



COMMUNITY CHAPLAINCY NORFOLK

The Journey So Far.

**From the beginnings through to a detailed
report of the work from the 1st February
2017 to 31st December 2018**

Susan Carne

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THE HISTORY OF COMMUNITY CHAPLAINCY- NORFOLK

Judith Wilson; retired Prison Chaplain.

The Beginning

Some ten or eleven years ago I was working as a prison chaplain at Norwich prison. I had seen that many prisoners wanted to make changes in their lives whilst serving a sentence and not go back to their old ways and old lives. Many found faith that gave them the strength to begin to change, some found a new way through education or work, but for so many release from prison brought problems. Many had no family support because they had been in care from childhood, others had alienated family and friends by their behaviour; most had nowhere safe to go. They left the prison with their bag of belongings and a discharge grant. For me and my colleagues it was heart-breaking to see prisoners leave with good intentions and having made a new start in themselves, only to see them return all too soon, seeing themselves as failures and without hope. As chaplains we could help and support people inside the prison walls and begin to foster change, but once outside there was no co-ordinated help, no links that we could use to pass people on for continued support and help.

I became aware of the idea of community chaplaincy through the prison service and I talked to some of those involved. It seemed the way ahead for a local prison whose people would be released back into the local community rather than going home to towns a hundred miles away. Bishop James of Lynn (now Bishop of Rochester and Bishop of prisons) was very supportive of the idea of starting some project in Norwich and together with fellow chaplains Terry Baxter and Shelagh Sweeney and local priest Simon Stokes we formed a group to look into that. The prison

service, too, were keen to support such initiatives.

Our problem came when it became clear that the prison service would not support a faith-based project. From our point of view and in our experience, it was faith – usually the Christian faith – that had made the difference in men's lives and it was faith that helped to keep them going in that new direction in spite of temptations. We decided that the Norwich project would have to be a faith-based project if it were to work, although we would happily work with those of all faiths and none if they were happy with our underlying ethos.

We visited other projects – in Stoke on Trent and in London and corresponded with those further afield in Wales and Yorkshire – gathering information as to what we might do. Alan Thomas, a retired Baptist minister who had been a volunteer gave us £5,000 seed money and we began looking at recruiting and training volunteers. My colleague Shelagh, now the resettlement chaplain at Wayland prison, took on the brunt of the preparation and work. The prime concern was linking chaplaincy and prisoners inside with those who would work on the outside as chaplains were forbidden to maintain contacts with those released.

As so often happens, life intervened....Terry and I retired from the prison service... Shelagh was busy at Wayland because they were short staffed, and she was having to take on more responsibility... things changed in the prison service...and finally Shelagh retired too. The need was still there and so was the vision for the work, but it needed someone else to take it on and make it work.

At that point Val Dodsworth, known and respected by all of us, entered the picture. Val was already involved with helping ex-prisoners through her work with The House of Genesis and she took up the vision with a

determination to make it happen. Shelagh, Simon and I agreed that Val was the right person to take over the community chaplaincy project and we handed everything over to her, knowing it was the right next step for the project.

Judith Wilson December 2018

Val Dodsworth; retired probation officer and trustee of The House of Genesis.

Community Chaplaincy – Norfolk; the next Chapter

Sometime in 2014 the idea came to me that the work that I had heard about of supporting men as they left Norwich prison seemed to have come to a halt, and I started to try and find out what had happened to it. After some enquiries I was able to meet up with Judith Wilson, by this time retired, and, after discussion she handed over to me the existing funds and paperwork.

I made contact with all the people who had been originally involved and was able to form a small committee of Simon Stokes, Vic Ready and Lebert Shakes with myself to see if we could take this work forward.

A small group (8 initially) of volunteer mentors was enlisted, we discussed a training programme, had leaflets printed and circulated them in the prison, I began to interview men who were expressing a need for the sort of help we could offer.

However, it became apparent to me in less than a year that I would not be able to do the work that this project needed alongside the various other involvements that I had. By this time the House of Genesis trustees had made the decision that CCN could become a part of The House of Genesis which, while doing allied work, would also lend it credibility as we began to try and raise some funding for its work.

Early in 2016, initial funding for a salaried post for 2 years was in place from the Allan Lane Foundation and we were able to appoint Rev Susan Carne as the Co-ordinator of the work. At this time CCN was still a part of the House of Genesis.

Susan, who had previously worked at HMP Wayland as a volunteer chaplain was familiar with the scene and worked long hours to establish the necessary contacts, to build up the volunteer mentor team and to work out the way forward for the project.

Val Dodsworth December 2018

Susan Carne; the co-ordinator of Community Chaplaincy – Norfolk.

A Fresh Push

Having heard the need from men on the wings at HMP Wayland I was thrilled to be given the chance to see if we could form a support network around those men and women who really wanted to change their lives and not return to prison. Initially I divided my time between networking across the County to inform people of the project and recruit Mentors and visiting both HMP Wayland and HMP Norwich to build relationships with the Chaplaincy Teams and prison staff in order to recruit Clients from their establishments.

Val, in the meantime, was looking for additional funding for the project and after discussions with Lorne Green, the Police and Crime Commissioner for Norfolk and his staff we were offered funding over two years. With this came the regular meetings with Vicky Day at the Offices of the PCC. Having worked in the Prison Service for 20 years, Vicky had brought her knowledge and experience to the OPCCN as coordinator for Offender Rehabilitation. Her role is to work across all sectors to help steer the countywide approach to rehabilitating offenders and reducing levels of reoffending in Norfolk. Her guidance and encouragement can

never be underestimated as she pointed us in the right direction, connected us up with others in the field and kept us to task. Lorne Green took a personal interest in the project and visited us to meet Mentors and Clients and supported our endeavours throughout the project.

Val also put me in touch with Paula Callam who had returned from running the Street Pastors project in Antigua for six and half years with her husband. Initial discussions about her joining us as a mentor uncovered a person who was a gifted Administrator, Mentor and Trainer with great IT skills. Paula has offered hours of support in setting up systems, handling the secure caseload files and doing so much in the background she enabled Susan to concentrate on the work at the coal face. Paula is also responsible for Safeguarding and other ministries within her local Methodist Church and has, therefore, very kindly taken on the role of Safeguarding Officer for CCN as well.

The Trustees of the House of Genesis continued to give us their support and guidance while we grew. As we drew to the end of 2018 the Trustees of the House of Genesis felt it was time for us to become a Charity in our own right. Val was happy to stay on and we invited Hugh de Las Casas and Martin Auger to join us as Trustees. Both had very recently completed their Mentor Training and offered to take on the role of Trustees as well. Towards the end of January 2019 Hugh introduced Christine Webber to us and she very kindly accepted an invitation to join us and add her wealth of experience to the hard-working group of Trustees.

We received our Charity Status on the 6th November 2018 with the Charity Number 1180579.

Paula Callam; CCN Administrator and Mentor.

