

KEEP OUT

The Crime Diversion Scheme



Annual Review

For the year ended 31 March 2011

Registered Charity No: 1097124

From 17th November 2010, the scheme has operated under the name KeepOut – The Crime Diversion Scheme.

On 1st April 2011, the assets and liabilities of The Coldingley Crime Diversion Scheme were taken over by KeepOut – The Crime Diversion Scheme;

Registered Charity No. 1139114 | Company No. 07170069

The public benefit of our work

The unique element of KeepOut is that it is delivered by serving prisoners who work with the young people. The weekly programme of one day workshops are run for young people who are either in the criminal justice system or at risk of entering it. The benefits for the prisoners are enormous; they gain valuable skills and may receive recognised qualifications that could hold real value when they seek employment after release. Prisoners experience an opportunity to break the cycle of offending by giving back to society through this unique set of interventions.

KeepOut allows the prisoners to develop their communication, creative and interpersonal skills through facilitating the workshops for young people. The scheme also helps prisoners to raise their self-esteem and self-confidence; for many, it provides direction in life for the first time. KeepOut supports prisoner rehabilitation as they advise the young people against making the same life choices they have made themselves.

All young people who attend KeepOut programmes within prisons have been identified as being at risk of offending. Many of those who visit KeepOut are already committing offences and are known to police, youth offending teams and courts. A smaller percentage of young people are referred to KeepOut as a last step measure before a custodial sentence is enforced. The visit to the prison will be part of a planned programme of learning.

For the young people attending KeepOut, the workshops demonstrate the harsh reality of prison life, and prisoners give a detailed account of how they ended up inside. Young people take part in a range of interactive and creative exercises and discussions, aimed at helping them to choose a life without crime. The aim of the workshops is to show young people the reality of crime and the consequences for them, their families and the victims.

KeepOut is a recognised example of effective partnership into practice. The partnership is enhanced by the involvement and support of Surrey Youth Justice Service, which assists in the training and development of prisoners participating in the delivery of a sequence of workshop programmes.

The prisoner team, KeepOut paid staff, Surrey Youth Justice staff, training providers and user group leaders work together. Collaboratively, they provide a responsive service, tailored to meet the varying needs of those young people who attend.

Message from Penelope Keith President of KeepOut – The Crime Diversion Scheme



Since becoming the first Patron of KeepOut in 2004 I have seen the organisation develop and expand. I am constantly impressed by the commitment and skill development of the prisoner team, supported by the civilian staff members.

The last year has seen the aspiration of KeepOut Trustees to move to another location evolve from an idea to a reality, which is both exciting and challenging. The reformatted and relaunched website has introduced the organisation to a wider audience and a greater understanding of what KeepOut is trying to achieve. The scheme empowers and enables serving prisoners to share their personal testimonies with young people, in order to divert the latter from crime.

In addition, I feel honoured to have been invited to become the first President of KeepOut during the course of the year. I welcome Rob Douglas, Sir Denis O'Connor and HH Lord Justice Toulson as new Patrons and look forward to working with them to support and promote the invaluable work of this charity.

Penelope Keith CBE DL

Trustees

| | | |
|------------------------|--------------------------------------|-------------------|
| Tim Caley | Chair | |
| Angela Palmer | Trustee | |
| Brian Roberts | Management Consultant | |
| Geoff Hibbert | Manager Surrey Youth Justice Service | Retired 14/3/11 |
| Meg Webb | Youth Magistrate | |
| Sally Varah, DL | Communications | |
| Jerry Kirkby | Surrey Police | Appointed 1/10/10 |
| James Robertson | Hon. Treasurer | |

Chair's Report

This has been a year of growing confidence, growth and positive achievement for KeepOut – shared by our partners, prisoners, young people, staff and Trustees.

The charity is committed to playing a key role in youth crime diversion and prisoner rehabilitation across southeast England in the next five years. We believe we have the experience, the skills and the commitment to make a significant contribution to policy and practice in this field. We want to do this not just because it reflects current government policy, but because it is an important and valuable task in itself.

