

# Reducing Re-offending – the Voluntary and Community Sector Contribution in Dyfed – Powys

## Final Report

July 2008



## Summary

This research project investigated the current contribution of voluntary and community sector organisations in Dyfed-Powys to the reduction of crime and explored the potential for this contribution to be further enhanced. The research relates to current government initiatives aimed at harnessing and augmenting the role of the voluntary and community sector in strategies to reduce re-offending and prevent offending. The findings will support the voluntary and community sector to increase its contribution to the reduction of crime, and will also enable statutory partners to work better with voluntary and community organisations. The research project was conducted by the Pembrokeshire Association of Voluntary Services (PAVS) in partnership with the other three County Voluntary Councils (CAVO – the Ceredigion Association of Voluntary Associations, PAVO – the Powys Association of Voluntary Associations and CAVS- the Carmarthenshire Association of Voluntary Services). Funding for the project was received from the Welsh Assembly Government New Ideas Fund.

## Methodology

11 interviews were conducted with statutory partner agencies and 19 interviews with voluntary sector organisations working to reduce crime and re-offending in the four counties of Pembrokeshire, Carmarthenshire, Ceredigion and Powys. The interviews were conducted between May 2007 and January 2008. In January and February 2008 three focus group sessions were held, with altogether 12 voluntary and 3 statutory sector organisations taking part. Most of the interviews and focus group sessions were recorded digitally with the agreement of the interviewees. They were then transcribed and the resulting notes were shared with the interviewees to ensure correctness.

## Findings

The voluntary sector organisations that were interviewed vary considerably in their size, the time they have been running as well as their area of work, covering work with communities at high risk of crime; working with young people; employment, education and training; mental and physical health; alcohol and drug misuse; homelessness; advice; family support as well as organisations providing arts, crafts and outdoor activities. Detailed information about each organisation was collected with the aim to produce a directory of services.

Most organisations interviewed reported that their interventions were very successful. This was generally attributed to a supportive and non-judgemental approach focusing on the needs of the individual and building their self-esteem. Organisations often mentioned the positive effects of integrating offenders or people at risk of offending in projects and activities with a mix of people from different backgrounds. All of the organisations collect feedback and evaluate the services they provide.

Barriers organisations mentioned were a lack of sustainable funding, a lack of awareness of statutory agencies of what voluntary sector organisations can achieve, the stigma attached to offenders, drug users and homeless people, difficulties finding volunteers and

trustees, a lack of training opportunities, problems with access in rural areas and an excess of strategic initiatives and policy directives.

Most organisations interviewed see a potential to extend their services. This can mean an extension of the geographical area served and/or an extension to a wider target group.

Voluntary sector organisations reported having established working links to other voluntary and statutory organisations. Generally organisations refer clients to a wide range of other organisations. Partnership working was especially valued when it leads to better service delivery. However, despite rhetoric of supporting voluntary sector organisation some saw a risk in being taken for granted and not valued appropriately. Most organisations agreed that information flows could be improved.

The statutory sector agencies interviewed were all working in partnership with voluntary sector organisations and valued their unique contribution. In many cases these links had been increasingly developed recently. More emphasis had been placed on providing a range of diversionary activities suited to individual clients and voluntary sector organisations can often provide these.

The idea of a voluntary sector network focusing on community safety issues and the production of a directory of services, found general support.

When asked what could be done to reduce crime more generally, many organisations saw a great value in preventative work and work to reintegrate offenders into the community through creating opportunities and building self-esteem.

## Recommendations

- More robust contractual arrangements that strengthen sustainable funding opportunities for voluntary sector organisations.
- Better co-ordination and communication between the voluntary and statutory sectors.
- More publicity for the good work being done by voluntary sector organisations.
- Explore the setting up of a voluntary sector network focusing on community justice issues.
- Ensure better representation of the voluntary sector within the strategic partnerships e.g. Community Safety Partnerships
- Further development of a directory of voluntary sector services, both online and on paper.
- Better access for voluntary sector organisations to training opportunities.
- Better partnership working to improve provision of activities for young people during holiday times.

## Introduction

This research project investigated the current contribution of voluntary and community sector (VCS) organisations in Dyfed-Powys to the reduction of crime and explored the potential for this contribution to be further enhanced. The research relates to current government initiatives aimed at harnessing and augmenting the role of the voluntary and community sector in strategies to reduce re-offending and prevent offending. The findings will support the voluntary and community sector to increase its contribution to the reduction of crime, and will also enable statutory partners to work better with voluntary and community organisations.

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Funding for the project was received from the Welsh Assembly Government New Ideas Fund. It was initially planned to raise match funding from other sources. This was unsuccessful so resources were limited and the full work programme could not be realised. The planned number of interviews was conducted, but the number of focus group interviews was reduced and only 3 were conducted in 2 counties. It was not possible to establish a multi-agency regional steering group for the project as planned, due to limited resources and problems caused by arranging such meetings. It is hoped to rectify this by launching the report of the project to a regional multi-agency audience.

A further challenge was to coordinate the work between the four County Voluntary Councils (CVCs). Interviews were conducted by staff from each CVCs after an initial training session. Local contacts and local knowledge of organisations could so be used, which worked very well. However, for such a relatively small project it could not be justified to meet regularly which impacted on the continuity of the work. There was also quite a high turnover of staff working on the project due the generally quite high staff turnover faced by the CVCs because of short-term project funding.

However, the research provides a rich picture of the work of voluntary sector organisations working to reduce crime and re-offending in Dyfed-Powys. The following report sets the context of the research, details the methodology and described the main findings from the research. The range of voluntary sector organisations will be described, how and why their work is successful, where they experience barriers to their work, what use they make of training, their views on partnership working as well as that of the statutory sector agencies. The usefulness of a voluntary sector directory and a network to support organisations is discussed, before the conclusions and recommendations are set out.

## Background and wider context

The Home Office and the Social Justice and Local Government Department of the Welsh Assembly Government are placing increasing emphasis on

- Reducing re-offending
- Prevention of offending, especially by 16-24 year olds
- Social inclusion and citizenship to reduce the likelihood of offending

Both agencies are increasingly looking to the voluntary and community sector to make an effective and enhanced contribution to this agenda especially through

- Delivery of interventions in support of the seven re-offending pathways at the heart of the developing National Offender Management Service [Appendix A]
- Volunteering programmes in support of Neighbourhood Policing initiatives
- Support for Community Safety Partnerships

Currently the voluntary and community sector has a limited awareness of many of these initiatives. The Police Service, Probation Service and Community Safety Partnerships are unaware of the full extent of the existing contribution of the voluntary and community sector and the potential for expansion, as much of the voluntary and community sector provision is funded from independent sources and not directly through contractual arrangements. Voluntary and statutory partners do not work together sufficiently coherently in order to meet the needs of individual offenders and those at risk of offending, within their family and community setting

The Home Office (2005) undertook a consultation exercise to inform the development of a strategy to engage the voluntary and community sector in the National Offender Management Service more fully. The consultation document emphasises the added value offered by the voluntary and community sector, especially when supporting offenders faced with multiple disadvantages:

- A client centred approach and service development based on user involvement
- Increased trust from offenders because of independence from the public sector
- The use of volunteers increases social interaction and facilitates community engagement
- Continuity of support for prisoners returning to the community
- A flexible, innovative and non-bureaucratic style

At the same time the Home Office points to a range of barriers to increasing the involvement of the voluntary and community sector. These include:

- Lack of consultation with voluntary groups about the design of programmes
- Difficulties for the voluntary sector in finding out about contractual opportunities
- Poorly established processes between voluntary sector organisations and between voluntary organisations and public and private sector providers
- Complex and costly tendering processes
- Poor performance management of contracts
- Lack of access to capital for building and infrastructure needs

- Lack of business, financial and contracting skills
- The need to gain training and accreditation to provide certain NOMS programmes

The Home Office stance is supported by a case study looking at the role of the voluntary and community sector in Yorkshire and Humber region (Home Office, November 2004).

In Reducing Re-offending – National Action Plan [Home Office 2004] the important role of the voluntary and community sector is also emphasised, together with the need for more baseline information to underpin the development and implementation of multi-agency regional strategies.

The Local Government Association has been examining whether local councils can make a greater contribution to the reduction of re-offending by working more closely with prisons. The report ‘Going Straight’ published in 2005 emphasises the role of community-based services and a multi-agency approach to help offenders to make a successful transition to community life (Local Government Association 2005).

This project also addresses several themes within the Welsh Assembly Government Social Justice and Local Government Portfolio, primarily the themes of crime reduction within the Community Safety Unit and the theme of the voluntary sector in the Communities Directorate. It also touches on the themes of social deprivation, substance misuse and treatment services as well as social justice.

