

*JOINING TOGETHER IN WALES:*

SUMMARY OF WORKSHOP CONSULTATION DISCUSSIONS & MATRIX

April-May 2006

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## Consultation Workshop Details

To support the *Joining Together in Wales* consultation process four consultation workshops were held across Wales. The purpose was to engage key stakeholders in understanding the strategy and to provide an opportunity to share and discuss experiences to help inform the development of action plans for the intervention pathways. The following information provides details of the workshops and the points that emerged from the discussions.

### 1. **Gwent Workshop:** 12<sup>th</sup> April 2006 at The Parkway Hotel, Cwmbran.

#### Organisations Invited:

Gwent Probation & its Board Members  
Local Council's Chief Executives  
Monmouth Recycling  
Drugaid  
YMCA Wales Community College  
Citizens Advice Bureau  
Community Safety Officers  
GAVO  
Careers Wales

Gwent Police  
Newport Wastesavers  
Gwent Alcohol Project  
Kaleidoscope Project  
MIND  
DIP Manager & other health staff  
Head of areas in Usk Prison  
Progress to Work  
Governor Eastwood Park Prison

### 2. **Dyfed-Powys Workshop:** 25<sup>th</sup> April 2006, Cawdor Arms Hotel, Llandeillo

#### Organisations invited:

Dyfed-Powys Probation & Board Members  
Crown Prosecution Service  
Local Councils  
DIP Manager

Dyfed-Powys Police  
Her Majesty's Court Service  
Local Health Boards  
National Media Technology Centre

WCVA  
SMART  
Turning Point  
Area 43  
Community Safety Partnership  
Princes Trust  
Crime Concern  
Powys Drug & Alcohol Centres  
PRISM  
Tai Trothwy  
Ignition  
CAVO  
Coleg Powys  
Carmarthen/Pembroke/Ceredigion Learning  
Tai Cantref  
Careers Wales  
YOT's

West Wales substance Misuse Service  
Basic Skills Agency  
Cais  
Cyswllt Contact Ceredigion  
Weston Spirit  
Care Societies  
Duke of Edinburgh  
Powys Challenge  
Shelter Cymru  
Tai Hafan  
MIND  
PAVO  
Coleg Sir Gar  
Wallich Clifford Housing  
JobCentre Plus  
NACRO

**3. South Wales:** 28<sup>th</sup> April 2006, Vale of Glamorgan Hotel, Hensol

Organisations invited:

South Wales Probation & Board Members  
Her Majesty's Court Service  
Community Safety Partnerships  
South Wales Police  
South Wales Criminal Justice Board  
Adref  
Drugaid  
Taff Ely Drug Support  
YMCA Wales

National Probation Service  
Chief Executives of Local Authorities  
Prison Governors  
Crown Prosecution Service  
YOT's  
Careers Wales  
Tai Trothwy Housing  
WGCADA  
Victim Support

SMAT's

**4. North Wales:** 3<sup>rd</sup> May 2006, Oriel House Hotel, St Asaph

Organisations invited:

North Wales Probation

North Wales Police

Chief executives of Local Authorities

NACRO

CAIS

SOVA

Princes Trust

Working Links

Touchstones12

SMAT

Wales Domestic Forum

Prison Governors

NHS Trusts

Local Health Boards

Housing Associations

Duke of Edinburgh

Shelter Cymru

Community Safety Partnerships

DAWN

RELATE

NW Regional Substance Misuse

## Accommodation

	All Wales	Probation Area	Local Authority Area	Other comments
<b>Gwent</b>	<ul style="list-style-type: none"> <li>Discrete issues about re-housing women offenders.</li> <li>Need for wider knowledge about what resources exist, where &amp; funding – directory of services.</li> <li>More data needed</li> <li>Need All Wales offender strategy – focus on high risk offenders &amp; women</li> </ul>	<ul style="list-style-type: none"> <li>Cut the supporting People giants</li> <li>OASYS Analysis</li> <li>Local accommodation strategy to feed into all Wales strategy</li> <li>A high need for support in accommodation</li> </ul>	<ul style="list-style-type: none"> <li>Correct representation at MAPPA</li> <li>Consider Prison representation on safety partnerships – especially with POPO's</li> <li>Housing stock reduced by Home Office buying up stock for asylum sectors</li> <li>Stronger links between housing &amp; YOT's.</li> </ul>	YOT representation will be important
<b>Dyfed-Powys</b>	<ul style="list-style-type: none"> <li>Ensuring OASys questions correctly answered &amp; results used to provide research evidence &amp; data.</li> <li>Liaise with other Professional agencies e.g. Shelter, PATH, Wallich Clifford, Prison Link Cymru to tap into their databases to see what evidence is already available.</li> <li>Supporting People already engaged in needs mapping &amp; L.A.'s &amp; welsh Office homelessness info for the 22 areas.</li> <li>Look into issue of 'intentional homelessness' &amp; see if LA's follow 'Code of Guidance'.</li> <li>Must address &amp; recognise shortage of suitable short-term accommodation, especially in people having to live away from support network or near offending area or subject to threats.</li> <li>Challenge 13 week nationally (as was 52 weeks) &amp; consequences of accommodation loss on re-</li> </ul>	<ul style="list-style-type: none"> <li>Consideration of housing must be soon after committal &amp; followed throughout &amp; must cover all prisoners including remand to safeguard tenancy &amp; prevent homelessness.</li> <li>Appropriate housing advice must be provided.</li> <li>Need flexibility to allow offenders to move away from ex-fellow offenders/drug users, need probation accommodation.</li> <li>Networking with providers &amp; signposting so referral goes to many providers for best placing</li> <li>Need halfway house on release at crucial time to give structure &amp; activities.</li> <li>Need to identify a champion within offenders family &amp; via mediation offer support &amp; reintegration</li> <li>Referral to support/advice agencies should start whilst in</li> </ul>	<ul style="list-style-type: none"> <li>13 week shut off for housing benefit for prisoners, possible access to LA funds.</li> <li>Is B&amp;B accommodation really suitable for ex-offenders, need a halfway house.</li> <li>Ensure LA Housing Offices fully understand ex-offenders needs, e.g drugs influence in the area, danger in area.</li> <li>.. local housing allowance rent paid directly to tenant</li> <li>LA refuse to accommodate 'tagged' offenders even in B&amp;B, so Custody Plus provisions wont work.</li> </ul>	<ul style="list-style-type: none"> <li>Private rented accommodation – Difficulty in accessing accommodation &amp; insufficient Probation funding to cover local bond levels &amp; severe shortage of properties especially for people on benefits.</li> <li>Accommodation for tagged offenders not always checked, must be suitable.</li> <li>Potential to link with Bail Information arrangements? No Bail Hostel.</li> </ul>

	offending statistics.	<p>prison, continue if homeless &amp; through resettlement.</p> <ul style="list-style-type: none"> <li>• Access to appropriate housing must link to floating support &amp; also link to expectation of Probations order.</li> </ul>		
<b>South Wales</b>	<ul style="list-style-type: none"> <li>• Keep pressing WAG to keep offenders as a high priority group i.e. Housing Act, adequate resource – influencing Supporting People and Local Authority.</li> </ul>	<ul style="list-style-type: none"> <li>• Probation should be involved with joint commissioning e.g. Supporting People &amp; regularly attend key meetings.</li> <li>• Dedicated Accommodation Officers in each area, Prison &amp; Probation &amp; liaison.</li> </ul>	<ul style="list-style-type: none"> <li>• Influence LA to increase registered social landlords with offenders in mind</li> <li>• Initial loans for deposits.</li> <li>• Need to pool information, have better arrangements, and be more systematic, all in the CJ System need to get together to put arrangements in place</li> </ul>	<ul style="list-style-type: none"> <li>• Cardiff/Parc Prisons resettlement schemes – good use of mentors.</li> </ul>
<b>North Wales</b>	<ul style="list-style-type: none"> <li>• More funding for bricks &amp; mortar (SHG) &amp; SPRG – Supporting People</li> <li>• More NOMS led Accommodation</li> <li>• Links to real housing market funding (Acceptable cost guidance)</li> <li>• RSL's need to take less risk</li> <li>• Single room rent for Housing Benefit for Under 25's (UK), ex-prisoners with vulnerable group automatically</li> <li>• Remove barriers to access to private rented accommodation – realistic housing benefits rates</li> <li>• Facilitate benefits provision – prevent delays, don't rely on LA homeless teams. Place duties in other agencies.</li> </ul>	<ul style="list-style-type: none"> <li>• Pan N.Wales reciprocal arrangements for rehousing – linked to local connection</li> <li>• Use more private landlords, local circumstances prevent use – lack of appropriate accommodation.</li> <li>• Different issues in North Wales compared to South Wales.</li> <li>• Need a N.Wales perspective in strategic planning</li> <li>• Co-ordinates planning decisions.</li> <li>• Protocols between local authorities for where best to put offenders.</li> <li>• Statutory requirements for provision for ex-offenders built into planning</li> </ul>	<ul style="list-style-type: none"> <li>• Job seekers allowance &amp; Housing Benefit delays can affect ability to resettle – no money = re-offend</li> <li>• Meeting people at the Prison gates</li> <li>• Increase partnerships with private landlords to win their confidence &amp; open up the private rented sector.</li> <li>• Use of leased properties to reduce risks for LL.</li> <li>• Adequate funding from WAG for development of specialist units – hostels etc</li> </ul>	<ul style="list-style-type: none"> <li>• People are set up to fail – B&amp;B, Benefits, Lack of Support,</li> <li>• Easily fall off the 'homeless Duty Track</li> <li>• Need long-term support, long-term funding</li> <li>• Suitable move on accommodation from supported housing.</li> </ul>

