

WHAT CAN I DO?

Your guide to volunteering
and achieving change in
the criminal justice system

INSIDE...

Benefits of volunteering – for you and others //
Hundreds of opportunities // Volunteers talk about
their experiences // Key contacts and resources

“Volunteers can make a real difference to prisoners and their families and friends. From helping with education and basic skills, to befriending, to giving comfort, to alleviating fear and to looking after visitors to prisons and families and friends in the court system, volunteers can make the difference between panic, friendlessness and loneliness and a sense, however awful things seem, that people are being treated as human beings and their needs and fears are being addressed.”

Baroness Neuberger DBE, Former Chair, Commission on the Future of Volunteering

“Volunteers undertake a huge amount of amazing and inspirational work with victims of crime and with offenders. I would encourage anyone who wants to make our society a safer place to consider giving some of their time to one of the many projects that take place in our courts and prisons as well as across the wider community.”

Paul Goggins MP, Co-chair, All-Party Parliamentary Penal Affairs Group

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GETTING STARTED

What can I do? – the bumper third edition

Even bigger! Even better! If you've read this far, you are probably hoping to find out more about how you can make a difference and gain valuable experience by getting involved as a volunteer in the criminal justice system. Well, you've come to the right place!

Since it was first published in 2002 by Pact (Prison Advice and Care Trust) and the Churches' Criminal Justice Forum (CCJF), **What can I do?** has been the essential guide to volunteering in the criminal justice system in England and Wales. With tens of thousands of copies distributed by Pact and the CCJF over the years, the guide is also one of the most popular downloads from the Prison Reform

Trust website. Things change fast in criminal justice, and the Prison Reform Trust has now joined Pact to publish this fully updated, bumper third edition. With the latest government statistics showing a significant rise in rates of volunteering in the last two years, we think the time is right to fire up the enthusiasm of a new generation of volunteers in criminal justice¹.

Snazzy uniforms not (usually) included

The London 2012 Olympic and Paralympic Games showcased British volunteering in spectacular fashion. Anyone who visited London during the Games will have been impressed by the friendly, efficient Gamesmakers in their purple T-shirts – all giving up their time to take part in the greatest show on earth.

“I HAVE REALLY ENJOYED BEING ABLE TO GIVE SOMETHING BACK.”

Fiona, JustPeople (Pact) volunteer, Bury Magistrates' Court and Forest Bank prison



“Of all the things we had to be proud of during the [London 2012] Olympic and Paralympic Games, it was the positivity, dedication and hard work of the Gamesmakers that stand out... But the wonderful gratitude they have received couldn't help but draw my mind to all the other young volunteers around the country, who are doing equally fabulous things all year round – usually with nowhere near as snazzy uniforms.”

Baroness Tanni Grey-Thompson,
former Paralympic champion,
The Daily Telegraph, 20 December 2012

5 What can I do? // **Getting started**

Colourful uniforms and fireworks are not included for most of the thousands of people who volunteer their time day in day out around the country to help make their communities happier, safer and more productive places. But those people, some of whom tell their stories in this guide, have other powerful reasons for their commitment.

Volunteering in the criminal justice system is a way of making a difference to the lives of some of the most marginalised people in this country, as well as making communities safer. Crime is always in the headlines, but real public understanding of how the criminal justice system works – and how people can get caught up in it – is too often badly informed. Many of us may also feel daunted by the scale of the challenge, and that there is nothing we can do to help. But, as the hundreds of opportunities described in these pages show, this is very far from the truth.

Thousands of volunteers play a crucial role every day in helping to turn lives around, whether by mentoring young offenders, supporting victims and witnesses at court, or sitting as magistrates. As the Secretary of State for Justice has himself recently suggested, there is huge untapped potential for more public involvement.

We hope you will be inspired by the personal stories in this guide, and that it gives you all the information you need to find the right opportunity to get involved.

You, the volunteer

As a potential volunteer, you are a precious resource. You also have a lot to gain from volunteering, whether it's having the chance to connect with others, gaining valuable work experience, or simply finding fun and fulfilment. Many roles don't require any previous experience and there are opportunities to suit people from all backgrounds, of all ages, and with all kinds of different skills, talents and interests.

You will probably find the work demanding. It is likely to challenge some of your preconceptions about victims of crime, young offenders, people in prison and their families, and the people who work in prisons. You will certainly learn a lot more than you can find out from sensational media headlines!

GOT A CRIMINAL RECORD?

If you've got a criminal record, don't let it stop you volunteering. Your experience may be exactly what some organisations are looking for. A lot will depend on what your convictions were for, how long ago they were, and what kind of voluntary work you are applying for. In many cases, you will need to undergo a Disclosure and Barring Service check (formerly known as CRB). See page 8 for more information.

What have we covered in the guide?