Through increasing the contribution of the voluntary and community sector to the reduction of offending, the research project will contribute to the strategic objectives set out in ‘Wales - A Better Country’:

- Helping more people into jobs – enabling offenders to find their way back into appropriate and sustainable employment
- Improving health – working with offenders to address physical and mental health issues, drug and alcohol misuse; helping them to access services and prevent health problems
- Developing strong and safe communities –contributing to the social inclusion of offenders, preventing re-offending and providing meaningful community projects for those serving Community Service Orders; providing support to the children and families of offenders
- Getting better jobs and skills – encouraging and supporting offenders to improve basic skills levels and take up education and training opportunities
- Action on social justice – helping offenders to achieve social inclusion and break out of the poverty trap

The project also addresses

- The Learning Country – education and training, contributing to skills development and higher qualification levels
- Extending Entitlement – a network of support for 11-25 year olds {16-24 year olds commit most crimes and are at the receiving end of most crimes}
- Climbing Higher – active lifestyles and healthy living; Health Challenge Wales

## Methodology

### Initial desk research and planning of project

Desk research was carried out from January to March 2007 to identify relevant policies and best practice of voluntary sector activities aimed at reducing re-offending and to plan the research. Information on voluntary sector groups and organisations working with offenders and people at risk of offending was collected from many different sources, such as the databases of the CVCs, contact lists from Probation, the Community Safety Partnerships and the Drug Interventions Programme, the WCVA database of voluntary organisations and the CLINKS<sup>1</sup> database. At the moment CVCs don't have a dedicated category for classifying this type of work in their databases, so identification of organisations is not easy.

Several meetings were held involving all four County Voluntary Councils to assure co-operation and to agree a work plan. The contact officer from the New Ideas Fund was able to attend several of these meetings. Central research questions as well as more detailed interview guides for the interviews with voluntary sector organisations and statutory partners were developed. An information sheet and a form for a shared directory were drawn up. All documents were translated into Welsh (see appendix for all documents).

### Steering group

It was planned to establish a multi-agency, cross-county steering group to support the project. It was not possible to do this due to limited resources and problems caused by arranging such meetings. It is hoped to rectify this by disseminating the project report of the project to a regional multi-agency audience.

### Training Days

Two training sessions were organised for the researchers from the three partner CVCs (CAVO, PAVO and CAVS), one on research interviewing and one on running focus group sessions (programmes in appendix). The training sessions were run by Sue Leonard, training officer for PAVS. After a general training session the interviews and focus group questions for the project were planned and discussed.

### Research Interviews

It was agreed to conduct 5 interviews with voluntary organisations and 5 interviews with statutory partner agencies in each county. A list was prepared to co-ordinate the interviews. This was intended to ensure that organisations working across a range of areas and of different sizes would be included. Of particular interest were voluntary organisations working in communities at high risk of crime; working with young people; in employment, education and training; in mental and physical health; drug abuse; homelessness; giving financial advice and providing family support. Statutory agencies of interest were all agencies working to reduce crime that have connections to the

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<sup>1</sup> CLINKS is a national organisation supporting partnership working between the voluntary sector and the criminal justice system

voluntary sector, like Probation, the Police, Careers Wales West, the Community Safety Partnerships, Jobcentre Plus, the Youth Offending Team and the Youth Service. The list with organisations to be interviewed was reviewed regularly to take into account any changes, for example recommendations from interviewed organisations. It was also agreed that the selection of interviewed organisations should reflect areas of particular concern within each county. After the initial planning phase it was agreed to conduct only 3 interviews with statutory partner agencies in each county to avoid duplication, because there is only a limited number of those agencies and they often work across the four counties.

Altogether 11 interviews were conducted with statutory partner agencies and 19 interviews with voluntary sector organisations. The interviews were conducted between May 2007 and January 2008. Most of the interviews were recorded digitally with the agreement of the interviewees. They were then transcribed and the resulting notes were shared with the interviewees to ensure correctness. All digital recordings will be deleted at the end of the project. The transcription of the interviews turned out to be more time consuming than was planned but the researchers felt that the quality of the information was much better and more detailed than could have been achieved without recording. Most of the interviews were conducted face to face; a small number was conducted on the phone.

#### Interviews with statutory partner agencies

<b>Statutory partner agencies</b>	<b>Pembrokeshire</b>	<b>Carmarthenshire</b>	<b>Powys</b>	<b>Ceredigion</b>
Community Safety Partnership	√	√	√	
County Council Youth Service		√		
Dyfed Powys Police		√		
Social Inclusion County Council			√	
Youth Offending Team			√	√
Careers Wales West	√			
Dyfed-Powys Drug Intervention Programme	√			
Centre for Widening Participation and Social Inclusion				√



## Interviews with voluntary sector organisations by area of work

<b>Primary area of work</b>	<b>Number of voluntary sector organisations interviewed</b>
1 Communities at high risk of crime	2
2 Working with young people	4
3 Employment, education and training	1
4 Mental and physical health	
5 Drug abuse	3
6 Homelessness	3
7 Advice	1
8 Family support	
9 Other	3
10 General	2

It is not easy to categorise organisations, since many organisations work across several areas. One of the organisations for example works with young homeless people providing emergency accommodation but also more general support. Two of the organisations in the category 'other' are providing diversionary activities like crafts and outdoor work, the third is a volunteering bureau. The organisations in the category 'general' work with offenders across most areas in the table. They offer training and support access to employment, provided mentoring support and more specific advice if needed.

## Interviews with voluntary sector organisations by county

<b>County</b>	<b>Number of voluntary sector organisations interviewed</b>
Pembrokeshire	5
Carmarthenshire	5
Powys	5
Ceredigion	4

Several of the organisations interviewed are working across more than one county.

### Focus groups

In addition to the interviews with statutory agencies and voluntary organisations it was decided to hold focus group interviews. The aim of these sessions was to get the views of a wider range of organisations, and to discuss issues in more controversial depth than is normally possible in a one to one interview. A training session on focus group interviewing was held where the approach in the four counties was also coordinated (programme attached).

In January and February 2008 three focus group sessions were held, with altogether 12 voluntary and 3 statutory sector organisations taking part. Of those 8 voluntary sector organisations and 3 statutory sector organisations had not been interviewed. One session

in Pembrokeshire focused specifically on work with children and young people, and two sessions, one in Pembrokeshire and one in Carmarthenshire, were more general. It proved quite difficult to find enough organisations interested in this area of work to organise more focus group sessions and due to the restricted funding it was not possible to pursue this further. However, the three focus group sessions were successful and contributed to the research. The focus group sessions were digitally recorded, transcribed and the notes shared with the participants.

Voluntary sector organisation that took part in focus groups and had not been interviewed previously

<b>Primary area of work</b>	<b>Number of voluntary sector organisations participating in focus groups</b>
1 Communities at high risk of crime	
2 Working with young people	3
3 Employment, education and training	
4 Mental and physical health	1
5 Drug abuse	1
6 Homelessness	2
7 Advice	
8 Family support	1
9 Other	
10 General	

The following statutory agencies who had not been interviewed before took part in the focus groups:

- West Wales Substance Misuse Service (WWSMS)
- Pembrokeshire Youth Offending Team
- Carmarthen Town Council

## Data analysis

The transcripts from the interviews and focus group discussions were analysed using a grounded theory approach. Common themes were drawn out and cross referenced in relation to the central questions of the project. Due to the small numbers of organisations interviewed it would not have been useful to quantify answers given and issues raised. Throughout the discussion of the findings descriptions such as ‘most organisations’, ‘many organisations’ or ‘some organisations’ will be used. The findings reflect very much issues raised by groups and organisations across the voluntary sector coming up in the work of the local County Voluntary Councils as well as the findings of other more specific local research.

## Findings

### Description of voluntary sector projects

The voluntary sector organisations that were interviewed vary considerably in their size, the time they have been running as well as their area of work. Some organisations have been only a few years in existence and were quite small, only employing one or two staff. Other organisations are well established employing more than 40 staff. Subject areas of work ranged from substance misuse services, supported employment and training to arts and crafts.

Most organisations interviewed generate their income from a variety of sources – funding from statutory agencies as well as charitable trusts or lottery funding and income generated through business activity. Most organisations working with offenders are funded by statutory agencies but the way this work is contracted varies greatly. Some work is contracted on a spot purchase basis as the need arises, some work involved slightly more formal arrangements funding work over several months, and some work is contracted through Service Level Agreements (SLAs) which mostly are arranged for three years but are renewed annually.

The following case studies illustrate this diversity.

#### Case study: SIREN (Social Inclusion Reaching Employment Needs Ltd)

The organisation does not just work with offenders or those at risk of offending but also with long term unemployed individuals who have never offended. Beneficiaries are needy and eligible rather than from a particular target group.