I first became involved with Community Chaplaincy – Norfolk in 2016. I originally signed on as a Mentor but rapidly became involved with administration and training. In 2018 St Stephen’s Church in the centre of Norwich very graciously encouraged us to use the church as a base for our work. They have provided us with space to keep our materials and use our laptops for administration work etc. we also have a table out in the church which allows us a place to meet with both Clients and Mentors. Since January 2019 I have been employed part time by CCN, so I now spend three mornings a week in St Stephen’s. this is an amazing base and we network with the church workers who are also based there.



Interior of St Stephen’s Church.



Lorne Green with Susan Carne.

TRUSTEE OUTLINES

Val Dodsworth; retired probation officer and trustee of The House of Genesis, who has nurtured CNN to date. She was awarded the OBE for her work with The House of Genesis.

Hugh de Las Casas (chair); retired television producer and ex-trustee of Emmaus Norfolk and Waveney. He was a recipient of the Queen's Golden Jubilee Medal for work in sailing for the disabled.

Martin Augur; recently retired Consultant Haematologist at the Norfolk and Norwich University Hospital NHS Trust. In that role he also gained considerable organisational experience.

Christine Webber, who many people will remember as the leading news presenter on 'About Anglia' from 1979-1990, has recently returned to live in Norwich. She is now a writer and psychotherapist and will bring the specialist skills she has acquired in those roles to the Trustee Committee and help us mould Community Chaplaincy Norfolk into a flexible enterprise which works well in a rapidly changing social environment.



COMMUNITY CHAPLAINCY ASSOCIATION

The Community Chaplaincy Association is an umbrella group supporting member projects by providing resources and enabling the sharing of ideas and information.

"The Community Chaplaincy Association's beneficiaries are primarily the organisations that receive support from CCA. We believe that by working to enhance standards across Community Chaplaincy we will also have a positive impact on those individuals receiving support. We also seek to influence wider change across the sector.

- **Our vision** is to see supportive communities made available for all who seek to move away from crime and reach their full potential.
- **Our mission** is to bring our members and other organisations together to widen and deepen desistance support across the country."

This National Association of which we remain a member, have been invaluable in giving us phone support and acted as a resource centre for us. Susan has been able to go to Peer Support Groups where she was able to meet others running similar projects across the country and gain a lot of insight and advice from fellow members.

MENTORS

Recruiting is an ongoing activity: We advertise our training courses online through the website Network Norwich as well as speaking at Faith groups, WI groups, Prison Fellowship Groups, Social Concern Groups in the Anglican and Roman Catholic Cathedrals as well as Churches Together Groups across the County.

Training

Initial Training is comprised of six two hours sessions. This training programme was initially developed and made available by CCA. We have made small changes to it as we have delivered it over our Spring and Autumn Training Programmes. People who ask to do the training are told that completing the course does not commit them to volunteering with us nor does it commit us to accepting them as Mentors. The aim of the course is to let people gain a greater understanding of the role of a volunteer and allows us to assess a person's ability to work within a team as well as work as a Mentor with a Client.

While Training Courses are primarily for recruiting Mentors to work alongside us, we have also had people join us from other projects that are supporting vulnerable, homeless people and ex-offenders. This upskilling is much appreciated by those individuals as they feel they have gained a greater understanding of the needs of the people they are trying to engage with.

Volunteers from other projects who have completed our training can be supported by us should any of their clients go into prison. We can support them should they wish to visit their clients in prison and continue building their relationship with the client while they are inside. This means a lot to the client and increases their resilience as they realise that these groups really care enough about them to

visit them while they are in prison. One of our trainees who came only to upskill herself and 'definitely' did not want to become a Mentor is now, through these very circumstances, supporting a client in Lowestoft that she used to talk to on a project in the City. She has, subsequently, signed up another client who she is supporting in the community but is hovering on being sent to prison. This support has been invaluable to her.

We have tried to encourage other organisations that work with ex-offenders to do the training and work with us. Currently we have a Community Engagement Manager from a church and a Prison Release Officer from another organisation doing the course with us. This enables organisations to gain a better understanding of who we are and increases our ability to work in partnership more effectively: especially where we have mutual clients.

Those candidates we do not accept as Mentors have been upskilled and can be sign posted to other more appropriate organisations for them.

Helen Holliday - Mentor

"The Mentoring Training helped me to gain a more professional understanding and approach to the support I was already giving to a vulnerable young lady. Understanding boundaries helped me to support my client with less emotion and a more professional approach which made a difference.

Having clear, safe boundaries built my confidence in the support I was able to offer. Being part of CCN meant that I received support and had other people to discuss my client's progress with.

An understanding of the Criminal Justice System given in training and the ongoing

support and advice within CCN made a big difference to my feeling more confident and professional in my volunteering role.”

Support and Ongoing Development

Mentor Support Groups meet twice a term to offer time together to discuss the rewards and challenges of the work. We also invite inspirational speakers to come in to speak to us and these sessions we have also opened out to other organisations to come and take advantage of these invited speakers.

For example, we have had Mary Scales MBE from the DWP to come and talk about Universal Credit and we have had Jaco Beukes (Pastor and Life Coach) from Loving by Giving come and talk about “Brief Interventions”. We have also had someone come and talk about Drug and Alcohol Addiction from their own experience.

Mentors are met with on an individual basis by the Project Co-ordinator Susan Carne to ensure that they are receiving any support that they need.

One of our new trustees, Christine Webber, has offered her skills in counselling to support Mentors. This will ensure that Mentors can receive extra support should their work with Clients raise any personal & emotional issues which cannot be met by the usual level of support.

Martin Auger - Mentor and Trustee

“Why I became a CCN mentor

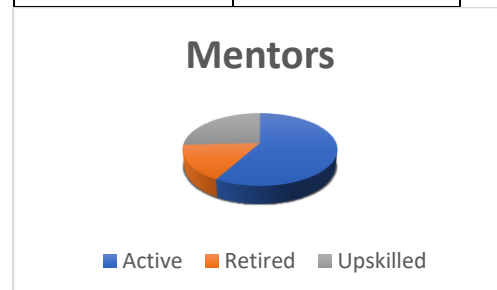
Once a month for about 15 years I had taken part in the Salvation Army ‘Soup Run’ for the homeless in Norwich. I had come to realise that some of these predominantly young men had been released from prison or were expecting to return.

After working in the NHS for 39 years, 27 of these years as a consultant haematologist, I decided that when I retired, I wanted to volunteer helping prisoners in some way. It seemed more than a coincidence when about six weeks before my retirement date, Rev Susan Carne came to our Church and talked about her work with the developing Community Chaplaincy Norfolk (CCN). She asked for volunteers to help in various ways, including those willing to be trained as CCN Mentors. I signed up.

I’ve been a mentor for over seven months now. It’s been at times interesting, challenging, uplifting, disappointing but always thought provoking. I regard it as befriending, but with a purpose: to help that person adjust to life in a bewildering and at times frightening society after a time of imprisonment. It’s much more challenging than a brief chat over a cup of tea but is so much the better for it. You can learn as much from a client about their previous life and problems on release, as they can from you about how to ‘negotiate’ society. I’ve found it very rewarding and it has undoubtedly deepened my Christian faith.”