## Education, Training & Employment

	All Wales	Probation Area	Local Authority Area	Other comments
<b>Gwent</b>	<ul style="list-style-type: none"> <li>• Protocols for sharing information-shared Information system</li> <li>• CNOMIS – Access for relevant parties to relevant info</li> <li>• Targeting potential employers both in public, private &amp; voluntary sectors.</li> <li>• A common basic skills assessment between prison/probation.</li> <li>• An all Wales Strategy to outline Partnership responsibilities, specific to ETE.</li> <li>• Employers consultation process.</li> <li>• Identify trade deficits.</li> </ul>	<ul style="list-style-type: none"> <li>• Assess offenders for individual needs. Add as a requirement. Develop learning plan, share information about offender with relevant agencies. Life skills.</li> <li>• CV – motivational intervention</li> <li>• Interview techniques for offenders.</li> <li>• Prison &amp; Probation do same assessments.</li> <li>• Mentoring schemes in probation &amp; voluntary.</li> </ul>	<ul style="list-style-type: none"> <li>• Sharing information between relevant stakeholders.</li> <li>• Address practical issues such as benefits entitlements, accommodation.</li> </ul>	<ul style="list-style-type: none"> <li>• Mentoring system for employers &amp; employees.</li> <li>• Simple information leaflets for offenders</li> </ul>
<b>Dyfed-Powys</b>	<ul style="list-style-type: none"> <li>• WAG, NOMS, NPS, Careers Wales, Basic Skills Agency, Jobcentre plus, Employers, National Training networks, National CVS, FSTYNN – encompassing strategy which prioritises offenders. Resources to follow, to meet strategy.</li> <li>• Database on education going out to employers – being done.</li> </ul>	<ul style="list-style-type: none"> <li>• ETE Policy &amp; strategy</li> <li>• Divisional targets &amp; quality assure</li> <li>• Intervention lead</li> <li>• Offender management ownership</li> <li>• Partnerships – basic skills, IT, careers links with jobcentre plus.</li> </ul>	<ul style="list-style-type: none"> <li>• LGA's, lifelong learning groups</li> <li>• Offender "CCET"</li> </ul>	
<b>South Wales</b>	<ul style="list-style-type: none"> <li>• Basic vocational skills – essential that consistent, seamless approach is used.</li> <li>• Employment opportunities need to be created to enable offenders to evidence &amp; use skills.</li> <li>• Coherent transition from prison to community, through single offender manager.</li> <li>• Local labour market needs.</li> <li>• Relationship with WAG &amp; LA essential.</li> </ul>	<ul style="list-style-type: none"> <li>• Basic, vocational, education skills needs</li> <li>• Consistency of services provided to offenders affected by movement of offenders &amp; on release.</li> <li>• Training &amp; introduction to the workplace, opportunities are in place to be utilised, work trials etc.</li> <li>• Closer relations with employer.</li> <li>• Judicial use of ETE in sentencing.</li> </ul>	<ul style="list-style-type: none"> <li>• ETE visibility for profile &amp; confidence.</li> <li>• Diversity issues on unpaid work, needs to be managed for offenders needs.</li> <li>• Everyday links with employers, business support for offenders.</li> <li>• Unlocking potential.</li> </ul>	

<p><b>North Wales</b></p>	<ul style="list-style-type: none"> <li>• Business plan for partnership interventions – integrated targets, long-term strategy for funding/research</li> <li>• Joint training /staff development</li> <li>• Sharing information (SLA's)/good practice – ETE champion</li> <li>• Involvement of Offenders in review/evaluation</li> </ul>	<ul style="list-style-type: none"> <li>• Exit strategy for follow on support, notification of offenders</li> <li>• Correct sequencing of intervention</li> <li>• Targeting appropriately – quality assessments</li> <li>• Link with prisons &amp; follow up on release</li> </ul>	<ul style="list-style-type: none"> <li>• Forum for ETE, ETE champion from each agency</li> <li>• Co-ordination of available provision</li> <li>• Knowsley Council – beacon council for ETE</li> <li>• Discourage labelling of offenders – facilitate placements/employment</li> <li>• Business plan for priorities etc needed, better co-ordination</li> </ul>	
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## Health & Social Care