SIREN make products e.g. benches, bird boxes, puzzles out of Welsh hardwood timber from managed sustainable forests, they then retail these products as a way of self financing the organisation, which is currently 84% self financing. The organisation also gets a small amount of money from New Deal (£60 per week if an individual is New Deal eligible/has not worked for 6 months) plus funding from the Community Facilities Activities Programme (CFAP) from the Welsh Assembly Government. The primary aim is to get people back into work by offering training with a secondary outcome being an almost self-financing business.

To be eligible beneficiaries/employees need not to have worked for 6 months or longer, which makes them New Deal eligible, or gain early entry into New Deal by having served a custodial sentence.

### Case study: Arts Care Gofal Celf

Arts Care has been in existence for the last 21 years, providing a range of art / craft based activities mainly for clients with mental health problems. Over the years the value of this work and the therapeutic / rehab potential of these activities has been recognised in relation to clients with symptoms of offending behaviour and substance dependency / misuse.

The drug rehabilitation programme offered by Arts Care is part of a package of interventions designed to move clients out of drug dependency into a more normal lifestyle. The programme provides a range of diversionary activities centred mainly on the visual arts and craft work. The activities divert the clients from drug related activities and help to move them towards more creative education, training and employment opportunities.

### Case Study: Chooselife

Day Centre providing a relaxed and friendly atmosphere (information, advice, guidance, activities, computer facilities, outdoor pursuits etc.).

Family Support (drug abuse and alcoholism affects not just the individual addict but the whole family). Support includes family centre, information advice and guidance, toddlers club, after school club, parenting classes, family day trips, social events etc.

Residential Rehabilitation: The centre provides / arranges prompt access to a number of residential rehabilitation centres.

The target group is drug and alcohol users and their families - hence a broad range of ages is involved.

### Case Study: Coppicewood College

Coppicewood College in Cilgerran, West Wales promotes, supports sustainable woodland management and runs courses in traditional woodland skills. Coppicewood College has been set up to teach people the benefits of working outside and the benefits of sustainable management of woodlands. They are an educational project, to help people

understand the traditional skills involved in managing woodland using only hand tools and traditional methods. The college course is OCN accredited. The college has an arrangement with Dyfed-Powys Probation to work with people on Drug Rehabilitation Orders (DROs) in ten week blocks. They also get people through a scheme called 'Want to work' (Probation) and 'Wicked' (Tir Coed).

Detailed information about each organisation was collected with the aim to produce a directory of services. Information included contact details, service description, target groups, areas of service and languages used (see attached Directory Form and discussion about the directory below).

During the research it became apparent that there are only few voluntary sector organisations in Dyfed-Powys that work explicitly and exclusively with offenders. Many organisations work with a variety of client groups, offenders or people at risk of offending are only one of them. Several organisations do not like using the term 'offenders' because they feel it stigmatises their clients. They also want to prevent being seen as an organisation working exclusively with offenders as this can have an impact on other client groups accessing services. This non-stigmatising approach is often seen as being of great benefit to help reintegrate offenders in the wider community (see Successes for a detailed discussion). It makes it difficult however to categorise voluntary groups and organisations working with offenders.

### How the projects came about

There was a variety of ways how projects and organisations originated. Some organisations offer their services to a wider client groups, e.g. socially excluded people, and offenders and people at risk of offending are part of that client group. Some projects were started after consultation with the community and the development of community action plans. Several project ideas arose out of the work of probation, the Youth Offending Teams (YOT) or the local authorities. Some organisations mentioned that current legislation and the provision of court orders within the youth justice system facilitates the development of rehabilitation programmes featuring creative art activities and self-expression. This enables voluntary sector organisations to become involved. Some organisations were set up by individuals who had suffered and recovered from substance misuse problems with the aim to support such client groups.

### Successes

Most organisations interviewed reported that their interventions were very successful. This was generally attributed to a supportive and non-judgemental approach focusing on the needs of the individual and building their self-esteem. Organisations often mentioned the positive effects of integrating offenders or people at risk of offending in projects and activities with a mix of people from different backgrounds.

These are:

Support focusing on the needs of the individual
Integrating offenders within communities
Non-judgemental approach
Flexible approach
Informal settings not focused on law enforcement
Trust and respect
Independent from statutory sector

“Voluntary work helps there because nobody really knows what they have done and everybody just recognises them as another volunteer, gives them a chance to see themselves in a different light and relate, and see other people’s lives. I know there is a lot of therapies trying to redirect your life, but if you actually see other people how they live their lives can help.”

“To get into that situation where you are treated as an equal, and if you are doing voluntary work and given some self worth and value which will be very different from peer group.”

“It’s very grounding. It’s away from a lot of stress and pressure, it gives them a way of expressing themselves differently. They also have adults around them, this is something we haven’t mentioned yet, especially for the younger ones, they have more experienced adults around them. On our course we have females, mature females, who are a very good steadying influence, they’ve got strong personalities... The other thing is that we are non-judgemental, and everyone who comes into this woodland comes with a clean slate, as far as we are concerned. No history at all. And it’s how they respond to us that we judge them on. And that probably makes a difference to the people that come in, they see that they feel that and therefore they are not so worried about how they should behave, it comes more naturally to them. They don’t have to obey orders from anybody, we don’t bark orders to people. We are all leaders here, is the way we look at it, everybody’s opinion is listened to and respected.”

“Placing ex-offenders (in volunteering roles) is often very successful, leading to successful volunteering and sometimes to jobs and training.”

“Support is important to offenders, support from all organisations is important for offenders to make success, to put them on ‘straight and narrow’, people want to make something of their lives, once they feel better about their lives they won’t re-offend, getting their control back, it’s wonderful to see people getting their lives back, finding employment, sorting debt out.”

“A lot of kids have had a bad experience in school, never got anywhere, never achieved anything but now in an informal setting they can get the qualifications and

the accreditation. Will come to a course because it is enjoyable and they have individual attention which they never had before.”

Many organisations see their independence as part of the reason for their success, making them more accessible especially for harder to reach groups.

“From the community side though, we are purposely community run because we don’t want (the council) telling us, we purposely are independent of the council. We work in partnerships, but we won’t be led and told what to do, we do what we think is right.”

“And we know they will come to the centre, because there is no barriers there. They don’t see us as them and us, that’s a big difference, we are not classed as an authority figure, they tend to tell us more, work with us more.”

All of the organisations collect feedback and evaluate the services they provide. This is done in different ways. Smaller organisations often do this informally. Larger organisations delivering service level agreements or working with law enforcement agencies like probation or the courts often use a detailed system of monitoring and share the information with the funder and partner agencies.

Outcomes that are measured are for example number of clients who have found employment, started training or education, gained educational qualifications, generally gained self-confidence, harm reduction or whether clients have re-offended. Only few organisations follow up clients after they leave projects. Most organisations would like to improve the way they measure their outcomes for example by following up clients. Often the impact of an individual intervention is hard to measure because it is part of a whole package of interventions. However, organisations try to measure their impact often using an array of means such as:

- Case files
- Information gathered from participants and staff
- Statistics collected using evaluation forms
- Review visits
- Photographic evidence of work

“There are many examples of clients ‘turning their lives around’ and finding new education, training and employment avenues. Also examples of clients becoming volunteers and helping other addicts out of addiction.”

“Projects exceed their aims. Projects are monitored by volunteers completing a Volunteer Associate Report and a timesheet. Client and partner agency feedback forms have recently been introduced.”

## Barriers

The barriers organisations mentioned reflect very much barriers generally perceived by voluntary sector organisations.

These are:

Lack of sustainable funding
Lack of awareness of statutory agencies of what voluntary sector organisations can achieve
Stigma attached to offenders, drug users and homeless people
Difficulty finding volunteers and trustees
Lack of training opportunities
Access in rural areas
Excess of strategic initiatives and policy directives

A lack of sustainable funding ranked top. This can lead to a range of problems that affect the provision of services.

“Lack of long-term funding can lead to problems to provide services - staff recruitment, moral, operations, retention, quality of support and training for volunteers.”

“A lack of comprehensive funding covering all costs (the general running of the organisation as well as project costs) can lead to a subsidising of statutory services.”

“Services need to be costed at a realistic price to avoid being exploited and treated as a cheap option. The sector is highly skilled, has good skills and well qualified to deliver high quality services.”

“Too much work, too many people need help, sheer volume of work. Depth of problems is increasing, debt is an enormous problem especially in area of low income.”

“A general point is funding. Pembrokeshire County Council have just extended the funding period to three years, rather than just before the end of the financial year, the last week. That’s positive and should be replicated across other agencies.”

It was often emphasised that offenders need long-term support possibly over years. Short-term funding presents a serious challenge to providing this.

“It’s not short term, it takes a long time to help people turn their lives round. Tai Trothwy work with people for three years, some will take less, but some of them they work with well up to three years to try and get them to resettle.”