Mentors statistics

Mentors	
Active	18
Retired	5
Upskilled	8



Recruitment of 'Experts by Experience'.

Clients are encouraged to join the Mentor Training once they are seen to be growing in stability and confidence. Having them with us gives much more reality to the training and is much appreciated by other volunteers. To date we have trained one client, but he has not become an active mentor. However, he has been particularly supportive in several training courses and has helped give insight into the issues faced by clients as they leave prison. Three other clients have attended parts of the mentor training course which was again helpful to the others on the course however they did not complete the training.

We would like to see an increasing number of Mentors being our former Clients. The extra skills they bring to the project are much appreciated and add to the strength of the support we can offer. However, while the goal is to have ex clients as mentors in reality it is a long journey until a client is stable enough not to be derailed by the issues that they might face as mentors.

Working alongside other Mentors gives our Clients good role models. Involving them in the project helps their motivation on the path to desistance as they grow in their sense of worth and usefulness. The new Universal Credit criterion which requires journaling of activities will encourage Clients to volunteer at something and emphasises the need to learn new skills and to use those they already have to maintain their goals to ultimately be living a more fulfilled lifestyle within their communities.

The Training Programme

Module	Title	Outline
1	Definitions	An outline of the purpose of CCN and the roles of a mentor.
2	Criminal Justice System	A brief introduction to the Criminal Justice System
3	Communication Skills	Brief training in listening, observation and communicating skills.
4	Dos and Don'ts	Advice on how to mentor, plus safety advice.
5	Theory of Change	An understanding of the difficulties faced by clients as they seek to change their lifestyle.
6	Goal Setting	Looking at setting targets and encouragement and rewards.

CLIENTS

Through the Gates

Ideally Mentors meet their Clients through the Legal Visits appointments at the prison prior to release. To help initial conversations with Clients we use the Community Chaplaincy Association Pathways Assessment Form and Internal Change Forms. The Pathways Form enables the Client to map where they are in terms of accommodation, finance, physical and mental health, substance misuse, education, training and employment, family circumstances and issues around past experiences including abuse and self harm. The Internal Change form (see Appendix 1) allows the Client to score themselves against such parameters as responsibility, support, confidence, hope, self-esteem, making decisions, resilience, motivation, and use of time. These can be measured at intervals and can help both Client and Mentor to see areas that may need more support in development.

The more planning that can be done in advance helps prepare for release and has shown that it can help to reduce the risk of self-harming by reducing levels of anxiety. While some people can look forward to their day of release most of our clients are coming out with little or no family support. They are scared at coming out, often with no accommodation, little money and have debts hanging over them.

We are increasingly trying to collate information from other agencies in prison and communicate progress that has not been given to our Clients which adds to their feelings of anxiety. We keep in touch with the CRC and the Offender Managers as well as discussing needs with the Chaplaincy Department and Phoenix Futures to ensure that both Mentor and Clients have as much information as possible before release. Where we can we also make contact with the Probation Service that will be supervising them on release to make sure that

we understand the requirements of their licences etc.

Clients are given the choice of whether they would like to be met at the gate on the day of release. Depending on their circumstances we can also come with a parcel from The Food Bank. This relieves the pressure of having to worry about shopping for food for the first couple of days while the Client gets sorted out in their accommodation. If they are released with no accommodation (N/F/A) then we can bring along a cold Food Parcel and some toiletries. The boxes are too heavy for them to take everything, so we keep the box and they can collect a few items every time they come into St Stephen's Church.

We encourage Clients to take Mentors with them to their first Probation meeting. This ensures that their Probation Officer meets the Mentor and vice versa. It can also be a test of the Client's determination to do something different on this release. Those who often refuse a lift down to the office do so because they are planning to stop off on the way for tobacco, alcohol or drugs. If either drugs or alcohol are taken, then Mentors leave them and arrange to meet them at St Stephen's another day. This helps to make the point that their determination to turn their lives around starts before, and needs to continue after, they come through the gate. Many Clients appreciate having an advocate with them at Probation and outcomes can often be different because the mentor was present.

After a visit to Probation the Mentor and Client may then have to visit many other agencies as possible: these can be CGL, Housing assessments, benefits, the Bank and, hopefully, taking them to their accommodation. This is a very stressful time. Appointments made by the prison agencies are not coordinated and can mean trips all over the city, leaving clients sitting in one appointment

anxiously working out how they are going to get to the next appointment on time. Since these involve numerous distances on foot often carrying their possessions with them, they can be very tired and have blistered feet by the end of the day. Since many agencies require people to turn up and wait this adds to the stress of the day. An additional stress is that our Clients, who are serious about turning their lives around, are often required to go for assessments in places where they are going to have to run the gauntlet of old acquaintances that can lead to temptations they do not want to face. We are working hard to find ways round this. Being taken by Mentors in a car can speed up the journey time between appointments and offers a degree of protection and encouragement as well as offering an advocacy service in those vital first appointments.

A client was asked what difference it made to be met at the gate and he said, *"It was the difference between life and death."*

We have been building links across the County to help our Clients connect with local organisations wherever they are released to. Kings Lynn, Cromer, Great Yarmouth and Lowestoft are areas that we have been involved in as we have responded to individual needs and taken invites to inform people of our work.

Once our Clients are living in community, we try to help them tackle their isolation which can often lead to renewing their substance misuse, self-harm and suicide. Knowing that they will be seeing their Mentor regularly and can always walk in to St Stephen's to have a chat helps. As soon as is practicably possible we start discussing voluntary opportunities with them as a means of meeting new people, building self confidence adding to life skills and, where possible, working towards employment.

Regular meetings with Mentors continue and ensure progress, advocacy where needed, encouragement into voluntary positions, education, life skill courses, leisure activities etc.

While many other mentoring programmes are time bound, we are not. We offer support to a Client for as long as they want to work with us. When they do leave the project a leaving interview is done so that their impressions of the service they have received and the progress they have made can be recorded. They are always welcome to keep in touch and return to us at any time in the future. Regular meetings with Mentors and their reports allow us to see if progress is being made. Should there be any concerns then meetings with both Client and Mentor can be arranged with the Project Co-ordinator to re-assess the needs of the Client, their suitability for remaining on the project and whether another organisation might offer them support that they could work with.

We have had 9 clients in the Community.

Figures in capitals are the crime free times.

Released date:

1: Male ex-offender, a self-referral (in April 2018) – 8 MONTHS This young man was selling The Big Issue when Susan initiated a conversation with him about the project. He came into St Stephen's to sign on and initially seemed very positive about how the support could help him deal with his drug taking. However, he did not keep his follow up appointment and when we phoned, he said that he thought the support he was getting from CGL was enough and we were left supporting his mother. We contacted CGL and arranged for one of their support workers to contact her and we sent her information on local and national organisations that could offer her advice and support. His probation

officer contacted us and said that his progress was very up and down and that he had requested that we should contact him again. We did try to do this but without success. However, we will keep in touch with his mother and drop him a line to let him know we are still available.

