

Report of the PCC's 4th Annual Third Sector Conference Monday 21st November 2016 Unity Works Wakefield

Organised in collaboration with Wakefield Community Safety Partnership



Aim

The aim of the event was to bring together a wide range of third sector (defined as voluntary, community, faith and social enterprise) representatives and service users to:

- Enable a wider third sector audience to engage with the Police and Crime Commissioner (PCC)
- Receive a report about the work of the PCC's Third Sector Advisory Group
- Discuss the role of the sector in promoting the involvement of victims and offenders in the design and development of services
- Support the development of district based third sector networks

It was attended by 140 people from over 80 organisations across West Yorkshire.

Welcome and Introductions

The event was opened by Antony Sadler, the Service Director – Communities, for Wakefield Council. He introduced the history of the building, Unity Works, and how valuable is was to have an event hosted here.

He also mentioned his involvement in the Wakefield Community Safety Partnership, who worked in partnership with the PCC's office to make this event possible.

Keynote Address

Mark Burns-Williamson, the Police and Crime Commissioner for West Yorkshire, discussed his priorities and challenges for the next 4 years. This is the fourth conference of this type since Mark has been elected and he was thrilled with the attendance as he has a strong commitment to the voluntary and third sector. Mark thanked the Third Sector Advisory Group and the Community Safety Partnership Networks, whom he funds in each district, for the work they have done so far and the best practice we can learn from going forward.



Mark spoke about the new Police and Crime

Plan he is developing, which is due to be released in early December 2016. He went through the 5 outcomes and 5 pledges he made prior to being re-elected in May 2016.

Mark discussed his commitment to protect vulnerable victims via a multi-agency approach, which includes commissioning services from Victim Support across the region. Going forward, he is looking to increase support for victims of sexual offences and domestic violence.

Mark welcomed the focus on service user engagement at the conference this year. He made it clear that the outcomes in the Police and Crime Plan would not be met if we did not listen to the people, especially victims, who have direct experiences of our services.

Reducing Reoffending Strategy

Susan Field, Interim Chief Executive Officer of the West Yorkshire Police and Crime Commissioner's Office, introduced her role and her background of extensive experience working in the prison service. Susan

introduced the idea of the new West Yorkshire Reducing Reoffending Strategy which will be developed with numerous partners across the region going forward.

This will enable us to add strategic direction from the Office of the Police and Crime Commissioner, and allow us to align this important strategy with the Police and Crime Plan. The aim is to improve our reoffending rate, which is currently lower than the regional average for Yorkshire and Humber but she outlined the need to continue the hard work many are doing to reduce reoffending.

Appreciating there are many lessons to be learnt nationally and internationally, we will look to focus on factors which will help to reduce reoffending including employment, accommodation, substance misuse, mental health and domestic violence. She will look to develop a steering group with partners and service users to identify best practice examples and areas for improvements. We will ensure the third sector is involved right from the start.

Q&A

1) BME groups are affected disproportionately in the Criminal Justice System. Is there anything specific in the plan to support BME communities?

This PCC is aware that this is a national issue and not just a regional one but we will look at this topic in particular in the plan. Going forward, he will commit to work with other partners to look at diversity best practice models and ideas to improve this issue.

2) On the topic of safeguarding vulnerable people, a definition of a 'vulnerable person' is needed, as some people are slipping through the gaps of services because they aren't classed as 'vulnerable' by certain organisations.

There is a wide and complex definition to what a vulnerable person is. This issue is not solely down to the police, we need to work in partnership to protect vulnerable people to ensure situations such as this does not occur. From a police perspective, work has already started with mental health services to build better partnership approaches to overcome this.

3) It is a concern that deaf people with issues such as mental health are not accessing the services they need. The public consultations so far have not had a great deal of contact with deaf communities.

There are signs of progress in the right direction as West Yorkshire Police has begun to develop training in sign language and awareness training with regards to deaf communities. The PCC is more than happy to engage further with organisations in the deaf community to see what steps we can take to improve their experiences.

4) How do we put prevention at the heart, but not fall into the trap of repeat investment in the same things that might not necessarily be the most effective?

No one organisation will have the 100% answer to that, there is work to be done. The PCC and the Police need to work with people in the room to develop our ideas further. We need to be prepared to challenge existing systems, for example with the new structures for the Probation Service (Community Rehabilitation Companies), it's unclear whether these are succeeding.