Another barrier perceived by many organisations is a lack of awareness of statutory agencies of what voluntary sector organisations can achieve.

“Getting prisoners on day release.”

“Lack of awareness of various agencies regarding the role of the creative arts in drug / substance abuse rehabilitation.”

“Attitudes towards faith based organisations.”

A barrier was also seen in the stigma attached to offending. Voluntary and statutory sector organisations as well as the wider community were seen as not always looking at the individual but as judging and excluding people with a criminal record.

“Try to encourage organisations to look at person and what they have done rather than not considering anybody with a criminal record per se. Some organisations want a ‘normal’ volunteer and not people with any sort of problem needing any support.”

“The other thing is awareness raising with the general public, because there must be a lot of stigma around with respect to offending, especially alcohol and drug related. To come out and to be housed with a lot of other people who have offended, is that what society wants, to have them all in one corner.”

“But stigma and lack of understanding about mental health is also an issue. And what it includes, for a lot of people mental health is somebody who is schizophrenic or psychotic, whereas the spectrum is much more vast and includes people with anxiety, panic attacks, depression but also people who are alcohol and drug abusers.”

Like voluntary sector organisations in general, many of the interviewed organisations found it difficult to recruit volunteers and to find trustees.

“Very difficult to find volunteers, because of work load, problems are more complicated, requires lots of knowledge, lots of patience and time to sort people’s problems out.”

One barrier mentioned was a lack of training opportunities.

“Training, it’s so expensive. We do get offered youth work training through the council, but it’s difficult to get child protection, safeguarding young people. We don’t get invited to that. There is a limit on the numbers for voluntary sector organisations.”

Other barriers perceived were of a more practical nature, such as finding premises for substance misuse services or getting access to clients in remote areas.

Another barrier that was mentioned was the pressure put on organisations by policy initiatives and strategic consultations:

“Excess of initiatives emanating from the Welsh Assembly Government which place a lot of pressure on smaller organisations - capacity of the sector to respond to strategic initiatives and policy directives is limited since they need to focus on front-line services to clients.”

## Training

Most organisations make regular use of a variety of training for both their staff and for volunteers. Training covers a wide range of subjects such as substance abuse, challenging behaviour, as well as training focusing on capacity building in the organisation such as funding. Training providers that were mentioned include:

- Local authorities
- Local CVCs
- Foothold
- New Link (Cardiff)

Some of the bigger organisations have developed their own training programme resulting in OCN qualifications covering areas such as offending behaviour, employment mentoring and volunteer roles e.g. boundaries, negotiation, assertiveness, communication, child protection and vulnerable adults as well as drug and alcohol awareness training.

However, especially smaller organisations and organisations that do not have specific contracts to work with offenders do sometimes find it difficult and too expensive to access training. Local authorities offer training places to voluntary sector organisations, but the numbers are restricted. Several organisations suggested that a voluntary sector network could be useful to help share and provide training opportunities. A training need to change attitudes of people and organisations to work with people with a criminal record was also mentioned.

## Potentials for future work

Most organisations interviewed see a potential to extend their services. This can mean an extension of the geographical area served or an extension to a wider target group. Whether such extensions can happen depends on the funding as well as the internal potential of the organisation for growth. Several organisations were concerned that the organisation might be threatened if too much growth happens too quickly, even if demand is there and funding can be found.

“Expansion might be an area which we find difficult to deal with, the number of tools we need, to have so many students at any one time, the number of instructors we need, so we’ve got to learn to grow and we don’t want to rush. We want to take our time as we grow, because we want to get it right. This stage is very very important, that we don’t get out of balance. So learning as we go, and learning as we grow is something that we need to be aware of as a group.”

Many organisations stated that the demand for their services was growing, mainly due to an increased occurrence of drug and alcohol problems in their communities but also due to an increasing recognition that their services were successful in helping clients.

“There is potential to extend the work of Nightstop. The need is considerable.”

“The level of drug / alcohol addiction and dependence is increasing in the area and there is a considerable need for good quality sustainable rehabilitation and support services.”

## Partnership working

All organisations interviewed have established working links to other voluntary and statutory organisations. Generally organisations refer clients to a wide range of organisations in the statutory and voluntary sector.

“In practical terms we are well networked, we have a growing reputation with all of the (organisations we work with).”

However, the extent of involvement in partnerships and networks varies because of limited resources. Especially smaller organisations often focus on links to organisations that directly support their service. Other organisations are involved quite intensively in various partnerships and strategic work.

Some of the partnerships mentioned are:

- Community Safety Partnerships
- County Councils
- CLINKS, an agency set up to ensure the voluntary sector is aware of initiatives within NOMS
- Probation Service
- Youth Offending Service
- Local Health Board
- Youth Service
- Dyfed-Powys Police
- Dyfed-Powys Drug Intervention Programme
- Job Centre Plus
- CVCs and voluntary sector forums supported by the CVCs

Generally partnership working was valued and several benefits were mentioned. The VCS organisations interviewed stated that working with the statutory sector enabled them to provide more services on a more sustainable basis.

“In my experience yes, there is a spirit of partnership. And there are good examples where this comes into the delivery aspect, YOT is one example for the Princes Trust.”

Several organisations also mentioned problems. Despite rhetoric of supporting voluntary sector organisation some saw a risk in being taken for granted and not valued appropriately. Some smaller organisations also found it difficult to understand how the various statutory agencies linked and what their function is. Some organisations mentioned communication problems.

“And you do get partnerships where it’s just talking shop. I’ve been asked onto partnership where I couldn’t see how it would benefit the kids I’m working with.”

Both voluntary and statutory sector organisations stated that they would benefit from more shared information and from improved partnership working.

“A closer working relationship between services such as ours the police and youth offending teams would help us.”

“It seems to us that there is not much talking going on between the agencies in the different counties.”

“Lots of inter-meshing going on all the time regarding the individual – but away from the individual at the level of planning and commissioning there is a lot of fragmentation.”

## The view of the statutory partner agencies

The statutory sector agencies interviewed were all working in partnership with voluntary sector organisations. In many cases these links had been increasingly developed recently. More emphasis had been placed on providing a range of diversionary activities suited to individual clients and voluntary sector organisations can often provide these.

Generally the value of voluntary sector services was recognised. The following benefits of working with the voluntary sector were mentioned:

Specific skills of voluntary sector organisations, like working with volunteers, mentoring, befriending
Reach into communities that the statutory sector can't reach
Work with offenders or people at risk of offending in an informal non-judgemental way
Dedication
Little money goes a long way through the work of volunteers
Access to additional funding that the statutory sector cannot access
Innovative services can be established quicker

“To enable access to hard to reach groups. Also fulfils our aim to interact with local community.”

“Diversity, depth and breadth, knowledge of target groups beyond what is available centrally, cover a lot of areas/social groups etc. in society.”

“Where the ideas come from – better chance they'll be flexible and impact more effectively. Better value for money. Less bureaucratic – able to avoid ‘targets’. You have to have enthusiastic people in there. Mixture of people.”

“Works - Commitment, motivation, initiative, self-belief, honesty and openness, teamwork, trust, enthusiasm and enjoyment. Sharing decisions. K.I.S.S. (Keep It Simple, Stupid).”

“Guys who go fly fishing say, ‘oh, this is punishment!’ But it's not about punishment, it's about rehabilitation. Most people I work with are not hard core criminals, they have become entrenched in the drug culture or have used drugs from an early age. It's about helping people to get out of this whole and work towards a better life.”

“I wonder whether the voluntary sector has got more flexibility than the statutory sector. Not so much boxes to tick. Whilst there is pressures on funding the voluntary sector can do what it wants. The statutory sector has national strategies etc... But we are a bit more flexible if there is funding. It could be easier for the VS to play around with different initiatives, to pilot.”

Problems that statutory agencies had experienced in their work with the voluntary sector are the following:

Continuity of services sometimes problematic due to short-term funding, no job security
Statutory sector funding for the voluntary sector is often restricted and cannot cover eventualities such as redundancy payments, maternity leave etc. – this can be a challenge for the VCS organisation
Contact details change, difficulty finding VCS organisations
Lack of funding for statutory agencies themselves e.g. cut in funding from the Home Office for community safety partnerships
Insufficient professionalism e.g. in chairing meetings

“Difficult to get decisions or yes/no answers quickly – often has to be referred to other groups. Often a big/fast turnover of staff. Quality of staff tends to be less because volunteering is often used as springboard to employment.”

## Directory

In general the idea of creating a directory of services met a positive response. Organisations both in the voluntary and statutory sector felt that a directory would help with signposting clients to services as well as to develop partnership working with other organisations and to promote their own services. However, the different organisations have different requirements as to what information the directory should hold. Some organisations would like to find other organisations working with offenders or people at risk of offending while others would like a directory to provide a very comprehensive list of voluntary and statutory services covering housing, training, recreational activities, health and social care. Statutory agencies sometimes find it difficult to find specific voluntary sector groups and organisations. Mostly they use contacts provided by the County Voluntary Councils.

