

END OF YEAR REPORT

1st April 2009 – 31st March 2010



Annual Review and Self Assessment Report

For

Project name: SOVA Norfolk & Suffolk Probation Partnership- Mentoring

Dawn Allard
Project Manager
This procedure is at
Draft Issue
April 2010

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For circulation to CPO's, SPO's and other staff as required.

Approvals

Originator _____ Dawn Allard

Approved _____ David Barlow
Southern Regional Director

Summary

- **Another good year for the SOVA / Norfolk Probation Partnership Project.**

- **We required 100 referrals for 2009-2010. The number of referrals was 74**

- **Perhaps more interesting than the actual number of referrals is the fact that SOVA volunteers contributed a total of over 627 hours working with offenders on this project. This equates to almost 79 working days.**

- **At the date of this report the Project has 53 volunteers offering over 106 volunteer hours available per week.**

- **Mentoring referrals have been low at times, this is something that the Project Manager will tackle during the coming year. On the plus side, however, the number of volunteers, working in the various programmes being run by Probation, has increased massively.**

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Introduction

There is one staff member employed. Dawn Allard

We are funded by Norfolk Probation till July 2011

In partnership with Norfolk Probation (NP). NP responsible for referrals and ultimate acceptance of Mentors.

Mentoring of offenders in the community, those either on release from prison or those given community punishments. Referred by probation and matched to volunteer mentors.

The aim is to offer support to help the offender overcome their specified barriers and enable them to re-integrate into society.

Based at the Norwich Probation Office, SOVA provides a countywide service of Norfolk, volunteer mentoring service for offenders and in some instances their families. While the volunteers may not be experts in any particular field, they can give individual support, encouragement and motivation to offenders trying to re-establish themselves or those with personal difficulties. They can assist with transport problems, corresponding with offenders in custody, form filling, or simply being someone to talk to and who offers a good role model.

Who your service users are

Offenders leaving prison and serving the remainder of their sentence on licence in the community or offenders given community punishments by the courts. Must be under the auspices of the probation Service

What service the project delivers

Trained (OCN) volunteers to work with referred individuals mentoring them to achieve specified goals. Goals are agreed by Offender – Offender manager (OM) and Volunteer Mentor.

Involvement of service users

Contact with OMs gives verbal feedback that offenders are acknowledging the benefit of having their mentors.

To recruit and train volunteer mentors

Volunteer recruitment

Through SOVA website.
Through Volunteer Agency.
From Norfolk YOT.
Norfolk probation HR.
Word of Mouth

Volunteer selection

From Received application forms hold 1 hour informal interview

Volunteer training
Core Volunteer Skills
Mentoring Skills
Drugs Awareness
Child Safe Guarding training
Support and supervision of volunteers
All matched and active mentors are contacted weekly by phone, text or e-mail, depending on their preference.
As reviews occur in mentoring relationship have 1:1 supervision to discuss any issues.

Monitoring of volunteer activity

Keep a copy of all review sheets provided by volunteer mentor, original sent to OM for offenders file

The following figure shows the number of volunteers available to work in each of the Three Probation Office areas in Norfolk:

| | | |
|-------------------------------|---------------------------|-------------------|
| <u>Norwich:</u> | Active | (Sixteen) |
| | Trained | (Forty Two) |
| | On Hold | (Six) |
| | To Be Trained | (Fifteen-June 10) |
| <u>Kings Lynn:</u> | Active | (Three) |
| | Trained | (Six) |
| | Finishes training May 10, | (Nine) |
| | On Hold | (Two) |
| <u>Great Yarmouth:</u> | Active | (Three) |

Finishes training June 10,
Trained

(Eight)
(Six)

The number of volunteers is at a healthy level. I have trained in 2010, 14 in January (Norwich), 15 in March (Norwich), 10 in May (Kings Lynn) and have another 18 planned for training in June (Gt Yarmouth & Norwich). We also have a waiting list of others to be waiting trained. We are currently being un-informed with enquiring about becoming a mentor, I have told people I will be in touch with them again in late June, keeping their details on file, as I want to make sure I'm able to place other trained mentors first. I have about 26 on the waiting list; I did pass several on to (Annabel Francis) SOVA.

The location shown is where the volunteer resides. Most of them have their own transport and are willing to work in other areas as well as their closest.

In the main the volunteers are flexible as to where they actually work. Indeed a few of them ask that they work in an area away from where they actually live.