You will read elsewhere in this Annual Report of the events, activities and achievements that have taken place in the last year. In my view, they are underpinned by a series of key strategic themes reflecting the work of KeepOut:

- sustaining the 'core business' of the KeepOut brand – by regularly revisiting our strategic and business plans
- ensuring the quality and effectiveness of our practice – by evaluating our impact and following up on young people and prisoners
- communicating and sharing our perspectives as Trustees, staff and partners – by the launch of our website, our newsletters and by joint meetings and seminars
- celebrating the personal achievements of our team – from Mick Hart as our Founder, to our new President and Patrons
- getting the 'governance' right – by bringing together the key people in steering groups, management committees and as Trustees.

We describe all this as the KeepOut 'model of practice' – a tried and tested set of principles and values that underpin our work – and sticking to it has served us well again during this year.

Much of the impetus and energy behind the achievements of KeepOut over the past 12 months has again been led by Angela Palmer, with her enthusiasm, tirelessness and enduring optimism. The careful and detailed planning of our new expansion at HMP Lewes has symbolised that approach. We are confident that KeepOut at HMP Lewes – launching in October 2011– will be a success and a model for our future plans to develop KeepOut in the community. In addition, Angela continues to invest time and energy in the day-to-day management of staff and in ensuring operational matters run smoothly. On behalf of the Trustees, I wish to record our continued gratitude and appreciation of Angela's hard work and commitment to the scheme.

We also thank our staff members, at HMP Coldingley, HMP Send and, most recently in the start-up at HMP Lewes, together with our business administrator, for all their hard work this year. Special thanks go to our Fundraiser, James Marlow, whose network of contacts, experience and influence continues to provide KeepOut with financial support and a high profile and reputation.



The Board of Trustees continues to play a vital role in securing and supporting the development of KeepOut. We were delighted to welcome Jerry Kirkby, Assistant Chief Constable of Surrey Police, to the Board of Trustees in September 2010. He brings valuable legal expertise as well as providing new challenges to our thinking and to policy development. Geoff Hibbert, Senior Manager of Surrey Youth Justice Service, left the Trustees in early 2011 following his resignation from his post in the county. Geoff had been a long time Trustee and partner with the original Coldingley Crime Diversion Scheme and his advice will be much missed.

"Today opened my eyes. I learnt a lot from the prisoners who taught me about the consequences of my actions in life and how they can cause problems for me and also the people around me. I learnt that to achieve in life I have got to listen, Thank you so much."

The Trustees and I also welcome our recently appointed Patrons: Rob Douglas, ex-Chair of the Surrey Learning & Skills Council; Sir Denis O'Connor, HM Chief Inspector of Constabulary and former Chief Constable of Surrey; and HH Lord Justice (Roger) Toulson, representing the judiciary. We are grateful for their willing support.

Finally, if you have supported KeepOut in any way this year – as a funder, volunteer, employee, partner or Trustee – please accept my thanks. As Chair, it is a privilege to be involved with such a thriving, targeted and highly successful charity.

Tim Caley

Chair of Trustees, July 2011

Review of 2010-2011

As the management link between Trustees and operational staff during the past year (*writes Interim CEO, Angela Palmer*) I have worked with the Operational Managers in each prison to ensure that the strategy specified by the Chair in his earlier Report has been implemented on the ground. All operational staff and the prisoner teams have contributed in some way to the next phase of expansion and development of the service offered by KeepOut.

What follows is a précis of the achievements, activities and events of 2010/2011, across the charity and within each of the prisons where KeepOut operates.

"Today was a good experience, it made me think about how my victims feel."

Achievements

- Recruitment of three new Patrons, each pre-eminent in his own sphere – learning and skills, the police and the judiciary – to support our on-going development.
- Agreement by the staff team and Trustees of the strategic plan for 2011-2014.
- Production of a communication plan to keep all stakeholders in our information loop.
- Rollout of the new name KeepOut – The Crime Diversion Scheme, in order to build brand recognition on the back of the goodwill developed over seven years by the Coldingley Crime Diversion Scheme.
- Redesign and relaunch of the KeepOut website: www.crimediversionscheme.org.uk
- Facebook charity page set up online, to coincide with the launch of the website.
- Standardisation and production of documentation for each prison delivery location including user pack, event manual, prisoner recruitment and selection procedure, and prisoner induction.
- Research and identification of a suitable additional prison location in October 2010 and commitment secured from the Governor at HMP Lewes to set up KeepOut in that prison.
- Negotiated agreement from HMP Coldingley and KeepOut Trustees to enhance the space where the KeepOut prisoner team delivers the programme to young people.
- Completion of pilot evaluation with young people, to obtain more detailed evidence on young people re-offending after a visit to the KeepOut programme. Six schemes were visited and 29 young people interviewed and the report was published in March 2010 (report available on our website).
- Strengthening of the support structure for supporting prisoners' rehabilitation by increasing contacts in order to signpost prisoners on release or as they move to their next prison.