2: Aug 2017, Male - 17 MONTHS This client had been an IPP offender and had been inside for ten years. He was very concerned about coming out and was very grateful to have our support. After an initial settling in time at the House of Genesis he met up regularly with us and eventually began to help us as an Expert by Experience. He completed the training as a Mentor so that he could help us on the training course. He volunteered to produce inspirational cards and began to work on a booklet to help long serving clients on their release. He moved away to be near family, but we have not signed him off so that we can still give phone support.

3: Jan 2018. Male in own flat - 12 MONTHS This client left prison and was placed in Approved accommodation, this was for a 3-month period. He is highly motivated and got a job within a week of his release. He found a rented flat for himself though he had a problem with setting up the lease for which we were able to signpost him to Norfolk Community Law Service for advice. On a previous release period he had struggled with his work / life balance the stress of which led to drug misuse and a recall. We have had regular conversations about this, and he restricts the amount of overtime he does and has developed positive social activities.

4: May 2018, Male - 8 MONTHS We had worked with this client for some time in HMP Norwich and helped to make an application to Emmaus. He was accepted but did not settle and Susan met him in Norwich market quite by accident. He was trying to get clean from drugs

and we signed him on again. He was offered a place at The House of Genesis. He was going to NA and we encouraged him to go to CGL to get more medical support.

5: June 2018. Male, homeless - 7 MONTHS We accepted this client in order to support the person who was attempting to mentor him. The client has significant mental health problems with alcohol and drug abuse issues. There were several occasions where rehabilitation opportunities were arranged however the client withdrew himself from these at early points. In reality he was not ready to change his life habits. The mentor was very dedicated and did everything they could to support him, but he was not engaging with either his mentor or anybody else in CCN

6: July 2018. Male - 6 MONTHS – This client was placed in Approved accommodation on his release from prison and because of his mental health remained there for 6 months until he could find suitable supported housing CCN was instrumental in assisting with this. This client was very withdrawn in prison and very concerned about his own mental health. He has been supported and encouraged through a very difficult time dealing with issues from his childhood. He has volunteered with a number of activities and is a positive role model in the supported housing where he lives.

7: July 2018. Male in supported housing - 6 MONTHS. This young man was very anxious about leaving prison. Inside he was able to remain sober and felt safe and supported. His mentor has been going over and above the call of duty with him. He visited him frequently, was on the phone at all hours and went out looking for him when he did not make appointments. Both the mentor and the staff at the supported housing worked closely together and they soon identified that there was an underlying learning difficulty which was being masked by the alcoholic problems. The

mentor worked with the police and probation and went with him to many meetings. The prison has been surprised that he has not returned yet, but his chaotic behaviour does make a recall a concern.

8: Female ex-offender living in a flat, referred from the community. - 7 MONTHS - This client was referred via one of our mentors, she is an ex-offender living in her own flat within the community. She has issues with anger management and has been supported and encouraged by her mentor to attend a course provided by probation. The mentor has supported this client in a court case, with health issues and with probation. She is volunteering in two churches providing meals for the homeless.

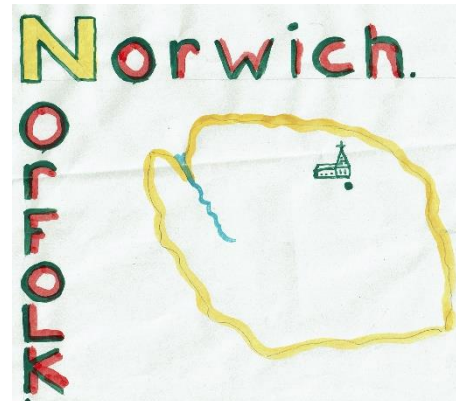
9: May 2018. Female, homeless - 8 MONTHS - We signed this young woman up with both her mentors from another project that had lost its funding. The two mentors have known the client for some time and have worked relentlessly to support her through the trauma of drugs, a violent and controlling partner who became the father of her child. Due to concerns about her relationship the baby was removed from her care and put up for adoption. This has led to the client trying to commit suicide and the mentors have made themselves available to her almost on a 24/7 basis. They have worked with probation who have been very appreciative of their work.

Client involvement.

Involving Service Users in planning our services is seen as essential and an ongoing conversation. Our Clients are continually involved in discussions around the service we offer and how we can make it more appropriate. Their experiences and input are valued and encouraged as we meet together. They have been involved in discussing our arrangements to meet people at the gate: reminding us that breakfast would be a great

thing to have as people usually do not sleep very well the night before and are too nervous to have breakfast before release. Letting them have the choice of what they would like has been welcomed by many and allows them to catch their breath before taking on the tasks of the day.

A Client in Wayland prison designed the cover for the leaflet that we hand out to inmates.



Clients were asked to make suggestions about the contents for the Urban Survival Bags brought in by Loving by Giving and continue to help us with making inspirational cards and check lists as we develop support. Some Clients have joined us on the training courses and their presence and input makes a valuable contribution to the training as volunteers hear firsthand about their experiences both in and out of prison. Clients have made significant contributions to our Do's and Don'ts section of training adding to the safety aspects of our Mentors meetings with Clients. They advised us "Not to flash the cash" and to make sure we knew the way to places and were not guided by clients (who could be taking you anywhere). We continually look for Clients who could undertake the Mentor training and work alongside other Volunteer Mentors. We look forward to the day when the project will have many experienced Service Users as mentors as their insightfulness is invaluable.

Client stories / quotes.

M.S. a client.

"I could not have done all of this if it had not been for all the support you and The House of Genesis gave me. I cannot thank up enough."

J.P. a client.

"My Background

From the age of 3 to 18 I was in the care system. After that I spent roughly 15yrs homeless with a few short sentences in prison. Eventually I was given an IPP sentence getting a 1yr 210 days tariff in which I ended up serving 10yrs. Drugs and alcohol was a massive part of my life and in my opinion the three kind of go hand in hand. But as bad as the sentence was to be honest it saved my life and I took every advantage to gain my education and relevant training

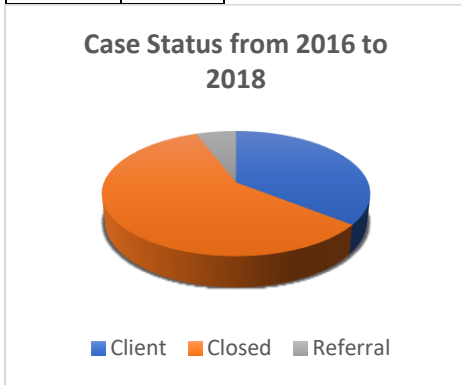
C.C.N

One of the chaplaincy team referred me to the C.C.N and Susan came to visit me in prison. Prior to her visit I had my Parole Board and was granted my release to Supported housing in Norwich. On the day of my release I arrived at the supported housing and to my surprise Susan had left me a food parcel and some clothes. Which really helped as my first day out was such a whirlwind and quite overwhelming. But the help and support that C.C.N and the mentors provided me was so beneficial. I eventually was encouraged to do the Mentor training and I now go and talk with the new mentors about my life experiences and also do the C.C.N IT media and am also working on a booklet to aid people prior to leaving prison. The help/support and encouragement I received has boosted my confidence and I am now going on to further training."