5) It would be helpful if individual districts provided a directory of services about what is available in terms of services which we could signpost service users to.

This is something that should be considered. To make all parties aware we do have a directory on the Help for Victims website, and also via the Stop Hate UK free mobile phone app.

Service User Engagement

Joe Alderdice from WY-FI (West Yorkshire Finding Independence), introduced the first discussion topic of 'Service User Engagement – what works and what doesn't?'

The PowerPoint slides that Joe used during his presentation are included in the report. He talked about the ethos and vision, then went on to define the different types of involvement that are possible for service users. He covered the importance of having person centred support, and the possibility of service users as peer mentors and leadership roles in governance.



Joe believes we need to involve people (service users) in the decisions about their own lives and collaborating with others as we (services) don't always have the most appropriate answers. A network of people with lived experiences is extremely valuable, but we need to keep asking ourselves from the service user's point of view, 'what's in it for me?' What partners think is valuable may not really be what is important or most suitable for the service user. The outcome of these discussions will be better when we work together. Although the time scale of achieving this might be slower, a more calculated outcome is more valuable.

Roundtable Discussions

Joe's presentation was considered in roundtable discussions covering 5 key questions.

- 1) What are the benefits to service users?
- 2) What are the benefits to the organisation or service?
- 3) What are the barriers to service user engagement?
- 4) How can service users influence the wider environment of policy and commissioning?
- 5) How can we encourage all third sector organisations to follow best practice in service user engagement?

Key Points of Roundtable Discussions

The **benefits to the service user** include increased confidence that they will have a positive experience with the organisation. Allows the service user to meet others with shared empathy and shared experiences. If the service user is given choices, it could increase the chances of success for that individual as they ownership of their decisions. Having confidence in the service user will give them self-esteem and encourage them to make a change. The service user will see themselves as an advocate. It shows that the organisation is respecting dignity of service users as an impairment does not mean people are any less intelligent.

The **benefits to the organisation** include reinforcement of different opinions and skills; getting feedback can strengthen the service and keep them up to date and informed. Organisations can play to the service user's strengths as it is their lived experience; services can be adapted to understand their needs such as using appropriate language to make the process easier for them. If the organisation is supported by the service user, fundraising and promotion by the service user could raise funds for charitable organisations and

awareness in communities. Support from service users could give the organisation additional 'street cred' and trust from other service users.

A **benefit to both** was identified as cost-saving by using volunteers as advocates, fund raising and awareness as in the long term prevention is cheaper.

The **barriers** identified include a lack of information of what organisations do and what services are available to sign-post service users to. To overcome this, as previously mentioned, we could publicise services which are available in our region via a directory of services. If service users have previously been let down by 'the system', they can become cynical and demotivated. A barrier organisation have faced is restoring hope in the service user that engaging with organisations will benefit them. As we are aware, services are stretched so ensuring staff are constantly enthusiastic and motivated is also a barrier; ensuring staff that the outcomes of a great deal of extra work is worth it! A barrier which we are all aware of is that there is less money available, which means organisations are reliant on volunteers to bridge the gap. Volunteers, although extremely valued, aren't always the most suitable/qualified person to make decisions or progress. To overcome this, we need to break down huge targets into smaller steps.

To **influence the wider environment of policy and commissioning** it was recognised that commissioners need to 'listen to their service users!' as 'powerful voices allow for a deeper insight'. We need to work to bridge the gap between service users and policy makers. Once we've shortened this distance, then it will be possible to listen and act upon those findings. It will be a challenge to reduce negativity, could a two way agreement be agreed as to what feedback is important from both perspectives? Forums, if they are created, should be diverse in their attendees to provide human impact. Also it is important not to reinvent the wheel. It would be useful to explain all definitions and reduce jargon to increase service user's understanding.

We can **encourage all third sector organisations** to follow best practice by promoting the successes and positive outcomes which have been achieved from working this way. Should there be a virtual platform through which best practice can be shared?

Mark and Joe responded to the comments made by roundtable groups. The actions agreed are listed at the end of this report.