Activities

- Standardised the process for producing annual action plans for each prison, reflecting both the strategic drivers from Trustees and the needs of each location.
- Improved communication and the mechanism for reporting by introducing quarterly reports produced in same format.
- Produced project plan, agreed operational management lead, established steering group to ensure successful implementation of KeepOut at HMP Lewes.
- Further developed the scheme to meet the needs of low, medium and high risk young people by piloting a themed four-week programme. This was based on the needs of those young people who attended the one-off event days, with plans to evaluate and roll out to all prisons where KeepOut operates.

Events

- In June 2010, Government Minister Crispin Blunt visited KeepOut and SYJS at HMP Coldingley and recorded how impressed he was by the delivery of the scheme and its outcomes.
- In October 2010, the High Sheriff of Surrey 2010-11, Rob Douglas CBE, visited a prisoner led programme at KeepOut at HMP Coldingley. He was so impressed by the impact of the scheme on both prisoners and young people that subsequently he agreed to become one of our three new Patrons.
- In July 2010, the first KeepOut annual evaluation report was published, entitled 'Helping Young People and Supporting Prisoners'. This helped to measure the impact of the scheme on young people and followed up on a cohort of prisoners to track their levels of re-offending and rehabilitation. The report was well received by our partners and has helped to demonstrate our effectiveness, especially to existing and potential new funders.



- In September 2010, the founder of KeepOut, Mick Hart, was presented with a framed certificate by the Trustees to recognise his achievement. He has agreed to act as an ambassador for KeepOut following the closure of the charity within which he previously operated. He is making joint presentations with the KeepOut CEO and delivers regular workshops to potential users of the scheme.
- Launch of the KeepOut newsletter *Working Together*, inviting written contributions from the prisoner teams in HMP Coldingley and HMP Send, together with our partners in the prisons and Surrey Youth Justice Service, and the young people who attend the programme, their parents, and the staff who accompany them.

HMP COLDINGLEY

The Operations Manager, Jo Green, and support worker, Lisa Ramsay, continued to work hard with the prisoner team, constantly reviewing and updating the programme and procedures in light of practice. The limited space allocated within the prison plus the bad winter of 2010-11 resulted in some user groups having to cancel and this had an impact on the numbers of young people attending this year.

The prisoner team continued to work professionally, delivering the events to young people as well as helping to facilitate the Surrey Youth Justice Service (SYJS) CANDO and Respect programmes each week.

The programme continued to be enhanced, based on young people's needs. The most appropriate role plays and techniques have been utilised to get the young people interacting and communicating, as the team challenge their attitudes and thinking in order to change their behaviours.

The prison's intention to re-house KeepOut into a larger venue within the prison estate was not realised, due to changes at HMP Coldingley. The subsequent decision by KeepOut Trustees, and the agreement by the prison to significantly enhance the existing operational portacabin during 2011, has lifted spirits and promises improved delivery levels to meet demand for user groups wanting to bring young people.

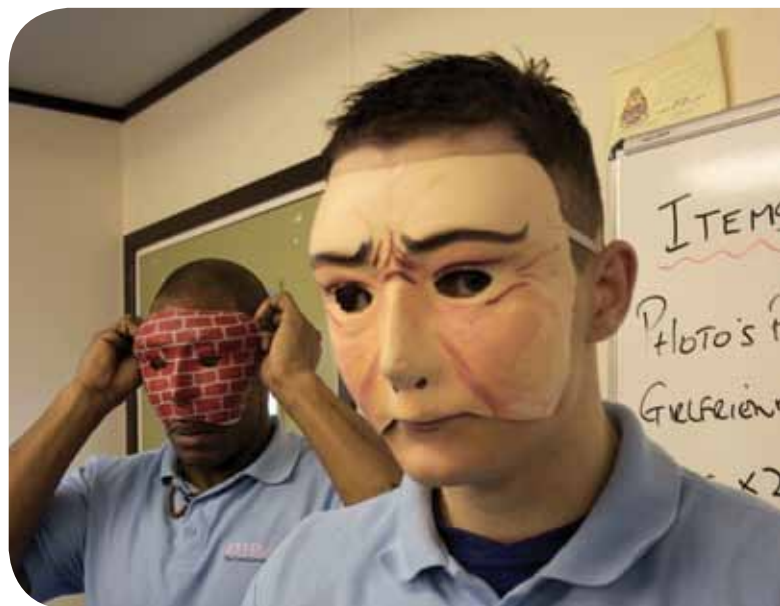
The refurbished portacabin will impact both on the numbers of young people who are able to benefit from attending a KeepOut event, and the number of prisoners that can be gainfully employed on the scheme to deliver the service.