Client statistics

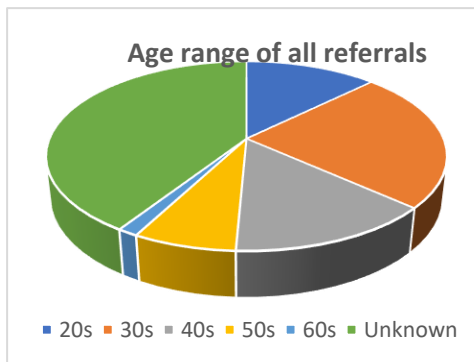
Total cases 2016 - 2018

Status	
Client	25
Closed	41
Referral	4



Client Statistics by age.

Age range of all referrals	
20s	9
30s	17
40s	10
50s	5
60s	1
Unknown	29



The majority of our clients fall into the 30's-40's range.

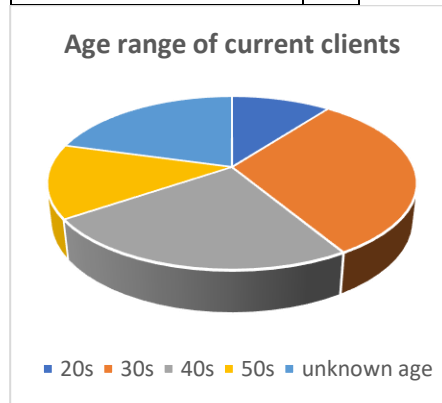
By the time people are in their 30's and 40's most find themselves with partners and children which gives them more incentive to avoid prison. They are also beginning to realise that coming back to prison is not an attractive option and are more open to looking at alternative life styles. They are more open to

receiving help and guidance and to admitting that they need it if they are to be successful.

Younger men are usually still quite confident in their own ability to order their live and may still been enjoying the kudos of being a 'jail bird'.

Those in the higher age bracket also tell us that it is becoming harder to keep themselves fit enough to keep themselves safe on the wings and that lower officer numbers and the increasing use of Spice is making life on the wings exceptionally dangerous.

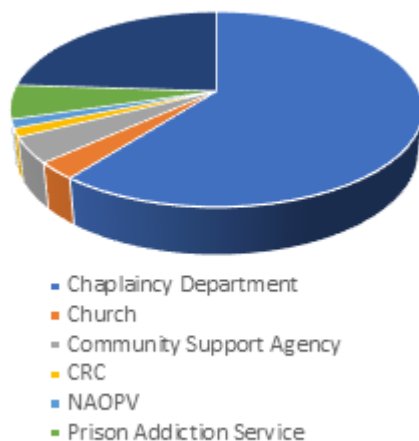
Age of current clients	
20s	3
30s	9
40s	7
50s	4
unknown age	6



Referral source

Referral source	
Chaplaincy Department	43
Church	2
Community Support Agency	3
CRC	1
NAOPV	1
Prison Addiction Service	4
Self	17

referral sources



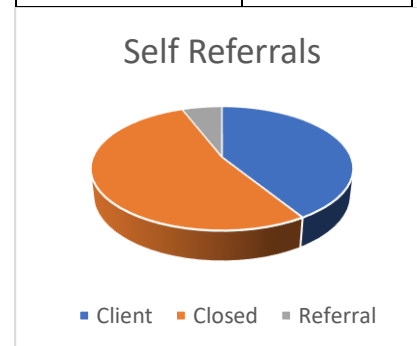
The vast majority of our referrals have come through the Chaplaincy service. However, many of these have not been accepted on the scheme as it has taken time for Chaplains to understand that we cannot support everyone that they are concerned about. We are trying to identify those people who are serious about wanting support to avoid returning to prison.

Referrals are often for people moving to different areas of the country and although we could not accept them on the project, we have tried to link many up with support services in those areas.

Both Chaplaincy and other agencies in the prison often send us referrals for very fragile people who they are really concerned about but whose history and present circumstances show that they are not yet ready to work with us.

Self-referrals have grown in number as we have spent time on the wings. The Reception Wing gives us an opportunity to introduce the service to both those back in again and those in for the first time. Other projects have shown that the sooner people are signed up on to project and have a Mentor the more likely they are to engage with education and training opportunities within prison. Meeting referrals on the wings for their first interview has led to other people being curious about the project and we leave leaflets with people, with Listeners, with Officers to be handed out as appropriate. Self-referrals can be people who think that being on the project may help them in their Parole Application or increase their chances of getting accommodation, but many are genuine in their desire to make an effort on release. We hope to track these in future to see if self-referrals are more successful. We have certainly moved from trying to persuade people as to the benefits of the project to asking potential Clients to demonstrate to us their understanding of how having a Mentor would help them.

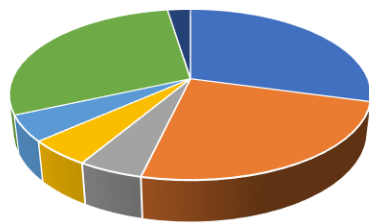
Self-referral	
Client	7
Closed	9
Referral	1



Reasons for closing cases

Closed cases - reasons	
No contact since release	12
Moved out of area	10
High risk factors	2
Linked to other support	2
Support completed	2
None given	12
Declined support	1

Reasons for closing cases



- No contact since release
- High risk factors
- Support completed
- Declined support
- Moved out of area
- Linked to other support
- None given

No contact since release. Some people work with us inside in the hope of getting accommodation or looking good at their parole meetings etc. On release they will say they are being met and will get in touch but do not. Since many do not have phones on release, we are unable to follow up on them. We make sure they have our contact details with them before release but usually we do not hear from them unless they return to prison and contact us again.

Sometimes we may have been working with a client who is due to be released into East Anglia but is then transferred elsewhere for their Cat D and release or because of some issue in the prison. Unless they return to East Anglia, we are unable to support them any further.

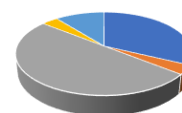
Some referrals are unsuitable due to the high risk or sexual nature of their offense. These are encouraged to work closely with the statutory agencies assigned to their care.

Where no reason is given for closing the case this has been due to learning how to record on the computer case system but include declines from referrals, movements to other prisons out of area and unsuitability etc.

Current cases.

Location	
Community	9
Hollesley Bay HMP	1
Norwich HMP	14
Peterborough HMP	1
Wayland HMP	3

Client Location



- Community
- Norwich HMP
- Wayland HMP
- Hollesley Bay HMP
- Peterborough HMP

Client in the community locations at the time of this report – one is living in Dereham in his own flat. One of the ladies lives in Norwich in her own flat. The other lady is in a hostel for the homeless in Norwich. One man lives with his mother in Diss. One is in a bail hostel in Norwich and the others are in supported housing in Norwich.

Male/female Client

Most of our Clients have been male. This was due to Susan being cleared to carry keys in both HMP Norwich and Wayland. Peterborough proved more difficult to get access to and the distance proved too time consuming while the project was in its infancy. We had one female client referred to us from another agency. She came to Norwich from out of area and was accommodated in supported housing where there was in house training available.