	All Wales	Probation Area	Local Authority Area	Other comments
<b>Gwent</b>	<ul style="list-style-type: none"> <li>Better links with women prisoners, specific needs of women.</li> </ul>	<ul style="list-style-type: none"> <li>Pilot – pre sentence diversion scheme – couldn't get funding.</li> <li>Prison- stress issues for prisoners.</li> </ul>	<ul style="list-style-type: none"> <li>Care histories for prisoners.</li> <li>Specific group to look at health care.</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of issues – Escort &amp; bed watch, consistency of provision, specific needs, cross boundary issues.</li> <li>Scenarios – catheterised woman needing hostel accommodation, self-harmer treated badly in A&amp;E, acceptance of responsibility. Develop actual scenarios to feed off.</li> <li>Offender Managers need training &amp; awareness.</li> <li>Work with Age Concern for older offenders.</li> <li>Management of moving people.</li> </ul>
<b>Dyfed-Powys</b>	<ul style="list-style-type: none"> <li>Engagement with the National Assembly.</li> <li>Investment to prevent offending – more pro-active approach</li> <li>Reduce stigma associated with offending</li> <li>Look at incentives within GP contracts to promote engagement.</li> </ul>	<ul style="list-style-type: none"> <li>Earlier professional assessment of offenders mental/physical health (health MOT).</li> </ul>	<ul style="list-style-type: none"> <li>Engagement with the local health boards</li> <li>Health Social Care &amp; wellbeing strategies x 22</li> <li>Health Social Care &amp; wellbeing co-ordinators x 22</li> <li>Engagement with Local authority</li> <li>Investigate the possibility of unified assessment as a means to share information.</li> </ul>	<p>Check out health of Wales Information Service website for information re HSC and WB Strategy – <a href="http://www.howis.org">www.howis.org</a></p>

<b>South Wales</b>	<ul style="list-style-type: none"> <li>• Establish T &amp; F Grant</li> <li>• Ensure re-legislate as a 'vulnerable group' within HSC &amp; WB needs assessments &amp; strategy development.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure needs identified through Oasys</li> <li>• Engagement with HSC &amp; WB planning practices &amp; links &amp; health providers.</li> <li>• Consider role of probation in relation to promoting health.</li> <li>• Need more probation engagement on health forums.</li> </ul>	<ul style="list-style-type: none"> <li>• Re-training of staff to identify signs &amp; symptoms of health problems.</li> <li>• Implementation of UA.</li> <li>• Development of local policies &amp; protocols, agree criteria for referral to health &amp; social care providers.</li> <li>• Learn to distinguish between 'demand' &amp; 'need'.</li> </ul>	
<b>North Wales</b>	<ul style="list-style-type: none"> <li>• Significant uplift in allocated funding for mental/emotional health care diagnosis &amp; treatment services (generic issue). Young offenders.</li> <li>• WAG policy directive to LHB's &amp; Trusts to engage properly with CSP's &amp; LCJB's on crime reduction agenda (Police &amp; Justice Bill – section 5 &amp; 17 of CDA).</li> </ul>	<ul style="list-style-type: none"> <li>• Closer links between LCJB's/CSP's &amp; purchasers/providers of mental/emotional healthcare diagnosis &amp; treatment services.</li> <li>• Strategic commissioning (jointly) with CSP's/LHB's on mental/emotional &amp; substance misuse treatment.</li> </ul>	<ul style="list-style-type: none"> <li>• Greater engagement from social services &amp; housing in reducing re-offending &amp; CSP activity (i.e. POPO's)</li> <li>• Ensure CSP commissioning &amp; NOMS regional commissioning are not of cross purposes.</li> </ul>	