We have tried to include as many organisations as we can; however it's not possible to be exhaustive. There are a number of umbrella organisations you can contact for further information, including Clinks, Criminal Justice Alliance, and Action for Prisoners' Families. You can find contact details for these and all the organisations we have profiled, under *Useful addresses*.

Most opportunities listed here are open to people in England and Wales only, with a few in Scotland and Northern Ireland also included. The majority of the roles described are for people aged 18 and above, but there are some opportunities listed for younger people, such as police cadets (page 38) and Fearless volunteers (page 41). We aim to provide fuller information covering Scotland and Northern Ireland, and a guide for under 18 year olds, in future publications. Please tell us about any great projects you know!

¹ The first quarterly results of the government's new Community Life Survey (which replaces the Citizenship Survey) show a significant rise in volunteering since 2010-11: 30% volunteered at least once a month (up from 25%) and 45% volunteered at least once a year (up from 39%). Cabinet Office (2013) Community Life Survey: Q2 2012-13 (August – October 2012) Statistical Bulletin, London: Cabinet Office.

6 What can I do? // **Getting started**

In the meantime, the websites below offer information about volunteering opportunities across the UK. For more information about opportunities in your area, visit your local Volunteer Centre.

If you're under 18, take a look at vInspired's searchable directory to find opportunities close to home as well as online volunteering.

vInspired	http://www.vinspired.com and http://labs.vinspired.com/uk-volunteering
Do-It	http://www.do-it.org.uk
Volunteering England	http://www.volunteering.org.uk
Volunteering Wales	http://www.volunteering-wales.net
Volunteer Scotland	http://www.volunteerscotland.org.uk
Volunteer Now (Northern Ireland)	http://www.volunteernow.co.uk

Feedback - What do you think?

We would love to hear from you – especially with your answers to these questions:

- Was this guide helpful to you? Did you follow up any of the opportunities it describes?
- Are you now involved in volunteering in the criminal justice system as a result of reading this guide? If so, what are you doing?
- What do you think the benefits are, for those you are trying to help or support through your volunteering? What are the benefits for you?
- Did the guide disappoint you in any way? Were there things you wanted to know that weren't covered? If so, what?
- Did you find any errors? Are you aware of volunteering opportunities that are not in the guide, which you think should be included?

Please let us know if you are happy for us to publish your comments.

Write to us at:

What Can I Do, Prison Reform Trust,
15 Northburgh Street, London EC1V 0JR
talkingjustice@prisonreformtrust.org.uk

or go to:

www.prisonreformtrust.org.uk/talkingjustice



Woman in prison talking to officer at HMP Styal

I'VE GOT A CRIMINAL RECORD - WHAT CAN I DO?

"AFTER YEARS OF OFFENDING I DECIDED TO CHANGE MY LIFE AROUND. I TRAINED TO BECOME A JUSTPEOPLE VOLUNTEER WHICH WAS A REAL POWERFUL EXPERIENCE IN SEEING THE CRIMINAL JUSTICE SECTOR FROM THE OTHER SIDE."

Jidi, JustPeople (Pact) volunteer

If you have been in prison or have a criminal record, don't let this put you off volunteering. Like all potential volunteers, you have something unique to offer. As well as your talents, skills, commitment and energy, your personal experience of the criminal justice system may be exactly what some organisations are looking for, giving you a positive advantage for many roles. You may be knocked back once or twice. Try not to give up - it is worth keeping going until you find the role and the organisation that are right for you.

A lot will depend on what your convictions were for, how long ago they were, and what kind of voluntary work you are applying for. For some volunteering, such as working with children or vulnerable adults, you will need to undergo a Disclosure and Barring Service check (DBS, formerly Criminal Records Bureau disclosure check). Organisations that require this must have a written policy on the recruitment of people with a criminal record and you should request this if you are considering applying to volunteer. DBS checks will report spent and unspent convictions. Enhanced DBS checks required for some roles may also reveal information such as cautions.

If you have a criminal record and are interested in volunteering in a prison, you will need to undergo security vetting by the National Offender Management Service or an approved vetting organisation like Pact.

Changes in the law are expected to be enacted in 2013 which will shorten the length of time before a conviction becomes 'spent', after which it no longer has to be disclosed in normal circumstances (although spent convictions still have to be disclosed in some circumstances).² You can find out about the new arrangements in UNLOCK's guide, *'Is it spent now?'* at <http://www.unlock.org.uk>.

You can find out more about DBS checks on the Home Office website at <http://www.homeoffice.gov.uk>.

Further information is available in *'Involving Ex-offenders in Volunteering'*, a joint report by Nacro and Volunteering England, available at <http://www.nacro.org.uk>.

Good luck!

JUSTPEOPLE

“[VOLUNTEERING] MAKES ME THE PERSON I AM TODAY...”

JustPeople (Pact) volunteer

What?

JustPeople recruits, trains and vets volunteers to work in various settings in the criminal justice system, to help reduce offending. With hubs currently available in the South West, London, Greater Manchester, Surrey and Sussex, and more planned, it's perfect for people who want to get involved but don't know where to start.