Two ladies requested to do our training and work with us to specifically continue supporting one very fragile young lady that they had been supporting for some time on another project that was losing its funding. While the young lady concerned did not really fit our criteria, we have been supporting her Mentors in their attempt to encourage and support her both in community and now that she is back in prison.

The needs of female prisoners facing release appear to be very different from males. Women face the same difficulties around finding accommodation and anxieties around money and debts. However, their emotional needs are challenging. Many have gone through traumatic circumstances: rape, domestic violence, children being removed into care or taken for adoption, being pimped, physically and sexually abused. The support for their needs cannot be met by the prison service when inside and they cannot access the care that they need in the Community because of their multiple needs. The networking involved to even begin to support the needs of women in the community is a different network from those of the men and will require ongoing development.

PROJECT OUTCOMES

“To deliver a Mentoring Service which contributes to a reduction in the number of Referred Offender who breach or are recalled to custody.”

Only four of our Clients have returned to prison.

1. One had been out for 18 months but during that time it became evident that he had an underlying mental health issue around paranoia that had not been diagnosed. This meant that wherever he was supported and however many opportunities he was given to take up voluntary experiences he gave them up and rounded on the very people who were supporting and trying to help him. His behaviour deteriorated and he was finally recalled. He refused to have a Mental Health Assessment when offered one by Probation before recall and is refusing to have one in prison because ‘it will be used against me’. We will not be able to offer him support on release unless he is prepared to undergo further mental health assessment as he is undermining his own efforts.
2. Another Client did not fit our criteria when I was asked to meet him. He was very near to release and had segregated himself in his cell and refused to speak to anyone except one Chaplain. This chaplain persuaded him to meet me and I offered to help him by meeting him at the gate and we also found him some temporary accommodation for six weeks until we were able to move him to his own flat in a supported living hostel. Sadly, the hostel froze me out and his mental state deteriorated until he was recalled. I continued to meet with him in prison and encouraged him that we would continue to support him. Slowly began to engage with services in the prison and finally took the

decision to look at his drug taking. He was doing extremely well and on two further occasions was released without accommodation which eventually resulted in him being recalled. However, during his last release, he connected up with some old friends who removed him from Norwich and offered him accommodation. Although he was recalled they have offered him accommodation and a job on release. I have continued encouraging him inside and for the first time ever he earned his enhanced and got his Cat D which he is serving in another area. This is an example of how mentoring has helped to build resilience in a Client. He is now looking forward to his release for the first time with an offer of accommodation and job and reunited with daughter and grandchild.

3. One young lady (who again did not meet our criteria) had no accommodation on release was recalled for her own safety as her life was spiralling out of control. Her mentor is now working hard to get her into a Christian Rehab away from Norwich where she can be kept safe and helped to process all her pain.
4. One Client had everything well organised for his release: an ex-partner willing to let him see his daughter, a place to live in a probation hostel and work available. However, he did not keep the rules and after staying out and not reporting back to the hostel he was recalled. He was very angry about this and still needs help to accept that it was his responsibility and not anyone else’s fault that he is back in prison. We are hoping that he will be more careful and responsible on his next release. His mentor had only met him once before release and had not had a lot of time to work with him.

Meeting at Probation

I was asked to visit Probation to meet a young autistic man who had just been released with nowhere to live. I was able to take the man off to speak to housing and give him some lunch leaving Probation desperately trying to find him a place to stay to no avail. He got himself back into prison in the early hours of the morning by doing his usual: setting fire to wheelie bins and waiting for the police to turn up. We have been working with him inside and he is due to be released early in 2019 but unless supported accommodation is found for him all our attempts to find him volunteer positions and support him with meetings will dissolve as he will do what he has to do to get back to where he feels safe.

Facing Challenges.

When Clients face difficulties, they are able to contact their Mentors and discuss these difficulties and look at ways of dealing with them. For one Client it was feeling the need to drink with fellow hostel residents. After discussion with his Mentor he agreed to isolate himself a bit more from these residents and to come away from the hostel in the day time and find other things to do. For another it was getting him introduced to a Dog Sanctuary where he could help walk the dogs instead of sitting on his own in the accommodation.

“To contribute to a reduction in the frequency and seriousness of offending.”

Most of our Clients are able to tell us that they have never been out of prison as long as this and bear witness to the fact that having our support has made a real contribution to helping them.

“To provide a role model for Referred Offenders and motivate them on the path to desistance”

We are able to meet regularly with our Clients and offer them suggestions which may help them reach their goals of a crime free and a stable, useful life in the community. Our Expert by Experience are walking proof to our Clients that it is possible, and their input is invaluable.

“Clients will be supported and encouraged to achieve and maintain their goals leading to a more fulfilling lifestyle within their communities.”

We are a progress-based project. We firmly believe in letting Clients assess where they are today and then asking them to describe how they want their lives to look in the future. The support that they receive on the project is to help them work out achievable, attainable goals that will get them there. Each Client is seen as a unique individual and we try to provide individual care and encouragement to them. We actively look for partnership organisations that can offer additional support.

NETWORKING

This has been vital to organic growth of our project. In Norfolk there are a large number of organisations whose remit is to support the vulnerable. Visiting different projects gives us a better understanding of what they are offering and how we could work together to support our mutual clients.

Networking also brings about a release of resources and cooperation between organisations:

- A chance encounter with a woman in a queue lead to a donation of clothes for men being released from HMP Norwich but also led to large donation of shoes from a business woman who needed an outlet for her excess stock.
- We were asked by a support worker in a prison if we could find a mentor to accompany a young man from the prison down to his hostel in London. The worker told us: 'He has a terrible fear of travelling which caused him to stress to the extent he can't do it alone. I have spoken to him this morning and he is happy to be met in London as his biggest fear is arriving and not knowing where he is or how to reach his destination. He is being located to an area he does not know and is very scared as he also knows no one.' The young man was so terrified of the journey that he was self-harming in anticipation of his release. We were able to find someone local to the prison who met the young man at the gate on his release and took him to the station to make sure he got on the right train to London. After three phone calls to churches on The Churches Together site in the area of the hostel he was being sent to in London I had an amazing conversation with a lady in a Parish office who said that she would be able to meet him. Not only that but she knew the Hostel he was going

to as they knew someone living there already who came to their church and she would make sure that he was introduced and visited regularly should he wish it.

- We have had some requests to find support for people being released to other areas in the country and by contacting The Churches Together networks I have been able to link people up with supporting churches in their areas. This was particularly successful in Bristol and Camden, London where another church-based organisation offered to meet the client at the railway station and take them to their accommodation and offered mentor support locally. In Northants a local Vicar was willing to take a referral and welcome a client into their church community as they were wanting to begin a support work for ex-offenders in their area.
- A request on a Monday from a local Pastor who wanted to help people leaving prison with nothing was followed by a request from an Officer on Thursday for help for those who were leaving the prison with nothing. I was able to introduce them to each other and subsequent meetings produced the USB (Urban Survival Bags) from Loving by Giving that are having an impact in reducing the revolving door offenders. This project is growing, and it is hoped that it can be rolled out across other prisons.
- A client was sitting with us in St Stephen's and was being encouraged by one of our Experts by Experience. The need for accommodation came up and he mentioned that he thought there was a space in his supported lodgings at The House of Genesis. We made the calls and an appointment was made for him first thing the next day and he was accepted there and then.