Most organisations would find an online directory most useful, but many prefer a paper copy to enable staff to use it when they work away from the office.

The directory information that was collected during the research will be compiled into a Microsoft Access database. This can be used to produce a paper or online directory. At the moment such a directory would not provide comprehensive information since only a sample of organisations who took part in the research contributed their details. However, if taken on by the CVCs this could be developed, possibly as part of a general directory of voluntary sector organisations.

“A directory would be useful so that people know we are here and it would also help us find other organisations that may be able to help us in our service provision.”

## A voluntary sector network

Most organisation stated that they would benefit from increased information sharing. At the moment there is no general voluntary sector network with a focus on community

justice. The idea to create such a network was discussed in more depth in the focus group sessions. Generally research participants saw a need for such a network and offered many ideas regarding what it could do and how it could be run. One concern however was that it should link in with existing partnerships (e.g. the network of organisations working with probation). It was suggested that existing partnerships and networks could be extended. Other concerns were the amount of resources necessary and the limited time of staff to attend any events or meetings.

“Information sharing would be useful, to raise awareness amongst ourselves of what is going on. To have some information, is there a way that everybody meets up but not too regularly because time is very precious.”

“I think the idea of having a VS network is excellent. Sharing good practice and getting everybody to know what’s going on and what’s available.”

Suggestions for activities of a voluntary sector network were:

- Networks bring agencies and field workers together and help to avoid duplication in service provision
- Provide opportunities to share good practice, to build relationships and to create more effective signposting and referral arrangements
- Progressing particular pieces of work eg joint funding application
- Feeding into the overall statutory frameworks and ensure better co-ordination between the two sectors
- Provide an opportunity to link with community police service and other agencies which have an impact on the work of the sector
- Provide education, training and staff development opportunities and an insight into new policy initiatives and directions
- Networks could be based at local, county and inter-county / regional levels. Ideally, these forums would intermesh and provide inter-linkages so that information and policy decisions can be relayed up and down the overall structure
- Importance of learning from good practice and network structures in other counties

An “Interventions” conference run by Dyfed-Powys Probation two years ago was mentioned as a very good example of how information sharing could work. Many organisations working with offenders shared information on their work and service users talked about their experiences.

### What could be done to reduce crime more generally

As could be expected a wide range of issues were discussed in relation to reducing crime generally. However, the discussions were based on the experience of organisations working with offenders or people at risk of offending and consequently offered suggestions that were seen to make a practical difference. Many organisations saw a great value in preventative work and work to reintegrate offenders into the community through creating opportunities and building self-esteem.

“More opportunities for offenders or those at risk of offending to get engaged in local community activities.”

“More interesting, creative and constructive diversionary activities.”

“Interventions to break the vicious cycle of offending and re-offending, interlaced with substance misuse and dependence.”

“More support to enable clients to change their lifestyle and avoid people, places and activities associated with crime and substance abuse.”

“Clients find it hard trying to change their lifestyle - getting away from their associates is quite tricky. Especially with housing situation. Council see someone is a drug user or an offender and they will stick them where other drug users and offenders live, stick them on the X estate. Our experience is if you can get people away then that can help because they don't have their associates banging on the door all the time. Their environment. There are people on their doorstep that they want to get away from.”

“Earlier intervention and identification of clients likely to become involved in a cycle of offending”

“I suppose being part of groups helps people belong, and if people belong to a place and maybe they feel less likely that they have nowhere to go except trouble. We've had people here whose entire lives have been crime, drugs and fighting. And to me that suggests that that person had no community, nowhere to belong.”

The provision of activities for younger people is seen as lacking, especially in holiday times.

“That is a big problem, at a time when we've got loads of young people, loads of free time, all the council run youth clubs are not open.”

The extent of alcohol consumption amongst young people was seen as very problematic and potentially causing drug and alcohol misuse problems later on.

“For the young people if they get into using substances cigarettes and alcohol early on, they are much more likely to get into problematic substance use later on because it becomes the norm, and it is so prolific now.”

It was also stressed that offending is everybody's responsibility and that communities should take this responsibility on.

“The communities have to develop some responsibility rather than shunning offenders and saying we don't want them. Lots of them are the children of the community. We need to get the communities on hand and be more proactive.”



Several organisations also wanted to see an increased presence of the police.

“More police on the streets.”

The causes of crime were generally seen to be deprivation, a lack of opportunities as well as aspirations, abuse of drugs and alcohol. Criminal behaviour was seen as passed on from generation to generation within families.

“Generational problems: fourth generations have never seen any males in the families work, males on benefits in fourth generation.”

Most organisations felt that more well coordinated and long-term support for offenders is needed to prevent them from re-offending.

“I’ve noticed those few days (after release from prison) are incredibly important to help people’s live redevelop. You are much more likely to re-offend if you are not given that support and advice in the first few days. Some sort of befriending scheme with people in custody and follow it through when they are coming out. And then I think there can be terrible isolation when people come out and live in a property, some people have been in custody for years and don’t know what to do with themselves. Isolation can be very hard. Structure and activities are important, especially when you are trying to change your lifestyle, get out of using, if you’ve got something to do the days go much quicker. Any kind of voluntary work or training can prevent re-offending and should be thought of before they leave prison.”

“A lot of my clients, their perceptions of themselves need working on, a lot of them have a very low opinion of themselves. That’s developed over the years, they don’t want to be this person, and there is no much hope for them to change. So changing their perception of themselves is important, and that goes back to getting out and doing things.”

It was suggested that more outreach work by both statutory and voluntary organisations would help to provide a more accessible service.

“On big estates there should be outreach police stations, used by other agencies, it’s always about them going to see you and not the other way around. Transport costs. One less barrier if more outreach would happen locally.”

The benefits of peer-led support were also emphasised.

“In prison they do a lot of peer led work, ex-offenders giving advice they get trained up in debt advice, housing advice – they gain qualifications themselves and it’s helping other people. It’s more realistic listening to people who’ve had the same experience. If you could have the same when they come out to help them to

live independently, which is not easy. They may find it easier to work with people who've had that experience. In some occasions it can work well. A lot of it is self-esteem."

One example of such an approach is a pilot project run by the Princes Trust offering support to young people coming out of prison.

"Pilot scheme in the south-west, mature ex-offenders who have turned their lives around, have strict screening, act as supporters, develop relationships with young people in custody, and then hold their hand when they come out of custody and get them where they are going to live, and then have regular contact, at least once a week. Because it's within the first few days that they re-offend and go back in."

## Conclusion and recommendations

Voluntary sector organisations in Dyfed-Powys are providing a wide range of services targeting offenders and people at risk of offending. Areas of work are work with communities at high risk of crime; working with young people; working in employment, education and training; mental and physical health; drug and substance misuse; homelessness; advice and family support as well as a wide range of arts, crafts and outdoors organisations providing diversionary activities. These services are generally successful and provide flexible individualised support in many innovative ways. The main reasons for their success are their independence, flexibility and informal setting and a non-judgemental and supportive approach to individuals.

The main barriers to the work of these organisations are a lack of long-term funding as well as a lack of awareness of what their services can achieve. A lack of funding is specifically problematic because providing effective services to reduce offending often needs long-term extensive support. Stigma attached to offenders, drug users and homeless people also presents a barrier.

Statutory sector agencies generally value voluntary sector services and recognise their unique contribution to addressing offending behaviour. Most statutory agencies look to expand their work with the voluntary sector. Statutory partners sometimes experience problems with voluntary sector organisations not being able to provide a sustained professional service due to a lack of sustainable funding.

Voluntary sector organisations value partnership work with the statutory sector and there are many good examples when this has resulted in improved service delivery. However, service providers often have limited resources to commit to higher level strategic planning. Many organisations see a need for more effective information sharing within and between the voluntary and statutory sectors. A directory of services as well as a dedicated voluntary sector network could potentially address this.

When asked what could be done to reduce crime and re-offending generally, most of the research participants saw the priority in working preventatively and in providing long-term coordinated and comprehensive support to offenders to re-integrate them into the community. The main factors contributing to offending behaviour were seen as being low self-esteem, drug and alcohol misuse as well as deprivation of communities.

## Recommendations

- More robust contractual arrangements that strengthen sustainable funding opportunities for voluntary sector organisations. Statutory sector agencies should adopt funding codes of practice that aim at service level agreements over three year period (see for example the Funding Code of Practice adopted by the Pembrokeshire County Council).