Who?

Some of the roles offered through JustPeople require specific skills. However, good communication skills, reliability and a non-judgemental attitude are essentials for all JustPeople volunteers.

JustPeople staff work closely with volunteers to find the best roles for them. Each volunteer is consulted about their goals and experience to ensure that they get the most out of their volunteering and that the role is right for them. Volunteers get general training to prepare them for their role and a Disclosure and Barring Service check (plus prison security clearance when necessary). JustPeople staff offer support throughout the volunteering placement.

How?

For more information on how to apply to be a JustPeople volunteer, visit the website or contact your local hub.

JustPeople

<http://www.justvolunteer.org.uk>

Victim awareness volunteer, JustPeople (Pact)

“I feel I am making a positive difference, motivating them to think about their actions and behaviours and the consequences of these, which I believe motivates non-criminal behaviour and reduces re-offending.

“I have learned a lot about the kind of offences people are convicted of and the kind of situations that lead them to commit the crimes they have committed. I feel that the work I am doing is positive to those involved and can have positive lasting effects on the local community and wider society as a whole.”

QUICK GUIDE

- Great place to start if you're not sure how you can help
- JustPeople organises training and screening where needed
- With hubs currently available in the South West, London, Greater Manchester, Surrey and Sussex, and more planned

²Legal Aid, Sentencing and Punishment of Offenders Act 2012

MENTORING AND BEFRIENDING

“After years working within the NHS I felt I had something to offer JustPeople Volunteering. I have applied to work with ex-offenders in the community because I have years of experience working with individuals with drug/alcohol misuse problems and I know with help they could change their lives around.”

Helen, JustPeople (Pact) volunteer

What?

Volunteers give practical advice and support, acting as positive role models for people in trouble with the law, and helping people to settle back into the community on release from prison.

See *Youth justice* (p.12), *Supporting people to stop offending* (p.20) and *Faith-based volunteering* (p.44) for more information about mentoring and befriending.

justmentoring

You can find out about mentoring and befriending opportunities in your area on the justmentoring website from 13 June 2013 (web address below). This is a new hub developed by the Mentoring and Befriending Foundation with the National Offender Management Service, The Prince's Trust and St Giles Trust. The project works with organisations across England and Wales that provide mentoring services to adults in the criminal justice system, and is aimed at raising awareness of opportunities in prisons and the community.

The Prince's Trust

The Prince's Trust 'Leaving Prison Mentoring' scheme supports young people aged 16-30 years old through their transition from prison to community. The help offered includes accessing programmes, education, training, employment or volunteering opportunities to try and reduce the likelihood of reoffending. A lot of mentors have been in prison themselves, and can use their own experiences to help others turn their lives around. Volunteers provide support, meeting their 'mentee' regularly in prison before release, at the prison gate, and then on a regular basis in the community while the mentee settles back into the community.

Who?

To be a mentor you will need to be able to develop supportive and trusting relationships. It may help if you have a criminal record yourself, as you will then be able to bring your own experience and empathy to the role and show your mentee that they too can make positive changes to their lives.

How?

The justmentoring hub will be launched nationwide on 13 June 2013. In the meantime the Mentoring and Befriending Foundation (MBF) website offers an online directory of mentoring and befriending projects across the UK, including projects working with people at risk of offending and offenders. You can also find opportunities on the websites of individual organisations, including those listed in this guide under *Youth Justice*, *Supporting people to stop offending* and *Faith-based volunteering*.

justmentoring

<http://www.justmentoring.org.uk>

Mentoring and Befriending Foundation

<http://www.mandbf.org>

JustPeople

<http://www.justvolunteer.org.uk>

The Prince's Trust

<http://www.princes-trust.org.uk>

St Giles Trust

<http://www.stgilestrust.org.uk>



Peer adviser, with kind permission of St Giles Trust

QUICK GUIDE

- One-to-one support to help someone get their life back on track
- Usually for over 18s only
- See also *Youth Justice*, *Supporting people to stop offending* and *Faith-based volunteering*

THE PRINCE'S TRUST 'LEAVING PRISON MENTORING' SCHEME SUPPORTS YOUNG PEOPLE AGED 16-30 YEARS OLD THROUGH THEIR TRANSITION FROM PRISON TO COMMUNITY.

YOUTH JUSTICE

"...ME DAD USED TO BE IN THE SAME GANG I'M IN NOW. IT'S MAD. I'VE GONE INTO ME DAD'S FOOTPRINTS HAVEN'T I, REALLY. I'VE TOOK THE PATH HE TOOK."

Kyle, aged 17 (Jacobson, J. et al (2010) Punishing Disadvantage: a profile of children in custody, London: Prison Reform Trust)

Mentor

What?

