



CCN MENTORING
Walking with Prison Leavers to Rebuild Their Lives
COMMUNITY CHAPLAINCY NORFOLK

Community Chaplaincy-Norfolk Quarterly Report for our Supporters

QUARTER ENDED 30TH SEPTEMBER 2024

COMMUNITY CHAPLAINCY NORFOLK - CCN

CCN is a Christian charity which works alongside people leaving prison (Clients), 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 Clients 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 give Clients support to engage with positive activities, reducing the likelihood of addictive or anti-social behaviours by identifying and encouraging personal interests, and working towards education, training or employment.

CLIENT WORK OVER JULY - SEPTEMBER 2024

We received eighteen referrals this quarter. Referrals have come from Community Offender Managers (5) and Housing Specialists (4) within the Probation Service, Resettlement/pre-release staff (1) at HMP Norwich, Chaplaincy Teams at HMP Norwich and HMP Wayland (2), Ormiston Family Services (1), and self-referrals/recommendations by existing clients (5). Of these referrals three are engaging with a Mentor, one is assessed with first mentor meetings pending, two are awaiting assessment, two were released before being seen, two worked with a mentor briefly before declining support, five were declined due to unsuitability, high risk or lack of capacity to support, and four have failed to engage.

A total of 33 Clients were open cases in this period, with 26 on our database as of 30th September. The age range of current clients is 22-72 years. We closed nine cases this quarter, three due to disengagement, and six who completed all their goals and no longer needed support. We are currently supporting 5 clients in HMP Norwich, 1 in HMP Wayland, and 20 in the community (including 1 in approved premises).

FUNDING NEWS

We are in a secure financial position, and estimate that we have funding secured to take us through to the beginning of April 2026. We are very grateful to all our supporters for making our work possible.

THE WORK OF CCN VOLUNTEERS & STAFF

22 people have been willing and available to Mentor this quarter, with 20 currently actively engaging with clients. As well as emotional support and guidance, mentors have supported clients with attending probation and medical appointments, engaging with work and volunteering, and attending positive activities such as Menscraft and the REST Hub.

After trialing a drop-in service at St Stephen's over the last two quarters, we decided in August to stop running this service, as it was taking up a disproportionate amount of volunteer and staff time without offering much meaningful support to individuals who often weren't actively engaging with CCN or other services.

In July, we ran a mentor training day across two full-day, weekend sessions, which was attended by 5 potential volunteer mentors, of which three people have become active volunteers, with one keen to start mentoring when their other responsibilities permit.

We hosted a summer picnic, attended by volunteers, staff, and former and current clients.



EVENTS AND SERVICE NEWS

Recent changes this year in security measures within our local prisons has necessitated that we adapt our operating processes in this setting. We have reviewed our working practices to ensure we can still meet the needs of prisoners prior to their release, whilst accessing all the necessary information to make informed risk assessments. We reviewed our service offer and it appeared that we had become too diverse. We are therefore refocusing on our main aim which is to provide mentors for offenders on release from prison, and signposting to other agencies for appropriate support where needed.

In early September 2024 the delivery model underwent a significant reset. The management team moved from St Stephens church in Norwich city centre to a nearby private office space where direct contact from service users is not undertaken. There was also a change of manager, a shift of focus to developing good links with partner agencies, for example the Probation Service, whilst maintaining and developing effective working with more prisons where Norfolk residents may be released from. A review of HR policies and procedures was undertaken, along with establishing access to professional HR advice as required. A yearlong contract for IT support is also being trialled.

Half way through this year, following a national decision by the CCA, a new case management system has been introduced; 'On Track', which is compliant with HMPPS/MoJ requirements. This system should permit the progress of each client/mentor relationship to be monitored. A significant number of our mentors were not very confident in using IT and staff have supported and provide training to them to

ensure that the records are kept updated. As part of our 'reset' a targeted training program was undertaken with all mentors.

We hosted an extraordinary meeting of the Caring for Prison Leavers Network, in preparation for the government's early release programme coming into effect in September. The meeting was attended by 13 professionals from 8 different agencies. In collaboration with the rest of the Network, we produced a 'Help for Prison Leavers' booklet to be distributed to agencies responding to increased demand for services due to the early releases.

Thank you as always, for all your support, which we greatly appreciate.