- Better co-ordination and communication between the voluntary and statutory sectors.
- More publicity for the good work being done by voluntary sector organisation with the aim to reduce crime and re-integrate offenders. Wider recognition of the essential contribution of the voluntary sector and its ability to respond flexibly, imaginatively and quickly to new circumstances.
- Explore the setting up of a voluntary sector network focusing on community justice issues. This should be coordinated at local, county and regional level and with existing networks.
- Ensure better representation of the voluntary sector within the strategic partnerships e.g. Community Safety Partnerships
- Further development of a directory of voluntary sector services further, both online and on paper. This would assist communication, signposting and referral.
- Better access for voluntary sector organisations to training opportunities covering issues such as offending behaviour, employment, mentoring and volunteer roles, child protection and vulnerable adults as well as drug and alcohol awareness. Training and support especially for smaller organisations to evaluate the impact of services, for example by following up on clients after they have left the service.
- Better partnership working to improve provision of activities for young people during holiday times – perhaps through working together of voluntary and statutory sectors.

## References

Home Office (July 2004) *Reducing Re-offending – National Action Plan*

Home Office (November 2004) *Enhancing the Role of the Voluntary and Community Sector – A Case Study of the Yorkshire and Humber region*. Final Report.

Home Office (January 2005) *The Role of the Voluntary and Community Sector in the National Offender Management Service, Strategy for Consultation*. National Offender Management Service

Local Government Association (2005) *Going straight: reducing re-offending in local communities*

## Appendix

### Information Sheet

#### Reducing Re-offending - the Voluntary and Community Sector Contribution in Dyfed - Powys

This research project investigates the contribution of voluntary and community sector organisations in Dyfed-Powys to the reduction of crime and explores the potential to enhance this contribution. The research will provide evidence relating to current government initiatives aimed at harnessing and augmenting the role of the voluntary and community sector in strategies to reduce re-offending and prevent offending. The findings will support the voluntary and community sector to increase its contribution to the reduction of crime, and will also enable statutory partners to work better with voluntary and community organisations.

This is a regional research project conducted by the Pembrokeshire Association of Voluntary Services (PAVS) in partnership with the other three County Voluntary Councils (Carmarthenshire - CAVS, Ceredigion - CAVO, Powys - PAVO) and supported by Dyfed-Powys Probation Service, Dyfed-Powys Police and the four Community Safety Partnerships. The project is funded through the New Ideas Fund of the Welsh Assembly Government.

Information given by your organisation will be confidential and will only be used for the purposes of this research project. Exception is the information you give for the Service Directory which will be made public. Any recordings of the interview are only used to support note taking and will be destroyed at the end of the research.

For any comments or questions please contact:

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Tel. 01437 769422

[Bettina.Becker@pavs.org.uk](mailto:Bettina.Becker@pavs.org.uk)

## Taflen Wybodaeth

### Gostwng Aildroseddu - Cyfraniad y Sector Wirfoddol a Chymunedol yn Nyfed - Powys

Mae'r prosiect ymchwil hwn yn edrych ar gyfraniad mudiadau sector wirfoddol a chymunedol yn Nyfed-Powys tuag at ostwng troseddu ac yn archwilio'r posibilrwydd o ehangu'r cyfraniad hwn. Bydd yr ymchwil yn darparu tystiolaeth yn ymwneud â mentrau cyfredol y llywodraeth tuag at harneisio a chynyddu swyddogaeth y sector wirfoddol a chymunedol mewn strategaethau o ostwng aildroseddu ac atal troseddu. Bydd y canfyddiadau yn cefnogi ymdrechion y sector wirfoddol ac annibynnol i gynyddu eu cyfraniad i ostwng troseddu, a bydd hefyd yn galluogi partneriaid statudol i weithio'n well gyda mudiadau gwirfoddol a chymunedol.

Mae hwn yn brosiect ymchwil rhanbarthol o dan arweiniad Cymdeithas Gwasanaethau Gwirfoddol Sir Benfro (PAVS) mewn partneriaeth â thri Chyngor Gwirfoddol Sirol arall (Sir Gâr - CAVS, Ceredigion - CAVO, Powys - PAVO) a chefnogaeth Gwasanaeth Profiannaeth Dyfed-Powys, Heddlu Dyfed-Powys a'r pedwar Partneriaeth Diogelwch Cymunedol. Cyllidir y prosiect trwy Gronfa Syniadau Newydd Llywodraeth y Cynulliad.

Bydd gwybodaeth a roddir gan eich mudiad yn cael ei gadw'n gyfrinachol a dim ond yn cael ei ddefnyddio at bwrpas y prosiect ymchwil hwn. Yr eithriad fydd y wybodaeth a roddir gennych i'r Cyfeiriadur Gwasanaeth a wneir yn gyhoeddus. Unig ddiben recordiadau o gyfweiliadau fydd er mwyn cefnogi'r weithred o gymryd nodiadau ac fe'u dinistrir ar derfyn y gwaith ymchwil.

Os ydych am sylwadau pellach neu am ofyn cwestiynau, yna, cysylltwch â:

Bettina Becker  
PAVS  
36/40 Stryd Fawr  
Hwlfordd, Sir Benfro  
SA61 2DA

Tel. 01437 769422

[Bettina.Becker@pavs.org.uk](mailto:Bettina.Becker@pavs.org.uk)

## Reducing Re-offending in Dyfed-Powys

### Directory of Services delivered by voluntary and community organisations

The information you provide in this form will be compiled into a directory of services provided by voluntary and community organisations working to reduce re-offending. The directory will be available for the public at [www.pavs.org.uk](http://www.pavs.org.uk) as well as in print format.

<b>Your contact details</b>	
Organisation Name:	
Address:	
	Tel:
	Email:
	WWW:

<b>Project or service details</b>	
Please fill in the details below for each project you manage or service that you provide. If you have more than one service or project, please copy the page.	
<b>Name of project/service</b>	
<b>Operating from</b> <i>(Location or Locations)</i>	
<b>Description of project/service provided</b>	



<b>Target group(s)</b> <i>(please describe)</i>		Please tick age group: <input type="checkbox"/> 0-10 <input type="checkbox"/> 11-25 <input type="checkbox"/> 26-49 <input type="checkbox"/> 50+ Other:
<b>Area served</b> <i>(tick all that apply, please describe if area is different)</i>	<input type="checkbox"/> Pembrokeshire <input type="checkbox"/> Carmarthenshire <input type="checkbox"/> Ceredigion <input type="checkbox"/> Powys <input type="checkbox"/> Wales <input type="checkbox"/> UK	
<b>Language of provision</b>	<input type="checkbox"/> English <input type="checkbox"/> Welsh Other:	

Any comments:

Thank you for your help.

Signed:

Date:

Print name:

Please return this form to:  
 Bettina Becker  
 PAVS, FREEPOST SWC4881  
 36/40 High Street  
 Haverfordwest, Pembrokeshire  
 SA61 2DA

Any questions? Contact Bettina Becker Tel. 01437 769422  
[Bettina.Becker@pavs.org.uk](mailto:Bettina.Becker@pavs.org.uk)

## Gostwng Aildroseddu yn Nyfed-Powys

Cyfeiriadur Gwasanaethau a ddarparir gan fudiadau gwirfoddol a chymunedol

Bydd y wybodaeth a ddarparir gennych ar y ffurflen hon yn cael ei grynhoi mewn cyfeiriadur gwasanaethau a ddarparir gan fudiadau gwirfoddol a chymunedol sy'n gweithredu i ostwng aildroseddu. Bydd y cyfeiriadur ar gael ar gyfer y cyhoedd yn [www.pavs.org.uk](http://www.pavs.org.uk) yn ogystal ag ar ffurf brintiedig.

<b>Eich manylion cyswllt</b>	
Enw'r Mudiad:	
Cyfeiriad:	
	Tel:
	E-bost:
	WWW:

<b>Prosiect neu fanylion gwasanaeth</b>	
Nodwch fanylion isod am y prosiect rydych yn ei reoli neu wasanaeth rydych yn ei ddarparu. Os oes gennych fwy nag un prosiect neu wasanaeth, yna, copiwch y dudalen.	
<b>Enw'r prosiect/gwasanaeth</b>	
<b>Man gweithredu</b> <i>(Lleoliad neu leoliadau)</i>	
<b>Disgrifiad o'r prosiect/gwasanaeth a ddarparir</b>	

<b>Grwp(iau) Targed</b> <i>(disgrifiwch)</i>		Rhowch dic i'r grwp oedran: <input type="checkbox"/> 0-10 <input type="checkbox"/> 11-25 <input type="checkbox"/> 26-49 <input type="checkbox"/> 50+ Arall:
<b>Ardal a wasanaethir</b> <i>(rhowch dic i bob ardal berthnasol, nodwch os yw'r ardal yn rhywle arall)</i>	<input type="checkbox"/> Sir Benfro <input type="checkbox"/> Sir Gâr <input type="checkbox"/> Ceredigion <input type="checkbox"/> Powys <input type="checkbox"/> Cymru <input type="checkbox"/> DG	
<b>Iaith darpariaeth</b>	<input type="checkbox"/> Saesneg <input type="checkbox"/> Cymraeg Arall:	

Unrhyw sylwadau:

Diolch i chi am eich cymorth.