Volunteer mentors are paired with young people (usually aged 10-17) who are either already in the criminal justice system or who are thought to be at risk of offending. Mentors are positive role models who provide impartial, practical and emotional support to help tackle the issues which may lead to a young person's offending. You can support your 'mentee' in their resettlement back into the community after prison, re-engaging in education or training, finding a job, or improving literacy and numeracy skills.

Who?

Whilst requirements will vary between projects, mentor roles are likely to include some of the following elements:

- The building of a supportive and trusting relationship which involves getting to know each other
- Listening and discussing anything that is worrying your mentee
- Clarifying what they want to gain, achieve or change in their life
- Planning with them the steps to reach their goals
- Encouraging them to think and talk about their hopes for the future

- Talking about any relevant experiences and problems they have overcome
- Discussing and reviewing progress with your mentee on a regular basis.

It may help if you have a criminal record yourself. This means you can bring your own experience and empathy to the role and show young offenders that they too can make positive changes to their lives

How?

You can find mentoring and befriending projects across the UK on the [justmentoring](http://www.justmentoring.org.uk) (from June 2013) and Mentoring and Befriending Foundation (MBF) websites. For further information, see *Mentoring and befriending* above (p.10).

justmentoring

<http://www.justmentoring.org.uk>

Mentoring and Befriending Foundation

<http://www.mandbf.org>

Youth offender panel member

What?

Unless their crime is serious enough to warrant being taken into custody, a young person (aged 10-17) who pleads guilty on a first-time conviction will usually be referred by the courts to a youth offender panel.

Youth offender panels include a member of the local youth offending team and two volunteers from the community. Panel members talk to the young person, their parents and (where possible) the victim of the crime. The aim is to agree a contract to try and put things right. This might include the young person sending a letter of apology, undertaking some useful local work such as removing graffiti, or doing activities to make it less likely they will reoffend, like getting back into school or getting help with alcohol or drug misuse.

Who?

Volunteers don't need to have any previous experience of the criminal justice system or working with young people. The idea is to involve a mix of people from the local community.

Motivation, good character, listening and communication skills, compassion, good judgement and a sound temperament are all important.

How?

Start by getting in touch with your local youth offending team. You will find contact details on the Youth Justice Board website.

Your local volunteer centre and the volunteering websites Do-It and Volunteering England may also be able to help.

The Association of Panel Members (AOPM) is a national network for youth panel members in England and Wales. The AOPM website gives information and guidance to current panel members, but doesn't list information on vacancies.

Youth Justice Board

<http://www.justice.gov.uk/contacts/yjb/yots>

Do-It

<http://www.do-it.org.uk>

Volunteering England

<http://www.volunteering.org.uk>

Association of Panel Members

<http://www.aopm.co.uk>

Youth court magistrate

What?

The youth court deals with young people aged between 10 and 17 who have committed criminal offences. It is part of the magistrates' court and up to three specially trained magistrates hear cases.

Who?

Before becoming a youth court magistrate you must first gain experience by sitting as a magistrate in the adult court. You can then apply to sit in the youth court (or family proceedings court). If you are successful, you will then need to undertake specialised training.

How?

See *Becoming a magistrate* below (p.14) for more information.

QUICK GUIDE

Mentor

- Be a positive role model for children and young people involved in crime or at risk

Youth Offending Panel

- Be involved in creating a tailor-made agreement to repair harm done by children and young people committing low level offences, and help prevent further offending

Youth court magistrate

- Must already have experience as a magistrate in adult court
- Requires specialist training

BECOMING A MAGISTRATE

“Magistrates are a vital part of the justice system who are drawn from all parts of the community in which they live or work. They deal with 95% of all criminal work as well as working in the family justice system. Magistrates are well trained, regularly monitored and appraised. Whilst there is no financial reward for the work, the work is varied and demanding. Their reward comes in providing justice to their communities and helping in keeping them safe.”

John Fassenfelt, Chair, Magistrates' Association

What?

Magistrates are volunteers who hear cases in courts in their community. Each case is usually heard by a panel of three magistrates, including one who is trained to act as a chairperson.

All criminal cases begin in a magistrates' court, but the most serious crimes are then passed to the crown court. Magistrates deal with crimes such as minor assaults, motoring offences, theft and handling stolen goods. They can impose sentences such as fines, unpaid work in the community, and prison for up to six months (or up to 12 months for more than one crime).

Magistrates are supported by a legal adviser who gives advice on the law and makes sure that they follow the right procedures.

In Scotland, voluntary Justices of the Peace perform a similar role to magistrates. In Northern Ireland, cases are heard by paid magistrates rather than volunteers.

Who?

You don't need formal qualifications or legal experience to be a magistrate. You will get full training for the role, but there are a number of conditions which you need to meet.

Age - You must be aged over 18 and under 65 when you apply. Magistrates must retire at 70 and are normally expected to serve for at least five years.

Health - You need to be able to hear clearly, with or without a hearing aid. You also need to be able to sit and concentrate for long periods of time.

