that the new Help for Victims website (<https://www.helpforvictims.co.uk/home.mth>) was very informative and useful tool for victims. It would be useful if it carried prominently a definition of crime, this would be helpful for example to victims of domestic abuse. It needed to be publicised more, for example on billboards, buses, doctor's surgeries, in libraries. It also need to be complemented by other ways of engaging such as online chat rooms, and more use of social media. There was a need to think about victims who did not access the internet, such as support and social groups. One stop shops where victims can go for information and support would also help address this problem. The group discussed how to address the needs of disabled victims, including where they experience hate crime. More engagement with groups supporting disabled people was needed, and video interviewing should be an option to prevent the trauma of going to court.

Purple Futures Consortium

Lee Whitehead (3SC)

Lee Whitehead and Emma Tomlinson ran a popular workshop at the conference. They explained the Purple Futures Partnership and gave attendees the opportunity to ask questions regarding existing contracts some of them had with the Community Rehabilitation Company. Lee explained the supply chain process and future potential opportunities. Discussion took place regarding what reduces re-offending. Attendees explained that their services do much of this work already. Lee invited further contact and discussions. His

e-mail address is lee.whitehead@3sc.org. The information he provided at the event is attached as an appendix.

Child Sexual Exploitation

Aletheia Gentle (SARSVL) and Yasmin Khan (Staying Put)

The group discussed current developments and challenges in respect of CSE, noting especially the role that Rape Crisis Centres in West Yorkshire are playing. Their clients often disclose that they have been victims of CSE but have never reported it. It was felt that funded CSE services were not covering the diversity of West Yorkshire, following recent high profile concerns e.g. Rotherham there was a tendency to be a focus on situations where the victims were white and the perpetrators BME. Other groups for example BME victims were being missed. There was also a lack of specific work with boys. It was noted there were 40 male victims of Savile. There was a clear need for greater investment in early intervention, working through schools. The PCC's investment of over £450k in a West Yorks wide programme was a real opportunity to engage seldom heard communities and an opportunity to develop services alongside CSE survivors. The third sector had an important contribution to make to the success of the programme.

Support for Ex-Offenders

James Allen, Foundation

The group discussed the current difficult context. Accommodation is becoming harder and harder for ex-offenders to access. The changes in the welfare system have involved an increasing use of sanctions which creates additional pressures and problems. Some offenders were very reluctant to present as homeless – they would rather sleep on a bench. A wider range of provision was needed to meet different needs, with easier access e.g. not insisting that someone must have spent a night in a hostel before being referred. Ex-offenders could be trained to work as support workers. Companies sometimes used criminal offences as a screening tool for job applications. However some were more sympathetic. The number of organisations willing to take ex-offenders as volunteers was increasing, that was encouraging. It was felt strongly that there was a need for more emphasis on consulting and engaging service users, and that they needed to be involved right from the beginning in designing services. The PCC Third Sector Advisory Group should give more emphasis to this aspect of the sector's role moving forward.

Young Lives Bradford Consortium (YLBC)

Anna Shepherd (YLBC)

The workshop provided participants with a chance to find out more about the work that was being done with young people in Bradford. It pointed to the importance of more work being done using the approaches developed by the consortium. Young people needed to be seen as perpetrators and as victims. It was important for the PCC and others commissioning services to listen to families and service users. Different organisations have different forms of "participation". The engagement needed to be meaningful. It should be linked to the development of victims and restorative justice hubs to make sure that young people's needs were met as services developed. Awareness of restorative justice should be raised in schools.

PCC's Third Sector Advisory Group

David Smith (West Yorks Office of the Police and Crime Commissioner and Voluntary Action Leeds)

The group welcomed the comments both Mark Burns-Williamson and Imran Hussain had made about the important role the sector had to play. David explained that members of the Advisory Group are volunteers from the sector (reasonable out of pocket expenses can be paid). The opportunity to get involved has been advertised twice so far, in 2013 and 2014; however people can come forward and be considered at any time. The idea is to cover as wide a range of sector activity relevant to crime reduction and prevention as possible, and also reflect a geographical spread across the five districts. The group identified disability organisations as a gap. The lack of sector involvement with the Wakefield CSP was discussed. It was said that this had been raised locally by the Wakefield Third Sector Assembly. The key thing was to decide on the message and then look for opportunities to get it across. We need to find ways to demonstrate the value of the sector's contribution to the criminal justice system. It was pointed out that the Police sometimes did things that were already being done or could be better done by the sector. Collaboration is vital within the sector especially to fill gaps.

Understanding Complex Needs

Danielle Barnes and Siobhan Walsh, West Yorkshire – Finding Independence (WY-FI)

Danielle Barnes the Service User Involvement Coordinator explained that **WY-FI** is a project aimed at improving the lives and wellbeing of people with entrenched multiple needs, who are currently the most disengaged and disconnected from services. The WY-FI programme is informed by Experts by Experience.

Beneficiaries of the project will have **at least three** of the following needs:

- Homelessness
- Re-offending behaviour
- Addiction (drug and alcohol)
- Mental ill health

The project is delivered through a model which includes:

- Navigator/lead worker teams based in the five West Yorkshire locality areas, hand-holding beneficiaries to engage in the services relevant to their individual needs
- an Employment, Training and Education team
- an Advocacy service
- capacity building and engagement support to women, minority ethnic groups and prison leavers
- a regional Policy, Innovation, Evaluation and Support Hub.

Siobhan Walsh (Expert by Experience) shared her story as a service user after experiencing homelessness, addiction, and re-offending behaviour in the past. She spoke of how she had gone round services for 20 years with 26 separate prison convictions. She spoke of how a good probation worker went above and beyond to help her and connected services together and now with a recovery programme and the help of services she is 1 year abstinent from all substances and she has not committed any crimes and is in stable accommodation.