Llofnod:

Dyddiad:

Printio enw:

Dychwelwch y ffurflen hon at:  
 Bettina Becker  
 PAVS, RHADBOST SWC4881  
 36/40 Stryd Fawr,  
 Hwlfordd, Sir Benfro  
 SA61 2DA

Unrhyw gwestiynau? Cysylltwch â Bettina Becker Tel. 01437 769422

[Bettina.Becker@pavs.org.uk](mailto:Bettina.Becker@pavs.org.uk)

## **Reducing re-offending: the VCS contribution in Dyfed-Powys**

### **Interview guide for voluntary sector organisations working with offenders**

**Group/organisation:**

**Name(s) of interviewed person(s):**

**Date:**

Collect contact information and information about service in **Service Directory Form**.  
Please make sure this is signed.

#### **1. Can you describe the project working with offenders?**

*Follow-up questions:*

What do you do?

Who is your target group (risk group, male-female, age group)?

What is your geographical reach?

How is this project funded?

What sort of contract arrangements do you have?

What is the timescale?

#### **2. How did the project come about?**

*Follow-up questions:*

Who had the idea, who initiated it, who planned it and applied for funding?

How did you establish the need for your project?

#### **3. Are you working in partnership with any other voluntary organisation or any statutory agency?**

*Follow up questions:*

Do you liaise with the Offender Manager?

What is your experience of partnership working?

Was there anybody who would not or could not be a partner and why not?

**4. What is your experience so far?**

*Follow-up questions:*

Does the project achieve its aims?

How do you record/monitor your ongoing work?

How do you evaluate the impact of your service (e.g. how many clients have found employment, have started education)?

**5. Have your staff and volunteers attended specific training to help them work with offenders?**

*Follow-up questions:*

How do you find information about existing training?

**6. Do you refer your clients on to other organisations and services when they leave your project or when they need other help?**

*Follow-up questions:*

How do you handle information sharing?

Do you have information about what your clients are doing after leaving your project?

**7. Are you involved in any partnerships and networks? Does your project link with any local strategy (e.g. the community plan or strategy, Communities First strategies, NOMS Joining Together in Wales)?**

*Follow-up questions:*

If not, why not?

**8. What are the barriers you have met delivering your project?**

**9. What do you think could be done to reduce crime in your community more generally?**

**10. Is there a potential to extend your work with offenders or people at risk of offending?**

**11. What are your plans for the future?**

*Follow-up questions:*

How did these plans come about? How was a need identified?

**12. In what way would your organisation use a directory of voluntary and community sector services?**

Note: This is to see how voluntary sector groups and organisations would use a directory of services addressing re-offending or crime reduction generally, to enable CVCs to make this as useful as possible.

Many thanks for your help.

## **Gostwng aildroseddu: cyfraniad y SWG yn Nyfed-Powys**

### **Canllaw cyfweld ar gyfer mudiadau sector gwirfoddol sy'n gweithio gyda throreddwyr**

**Grŵp/mudiad:**

**Enw(au) person(au) a gyfwelir:**

**Dyddiad:**

Casglwch wybodaeth gyswllt a gwybodaeth am wasanaeth o'r **Ffurflen Cyfeiriadur Gwasanaeth**. Gwnewch yn siŵr bod hwn wedi'i lofnodi.

#### **1. Fedrwch chi ddisgrifio'r prosiect gweithio gyda throreddwyr?**

*Cwestiynau pellach:*

Beth ydych chi'n ei wneud?

Pa grŵp ydych chi'n ei dargedu (grŵp risg, gwryw - benyw, grŵp oed)?

Beth yw eich terfynau daearyddol?

Sut mae'r prosiect hwn wedi'i gyllido?

Pa fath o drefniadau contract sy gennych?

Beth yw'r amserlen o ran amser?

#### **2. Sut ffurfiwyd y prosiect?**

*Cwestiynau pellach:*

Pwy gafodd y syniad, pwy gymrodd y cam cyntaf, pwy gynlluniodd y prosiect a chynnig am gyllid?

Sut sefydloch chi'r angen am eich prosiect?

#### **3. Ydych chi'n gweithio mewn partneriaeth â mudiad gwirfoddol arall neu asiantaeth statudol?**

*Cwestiynau pellach:*

Ydych chi'n cydlynu â'r Rheolwr Troseddu?

Beth yw eich profiad o weithio mewn partneriaeth?

Oedd yna unrhyw un na fodlonai neu na fedrai fod yn bartner a pham hynny?

**4. Beth yw eich profiad hyd yn hyn?**

*Cwestiynau pellach:*

Ydi'r prosiect yn cyflawni ei amcanion?

Sut ydych chi'n cofnodi/monitro eich gwaith parhaus?

Sut ydych chi'n gwerthuso effaith eich gwasanaeth (e.e. faint o gleientiaid sy wedi canfod gwaith, wedi dechrau cwrs addysg)?

**5. A yw eich staff a'ch gwirfoddolwyr wedi mynychu hyfforddiant penodol i'w cynorthwyo i weithio gyda throseddwyr?**

*Cwestiynau pellach:*

Sut ydych chi'n canfod gwybodaeth am hyfforddiant sy ar gael?

**6. Ydych chi'n cyfeirio eich cleientiaid at fudiadau a gwasanaethau eraill pan fyddan nhw'n gadael eich prosiect chi neu pan fydd angen cymorth pellach arnyn nhw?**

*Cwestiynau pellach:*

Sut ydych chi'n trin rhannu gwybodaeth?

Oes gennych wybodaeth am yr hyn y mae eich cleientiaid yn ei wneud ar ôl gadael eich prosiect?

**7. Ydych chi'n ymwneud ag unrhyw bartneriaethau neu rwydweithiau? Ydych prosiect chi'n rhan o strategaeth leol (e.e. cynllun cymunedol neu strategaeth, strategaethau Cymunedau'n Gyntaf, Gwasanaeth Cenedlaethol Rheoli Troseddwyr (NOMS) Uno Ynghyd yng Nghymru)?**

*Cwestiynau pellach:*

Os na, pam ddim?

**8. Beth yw'r rhwystrau rydych wedi dod ar eu traws wrth weithio ar eich prosiect?**



**9. Beth ydych chi'n ei gredu gellir ei wneud i ostwng troseddu'n gyffredinol yn eich cymuned?**

**10. Oes yna botensial i ymestyn eich gwaith gyda throseddwy'r neu bobol sy'n debygol o droseddu?**

**11. Beth yw eich cynlluniau ar gyfer y dyfodol?**

*Cwestiynau pellach:*

Sut gafodd y cynlluniau hyn eu llunio? Sut y gwelwyd angen?

**12. Ym mha fodd y byddai eich mudiad yn defnyddio cyfeiriadur gwasanaethau gwirfoddol a chymunedol?**

Noder: Gofynnir hyn er mwyn canfod sut y byddai mudiadau a grwpiau sector wirfoddol yn defnyddio cyfeiriadur gwasanaethau sy'n delio ag aildroseddu neu ostwng troseddu'n gyffredinol, er mwyn galluogi Cynghorau Gwirfoddol Sirol ei wneud hwn mor ddefnyddiol â phosib.

Llawer o ddiolch am eich cymorth.

## **Reducing re-offending: the VCS contribution in Dyfed-Powys**

### **Interview guide for agencies working in partnership with voluntary sector organisations (police, probation, community safety partnership)**

**Agency:**

**Name(s) of interviewed person(s):**

**Date:**

**1. How would you define the voluntary and community sector?**

See definition taken from Voluntary Sector Funding Code (Pembrokeshire County Council, January 2006) on page 3.

**2. How did your involvement with the voluntary and community sector come about?**

*Follow-up questions:*

Is this result of a strategy at a higher level?

Is it a requirement to work with the VCS?

Does your organisation have a policy to work with the VCS?

**3. What is your experience of working with voluntary sector organisations?**

*Follow-up questions:*

Which organisations have you worked with? What projects?

How do you work with the VCS (fund work, funding in kind, partnership work, information sharing)?

**4. What works and what doesn't?**

*Follow-up questions:*

Can you give examples of successes and problems.

- 5. What are the benefits of working with voluntary sector organisations?**
- 6. What are problems of working with voluntary sector organisations?**
- 7. How do you find out about services provided by the voluntary and community sector? Would you find a directory of such services useful? What information would you need?**
- 8. What are your future plans for involving voluntary sector organisations?**
- 9. What do you think are causes of crime in your community?**

Many thanks for your help.