## Substance Misuse

	All Wales	Probation Area	Local Authority Area	Other comments
<b>Gwent</b>	<ul style="list-style-type: none"> <li>• Consistent philosophy on treatment across prison, probation etc needed</li> <li>• Funding – losing too many on DRR's because of this</li> </ul>	<ul style="list-style-type: none"> <li>• Need to invest, pool budgets.</li> <li>• Bring in RR Strategy, Community safety Agendas, OASys/DIP/Health solution in Wales initiative info, need to collate info.</li> </ul>	<ul style="list-style-type: none"> <li>• Drugaid has to provide different information to probation and WAG, (e.g.) Better to co-ordinate and save resources &amp; time.</li> </ul>	
<b>Dyfed-Powys</b>	<ul style="list-style-type: none"> <li>• Need for comprehensive data sharing – agree evidence needed.</li> <li>• Need a joined up strategy in Wales for drugs &amp; alcohol, so that the same priority &amp; resources can be provided for alcohol treatment in the way it has been provided for drug treatment.</li> </ul>	<ul style="list-style-type: none"> <li>• Dyfed-Powys is making a draft strategy for substance misuse services by November 2006. A key part of the strategy is developing a needs analysis.</li> <li>• To identify existing resources, undertake gap analysis &amp; identify the resources required to meet unmet need.</li> <li>• Examine existing services to ensure value for money.</li> <li>• Services have to be evidence based</li> </ul>	<ul style="list-style-type: none"> <li>• Local authority needs mapping exercise/strategy.</li> <li>• Local services to meet local need.</li> <li>• Pooling of resources between local authorities to obtain economies of scale and best value for appropriate services (mainly ties four services – residential, rehabilitation and in-patient detoxification).</li> <li>• Need to involve local authorities in the social issues related – in particular to alcohol abuse, it is starting to be developed.</li> </ul>	
<b>South Wales</b>	<ul style="list-style-type: none"> <li>• Need to look at alcohol.</li> <li>• Need to understand what drug alcohol services do, and how much time it will take.</li> </ul>	<ul style="list-style-type: none"> <li>• Need to audit what is present &amp; what excess probation has too, is it enough? If not how to increase and what resources they need to put in.</li> </ul>	<ul style="list-style-type: none"> <li>• Look at local offenders and there needs. – drugs &amp; alcohol, DHO's, DP.</li> <li>• Need longer term input.</li> </ul>	
<b>North Wales</b>	<ul style="list-style-type: none"> <li>• Find out what services are available at all levels.</li> <li>• Make the agenda inclusive.</li> <li>• Promote the need for longer term funding streams, thereby encouraging long term strategies.</li> <li>• Understand local needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Communication between all workers highlighting service user need, knowing who is responsible.</li> </ul>	<ul style="list-style-type: none"> <li>• Should we have a NW NOMS Manager?</li> <li>• Information sharing, SMAT's to support service user groups and embrace service user involvement.</li> <li>• Work in a transparent manner for the good of substance misusers.</li> </ul>	<ul style="list-style-type: none"> <li>• How do we commission appropriate services without an element of competition?</li> <li>• Need to look more at the alcohol agenda.</li> </ul>

## Advice, Finance, Benefit & Debt

	All Wales	Probation Area	Local Authority Area	Other comments
<b>Gwent</b>	No workshop at this event			
<b>Dyfed - Powys</b>	<ul style="list-style-type: none"> <li>• Build on CAB “financial capability strategy” try outreach service to HMP &amp; NPS establishments.</li> <li>• NOMS &amp; VCS produce a guide.</li> <li>• Establish national joint working with VCS with some resource input.</li> <li>• WAG to look at homelessness definition.</li> <li>• Get “fresh start” embedded so all prisoners entitled to benefit on discharge.</li> <li>• Equal provision across Wales.</li> <li>• 5year funding programmes</li> </ul>	<ul style="list-style-type: none"> <li>• Engage with voluntary sector to mentor offenders &amp; ensure CAB contact/follow up happens.</li> <li>• NO – this best left to specialist providers.</li> <li>• Ensure prisoners have accommodation by discharge date to facilitate ‘fresh start’.</li> </ul>	<ul style="list-style-type: none"> <li>• Local authorities to review treatment of offender’s accommodation issue when imprisonment occurs.</li> <li>• Similar to Probation/all Wales comments.</li> <li>• Information &amp; data exchange.</li> <li>• Better links between probation &amp; LAs.</li> </ul>	
<b>South Wales</b>	<ul style="list-style-type: none"> <li>• Assessment of all offenders at initial contact.</li> <li>• Movement of prisoners across Wales/England</li> <li>• Referral pathways/ consistency of provision in custody/community</li> <li>• Target P.P.O.</li> </ul>	<ul style="list-style-type: none"> <li>• Specialist area of work.</li> <li>• Need for consistency of provision.</li> <li>• Need to consider location/delivery of service provision.</li> <li>• Use of mentors</li> </ul>	<ul style="list-style-type: none"> <li>• Improve access to current services.</li> <li>• Consider location of service delivery/methods.</li> </ul>	
<b>North Wales</b>	<ul style="list-style-type: none"> <li>• Develop strategy to ensure Benefits Agency work with Vol org (i.e. CAB) involved in pre-release advice services.</li> <li>• Welsh prisons &amp; key prisons in England – Altcourse, Styal, Stoke Heath – strategy pre-release – prison gate agenda, ensure appropriate agencies going into prisons for preparation of release.</li> </ul>	<ul style="list-style-type: none"> <li>• Map local CAB strategies, potential for commissioning provision of advice.</li> <li>• Assess capacity of existing providers to include in other work i.e. ETE.</li> <li>• Local training for staff (probation &amp; partner agencies) to develop assessment of need &amp; skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Support for credit services to provide access to banking services to offenders.</li> <li>• Strategies to meet needs/debt.</li> </ul>	

### **Extra notes from Dyfed-Powys: Advice, Finance, Benefit & Debt**

We accept much evidence of good practice is available, however we should ensure that:-

- An equal provision is made available across the whole area of Wales.
- As important it should be made available to an offender at anytime throughout the process/sentence and indeed after leaving the system to assist in non –re-offending.
- Resources, essential for adequate financial resources to be made available to deliver good partnership working.
- An excellent opportunity for partner agencies to join together to provide an efficient & affective resource for Wales & indeed each probation area.
- The provision of Advice, Benefit & Debt could have a much better effect if funding was made available over a three year period rather than annually. Obviously the necessary review etc would have to be built in to any agreement.
- Information exchange between probation & partnership agencies is crucial. Should be reviewed e.g Information protocols – electronic systems etc.