Third Sector Advisory Group

Ruth Kettle, Chief Executive Officer of Community Links and Third Sector Advocate for the PCC's Partnership Executive Group, gave an update of the key achievements of the Third Sector Advisory Group, this included organising the conference, election of a third sector representative on the criminal justice and mental health board and securing funding for the 5 district networks.

Ruth noted that the TSAG want to lead by example by embracing service user engagement and that Mark has been very open to embracing the ideas of the group.

Ruth talked about the many different contributions that the third sector is making to the delivery of the Police and Crime plan, and highlighted the need to understand and address the underlying social and health needs if we are to be successful in reducing re-offending. Ruth showed a short video featuring a client of Community Links to illustrate this.

David Smith then introduced the second roundtable discussion in district groups, facilitated by district network leads including CNET, NBF, Third Sector Leaders, VAL and NOVA. This discussion was designed to empower districts to think about the best way forward, in respect of the previous discussion concerning service user engagement, the new Police and Crime Plan, and any other issues they wished to consider. There was also a chance to consider the same issues, but from a West Yorkshire district perspective.

A number of key questions were suggested to stimulate discussion.

- How can we promote the network to raise awareness?
- What ideas do we have about the role of the network and useful initiatives it could take forward?
- How can we engage with the Community Safety Partnerships in the districts?
- How should we further develop the strategic role of the sector?

District Group Feedback

Bradford District discussed the first challenge being that there are so many organisations available doing the same thing, and appreciating that this will probably be an issue in all districts. Building on the Service Directory idea, could an App be created with information about existing networks which partners could get involved with (including information on dates/times/venues for ease)? The same app could direct partners towards minutes of previous meetings to enable them to assess if their attendance would be worthwhile. Appreciating there would be a cost implication to set this up, could a university be utilised to develop this? It was also suggested that when groups receive funding, a condition of this should be to share their information and outcomes.

Calderdale felt that clarity was needed on where the Calderdale CSP and its third sector member is linking in to, allowing them to understand the impacts that it can make. This could be overcome by creating a flowchart, detailing partners, which can be shared across the region. Calderdale also raised the topic that each CSP should focus on the priorities in the Police and Crime Plan and not their own agendas. Meaning that West Yorkshire wide, we can have united districts and share best practice more effectively.

Kirklees felt that the first action should be to promote themselves as they felt there was a lack of representation from the Kirklees Third Sector at this event. This could be overcome by using the PCC's grant to increase promotion and engagement of the network, including promoting the access to the Safer Communities Fund. They would like to create a Service Users Panel as part of their network.

Leeds would like to promote the Crime Reduction Network which is already in existence as well as the CSP, Safer Leeds, which not all partners are aware of. Partners are encouraged to join this network but they appreciate partners already have a requirement to attend a lot of meetings. As an emerging theme, partners stressed they need much more clarity on what each organisation does and is responsible for and how to feed concerns or ideas into these partnerships in order to influence change. This can be achieved by communication, engagement and promotion.

Wakefield would like the delegate list circulated from this event, as a stepping stone to the directory of organisations which has been discussed. Meeting should be planned and promoted well in advance to support participation (appreciating we are all very busy). Wakefield are using their money to communicate with third sector groups, promote the network and hold events on strategic themes. They believe the third sector partners should make a public pledge to follow the priorities as part of the Police and Crime Plan.

West Yorkshire-wide colleagues also believed in the need for increased awareness and promotion as the role of Police and Crime Commissioner is still not well understood. There is a need to articulate in a very accessible way, what the PCC and his staff are there to do. Alongside this, we can work to raise awareness of the networks across each district. Having early notice of meetings would allow organisations who are West Yorkshire wide to contribute prior to meetings if they cannot make the event. It will be powerful to get minority voices heard in setting agendas and designing solutions.

Mark responded to the comments from the roundtable discussions. Action to take forward the points raised:

Actions

- A report of the conference summarising the discussions will be sent to all delegates providing email addresses to the OPCC when it is launched in early December
- A link to the new Police and Crime Plan will be circulated to all delegates when it is launched in early December
- The sector will be involved in the development of a reducing re-offending strategy from the outset, through a reference group to be established
- The PCC's Third Sector Advisory Group will consider the points made about service user engagement, and how best to take that forward, including within the PCC's partnership structure
- West Yorkshire wide publicity for the District based Safer Community networks will be produced when all five are up and running

Close of Event and Conclusion

Mark Burns-Williamson closed the event by thanking all delegates for attending and contributing their thoughts and ideas to this topic. He pledged to keep raising awareness of his role and the role of the office and would look to ways in which we could develop the app, similarly to how the Stop Hate UK app was created. He was extremely grateful to the CSP's who supported the idea of following the priorities of the Police and Crime Plan, as this was consulted on and resulted in the views of the public being expressed. A Third Sector pledge could be looked at being created following this event.