Feedback, satisfaction levels, complaints and suggestions

At present all feedback has been verbal (written was requested but return was negligible with no qualitative info).

Where matches have been successful positive verbal feedback.

"Jackie" has been able to take the time to do things I don't have the time to do. She has been a great help" Jill Mulford- Norwich) at a one to one meeting regarding an offender's increased confidence to deal with Family issues.

"Christina" has been able to guide and support with meetings about "Andrews" finances. He is slowly growing in confidence. Cathy J.B.H and Pippa O.M are pleased with the out-come.

This has been a successful year for SOVA and the Norfolk Probation Partnership Project (Now currently known as Norfolk & Suffolk Probation Trust. We have been working successfully with the Prison Service(Anna Haggith) and the Y.O.T. Team (Jo Church) We hope to pool some mentors from each service to give extra skills to our mentors, also assisting continuity between services There is a joint Conference booked for the 9th October 2010 for all current Mentors, within each service.(Details to be confirmed)

Quality review

Training has been very successful with groups working well during training.

Weakness – my ability to remain in contact with all volunteers and to keep motivation whilst awaiting appropriate referrals.

Achievements against Targets

Referrals for the year at times have been good, but while Anna Haggith left to join the prison and Dawn Allard joined in Early November 2009 the referrals were a bit slow and the contracted target of 50 referrals was exceeded with the final total of referrals being 74.

Perhaps more interesting than the actual number of referrals is the fact that SOVA volunteers contributed a total of Over 627 hours working with offenders on this project. This equates to almost 79 working days.

Three volunteer training courses were held during the year and these were all undertaken at the Norwich (Centenary House), Kings Lynn (Purfleet Quay) and will be in Great Yarmouth at (Haven Bridge House This was due to the fact that no training rooms were available, within Great Yarmouth probation premises due to the high number of programmes being run.

At the date of this report the Project has 53 volunteers offering over 106 volunteer hours available per week.

However, we have lost a few volunteers there is a constant need to recruit and train more volunteers in order to ensure a good sized pool of volunteers is maintained.

The Project Manager has made personal contact, and registered, with all Volunteer Bureaux's within Norfolk. He has also placed advertising literature in all colleges and libraries within Norfolk. These measures have been a good source of prospective volunteers and continue to be so.

The Probation Service has branch offices at the following locations within Norfolk:

Norwich, Kings Lynn, Great Yarmouth

The Project Manager is based in the Norwich Probation Office, but as I travel between all offices the referrals remain consistent with all offices.

Facts and figures

53 Active Volunteers
75 interested parties
47 interviews
34 Trained Volunteers
31 accepted as new volunteers
8 self rejected
6 have previous convictions

Demographic info of those interviewed

25 Women
22 men
0 registered disabled
3 retired
10 Full time employed
7 Part time employed
23 unemployed
4 students

From all areas of Norfolk

Achievement of period

We have managed to recruit more men this year

Promotion of SOVA

Work with Move on East and Other Training Providers to enable volunteers to signpost offenders to services that are available to them. Attend their team meeting as available
Work with NORCAS as above for signposting info but also to look for referrals. Attend Offender Managers Team Meeting.
Attend Team Meetings at HMP Norwich, John Boag House (Probation Hostel) and made links with St Eds (hostel).
Work with the Prison Service
Work with the Y.O.T. Team.

Quality review

Have started to make good links with other agencies and I'm raising SOVA's profile in the community.

Strength – confidentiality and safeguarding covered at training.

Weakness – unknown whether assists in national outcomes etc.

Confidentiality and security of information

All info regarding recruits, referrals, interviews and mentoring progress kept in a locked drawer.

Review sheets only contain first names

Health and safety

Health and Safety Audit undertaken and action points actioned.

Safeguarding

Confidentiality covered in Training which leads to the safeguarding aspect.

Project Development

Working with the B.M.E community

Working with the P.P.O Team to set up a mentoring service

Stronger links with the Prison Service & Y.O.T. Team

Introduce a mentoring scheme in Suffolk with the merger

Conclusion

Another successful year for the project with targets exceeded and SOVA making a valuable and significant contribution to the work of the Probation Service in Norfolk, the Norfolk Community and offenders and their families.

However, the number and quality of referrals, from some offices, has been a little disappointing. The Project Manager will target these offices in the coming year with a view to a better take-up of volunteers.

At a time when the probation staff has an increasing workload an increase in the use of volunteers would benefit both Probation Officers and offenders.

Dawn A Allard
Project Manager