Personal qualities - You need to show awareness of social issues, maturity, an understanding of people and a sense of fairness. You must also be reliable and committed to serving the community.

You need to be able to understand documents, follow evidence and communicate effectively, think logically, weigh up arguments and reach a fair decision.

Good character - You are unlikely to be able to become a magistrate if you have been found guilty of a serious crime or a number of minor offences, if you have been banned from driving in the past five to 10 years, or if you have been declared bankrupt.

Conflicts of interest - Because of the need to maintain public confidence in the impartiality of the judiciary, you can't be a magistrate if you work in one of a small number of jobs where there could be a conflict of interest, such as a police officer.

Time commitment - You must also be available to carry out at least 26 half-day court sittings a year.

How?

It's a good idea to visit your local court a few times to check the role is right for you. The Ministry of Justice Court Finder will help you to find your nearest court, and the court can let you know when it's best to visit and which courtrooms to see.

The gov.uk website has a step by step guide on becoming a magistrate, including information on the role and how to apply.

If you are interested in becoming a Justice of the Peace in Scotland, you can find out more at the link below.

Ministry of Justice Court Finder

<http://hmctscourtfinder.justice.gov.uk>

Become a magistrate

<https://www.gov.uk/become-magistrate>

Magistrates' Association

<http://www.magistrates-association.org.uk>

Judiciary of England & Wales

<http://www.judiciary.gov.uk>

Justice of the Peace

<http://www.jpScotland.org.uk>

QUICK GUIDE

- Deals with crimes such as minor assaults, motoring offences, theft and handling stolen goods
- You must be aged over 18 and under 65 when you apply
- Normally expected to serve for at least five years
- You will receive full training
- You must be available to carry out at least 26 half-day court sittings a year
- Justices of the Peace perform a similar voluntary role in Scotland, but magistrates are paid professionals in Northern Ireland

**MAGISTRATES
ARE VOLUNTEERS
WHO HEAR
CASES IN
COURTS IN THEIR
COMMUNITY.
EACH CASE IS
USUALLY HEARD
BY A PANEL
OF THREE
MAGISTRATES.**

RESTORATIVE JUSTICE

"...[THROUGH RESTORATIVE JUSTICE] I WAS ABLE TO COMPLETELY GET RID OF THE TRAUMA OF BEING A VICTIM..."

Will Riley, Founder of Why me?

"TO MEET A VICTIM FACE TO FACE...IT'S THE HARDEST THING I'VE EVER DONE, YET THE MOST REWARDING."

Peter Woolf, Founder of Why me?

What?

Restorative processes in the criminal justice system give victims the chance to tell offenders the real impact of their crime, to get answers to their questions and receive an apology. Restorative justice holds people to account for what they have done, helps them understand the real impact of their actions and allows them to take responsibility and make amends.

You can play a central part in the process and help to guide people through the experience by becoming a restorative justice facilitator. The Restorative Justice Council website explains the different approaches used in the UK and a few examples are explained below.

Victim-offender mediation

A facilitator, the victim and the offender come together for a face to face meeting or shuttle mediation between the participants. Each participant may have a supporter and in some cases a co-facilitator may be involved.

Family group conference facilitator

A young person is invited to attend with their extended family to meet the victim, with a supporter if desired, to discuss factors that might be contributing to their problem behaviour. Once these have been outlined and relevant agencies

have explained what support is available, the family is given time to work out an action plan for the young person.

Neighbourhood Justice Panels

Volunteers use restorative justice to deal with anti-social behaviour and low-level crime. Panels work with people who have admitted their guilt and with the consent of the victim. The volunteers work with both parties to reach an 'outcome agreement' - for example to repair damage done to property or to work in the community.

Community Mediation Services

Community mediation is used in neighbour disputes to resolve conflicts where there is harm on both sides, often referred by the police. Mediation services have specialist services, for example, working with race hate crime or gangs.

Projects in prison

You can raise victim awareness among people in prison, teaching them about restorative justice, and provide personal testimony on being a victim of crime.

Restorative Justice volunteer, Restorative Justice Council

Sarah has been involved with restorative justice for three years as a volunteer at HMP Gloucester. Part of her work involves talking to people to start them thinking about their offending behaviour and the impact it had on their victims and the wider community.

Sarah's role also involves meeting victims and preparing them to take part in a restorative process either directly at a meeting or indirectly through letters. She explores what they might want to ask the person who committed the offence and if there is anything that would make them feel better about what happened.

One of the early cases Sarah worked on involved a burglary of a flat where a single parent lived with her nine year old child. At the meeting the victim was able to ask all the questions she wanted and received an apology. Sarah says, *"Seeing at first hand the impact that such meetings can have inspires volunteers to continue with this valuable work."*

Restorative Justice Council

<http://www.restorativejustice.org.uk>

Prison Fellowship

<http://www.prisonfellowship.org.uk>

The Forgiveness Project

<http://theforgivenessproject.com>

QUICK GUIDE

- Allows victims and offenders to come together so that victims can explain the impact of the crime and ask questions, and offenders can make amends
- Range of different models used which enable contact between victim and offender either directly or indirectly
- Training required if you want to become a restorative justice facilitator

Who?

