



ANNUAL REPORT
2009/2010



CONTENTS

Introduction	3
Objective and Targets	7
Achievement of Period	8
Volunteers	9
Beneficiaries	9
Project Development	12
Objectives and Targets for Next Year	13
Conclusion	13

Introduction

The report covers the period from 1st January 2010 to 31st March 2010 for SOVA's OnTrak project and has been compiled by the OnTrak Project Manager; Ruth Coates, who joined the project on the 1st March 2010.

OnTrak is a NOMS CFO Programme of work in the West Midlands and is delivered by a partnership led by the Manchester College. The project exists to enable offenders to become employable through identifying and removing barriers so they can lead law abiding lives in the community and reduce reoffending rates.

The project support continues 'through the gate' with the provision of trained volunteer mentors and assistance, where possible, with employment and education.

SOVA aim to provide the following services, dependent on the needs of the prisons:

- A full assessment across the 7 pathways to highlight any needs they may have
- Liaising with other departments/agencies to avoid duplication and identify any gaps into provision
- Brokerage into employment, training and other mainstream provision
- Peer Mentoring course
- Mentoring in custody and through the gate
- Delivery of short courses depending on the individual needs of each establishment
- Increase motivational and confidence levels to aid engagement into mainstream provision
- Preparation into employment/college
- Refer to partnership agencies to tie in all links, such as;

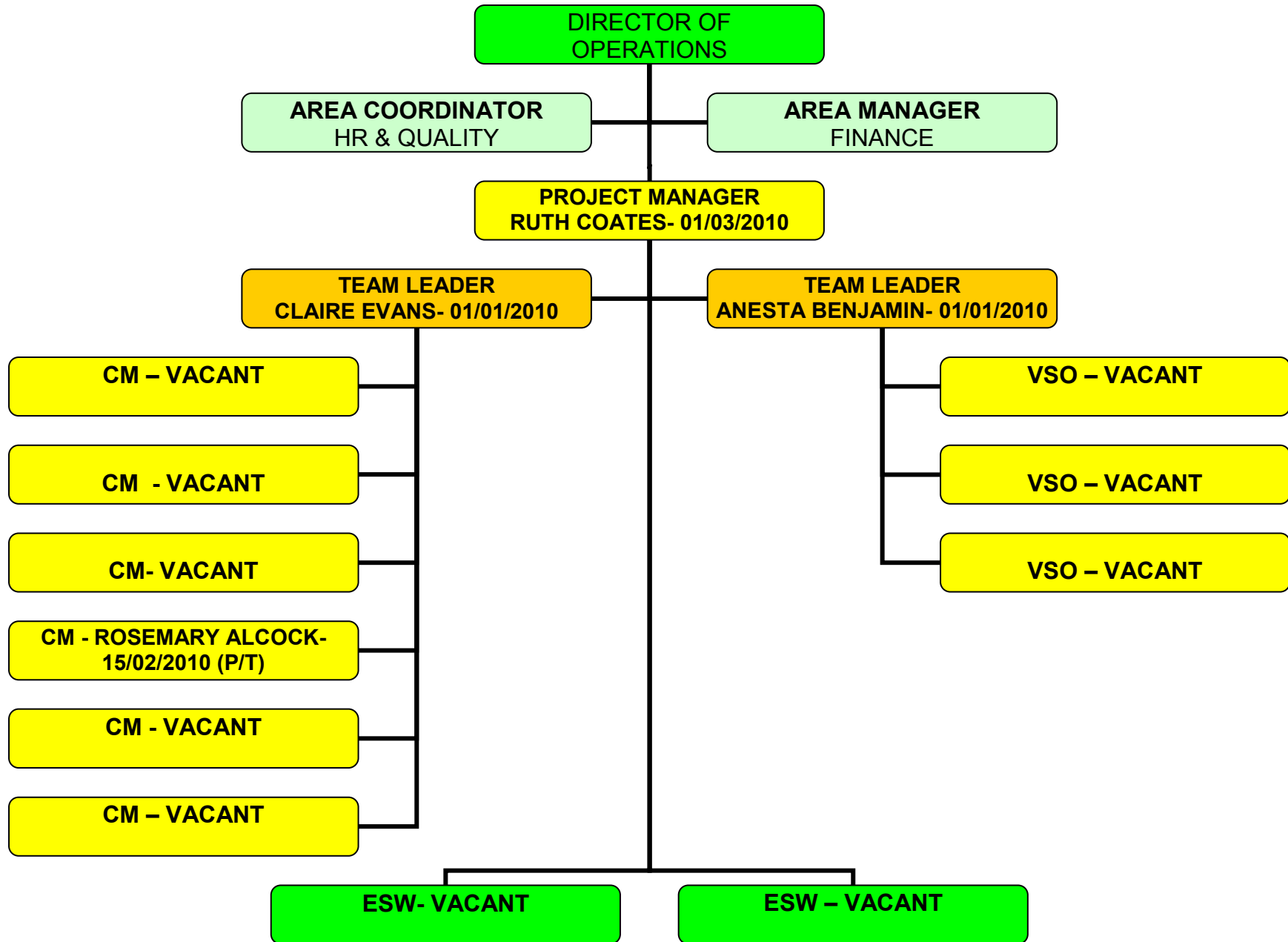
OnTrak's aim is to engage with three categories' of offenders:

- Priority and Prolific Offenders
- Those with Learning Difficulties
- Those with Health needs

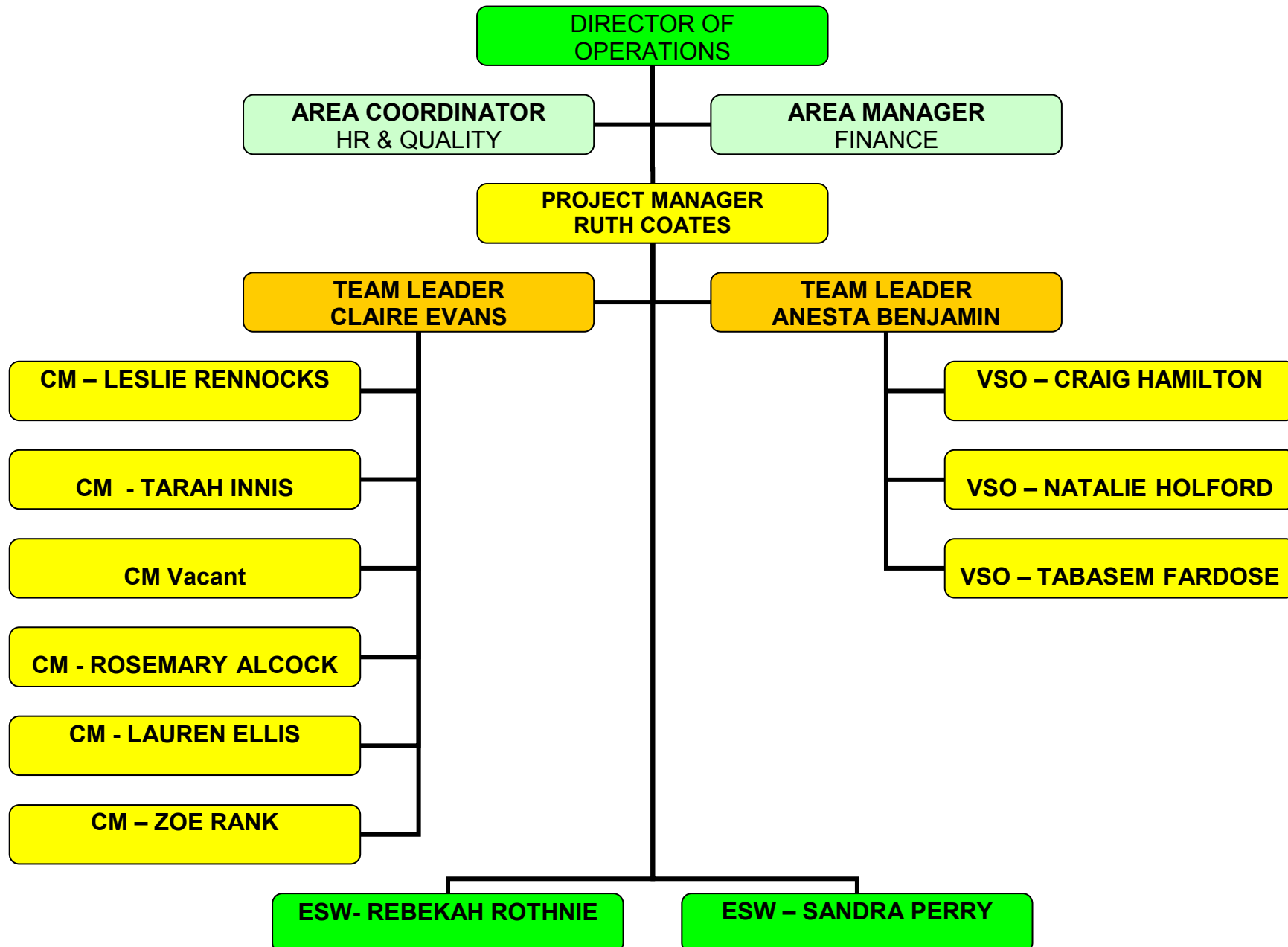
OnTrak will be working in ten prisons across the West Midlands:

- Stoke Heath- Shropshire
- Stafford
- Birmingham
- Shrewsbury
- Swinfon Hall- Lichfield
- Hewell- Worcestershire
- Dovegate- Uttoxeter
- Brinsford- Wolverhampton
- Drake Hall- Staffordshire
- Featherstone-Wolverhampton

Staff Structure for this Period



Proposed Staffing Structure



CW= Caseworkers (based in custody)
VSO= Volunteer Support Officers
ESW= Employment Support Workers

OnTrak has a Steering group that consists of representatives from Manchester College, SOVA, JHP, West Mercia Probation Service and the West Midlands Probation Service

Objectives and Targets

The OnTrak project runs until December 2011 and has the following targets:

- Start & support 1500 participants across 10 West Midlands establishment
- Achieve 160 employment outcomes.
- Achieve 290 further learning outcomes.
- Achieve various soft outcomes around advice, motivation, qualifications and improving employability.

These targets are recorded on the Care Assessment Tracking System (CATS), which is a shared database used by all OnTrak staff. This system can be accessed by NOMs and Manchester College and can be used to generate project reports to assess progress.

Targets for this period are as follows:

Description	Jan 2010	Feb 2010	March 2010
Starters	20	40	60
Soft Outcomes	70	144	256
Hard Outcomes	0	0	0
Totals	90	184	316

Starters refer to the number of beneficiaries signed up by Caseworkers in custody; these will lead naturally to soft outcomes when the caseworkers start to assess their individual needs. Soft outcomes are indicated by things such as increased confidence, attendance at meetings and punctuality and are inputted on the CATS system.

Hard outcomes refer specifically to the provision of employment and training.

The targets for mentors are 400 relationships across the life of the OnTrak project

Achievement of Period

There were 2 operational staff members working on OnTrak throughout the period and one part-time member of staff working for 15th February for 22 hours a week. The Project Manager for OnTrak commenced their role on the 1st March 2010.

The OnTrak project requires its Caseworkers to be cleared to work in all prisons. The Team Leaders, two Caseworkers (who were working for another SOVA project at the time) and one OnTrak Caseworker were put forward for this process.

At the time of this report one member of SOVA staff was cleared for all prisons and two were cleared for specific establishment.

Targets met for this period

Description	Jan	Feb	March
Starters	0	10	20
Soft Outcomes	0	0	0
Hard Outcomes	0	0	0
Totals	0	10	20

In the 3 month that this report covers the CATS system was not operational and so no outcomes could be inputted onto the system, however 30 starters were interviewed at Drake Hall prison, these did not all translate into soft and hard outcomes for this period as we had no staff to enable this to happen and no system in place to record it.

Team Leader: Prison staff

In January the Team Leader recruited the 3 remaining Caseworkers, who were due to commence their role on March 31st 2010. The CRBs were instigated at this stage.

The Team Leader for prisons also used this period to publicise the service to the ten prisons and at the end of the period, 4 prisons were operational, with agreement from the prison and a computer and desk identified.