**Within the probation area:** Increase the use of a mobile support vehicle. However, would stress the importance of being a three year plan in order for a partnership to provide skilled staff and a quality service.

- Independent quality standards are in place in some areas but should be across the whole country.

**Within the LA:** much better links need to be formed between probation, partnership agencies & local authorities to deliver a joined up process.

## Children & Families

	All Wales	Probation Area	Local Authority Area	Other comments
<b>Gwent</b>	Pathway not discussed.	-	-	-
<b>Dyfed-Powys</b>	<ul style="list-style-type: none"> <li>• Agreed standard for visitor centres, information, entitlements etc.</li> <li>• Develop materials to help families, young people.</li> <li>• Best practice on communicating with children, young people &amp; families.</li> <li>• Need users involvement</li> <li>• Freefone service for Wales on concerns – for prisoners &amp; families</li> <li>• Need a female prison in Wales</li> <li>• Identify concerns of women prisoners &amp; likely solutions.</li> <li>• Parenting classes in all prisons</li> <li>• Ensure standards in free contact for prisoners with families &amp; children – telephone, letters etc, negotiate best deal if possible.</li> <li>• Standards in free contact with advice agencies – practical, emotional advice</li> <li>• NOMS to dictate standards for meeting areas – shouldn't just be down to governor. View these areas from the point of view of the children &amp; families, as well as of security.</li> <li>• Collection of information on performance from Arrest to release.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff need for new requirements to ensure that entitlements are met</li> <li>• Ensure needs of children are considered – link with offenders</li> <li>• Consider partnership linking to deliver 'best practice'</li> <li>• Need expertise from those who work with children &amp; families</li> </ul>	<ul style="list-style-type: none"> <li>• Safeguard children bonds – make sure the needs of prisoner children &amp; families are accepted.</li> <li>• L.A. plan e.g. impact on child, if parent goes away (education, welfare, finance, emotional)</li> <li>• Identify impact on children up to age of 25.</li> </ul>	<ul style="list-style-type: none"> <li>• NOMS should seek to negotiate/renegotiate telephone contacts of providers</li> </ul>
<b>South Wales</b>	<ul style="list-style-type: none"> <li>• No statutory agency with responsibility for holistic approach to prisoner's families – WAG needs to pick this up.</li> <li>• Prison for females</li> <li>• Approved premises</li> <li>• Clarity about LSCB's</li> <li>• Responsibility to prisoners families</li> </ul>	<ul style="list-style-type: none"> <li>• (NOMS) Leadership to develop a regional group which focuses on Children &amp; Families pathway – project group.</li> <li>• Audit to identify gap analysis.</li> </ul>	<ul style="list-style-type: none"> <li>• Link to existing local plan &amp; groups – to focus on what is needed.</li> <li>• Important to work locally to ensure that access to 'family experiences' are improved – concern that</li> </ul>	

		<ul style="list-style-type: none"> <li>• Lots around so need to co-ordinate.</li> </ul>	we operate with the family.	
<b>North Wales</b>	<ul style="list-style-type: none"> <li>• Look at service framework – but geographical issues</li> <li>• Families alienated, focus more on them</li> </ul>	<ul style="list-style-type: none"> <li>• Partnership working</li> </ul>	<ul style="list-style-type: none"> <li>• Social services need to enter the issue without budgets or legal need</li> </ul>	