Volunteers come from lots of different backgrounds. You need to be objective and have good listening and communication skills. To become a restorative justice facilitator you will need training. Once you have done this, you can have your experience recognised through the Restorative Justice Council's Practitioner Register.

How?

Visit the Restorative Justice Council website. The Restorative Services Map, Trainer Register and Practitioner Register give contact details of individuals and organisations working in restorative justice projects across the country.

You can also find information online about a number of projects working in prison, including Sycamore Tree run by the Christian charity Prison Fellowship, and RESTORE by The Forgiveness Project.



Samaritans listener on the prison wing

SUPPORTING VICTIMS OF CRIME

Zoheb, Community volunteer, Victim Support

Zoheb has been volunteering since 2006 as a Community Volunteer. He applied to volunteer whilst studying for his degree in Criminology and Sociology. He has completed training in Domestic Violence, Understanding Loss and Homophobic/Transphobic crime. Zoheb enjoys hearing feedback from victims he has helped and thrives on the friendly office environment.

Zoheb's commitment was rewarded in 2008 when he was nominated for Young Volunteer of the Year at the Victim Support National Volunteer Awards. Zoheb has gained new skills, enhanced his CV and met great people through his volunteering. He feels that his efforts never go unrecognised by staff and the opportunities for development are excellent.

"[Volunteering] has a positive impact on your life. You can apply the skills you learn from the training to all aspects of your life. I have learned to read people and gain their trust, and am better able to support my friends in times of difficulty."

What?

You can provide assistance, information and guidance to people who may need emotional support and reassurance at a time of great anxiety and stress, as well as helping them to navigate the criminal justice process.

Victim Support is the independent charity for victims and witnesses of crime in England and Wales and it depends on thousands of specially-trained volunteers to deliver its services in every local community. Volunteers directly support victims and witnesses, and help as ambassadors, fundraisers, trainers and administrators.

There are also opportunities to support victims of specific types of crime, by working with specialist organisations like Rape Crisis.

Working with victims in your community

You will be trained to support victims from the first time you meet them until they feel strong enough to move forward on their own. You listen to their concerns and needs and sometimes co-ordinate with other agencies to make sure that their needs are met. Depending on the type and level of training you undertake, you may work with victims of many different types of crime, from an elderly woman whose house has been vandalised, or a student



Woman outside Westminster magistrates' court

who has been burgled, to supporting someone whose son has been murdered.

Supporting witnesses at court

Going to court can be a daunting experience. Victim Support works in all criminal courts and will train you to deal sensitively with both defence and prosecution witnesses and to be able to provide a friendly face, support and information during a trial.

Working on the Victim Supportline

Based in London, the Supportline takes calls from victims, witnesses and other people affected by crime. You'll be trained to handle all types of call, from simple enquiries to giving emotional support on sensitive issues.

Scotland and Northern Ireland

Whilst Victim Support only operates in England and Wales, both Scotland and Northern Ireland have their own Victim Support charities which offer similar volunteer roles. Visit their websites for more information on the opportunities available in your area (see below).

Who?

You don't need qualifications or previous experience to volunteer for Victim Support. All you need is willingness to help and a little time. Volunteers will need to be understanding, compassionate and good at listening.

If you want to work with victims of serious crimes, such as sexual or violent offences, then you will be given specialised training. You should speak to Victim Support about what training is available.

How?

You can apply on the Victim Support website for volunteer roles in England and Wales. For more information about opportunities in Scotland and Northern Ireland, visit the websites below.

Victim Support

<http://www.victimsupport.org.uk>

Victim Support Scotland

<http://www.victimsupportscotland.org.uk>

Victim Support Northern Ireland

<http://www.victimsupportni.co.uk>

Rape Crisis (England & Wales)

<http://www.rapecrisis.org.uk>

Rape Crisis Scotland

<http://www.rapecrisisscotland.org.uk>

Nexus Institute (Northern Ireland)

<http://www.nexusinstitute.org>

VICTIM SUPPORT IS THE INDEPENDENT CHARITY FOR VICTIMS AND WITNESSES OF CRIME IN ENGLAND AND WALES AND IT DEPENDS ON THOUSANDS OF SPECIALLY-TRAINED VOLUNTEERS.

QUICK GUIDE

- Support victims of crime or witnesses attending court
- Volunteers should be understanding, compassionate and good listeners
- Full training is provided
- Court volunteers need to be available during the day

SUPPORTING PEOPLE TO STOP OFFENDING

“Volunteers are a fabulous asset to the work of rehabilitating offenders. Many offenders have complex and entrenched problems and they need lots of assistance to move to a crime free life. A volunteer can do much of the ‘advising’ and ‘befriending’ that is needed as well as being a role model.”