Further Information

Enquiries should be directed to the West Yorkshire OPCC on 01924 294 000 or email the Third Sector Advisor directly on <u>david.smith@westyorkshire.pcc.pnn.gov.uk</u>

Evaluation

Thank you to delegates who completed the evaluation forms. Please see below an analysis of each question (to the nearest percentage), based on those who answered that question.

How useful did you find the following sessions?	٢	۲	8
Welcome to Wakefield	51	13	0
Antony Sadler	(80%)	(20%)	(0%)
Keynote Address	56	9	0
Mark Burns-Williamson	(86%)	(14%)	(0%)
Reducing Reoffending	41	23	1
Susan Field	(63%)	(35%)	(2%)
PCC Third Sector Advisory Group	43	21	0
Ruth Kettle	(67%)	(33%)	(0%)
Question and Answer Session	51	12	1
	(80%)	(20%)	(2%)
Service User Engagement Session	56	10	0
	(85%)	(15%)	(0%)
District Based Roundtable	49	13	0
	(79%)	(21%)	(0%)
Event Organisation	57	7	0
	(89%)	(11%)	(0%)
Appropriate Venue	49	13	2
	(77%)	(20%)	(3%)
Satisfaction Overall	56	7	0
	(89%)	(11%)	(0%)

General Feedback Included:



Appendix 1: Arrangements for Engagement with the Third Sector



Third sector is defined as voluntary, community, faith and social enterprise not for profit and charitable organisations. The current arrangements have their origins in funding made available in 2012 by the Home Office through Clinks and the National Association for Voluntary and Community Action (NAVCA) for the establishment of Safer Communities Networks in every PCC / Police area. Since the launch conference for the network in West Yorkshire in June 2012, the structures outlined in this paper have been put in place.

Conferences

The PCC has held an annual conference aimed at the third sector throughout his periods of office. The first took place in Leeds, since then there have been two others, in Bradford and in Huddersfield. The fourth such event is in Wakefield in November 2016.

PCC's Third Sector Advisor

The PCC appointed a Third Sector adviser in January 2014, initially on secondment from Voluntary Action Leeds, then following an open recruitment process in April 2016. The role of the adviser is to act as a single point of contact for the third sector within the OPCC, to support the sector to compete for grants and commissioning opportunities for which the PCC is responsible, and to provide advice to the PCC and his staff about third sector issues. The current post-holder is David Smith. The role is combined with support for the design, procurement and delivery of services for victims and witnesses.

Advisory Group

The PCC has established an advisory group, supported by his third sector adviser. Its remit is to:

- advise the PCC and his office on issues of policing and crime from a sector perspective
- advise on the sector's existing and potential role in delivery including collaboration, commissioning and grants
- promote a thriving third sector in West Yorkshire maximising its contribution to the outcomes of the Police and Crime Plan
- advise on a programme of work to inform the sector in West Yorkshire about the work of the PCC and his office and provide opportunities to influence it
- support the sector's advocate on the PCC's Partnership Executive
- support and assist the PCC's Third Sector Adviser and Partnership Manager
- advise and assist in raising the profile of current third sector contribution to safer community outcomes and stimulating further contributions

Places on the Advisory Group are advertised throughout West Yorkshire regularly, to refresh the original membership from the recruitment undertaken the previous year. Anyone who is interested in joining the group should in the first instance contact David Smith. There is a particular encouragement to third sector organisations serving seldom heard communities to come forward.

The Advisory Group reports to the Partnership Executive Group (PEG) and to the annual third sector conference.