## What is a Voluntary Organisation?

(taken from Voluntary Sector Funding Code, Pembrokeshire County Council January 2006)

Voluntary organisations are non-statutory bodies whose activities:

- produce **public benefit**
- rely significantly on **volunteers'** goodwill and time in order to deliver services
- **do not seek to maximise profits** and distribute these to private shareholders but instead re-invests any profit within the business.

Voluntary Organisations are characterised by:

- **Independence** – they must not be directly controlled by a for-profit organisation or by a statutory sector organisation.
- **Self-Governing** – an organisation must have its own internal decision making process.
- **Non- profit distributing.**
- **Volunteering** – An organisation must benefit from a meaningful degree of charitable giving such as gifts in kind of time, including volunteers and non-paid trustees. For example, any organisation that has at least three trustees who give their time is considered to benefit to a meaningful level.
- **Public Benefit** – A voluntary organisation must be able to demonstrate that its objectives and activities benefit the wider public. Where a governing document exists, it should have a clause stating this.

## **Gostwng aildroseddu: cyfraniad y SWG yn Nyfed-Powys**

**Canllaw cyfweld ar gyfer asiantaethau sy'n gweithio mewn partneriaeth â mudiadau sector wirfoddol (heddlu, profiannaeth, partneriaid diogelwch cymunedol)**

**Asiantaeth:**

**Enw(au) person(au) a gyfwelir:**

**Dyddiad:**

### **1. Sut fydddech chi'n diffinio'r sector wirfoddol a chymunedol?**

Gweler diffiniad yn Cod Cyllido Sector Wirfoddol (Cyngor Sir Penfro, Ionawr 2006) ar dudalen 3.

### **2. Sut ddaethoch chi'n rhan o'r sector wirfoddol a chymunedol?**

*Cwestiynau pellach:*

A yw hyn yn ganlyniad strategaeth ar lefel uwch?

A yw'n anghenraid i weithio gyda'r SWG?

Oes gan eich mudiad bolisi i weithio gyda'r SWG?

### **3. Beth yw eich profiad o weithio gyda mudiadau sector wirfoddol?**

*Cwestiynau pellach:*

Pa fudiadau rydych chi wedi gweithio gyda nhw? Pa brosiectau?

Sut ydych chi'n gweithio gyda'r SWG (gwaith wedi'i gyllido, cyllido mewn da, gwaith partneriaeth, rhannu gwybodaeth)?

### **4. Beth sy'n gweithio a beth sy ddim yn gweithio?**

*Cwestiynau pellach:*

Fedwrch chi roi enghreifftiau o lwyddiannau a phroblemau.

### **5. Beth yw manteision gweithio gyda mudiadau'r sector wirfoddol?**

- 6. Beth yw'r anfanteision o weithio gyda mudiadau sector wirfoddol?**
  
- 7. Sut ydych chi'n dod i wybod am wasanaethau a ddarparir gan y sector wirfoddol a chymunedol? Fyddech chi o'r farn y byddai cyfeiriadur yn nodi gwasanaethau o'r fath yn ddefnyddiol? Pa wybodaeth fyddai ei angen arnoch?**
  
- 8. Beth yw eich cynlluniau yn y dyfodol o ran ymwneud â mudiadau sector wirfoddol?**
  
- 9. Beth ydych chi'n ei gredu sy'n achosi troseddu yn eich cymuned?**

Llawer o ddiolch am eich cymorth.

## Beth yw Mudiad Gwirfoddol?

(wedi'i godi o Cod Cyllido Sector Wirfoddol, Cyngor Sir Penfro, Ionawr 2006)

Mae mudiadau gwirfoddol yn gyrrff anstatudol sy'n ymwneud â gweithgareddau:

- creu **buddiant cyhoeddus**
- sy'n dibynnu'n helaeth ar ewylllys da ac amser **gwirfoddolwyr** er mwyn cyflenwi eu gwasanaethau
- **nad ydynt yn ceisio mwyhau elw** a rhannu'r rhain ymhlith cyfranddalwyr preifat ond yn hytrach yn ail-fuddsoddi unrhyw elw yn y busnes.

Nodweddir Mudiadau Gwirfoddol gan:

- **Annibyniaeth** – ni ddylent gael eu rheoli'n uniongyrchol gan fudiad gwneud elw na chan fudiad sector statudol.
- **Hunanlywodraethol** - rhaid i'r mudiad wrth broses o wneud ei benderfyniadau mewnol ei hun.
- **Dosbarthu dielw**.
- **Gwirfoddoli** – Rhaid i'r mudiad elwa wrth raddfa ystyrlon o roi elusennol megis rhoddion mewn da o amser gan wirfoddolwyr ac ymddiriedolwyr nad ydynt yn cael eu talu. Er enghraifft, ystyrir unrhyw fudiad, sy ag o leiaf dri ymddiriedolwr yn rhoi o'u hamser, yn fuddiant ar raddfa ystyrlon.
- **Buddiant Cyhoeddus** – Mae'n rhaid bod mudiad gwirfoddol yn gallu dangos bod ei amcanion a'i weithgareddau o fudd i'r cyhoedd ehangach. Lle bo dogfen lywodraethu ar gael, dylai fod ynddo gymal yn nodi hyn.

## *Research Interviewing Training day*

Friday 30<sup>th</sup> of March, 10 am - 4 pm

### **Morning - The research interview**

- Welcome and introductions. Icebreaker: interview each other.
- Listening skills
- Effective questions
- Recording the interview

### **Afternoon - Reducing re-offending - the voluntary sector contribution in Dyfed-Powys - Planning the interviews for this research project**

- Planning of interview: contact, where and when, who
- Go through questions - active listening and follow-up questions
- Recording the interview: writing up, confirm notes with respondent
- Database to co-ordinate interviewing

### **Documents**

- Interview guides
- Information sheet for respondents
- Service Directory sheet (to fill in)
- List with organisations to be interviewed, to be added to





## FOCUS GROUP INTERVIEWS

**Date:** Friday 12<sup>th</sup> October 2007, 10 am

**Venue:** CAVS, Carmarthen

**Workshop facilitators:** Sue Leonard/Bettina Becker (PAVS)

**Aim** - to explore a range of techniques and develop skills for setting up and facilitating an effective focus group session

**Objectives** - by the end of the session participants will be able to:

- describe the purpose of a focus group session
- recognise best practice in setting up and running a focus group session
- use a range of facilitation skills to stimulate and manage group responses

*Following the workshop, there will be a practical session in the afternoon for participants to work together to draw up a shared set of guidelines/questions for running focus group sessions in the next phase of the research project*

10.00am	<b>Welcome and introductions</b> Setting the scene
10.15am	<b>Why focus groups?</b> Understanding the purpose of a focus group, and understanding its role within the context of other research methods
10.30am	<b>Planning for the session</b> Who to invite; making contact; motivating them to come; choosing the venue; setting up the room and getting started
11.15am	<b>COFFEE</b>
11.30am	<b>Preparing the questions</b> Considering categories of questions; timing and sequencing, and planning what exactly to ask!
12.15pm	<b>Keeping control ... without controlling!</b> Identifying key skills needed to facilitate group discussion; encourage contributions; manage potential conflict, and dealing with "sticky moments"
12.45pm	<b>Wrapping up</b> Bringing the session to an end; recording, transcribing and reporting on the session
1.00pm	<b>Close and evaluation - followed by LUNCH</b>

Organisations that have contributed to the research:

Acorn Resource Centre, Mount Estate, Milford Haven  
 Area 43  
 Arts Care  
 Careers Wales West  
 Carmarthen Women's Aid  
 Carmarthenshire Community Safety Partnership  
 Carmarthenshire Nightstop  
 CCC Youth Service  
 Centre for Widening Participation and Social Inclusion  
 Ceredigion Care Society  
 Chooselife  
 Citizen's Advice Bureau (CAB) Haverfordwest  
 Communities First Ystradgynlais  
 Community Justice Interventions Wales Ltd (CJIW)  
 Coppicewood College  
 Dr Mz  
 Dyfed Powys Police  
 Dyfed-Powys Drug Intervention Programme  
 Garth Youth Project  
 Ieuentid Tysul Youth  
 PAVS Volunteering Bureau  
 Pembrokeshire Action for the Homeless (PATH)  
 Pembrokeshire Community Safety Partnership  
 Pembrokeshire Mind  
 Powys Challenge  
 Powys Community Safety Partnership  
 Powys Drugs and Alcohol Centres Ltd (PDAC)  
 Princes Trust Cymru  
 PRISM  
 Rhoserchan  
 SIREN (Social Inclusion Reaching Employment Needs Ltd)  
 Social Inclusion Manager, Powys County Council  
 Tanyard Youth Project  
 The Wallich  
 Trothwy (Gwalia Housing)  
 West Wales Substance Misuse Service (WWSMS)  
 Youth First  
 Youth Offending Team  
 Youth Offending, Powys County Council