Heather Munro, Chief Executive, London Probation Trust

Probation

What?

Probation services are responsible for supervising people released from prison on licence and those serving community sentences, and managing approved premises (hostels) for those who have to live there as part of their sentence or licence. Probation staff also work in prisons, assessing people, preparing them for release and running offending behaviour programmes.

Volunteers complement and enhance the services provided by probation staff. They are not there to do the job of a probation officer. As volunteers are giving their time to help others, rather than being paid to do it, this can help to build trust and confidence with people with convictions to improve compliance and engagement. Volunteers can also act as representatives of the local community.

Probation services are going through a period of change following government proposals to open them to market forces. Volunteers are likely to continue to play an important role in supporting

people to stop offending. Opportunities vary in different areas and may include the following.

Education and training

Helping people currently being supervised by probation (either as part of a community sentence or on release from custody) to learn or improve their reading, writing and numeracy. This can really help to reduce reoffending and improve self esteem. Not having these skills that many of us take for granted can create a barrier to employment and integration into the community.

Support and mentoring

Mentors can fulfil an important role by giving support and guidance to people with an offending history, helping them to access services they may need and develop vital life skills to help them reintegrate back into society. Following release from prison they may be concerned about accommodation, their health, child custody, benefits, or going back to prison. Mentors can help people to comply with the terms of their licence or community sentence and make a new start.

Who?

There are no particular qualifications necessary. However you will need to be a good communicator, have a belief that people can change, be non-judgemental and act as a positive role model. Many probation services and voluntary organisations will provide training before you start, to ensure you have the necessary support and confidence.

Education and training roles are particularly suited to people with a background in education. However you shouldn't worry if you don't have previous experience. You may still be able to support people on courses, motivating individuals/groups in their personal development, and encouraging people to take responsibility for their actions.

Mentoring roles are open to anybody, although they are particularly suited to people with an offending history who can draw on their own experiences of contact with the criminal justice system. If you are currently serving a community sentence or have not yet reached your Sentence Expiry Date following release from custody, you probably won't be able to apply just yet.

“They are an additional resource but not a free one as a volunteer’s role should be planned and supported by the officer working with an offender. Being a volunteer is also a great way for some people to test out whether they would be interested in a career working with offenders and means that those who join the Probation Service through this route have a good idea of the sort of challenging work they could be involved in.”

Heather Munro, Chief Executive,
London Probation Trust

Keely, Probation volunteer, Staffordshire & West Midlands Probation

Keely is studying criminal law at Wolverhampton University. When she's finished her degree, Keely wants to work in criminal justice. So she saw volunteering as a good opportunity to do some interesting work and get an idea of what the job is really like.

Keely has been volunteering as a mentor with Staffordshire & West Midlands Probation for over a year. Since being trained as a probation volunteer, she's worked at a magistrates' court, an Approved Premises and she's helped tutors who teach offenders Skills For Life.

For the last four months, Keely has been teaching offenders to read using the Toe by Toe phonetic system. She sees Steven three times a week and they go through the exercises together.

“Steven was in a group class, but his literacy is not as good as the others, so I could see he was getting left behind.”

Steven's Probation Officer, Nicole, says Keely's work has been invaluable:

“Steven's attendance at Toe by Toe has been really good – Keely has done a great job motivating him and improving his reading.”

Steven agrees:

*“I'd like to come in every day,” he says.
“It has made my life easier.”*

How?

Your local probation service can help you to find opportunities to volunteer. Some organise recruitment drives once or twice a year, so you may not be able to apply straight away. Contact your local probation service for information about their application process.

Some voluntary organisations deliver services for probation. You can find out more from organisations such as Do-It, CSV, Volunteering England and Sova. You can find out about mentoring and befriending projects across the UK on the justmentoring website (from 13 June 2013). For further information, go to the *Mentoring and befriending* section above (p.10).

Probation Association

<http://www.probationassociation.co.uk>

Probation Chiefs Association

<http://www.probationchiefs.org>

JustPeople

<http://www.justvolunteer.org.uk>

Pact

<http://www.prisonadvice.org.uk>

Do-It

<http://www.do-it.org.uk>

Volunteering England

<http://www.volunteering.org.uk>

CSV

<http://www.csv.org.uk>

Sova

<http://www.sova.org.uk>

justmentoring

<http://www.justmentoring.org.uk>

Mentoring and Befriending Foundation

<http://www.mandbf.org>

Catch 22

<http://www.catch-22.org.uk>

Mentoring volunteer, Sova

"I started off providing one to one support to ex-offenders looking to get back into work or college. As a mentor I helped people with all sorts of issues from housing problems to addiction, from finding work to improving their English. I was only able to give a couple of hours a fortnight as I was finishing my degree and needed to fit the mentoring in around my timetable.

"To be a good mentor you need tenacity and perseverance. You also need to be realistic about what you can achieve - you can't single-handedly change the life of everyone you come across, but you do get through to some people enough to genuinely help them and make a difference.