Team Leader: Volunteer Staff

During this period the Team Leader for volunteer staff recruited 3 members of staff to commence their duties on 31st March 2010 and CRB were instigated.

The Team Leader published the service to all CVS and volunteer recruitment websites across the region

Other OnTrak Staff

Sova recruited a Project Manager in January to commence duties on 1st March 2010 and two Employment Support Workers were recruited to start on the 31st March 2010

Volunteers

During this period the Team Leader for the Volunteer Support Workers, was assigned the task of advertising the programme in all CVS' and websites that are utilised by volunteers. She was also engaged in working on another programme (Transform).

The OnTrak project has been advertised widely to attract volunteers to act as mentors for the beneficiaries on release from prison. This recruitment activity targeted all areas that beneficiaries maybe released to in the projects geographical area.

At the time of this report the Volunteer Database was not being utilised and therefore no enquiries have been recorded in a way that can be interrogated to collect enquiry or personal volunteer data. This has been rectified and the Database is being used daily.

However a three day volunteer training session took place on March 22,23,24th which included volunteers for OnTrak and Buddy; another SOVA project.

Beneficiaries

To be eligible to join the OnTrak programme offenders must be from one of the three groups outlined on page 2, have a maximum of 18 months left to serve on their sentence and have eligibility to work in the UK. OnTrak cannot work with those on remand.

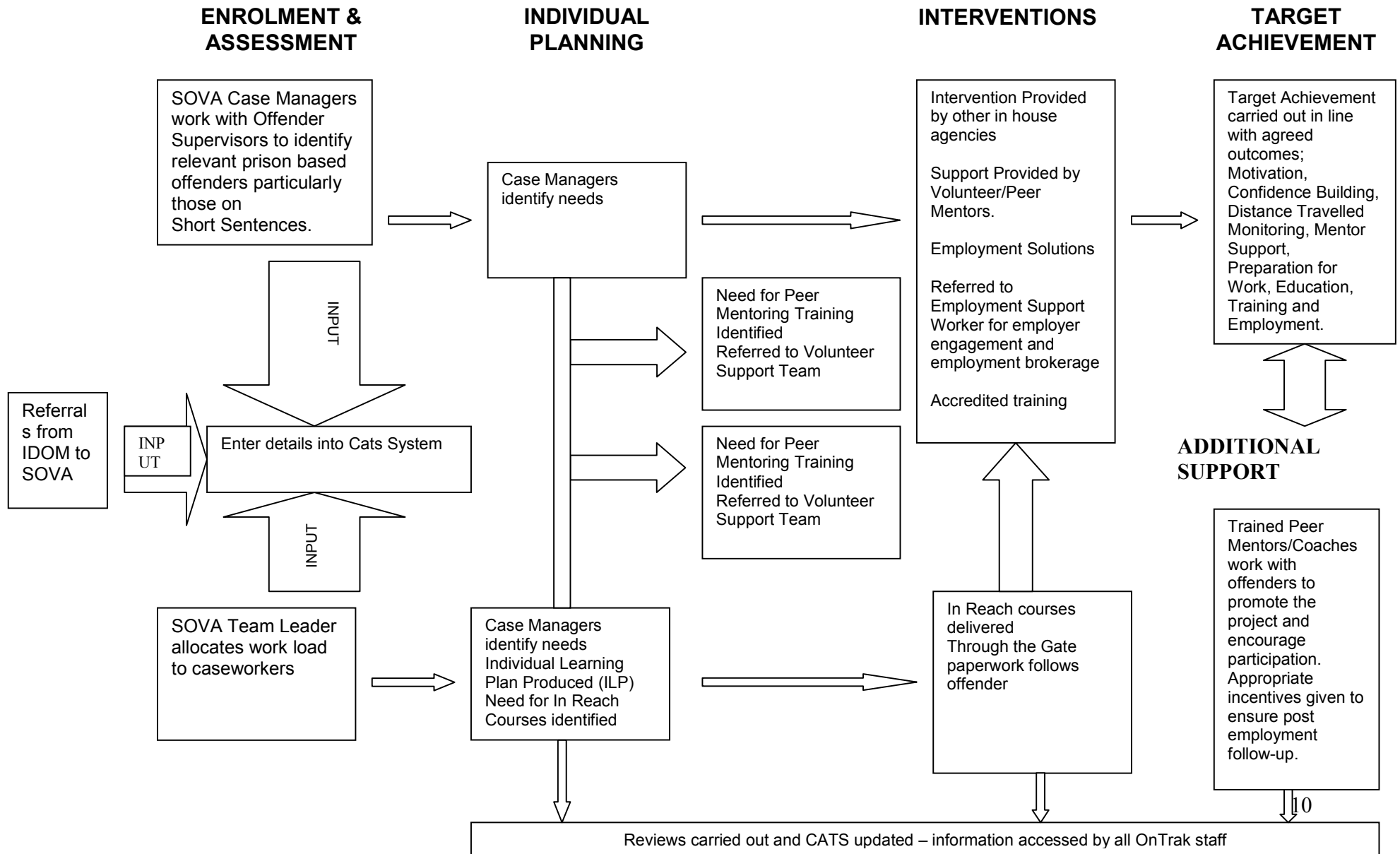
Each establishment works differently and the Team Leader for the Caseworker spent the period meeting with Offender Management staff to introduce them to the programme and establish a referral route for beneficiaries.