Its current membership is:

Name	Organisation	e-mail
Bob Balfour	Survivors West Yorkshire	survivorswy@mac.com
Angela Everson	WomenCentre	angela.everson@womencentre.org.uk
Yasmin Khan	Staying Put	ykhan@stayingput.uk.net
Leslie McLean	Victim Support	Lesley.McLean2@victimsupport.org.uk
Richard Norton	Voluntary Action Leeds –	Richard.norton@val.org.uk
	Supporting Links to	
	Commissioning Project	
Helen Orlic	Yorkshire Children's	helen.orlic@yccuk.org.uk
	Centre	
Aziz Rehman	Al Hikmah Centre Batley	'azizur.rehman@imws.org.uk'
Jon Royle	The Bridge Project	jon.royle@bradford.nhs.uk

The Group met for the first time in late June 2013; it has met every 2 – 3 months since then. It reports to the PCC's Third Sector Conference. The first such event was held in Leeds in November 2013. There is a rolling programme of recruitment through the completion of an expression of interest form.

Third sector advocacy

Partnership Executive Group: The PEG is chaired by the PCC and brings together all the main leaders at West Yorkshire level in the criminal justice system, as well as key players from local government and the NHS. The sector has been represented at all the PEG meetings. The role of Third Sector Advocate is held by Ruth Kettle, who is the Chief Executive of Community Links, an award winning mental health charity based in Leeds.

Safer Communities Fund Board: The Advisory Group has appointed Rokaiya Khan, Chief Executive of the Together Women Project, to sit on the Board which has oversight of the Safer Communities Fund. She plays a key role, both in commenting on individual applications and improving the process, learning from each round. The PCC is looking to increase representation from the Third Sector on the Safer Communities board from a wider variety of organisations.

Domestic Abuse and Sexual Violence Board: This Partnership Board is under development. Third sector places will be publicised in the near future. It you are interested please get in touch with David Smith.

Criminal Justice and Mental Health Forum: The recruitment of a third sector advocate for the forum is currently underway.

Links with Third sector members of West Yorkshire CSPs

The Advisory Group has strong links with third sector members of Community Safety Partnerships (CSPs) at the district level. They receive the agenda and papers for meetings, and are encouraged to attend when this is appropriate.

Name	Organisation / CSP	e-mail
James Allen	Foundation / Safer Leeds	James.Allen@foundationuk.org
	Exec (Leeds CSP)	
Helen Orlic	Yorkshire Children's Centre	bridget.hughes@lifelinekirklees.org.uk
	/ Kirklees CSP	

Yasmin Khan	Staying Put / Bradford CSP	ykhan@stayingput.uk.net
Jayne Leech	NBF / Calderdale CSP	jayne@nbforum.org.uk
Harry Hudson	Foundation / Wakefield CSP	harry.Hudson@foundationuk.org

District based networks

In April 2016 each West Yorkshire district was provided with funds to assist in the development of networking opportunities for third sector organisations delivering safer communities outcomes at district level. The lead organisation and individuals for each network are as follows.

District	Lead Organisation	Contact
Bradford	CNET	Janet Ford:
		janet@cnet.org.uk
Calderdale	NBF	Jayne Leech:
		jayne@nbforum.org.uk
Kirklees	Third Sector Leaders supported	Val Johnson
	by Volunteering Kirklees	val@vkirklees.org.uk
Leeds	Voluntary Action Leeds	Hannah Bailey
		hannah.bailey@val.org.uk
Wakefield	NOVA	Mary Roche
		Mary.Roche@nova-wd.org.uk

Further information

Enquiries should be directed to the West Yorkshire OPCC 01924 294000 or e-mail david.smith@westyorkshire.pcc.pnn.gov.uk