HMP Coldingley statistics 2010-2011

- Over the year 13 prisoners worked on the scheme. All received training in:
 - Safeguarding
 - Working with young people
 - Drama (Forum theatre, improvisation and role plays, working with character)
 - Facilitation
 - CANDO (personal development, learning styles, TA model of communication, group work skills, Tuckman's model of group work, task and process, mental health awareness with young people, importance of boundaries, dealing with resistance

and confrontation, managing behaviour, skills for co-facilitation, substance misuse issues with young people, engaging with young people – ideas, games, worksheets)

- 81 groups brought young people to participate in the programme
- 508 young people attended KeepOut one-day events
- Events jointly facilitated by SYJS Managers and KeepOut prisoner team including CANDO, RESPECT and the Friday Project were run regularly over 10-12 weeks attended by between 8-16 young people each week.



HMP SEND

The Operations Manager, Mary Wethey, was joined by a new civilian member of staff, Katie D'Souza, who has brought fresh energy and new ideas. This additional staffing, a requirement of the prison, has been a welcome addition to the HMP Send team.

The work with young women attending the programme at HMP Send has developed over the past 12 months. The team has been successful in recruiting a range of new participating agencies, and in striving to address the needs of young women – based on the information provided by the staff that bring them.

One issue evidenced this year has been the changing levels of criminal activity that the young women participants are involved in, and the serious nature of some of the crimes that they are committing. The KeepOut prisoner team, with the support of the civilian staff, have worked hard to keep abreast of what is topical with young women today, the challenges they face and the pressures on them in some of the more deprived areas of London and the southeast.

A range of training has been provided to give the women offenders a range of core skills and an understanding of their role. The civilian staff team has worked closely with the offenders to set personal aims, objectives and goals for their future. Personal action plans have been written, in preparation for the prisoners' resettlement on release.

An outcome of the KeepOut evaluation process with some user organisations has been to offer an extended

programme for young women to explore more specific issues – anger management and relationships. Two four-week extended pilot programmes have been offered to those who have attended the one-off events. It was felt that the young people identified would benefit from participating in a further tailored programme on one or other of the two specific themes. Take up, although initially slow, has proved to be a learning experience for all involved. We will continue to explore this programme as the need has been clearly identified.

"I thought I'd go and muck about, you know. But when I got there it was like 'this ain't a joke', and it made me think about things."

HMP Send statistics 2010-2011

- 15 women prisoners have worked on the scheme. All have received training in:
 - ◆ Induction and core training (receiving certificates for each aspect)
 - ◆ Group work
 - ◆ Understanding young people
 - ◆ Safeguarding children and young people
 - ◆ Drama and facilitation skills
 - ◆ Health and Safety risk assessments
 - ◆ Presentation skills
- 47 groups attended and 45 KeepOut events were delivered
- 335 young women attended one-day intervention events
- 12 young women participated in the four-week pilot programmes
- 6 women prisoners engaged in accredited learning and completed NVQ level 2 in 'Customer Care'
- 2 women prisoners achieved Level 3 NVQ in 'Information and Advice'
- 3 adult showcase events were facilitated by the staff team and women prisoners
- 2 events for prison staff and 'Listeners' were delivered by KeepOut prisoner team
- 3 events on specific focus subjects were delivered by the prisoner team.



Supporting prisoner rehabilitation

Over the last year, KeepOut graduates have had exit interviews with Operation Managers at HMP Coldingley and HMP Send. This helped prepare them for the next phase of their rehabilitation, before either leaving prison or moving on to another secure estate establishment.

