



# Community Chaplaincy-Norfolk Quarterly Report for our Supporters

QUARTER ENDED 31<sup>ST</sup> JULY 2020



## Community Chaplaincy- Norfolk (CCN)

CCN works alongside people leaving prison, together with their families, offering mentoring and holistic support within prison, at and through the prison gate and in the wider community. The service is open to offenders of any faith or none. CCN supports clients towards changes in attitude and behaviour, to enable desistance from crime, reducing the likelihood of returning to prison and improving their chances of reintegration into the community.

Through provision of Volunteer Mentors offering regular appointments, CCN gives clients support to engage with positive activities, reducing the likelihood of the continuation of addictive or anti-social behaviours by identifying and encouraging personal interests, working towards engagement in education, training or employment.

## **CLIENT WORK OVER MAY, JUNE, AND JULY 2020**

We received seven referrals this quarter. Of these seven cases, one person with multiple complex needs has been met at the prison gate and is being supported by our Mentors as part of a multi-agency package of care, along with Probation, Health and Housing services. The other people are still currently in prison and our Mentors are writing letters and, using the 'Email-a-prisoner' service, building relationships prior to meeting them at the gate for release in August, September and October.

Since Covid-19 we have been unable to have direct access meetings with prisoners whilst they are in custody, so instead we have been working with HM Prison and Probation staff, as well as the HMP Chaplaincy teams, to arrange assessment telephone calls with people who want to use our service. We are happy to report that the number of referrals is starting to rise again as lockdown measures ease.

We have had 24 clients on our books this quarter in total and as at the end of July 2020 we have 19 active clients. We closed three cases this quarter, where the client either declined further support or did not continue to engage. We also closed the file of the man who tragically committed suicide last quarter; the inquest into his death is scheduled for November and a representative from CCN will attend.

## **SUPPORT AND TRAINING FOR OUR MENTORS**

As at 31<sup>st</sup> July we have 18 active Mentors, 3 of whom have yet to engage with clients, having recently completed their training via Zoom. A further 5 people, having started their Mentor training, have yet to complete the course on a face-to-face basis. We have been supporting our newer Mentors to take on their first clients, inducting them in the use of Iizuka, our secure database system, and ensuring they have access to the Mentors' section on the CCN website. This provides them with a wealth of resources and information to utilize in their client work, as well as copies of CCN policies and procedures. The CCN Project Leader accompanies new Mentors to appointments with clients if needed initially.

## **CO-OPERATION, NETWORKING AND MULTI-AGENCY WORKING**

At CCN we understand the importance of co-operating with other professionals to ensure our clients get the best possible service. We are working on convening a quarterly forum for agencies working with people with convictions, to share best practice and to make best use of collective resources and expertise available.

CCN belongs to Clinks (see [www.clinks.org/](http://www.clinks.org/) for more information), a membership organisation which supports, promotes and represents the Voluntary Sector working in the Criminal Justice field. We have recently attended online network events to connect with other agencies and stay informed about relevant current events.

Thank you all for your support and encouragement, which we greatly appreciate.

Melanie Wheeler, Project Leader, 31<sup>st</sup> July 2020