At the end of the Day Danielle spoke of how important it is to have people like Siobhan involved in the design of services. Siobhan agreed that if she would have had a probation worker that helped in the past, her so much her and her family could have been spared years of pain.

After Danielle's and Siobhan's presentation, participants split into groups and had focussed discussions about the sector's role in ensuring that service users and seldom heard communities had a voice. The following points were put to the panel consisting of the presenters, Mark Burns-Williamson and David Smith.

- The third sector should give a higher priority to both advocating for these groups and providing them with opportunities to speak for themselves. Its ability to do this rests on trust developed over time.
- The fantastic work of the WI-FI Project needed to be complemented by similar work done with other groups, to develop a preventative approach, for example self-respect classes in schools
- There is a need to build a wider range of engagement pathways, appropriate to a wider range of individuals and groups.
- Victim's hubs are an opportunity to develop neutral space for victims and witnesses.
- The recruitment and support of "experts by experience" volunteers may offer a breakthrough in enabling seldom heard groups to speak for themselves.
- Too much funding is short term, getting in the way of building long term relationships. WI-FI by contrast has 6 years funding.
- More attention needs to be given to early intervention and targeting of young people, and to women as victims.
- It was pointed out that over half of the projects funded by the PCC's Victims Services Preparatory Grant were in the third sector. In future, he would be commissioning a programme for DV perpetrators.
- The total place concept was discussed. It looks at how a 'whole area' approach to public services can lead to better services. It seeks to identify and avoid overlap and duplication between organisations – delivering a step change in both service improvement and efficiency at the local level, as well as across Whitehall.
- West Yorkshire has a unique opportunity to build on the WI-FI approach, with the new arrangements for probation services learning from its approach as they developed.
- The Third Sector Advisory Group was asked to play a key role in ensuring genuine service user involvement, using approach that were gender and culture sensitive.

This report was compiled by David Smith, Third Sector Adviser to the West Yorks PCC, with assistance from speakers, facilitators and Tim Brown, Engagement Officer at the OPCC. Any queries about the report should be sent to David Smith – david.smith@westyorkshire.pcc.pnn.gov.uk

March 2015

EVALUATION

Participants were asked to complete an evaluation form. The analysis of those returned was as follows.

Third sector conference Analysis of Evaluations				
	:)	:	:(Total - 14
1a - Yasmin Khan	42.85% 6	57.14% 8		14
1b – Mark Burns-Williamson	57.14% 8	42.85% 6		14
1c - Anna Shepherd and colleagues	78.5% 11	21.42% 3		14
1d- Roundtable discussion	71.42% 10	28.57% 4		14
1e - WYFI	71.42% 10	14.28% 2		12
2a - Knowing what to expect	57.14% 8	42.85% 6		14
2b - Venue	50% 7	50% 7		14
3a - Overall satisfaction	64.28% 9	35.71% 5		14

Various people provided a written comment on the evaluation.

“Really useful discussions and lots to take away, fantastic to see the impact on these projects particularly WYFI.”

“A warmer venue, please provide water throughout the event, and I appreciated Mark Burns-Williamsons presence.”

“Good opportunity to network.”

“Set up a user group reporting to the voluntary sector advisory group.”

“Talks and service users/young people were good. The round table discussions could have been quicker as the event felt a little long.”

“It was a shame so many people left after the break – perhaps leave the discussions that people were interested in until the end so they stay. The cold room was also distracting.”

Purple Futures Roundtable

Summary

- LW explained the Purple Futures Partnership
- Attendees asked questions regarding existing contracts they have with the CRC
- LW explained the supply chain process and future potential opportunities
- Discussion took place regarding what reduces reoffending
- Attendees explained their services do much of this work already
- LW invited further contact and discussions

Introduction

- Thanks for inviting Purple Futures along to this event, we are very pleased to be here, though it is only day 3 of managing the CRC contract!
- As you will know, Purple Futures is now responsible, since 1st February, for delivering offender rehabilitation services in West Yorkshire CRC
- Would like us to get together again in the future though to have more detailed discussions, as we are totally committed to working with the community and voluntary sector, and building up a local supply chain to support our work with offenders.

Purple Futures – who we are

- **Purple Futures is a group of five organisations** who have been working together for over a year to develop a new rehabilitation service. Purple Futures owns the CRC.
- We have formed a **legal partnership** which is 80% owned by Interserve, 20% owned by the other four partners.
- **Interserve** is the majority partner and is responsible for the day to day management of the CRCs and for end-to-end delivery in accordance with the contract with the Ministry of Justice.
- **Shelter, Addaction and P3 are charities** who will deliver a range of interventions and services, although not all will deliver everything in all CRC areas.
- **3SC** will support and performance manage all of our providers/supply chain, whilst Interserve will manage the contracts.
- We want to develop a rich blend of national and local VCS provision, and many of you will already be registered with 3SC as potential suppliers.

Our justice principles that we will apply in our work with offenders

We will:

- ✓ Help everyone to be the best they can be
- ✓ Ensure service users face up to the impact of their offending behaviours, using restorative justice principles
- ✓ Use individual development as a route to community rehabilitation, encouraging employment of ex-offenders
- ✓ Improve social outcomes for communities, making them safer and more resilient
- ✓ Focus on evidence-based service design, investing what works
- ✓ Reduce reoffending while protecting the public, developing partnerships and local, sustainable provision

Working with the voluntary sector

- We are keen to get to know you better, and find out what services could be available for offenders, building on what we have researched already.
- We are committed to establishing an effective, local and sustainable supply chain over time and working with you to develop this.
- Our approach to managing our supply chain is a well-tested approach in line with the highest standards of market stewardship, 3SC has considerable experience in this.

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