## Attitudes, Thinking & Behaviour

	All Wales	Probation Area	Local Authority Area	Other comments
<b>Gwent</b>	No workshop at this event			
<b>Dyfed-Powys</b>	<ul style="list-style-type: none"> <li>• Co-ordinating involvement of voluntary &amp; public sector.</li> <li>• Knowledge of what's available</li> <li>• Take ménage out to all potential partners.</li> <li>• Mechanisms needed to open up for contestability.</li> </ul>	<ul style="list-style-type: none"> <li>• Principle that we identify offender's skills and build motivation and ensure they feel good about themselves to meet a challenge.</li> </ul>		
<b>South Wales</b>	<ul style="list-style-type: none"> <li>• Complete the loop, feedback to sentencers.</li> <li>• Are interventions suggested in court reports implemented? Are the timely &amp; of good quality?</li> <li>• Proper resourcing of projects, availability of specialist resources throughout Wales.</li> </ul>	<ul style="list-style-type: none"> <li>• Learning from good practice elsewhere.</li> <li>• Schemes for interventions have long waiting lists, need to be implemented quickly.</li> <li>• Information about contents of programmes &amp; effectiveness. Can they be delivered under Custody Plus?</li> </ul>	<ul style="list-style-type: none"> <li>• Information about release of offenders, appropriate programme agreed and in place prior to release.</li> <li>• Local partnerships need to be kept informed and to put their packages of supervision in place.</li> <li>• Communication with public about programmes – give confidence that they will work,</li> <li>• Foreign offenders &amp; their needs.</li> </ul>	
<b>North Wales</b>	<ul style="list-style-type: none"> <li>• Stronger links between opportunities &amp; programmes available within prison environment and the continued programmes within the community upon release.</li> <li>• Long Term vision needed.</li> </ul>	<ul style="list-style-type: none"> <li>• To expand and link attitudes, thinking &amp; behaviour aims to address initial preventative activities aimed at avoiding offending in the first instance, rather than merely re-offending at the higher end of the scale (This is applicable at all levels).</li> </ul>	<ul style="list-style-type: none"> <li>• To challenge attitudes, thinking &amp; behaviour within &amp; between partner agencies, in an effort to achieve more effective partnership activity with agreed service user involvement (Nationally &amp; Locally).</li> <li>• Increase availability of Welsh Language Programmes locally delivered.</li> </ul>	

## Matrix of cross-cutting issues raised

	ETE	Health & Social Care	Substance Misuse	Advice, Finance & Debt	Children & Families	Accommodation	Attitudes, Thinking & Behaviour
<b>ETE</b>		<ul style="list-style-type: none"> <li>• Target the Health &amp; wellbeing strategy to help offenders access services.</li> <li>• Address life skills.</li> <li>• Gym, incapacity benefits, 123 Eat Healthy.</li> </ul>	<ul style="list-style-type: none"> <li>• Learning programmes, return to work/training.</li> <li>• Impacts on offenders ability to address ETE issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Linked with gaining skills to maintain accom.</li> <li>• Financial literacy, money management.</li> <li>• Support on release in managing their finances.</li> </ul>	<ul style="list-style-type: none"> <li>• Link with Children &amp; young peoples partnership to assist with adult learning as a whole package.</li> <li>• Unemployment in families.</li> <li>• Genesis project.</li> </ul>	<ul style="list-style-type: none"> <li>• Need skills to maintain accommodation.</li> <li>• Link with social housing groups to develop skills &amp; bridge trade deficits.</li> <li>• Important to have accom, so if employment offered it can be accepted.</li> </ul>	<ul style="list-style-type: none"> <li>• CQFW</li> <li>• Basic Skills</li> <li>• Work ethic, responsibility to others. Community participation.</li> <li>• Self-worth &amp; confidence.</li> </ul>
<b>Health &amp; Social Care</b>	<ul style="list-style-type: none"> <li>• Ill health can impact on ability to undertake ETE.</li> <li>• Health Education – diet, exercise, healthy living</li> <li>• Interagency/people training.</li> </ul>	-	<ul style="list-style-type: none"> <li>• Own health &amp; that of others, unborn babies, partners.</li> <li>• Impact on physical &amp; mental health.</li> <li>• Greater mainstream investment in treatment services, education &amp; prevention. Closer links with mental health services.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong link, benefits have a positive impact on health.</li> <li>• Better money management if have better health.</li> </ul>	<ul style="list-style-type: none"> <li>• Illness impacts on other family members.</li> <li>• Impact of family members illness on offenders.</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of accom/standard impacts on health.</li> <li>• Revise Wag policy to ensure appropriate &amp; supportive accom.</li> </ul>	<ul style="list-style-type: none"> <li>• Motivation to look after yourself.</li> <li>• More provision of healthy living &amp; dietary advice to offenders.</li> </ul>