One of our recently trained Mentors was also Chaplain to the High Sheriff of Norfolk, Charles Watt. Through his connections we have been in discussions around helping offenders who have an opportunity for employment but have no accommodation. While most of our clients are in the pre-employment stage this has been a useful piece of work and we hope that we may have an opportunity to see some of our clients helped by it in the future.

Our growing relationship with St Stephen's has involved a great deal of networking within the building itself. We have been getting to know the leadership, staff and volunteers as well as the other organisations that use the space during the week.

Reverend Canon Madeline Light, Vicar at St Stephen's Church writes:

"We have slowly been drawn into working with the homeless in Norwich by opening a Cafe in the church every day of the week. We added to our attractiveness by having a policy of "Eat, drink and share and pay what is fair". The staff, committed to helping vulnerable people, including ex offenders alongside others, had to work hard to manage antisocial behaviour, inappropriate use of the building and churchyard along with any other issues which inevitably accompany those who are rough sleeping. In Norwich we are not alone as other agencies are offering complementary services. The Cafe policy along with the strong army of volunteers means that the surplus income now pays for the part time salary of someone to work alongside people who for whatever reason need support.

This work is complementary to that of the Community Chaplaincy and the person running our Community outreach does not have the experience or ability to train that Susan and her team have. It is simply wonderful for St

Stephen's to have Susan and her Chaplaincy team in St Stephen's they support our Cafe staff in managing individuals who need one to one attention when our Community worker is not around. They have also provided training so we too can equip volunteers to work with us. It is impossible to quantify the benefits brought about by this partnership for which I am deeply grateful. "

Father Paulinus Heggs, Lead Chaplain, HMP Norwich

"One of my main concerns as a chaplain is how prisoners can be supported on release. For many ex-offenders, there is quite literally nothing beyond the prison gate other than a bag to put their meagre possessions in, and a few pounds in their pocket. The role of Community Chaplaincy in plugging (some) of this gap is invaluable. I have spoken to prisoners who are engaging with their CC mentors prior to release and in some cases (not all – we must be realistic) I hear them using words of hope which I have not heard from them before. The fact that someone is prepared to help them get on their feet after release from prison can make an enormous change to an individual's sense of self-worth, and that in turn can only serve to reduce their risk of reoffending.

The general meeting last month was a particular joy for me, getting to talk to two ex-offenders who are now becoming mentors themselves. If anything shows the positive impact of the project, then surely this must be it. Community Chaplaincy does invaluable work, and it simply must continue."

**PS 3414 Alan RUSSELL
Norfolk & Suffolk 180 Team**

"I have had the pleasure of working with Susan since I moved to Norwich - February 2018.

Her compulsion and compassion for what she does is second to none. I appreciate that words without action can fall short of the mark, but Susan is quite the activist in her efforts to achieve outcomes. She performs her role with conviction and grace which is an example to emulate.

The work she and her team undertake is so beneficial to what we seek to achieve in Integrated Offender Management. With shortfalls in staffing levels balanced with workload, having additional trained staff to support prison leavers in the community is a great help. Efforts to assist socially challenged people places great demand on services and having CCN there to support them through initial stages of release takes away some of the pressure. The ethos of training mentors who have been in the same predicament echoes Alcoholics/Narcotics anonymous which has seen great success.

Insp KETT is in the process of writing a new information sharing agreement which I would like very much for CCN to be a part of. I believe that her work can be further integrated within Policing and Probation.

Chief Constable Bailey is currently sponsoring Insp REAVEY on a year's secondment looking at 'Faith and Police Together' and this exemplifies this work in progress.

It also fits directly with reducing crime in our community.

There will always be examples of Offenders not being quite ready to fully abstain from drugs or criminal activity and this is also echoed in 180.

However, having recently conversed with a Superintendent who is quite familiar with the work we do, even just stopping burglaries on area for 6 months has to be regarded as having some success. The statistics that Insp KETT is producing provide good evidence of what can be achieved and in my humble opinion charities like CCN are a mustard seed in the rehabilitation process."

THANKS TO

Trustees of House of Genesis for the support and covering of the project as it set out.

Prison Chaplaincy Departments in HMP Norwich, Wayland, Warren Hill and Peterborough and the many individual Chaplains that have helped us. Father Paulinus Heggs at HMP Norwich has made room for Susan to have desk space and storage space within the Chaplaincy Department giving her a base to work from in the prison.

Prison Officers and other Agencies within the prison who have helped, advised and worked with us to make us part of the Rehabilitation and Reducing Re-offending matrix. Especially Martin Edwards, Tony Phillips and Paul Mortimer.

We were asked by HMP Norwich to organise a Prison Partnership Day where the prison could come and thank the community for all they did for our local prison and share with the community about the USB bags and the offer of Category D offenders for work projects in the community. We arranged this at the Cathedral Church of St John the Baptist and the Cathedral Social Concern Group very kindly paid for the hiring of The Narthex for the event.

Attendees greatly appreciated the opening talk from HMP Norwich Custodial Manager Tony

Phillips which was then followed by a talk from Danny Kett on 'The Bridge: from criminal to community' which really helped people to understand the journey that people went on and how mentors and others could help them on their way.

We spent some time in the afternoon looking at how we could work together to meet the needs of people being released from prison. These discussions also gave people an opportunity to hear about our work and to network with each other. Useful contacts were made between different attendees and there was a general request for us to put on similar days in the future

Danny Kett and Alan Russell from the Norfolk and Suffolk Integrated Offender Management Scheme have introduced us to their 'The 180 Team' where both Probation and Police Officers work together. They have met with us and encouraged us in the work we do with mutual clients.

Agencies such as SSAFA and Prison Visitors who have invited us to their meetings so that we can better understand each other and support one another.

Prison Fellowship prayer groups in Dereham, Cromer and the Cathedral of St John who hold us in their prayers, encourage us and invite us to share with them when we can. Knowing that we have a strong group of Intercessors behind us is a great encouragement to us all.

Jarrold Trust

Harvest Charitable Trust

Cathedral of St John, Norwich

Sprowston Methodist Church

St Stephen's Anglican Church

Prison Fellowship Dereham

Marion Senior

Funders

Allan Lane Trust

Office of the Police and Crime Commissioner
for Norfolk

THE FUTURE

Sustainability measures:

Looking for ways to sustain the project is a challenge.

As we are becoming more widely known the Faith community has stepped up to support us, as have individuals. We hope this will increase. Now that we have an increasing number of clients in the community some have offered to work with us on projects to raise money themselves. Suggestions have included car washes, table and car boots sales, entertainment evenings with music and food etc. As we build capacity within the team this is something that we will be pushing forward on. Raising money to support their own project will be a great building exercise for our clients.