David Smith November 2016

Appendix 2: Delegate List

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Name	Organisation	
Usman Ali	Wakefield City Youth &	Wakefieldcity1@outlook.com
	Community Project	
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	Centre Ltd T/A Routeways	
Abdul Hannan	Leeds University Union	a.hannan@leeds.ac.uk
Alan Duncan	Voluntary Action –	alan.duncan@cvac.org.uk
	Calderdale (VAC)	
Aziz Rehman	Al-Hikmah Centre	Azizur.rehman@imws.org.uk
Aleksandra Pieczarka	Counsellor	aleksandrapieczarka@polishco
	Polish Counsellor	unsellor.co.uk
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Alison	Well Women Centre	alisonevolve@wellwomenwak
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Alistair Crompton	Five Towns Church	ali.crompton@5tcf.org
	Christian Fellowship	
Amanda Goodwill	Bradnet	Amandagoodwill@hotmail.co
		<u>m</u>
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	Service	
Andrina Dawson	Voluntary Action, Leeds	Andrina.Dawson@val.org.uk
Andy Green	Safer Lives	andy@saferlives.com
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		<u>e.org.uk</u>
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	Communities	
	Wakefield MDC	
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		g.uk
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	Leeds	
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	Development Manager,	org.uk
	Touchstone	
Brian Hamill	Wakefield District City of	brianhamilluk@yahoo.co.uk
	Sanctuary	
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Bridget Gill	Spectrum People	bridget.gill@spectrum-
		<u>cic.nhs.uk</u>
C/Supt Steve Cotter	Kirklees HQ	kdsecretaries@westyorkshire. pnn.police.uk
Carl Harrison	Chief Executive Officer, AIM	carl.harrison@aimeducation.c
	Education, Leeds	<u>o.uk</u>
Carol Gilchrist	Kirklees Council	Linda.Butterfield@kirklees.gov
		<u>.uk</u>
Catherine Chadwick Rayner	Safer Project – Trading	Catherine.chadwickrayner@w
	Standards	<u>yjs.org.uk</u>
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· · · · ,	Co-ordinator	org.uk
	Home Based	
	West Yorkshire	
	Pact Futures	
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	West Yorkshire Police –	re.pnn.police.uk
	Calderdale	<u>cdsecretaries@westyorkshire.</u>
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Debra Glover		
	Children's Therapeutic Services, Family Action/Hope	Debra.Glover@family- action.org.uk
	dv Recovery	

Debra Parr	Restorative Justice Project	dparr@wakefield.gov.uk
	Worker, Wakefield MDC	
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	Liaison, Leeds District	pnn.police.uk
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	Lifeline Project, Northwest,	<u>m</u>
	Yorks & Humber Directorate	
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	Together Housing Group),	.uk
Emma Atkinson	MIND in Bradford	emma@mindinbradford.org.u
		k
Farah Hussain	West Yorkshire Trading	- Farah.Hussain@wyjs.gcsx.gov.
	Standards	uk
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	Leeds City Council	
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Call Church	Imagine If Theatre Company,	uk
Gail Stuart	Service User – TWP	
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	Leeds	
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	Humberside	<u>rs-uk.org</u>
	Crimestoppers	
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		org
Gordon Hampshire	WYFI Network	?
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Helen Orlic	Yorkshire Children's Centre	helen.orlic@yccuk.org.uk
Jane Callaghan	Wakefield Council –	jcallaghan@wakefield.gov.uk
Jane Canaghan	Wakefield CSP Manager	Jeanaghane wakeneid.gov.uk
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	West Yorkshire	
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Joanne Collins	Together Women Project	joannec@togetherwomen.org

Joanne Holdsworth	Pars Supervisor,	joanne@behind-closed-
	Behind Closed Doors	doors.org.uk
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	Work Team	<u>k</u>
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Appendix 3: VIPER & White Ribbon Campaign



VIPER[®]

As well as hearing from Key Note Speakers, **VIPER**[®] attended the Third Sector Conference to host a stand for the delegates. For more information on this, please see description and contact details below.

The National VIPER[®] Bureau (operated on behalf of The Office of the Police and Crime Commissioner for West Yorkshire) provides facial images to Police Forces, enabling them to run Video Identification parades. The VIPER[®] team records and manages a national database of anonymous faces to allow suitable identification parades to be created, helping to bring offenders to justice or to eliminate innocent people from Police enquiries.

For more information please contact <u>Helen.Blythe@westyorkshire.pnn.police.uk</u>

White Ribbon Campaign UK

Delegates could also speak to colleagues who were promoting The White Ribbon Campaign, for more information and how to make your pledge, please visit the website below.

White Ribbon Campaign UK is part of a global movement to put a stop to male violence against women and girls. This is not and never has been a "women's issue". Men and boys have a crucial role to play in creating a culture where male violence, abuse and harassment against women and girls are simply seen as unacceptable. We support them to take a stand against gender violence in their workplaces, schools, communities and families.

For more information please contact info@whiteribboncampaign.co.uk

To sign the White Ribbon Campaign pledge: <u>http://www.whiteribboncampaign.co.uk/</u>