	ETE	Health & Social Care	Substance Misuse	Advice, Finance & Debt	Children & Families	Accommodation	Attitudes, Thinking & Behaviour
<b>Substance Misuse</b>	<ul style="list-style-type: none"> <li>• Expertise not exploited enough.</li> <li>• Culture – issue for wider society, Education – starting in schools.</li> <li>• NOMS an opportunity to join pre &amp; post sentence in a more structured way.</li> </ul>		-	<ul style="list-style-type: none"> <li>• Engage with vol &amp; community sector.</li> <li>• Sign-posting offenders to services or bring services to offenders.</li> </ul>	<ul style="list-style-type: none"> <li>• Correlation between substance misuse &amp; domestic violence, child abuse etc.</li> <li>• Information sharing protocols.</li> <li>• Families need support &amp; protection.</li> </ul>	<ul style="list-style-type: none"> <li>• Specialist accom providers who accept offenders with substance misuse problems.</li> <li>• Avoid temporary/unsuitable accom.</li> <li>• LA losing ability to buy council houses.</li> <li>• Presence of probation needs to be more consistent than it is currently.</li> </ul>	
<b>Advice, Finance &amp; Debt</b>	<ul style="list-style-type: none"> <li>• Impact on tax/benefits of success in accessing training or employment</li> </ul>			-	<ul style="list-style-type: none"> <li>• Engage with families to get financial advice/support.</li> </ul>	<ul style="list-style-type: none"> <li>• Women prisoners: housing &amp; debt problems. Focus on debts/accom needs when prisoner in custody</li> </ul>	<ul style="list-style-type: none"> <li>• Provide a module on 'managing money/avoiding debt'.</li> </ul>

	ETE	Health & Social Care	Substance Misuse	Advice, Finance & Debt	Children & Families	Accommodation	Attitudes, Thinking & Behaviour
<b>Children &amp; Families</b>	<ul style="list-style-type: none"> <li>• Parenting classes in all prisons.</li> <li>• I.D educational needs</li> <li>• LAP extended to all prisons &amp; community</li> <li>• Better informed= better engaged.</li> </ul>	<ul style="list-style-type: none"> <li>• Social well-being of offender families, recognise impact of separation.</li> <li>• Family programmes that are available – clarity within LSCB for families of prisoners.</li> <li>• Social services engagement – earlier.</li> <li>• Support to families experiencing emotional upheaval.</li> </ul>	<ul style="list-style-type: none"> <li>• Link to DIP &amp; ensure adequate access.</li> <li>• Supportive services for substance misusing parents – ‘strengthening families’.</li> <li>• Inform family of what substance misuse means.</li> </ul>	<ul style="list-style-type: none"> <li>• Costs for the family to keep in touch etc</li> <li>• More support/information for family when main ‘breadwinner’ goes to jail.</li> </ul>	-	<ul style="list-style-type: none"> <li>• LA – get appropriate accom for children &amp; family.</li> <li>• Comprehensive &amp; consistent assessment of need on intake.</li> <li>• Clarity on who is responsible.</li> <li>• Accommodation secure whilst tenant/owner in custody.</li> <li>• Maintain family accom = reduce crime as have a secure home to return to.</li> <li>• Maintain links with family.</li> </ul>	<ul style="list-style-type: none"> <li>• OSAP – CARRATS – need better co-ordination.</li> <li>• Cycle of change.</li> </ul>
<b>Attitudes, Thinking &amp; Behaviour</b>	<ul style="list-style-type: none"> <li>• Age appropriate pre-offending ETE.</li> </ul>					<ul style="list-style-type: none"> <li>• Accom needs to be in place before release or cognitive programmes cant work.</li> </ul>	-

	ETE	Health & Social Care	Substance Misuse	Advice, Finance & Debt	Children & Families	Accommodation	Attitudes, Thinking & Behaviour
Accommodation	<ul style="list-style-type: none"> <li>• Difficult to sustain ETE without adequate accom.</li> <li>• Prisons to develop strong links with employers.</li> </ul>	<ul style="list-style-type: none"> <li>• Inability to access services without access to suitable accom.</li> </ul>	<ul style="list-style-type: none"> <li>• Placement of ex-users in suitable environments</li> </ul>	<ul style="list-style-type: none"> <li>• Strong links – many accom problems created by arrears while in prison.</li> <li>• Lack being joined up – advice services.</li> <li>• Need to take advice to individual at home address.</li> </ul>	<ul style="list-style-type: none"> <li>• Women prisoners-unsuitability of B &amp; B Accom.</li> <li>• Domestic violence.</li> <li>• Need to link strategy to YOT's.</li> <li>• Local prisons to make contact easier.</li> </ul>	—	<ul style="list-style-type: none"> <li>• Impossible to complete programmes without stable accommodation</li> <li>• Mentors.</li> <li>• Get benefits claims processed quickly.</li> </ul>

General	<ul style="list-style-type: none"> <li>• Sharing of needs information.</li> <li>• Through offender management processes ensure reduction of duplication as share info, agree treatment &amp; review appropriateness of interventions.</li> <li>• Through all partner agencies, having a sense of ownership for all 7 pathways.</li> <li>• Need short-term, medium 7 long-term working.</li> <li>• Embedded Learning, Measuring progress, appropriate targets.</li> <li>• Need to link through structures</li> <li>• Need regular groups of all pathways to discuss links.</li> <li>• Can use key workers, not just OM. Make a focused use of what is already in place.</li> <li>• All pathways should dovetail so that service users have a holistic approach. Could be a regional lead in each area.</li> </ul>
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