Following recommendations in the July 2010 KeepOut Evaluation Report, a pilot process to support prisoner rehabilitation was carried out by the Operations Managers at HMP Send and HMP Coldingley between October 2010 and March 2011. As part of the KeepOut pilot, staff made available a number of opportunities for ex-members of the scheme to access after their transfer or release. These included:

- a direct telephone number to KeepOut staff in each location
- an email address for each Operations Manager
- an address to write directly to KeepOut staff in each location.

These methods of communication continue to provide a 'helpline' for ex-members to contact if they want or need to, and also enable KeepOut to share any relevant new opportunities with them. If ex-members contact KeepOut for advice, or with concerns which are not specific to the scheme's expertise, our staff are able to signpost them to the most appropriate person or organisation.

During the pilot at HMP Coldingley, 4 prisoners were transferred to Category D Open prisons and 1 was released.

- 3 have written on more than one occasion to the scheme via the Operations Manager giving updates on their progress; this has included opening a bank account, starting driving lessons, beginning a course and the benefits of being closer to family.
- 2 have spoken to the Operations Manager on the telephone giving an update on their successful home visits and their accommodation situation.
- All letters have been answered and ex-members have been reminded of the continuing support from the scheme and have been encouraged to stay in touch.

During the pilot at HMP Send, 2 ex-prisoners contacted the Operations Manager by email giving updates on courses they had applied for and their plans to attend university. Another ex-prisoner visited the prison to 'do a chair' for RAPt. She had found employment and moved into her own flat since leaving KeepOut.

At a joint KeepOut Trustee and staff team meeting held during this year, it was agreed that the concept of KeepOut in the community will continue to be explored and developed. Current staffing and financial resourcing levels are sufficient to maintain the existing 'helpline' and to signpost ex-members to known contacts on release or transfer.

Angela Palmer

Interim Chief Executive

Statement of Financial Activities

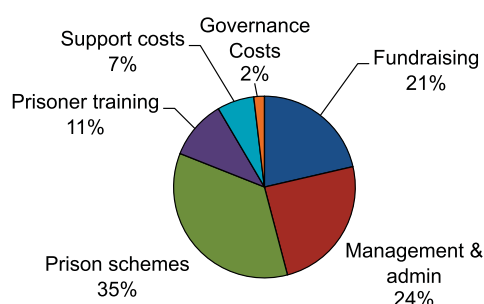
for the year to 31 March 2011

| | 2010/11 | 2009/10 |
|---------------------------------------|----------------------|----------------------|
| Income and Expenditure | £ | |
| Incoming Resources | | |
| From all sources | 189,594 | 110,000 |
| Resources Expended | | |
| Costs of generating funds | | |
| Fundraising expenses | 33,863 | 32,039 |
| Charitable Activities | | |
| Management & admin | 38,819 | 53,368 |
| Prison schemes | 55,557 | 47,475 |
| Prisoner training | 16,660 | 14,714 |
| Support costs | <u>10,414</u> | <u>10,343</u> |
| | <u>121,450</u> | <u>125,900</u> |
| Governance costs | 2,990 | 3,652 |
| Total resources expended | <u>158,303</u> | <u>161,591</u> |
| Net movement in funds for year | 31,291 | -51,591 |
| Total funds brought forward | 11,009 | 62,600 |
| Total funds carried forward | <u><u>42,300</u></u> | <u><u>11,009</u></u> |

Balance Sheet at 31 March 2011 and 31 March 2010

| | March 2011 | March 2010 |
|---------------------------------------|----------------------|----------------------|
| | £ | |
| Fixed assets | 0 | 0 |
| Current assets | 63,330 | 69,492 |
| Creditors falling due within one year | <u>21,030</u> | <u>58,483</u> |
| Total assets less current liabilities | <u>42,300</u> | <u>11,009</u> |
| Charity Funds | | |
| Restricted funds | 40,036 | 4,666 |
| Unrestricted funds | 2,264 | 6,343 |
| Total Charity Funds | <u><u>42,300</u></u> | <u><u>11,009</u></u> |

Analysis of expenditure



www.crimediversionscheme.org.uk



KEEP OUT

The Crime Diversion Scheme

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Registered Charity Number 1139114
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