Plans for 2019

Care of Clients

- 1) The continued support of the Office of the Police and Crimes Commissioner (OPCC) means that we can move into our next phase of development:
We will be looking to work more intensely with our clients on an individual and group basis to obtain, and measure, soft outcomes. We will do this within the project but also by working in closer partnership with other organisations to give our clients a wide range of opportunities for learning new life skills, obtaining volunteer positions and access further training that could lead to future employment.
- 2) We also want to look at how we can make the transition through the gate even smoother by trying to coordinate appointments made by individual agencies. We have had clients coming to us after two days with badly blistered feet

from having to walk all over the city for appointments.

- 3) We want to encourage leisure activities by organising days out to different places so that Clients can experience new activities or get back to previous ones. These days out will also help build team between Mentors and Clients.
- 4) We are aware that for many Clients we are offering another form of 'family' that has often been missing in their lives. Learning to work and play with people from a broad spectrum of experiences can help our Clients experience our holistic approach to support.
- 5) Clients who have yet to access training or volunteer positions elsewhere will be given the opportunity to volunteer at our base and help with work on the project, volunteer in the Cafe and help with gardening and maintenance around the building. We are also in conversation with Emmaus as to the possibilities of partnering with them on a furniture project in Norwich

Care of Mentors

Our Volunteer Mentors come from all walks of life and bring their experience with them. We have identified from their feedback about the training that while it does cover the work expected of them in a broad approach there is a need for more practical training on the everyday work that they undertake. While we often do first legal visits and meetings at the gates with new volunteers the need for greater support has been identified. To meet this need we are planning to get specialist training in areas such as Mental Health through MIND but also to develop our own training to include step by step management of interviews and

meetings between Clients and Mentors. Using real life cases, we can show Volunteers the wide range of scenarios they may be faced with and how to handle them or ones similar to them.

Developing our tracking of progress of Clients, we will also be able to suggest different alternatives to Mentors and give them better support as they encourage their Clients to set, work for and reach obtainable, measurable goals.

Working Together at St Stephen's and beyond.

We will be having joint meetings with the leadership at St Stephen's to draw the work together and to ensure that Clients make the most of all the opportunities there are in house there for them. A section of the church has been set aside for us to set up and use as a Community Action Area. It is in this space that Paula and Susan and other volunteers are available to meet Clients and Mentors. We are slowly building the team up to cover at least every morning in the week.

We have volunteers who have chosen not to work with Clients but to support our work by doing extra work for us such as researching the care of Clients with dyslexia in prison and in the community. We have another volunteer who is gathering together information about other organisations and preparing them to be put on our website so that we build up a resource

section for our Mentors to access to find organisations that can meet the needs or interest of individual Clients. We are incredibly grateful to these volunteers who taking on these mini projects which release both Paula and Susan to get on with their main tasks and yet mean that the work is ever pushing forward.

As we are looking for meaningful volunteer and training opportunities for our Clients, we are very pleased to be building links with The Feed, Emmaus and The Mathew Project in particular. In the coming year our networking will be around meeting up with individuals and organisations that can help us to provide useful opportunities for individual Clients as they identify what they need.

We are very grateful for the confidence and support that Lorne Green and his staff at the OPCC show in us and to us. A special thank you to Vicky Day who, in her role as Head of Prevention and Rehabilitation in the OPCC, has overseen our quarterly reviews and has guided, supported and encouraged the project. The OPCC funding commissions us to continue to develop our work and help our Clients to achieve their goals which will reduce the costs to society while building safer communities for us all.

Appendix 1: Internal Change Assessment

For conducting a baseline assessment and noting progress made by the client.

1. **Responsibility** I think about the results of my actions.

1	2	3	4	5	6	7	8	9	10
I do things without thinking about the consequences.		I think briefly about the consequences but end up doing it anyway.			I'm trying to reflect more on the consequences, so I can make positive decisions.			I'm able to think about and understand the consequences, so that I can make positive decisions.	

Why do you say this / feel this way? Can you give me some examples?

2. **Support** There are people I can turn to when I have a problem.

1	2	3	4	5	6	7	8	9	10
I don't know anyone I can trust to support me in dealing with my problems.		There are a few people I trust to support me in dealing with problems, but I am not sure they are the right people.			I feel pretty confident that I have people I can trust to support me in dealing with my problems.			I feel confident that I have people I can trust and that they are the right people to support me in dealing with my problems.	

Why do you say this / feel this way? Can you give me some examples?

3. **Confidence** I feel confident in myself.

1	2	3	4	5	6	7	8	9	10
I hardly ever feel confident in myself.		Only some of the time do I feel confident in myself.			I often feel confident in myself.			I almost always feel confident in myself.	

Why do you say this / feel this way? Can you give me some examples?

4. Hope I feel hopeful about my future.

1	2	3	4	5	6	7	8	9	10
I feel pretty hopeless about my future.		I feel a bit hopeful about my future.			I feel quite hopeful about my future.			I have a good deal of hope about my future.	

Why do you say this / feel this way? Can you give me some examples?

5. Self-esteem I feel good about myself.

1	2	3	4	5	6	7	8	9	10
I never feel good about myself.		Only some of the time do I feel good about myself.			I often feel good about myself			I almost always feel good about myself.	

Why do you say this / feel this way? Can you give me some examples?

6. Make Decisions I feel able to make my own decisions.

1	2	3	4	5	6	7	8	9	10
I always look to others to help me make a decision.		Making my own decisions is a problem for me but I am working on it and getting a bit more confident.			Making my own decisions is less of a problem for me and I feel quite confident in making my own decisions.			I feel confident in being able to make my own decisions.	

Why do you say this / feel this way? Can you give me some examples?

7. Resilience I am good at making it through stressful times.

1	2	3	4	5	6	7	8	9	10
I feel overwhelmed by the problems I need to deal with.		I sometimes feel better able to deal with my problems but still need support during the stressful times.			I often feel better able to deal with my problems and I don't need support as often during the stressful times.			I almost always feel able to deal with my problems and I seldom need support during the stressful times.	

Why do you say this / feel this way? Can you give me some examples?

8. Motivation I am really working hard to change my life.

1	2	3	4	5	6	7	8	9	10
I don't feel any need to change.		I think that there are things I need to change about my life.			I have been successful in making some changes , but I still need some support to keep up the effort.			I am working hard to change my life.	

Why do you say this / feel this way? Can you give me some examples?

9. Use of time I am making good use of my free time by doing more constructive things.

1	2	3	4	5	6	7	8	9	10
I don't do much except sit around.		I believe I need to get involved in doing other things which will help me improve my life but not sure how to move forward.			I am willing to get involved in doing other things which will help me improve my life and am actively looking around for opportunities.			I make good use of my free time doing things which will help me improve my life.	

Why do you say this / feel this way? Can you give me some examples?

Using the data collected in the Internal Change Assessment it is possible to generate a visual print out which demonstrates the changes in a client's attitude over a period of time.

Distance Travelled – Star



This distance travelled star was taken from two Internal Change forms done by a client approximately a month apart. The dark line is the earlier of the two. These Internal Change forms help the clients explore their attitudes in the 9 subjects and the Distance Travelled Star gives a visual picture of the changes over time.