Referrals will be uploaded to the CATS system and the team Leader will then allocate these to the appropriate Caseworker; who will arrange to meet with them to make them a starter on the OnTrak project.

Each starter is then interviewed and assessed for need and Caseworkers then refers them to appropriate services within the prison or on training delivered by OnTrak's team. They are then allocated a mentor (should they wish) and referred to the employment Support Workers for their release.

Each Caseworker needs access to a computer, desk and phone to enable them to enter information onto the CATS system. At the time of this report this had been achieved at 4 establishments and all other establishments were in the process.

PARTICIPANT JOURNEY



The Caseworker based at Drake Hall Women's prison was able to interview 30 starters and is in the process of putting these onto the CATS system. Unfortunately some of the beneficiaries have left their establishments and we were unable to work with them in a timely fashion.

As yet there are no case studies attached to this project, however OnTrak is working closely with SMARTS Media, who are employed to publicise the project to potential employers and volunteers.

Project Development

In the period between January 2010 and March 2010, OnTrak have linked or liaised with the following Agencies/individuals:

In custody

Ten prisons across the West Midlands
West Midlands Police' IDOM group (referrals from police officers)
NIACE
Intercontinental Hotel Group
The Manchester College
West Mercia Probation
West Midlands Probation
Smarts Marketing
YHOP in Sheffield (SOVA)

Community

Volunteer Centres across the region
Large employers such as Sainsbury's
Fircroft College
Black Country Chambers of Commerce
Birmingham Chamber of Commerce
City Coventry College
Solihull College
Walsall College
Stourbridge College
Dudley College
Sandwell College

Objectives and Targets for 2010/11

Targets for the following year have been altered from the original targets and we are now working towards the following outcomes for the life of the project (Dec 2011):

Starters: 1236
Hard Outcomes: 143

Soft outcomes are yet to be finalised as the screen to record them on CATS has not been organised by NOMS. This is in the process of correction and should be available by the end of May 2010.

There are currently 5 Caseworkers for the 10 establishments in the West Midlands; this will be increased to 6, with one acting as floating support, by July.

Conclusion

OnTrak has had a difficult birth as many of the staff involved in the project have been working on other programmes for all of this period. This has caused frustration amongst staff and made it difficult to get initial starters. The Volunteer Support Staff and the Employment Support Staff have, as a consequence been unable to start working with referrals and we have lost some of the starters that have been signed up through being released.

However, all but two of the Caseworkers have been cleared for working in prisons and the CATS system is running in custody and in the process of being cleared for use in the office. Starters have been entered on the system and all cleared staff are now fully based in prison. The Team Leader has been inspirational in her tenacity to get prisons on board and this has paid off.

We are now in the position to work on the new targets and hope to make up our shortfall and be working to projections by the end of September 2010.