"Volunteering with Sova has been great for me. I think they've given me genuine opportunities and invaluable experience."

QUICK GUIDE

Probation

- Support people serving a community sentence or on release from custody
- Range of opportunities including education, training and mentoring
- Some probation services are delivered by voluntary organisations



Probation Education, training and employment volunteer, with kind permission of Staffordshire and West Midlands Probation

MAPPA lay adviser

What?

Multi Agency Public Protection Arrangements (MAPPA) are a mechanism which enables local criminal justice agencies and other organisations in contact with people with an offending history to work together to protect the public and reduce the likelihood of reoffending. This includes police, probation and prisons. The scheme operates across England and Wales.

Voluntary lay advisers play an important role as members of the MAPPA area's Strategic Management Board (SMB). They are there to contribute to meetings, posing questions to the professionals attending.

There are a number of other duties including:

- Monitoring and evaluating the operation of MAPPA in the local area
- Helping to prepare the MAPPA annual report
- Helping with the SMB Business Plan review and communication strategy
- Reviewing and questioning local MAPPA statistics
- Attending local and regional events.

Who?

Being a MAPPA lay adviser is a demanding role. Whilst it doesn't require any formal qualifications, applicants must meet the formal person specification for the position outlined by the National Offender Management Service (NOMS).

NOMS Person Specification

- No formal educational qualifications are necessary, but volunteers must be able to understand complex information in written and numerical form
- Volunteers must be interested in community and social issues, preferably with a history of involvement in them
- Volunteers must be able to make decisions based on and supported by the available information
- Volunteers must demonstrate a capacity for emotional resilience. In particular, this includes an ability to understand the needs and feelings of victims

- Volunteers must be able to work effectively with people in groups and informal meetings
- Volunteers must have an awareness of, and commitment to, equality and diversity
- Volunteers must be able to challenge constructively the views and assumptions of senior professionals
- Volunteers must be able to maintain confidentiality appropriate to the circumstances and local protocols.

How?

MAPPA lay advisers are formally recruited under the Office of the Commissioner for Public Appointments (OCPA) Code of Practice for Ministerial Appointments to Public Bodies. As such, positions are publicly advertised and a strict recruitment process is followed, concluding with approval by the Secretary of State for Justice.

If you are interested in finding out more, read the MAPPA guidance report published by NOMS and available on the Ministry of Justice website.

Contact your local probation service to see if any positions are available in your area. All contact details can be found on the Probation Association website.

Ministry of Justice

<http://www.justice.gov.uk>

Probation Association

<http://www.probationassociation.co.uk>

QUICK GUIDE

MAPPA

- Work to prevent offending amongst higher risk offenders in the community
- Must meet person specification
- Formal recruitment process

Circles of Support and Accountability

What?

Circles are groups of between four and six volunteers recruited from the community who meet as a group with someone who has convictions for serious sexual offences. This individual, or 'Core Member', must have expressed a clear commitment not to reoffend. The Circle provides them with a supportive network, giving social support and practical advice, and enabling the Core Member to avoid the isolation which can prompt further offences.

The aim is to reduce the risk of reoffending and enable the former offender to resettle in the community safely. However, Circles are complementary to the statutory safeguards that are in place for this purpose, and not a replacement. Circle volunteers keep in touch with probation and police colleagues through their professionally qualified Coordinator, and must alert statutory services if there seems to be any risk of further offending.

Who?

Whilst no specialist or expert knowledge is required, volunteers need to be both responsible and practical. Given the nature of the work some projects have slightly higher minimum age requirements for volunteers. You should check with the project directly about any age restrictions. Each Circle operates for an average of 18 to 24 months and a minimum commitment of 12 months is requested of each volunteer.

You will have to complete a screening process. Suitable volunteers are then trained and given support in their role.

How?

Circles UK is the umbrella organisation for projects operating in England and Wales. You can find out more and look for projects in your area on their website.

Circles UK

<http://www.circles-uk.org.uk>

QUICK GUIDE

Circles

- Work as a group to reduce risk of reoffending by serious sexual offenders who want to stop offending
- Some projects have slightly higher minimum age requirements for volunteers
- A minimum commitment of 12 months is requested of each volunteer
- You will have to complete a screening process and will be fully trained and supported

CIRCLES ARE GROUPS OF BETWEEN FOUR AND SIX VOLUNTEERS RECRUITED FROM THE COMMUNITY WHO MEET AS A GROUP WITH SOMEONE WHO HAS CONVICTIONS FOR SERIOUS SEXUAL OFFENCES.



CCTV camera outside prison gate

SUPPORTING PRISONERS

Independent Monitoring Board member (or Visiting Committee in Scotland)

What?

Inside every prison and immigration removal centre (IRC) in England and Wales, and some short term holding facilities at airports, there is an Independent Monitoring Board (IMB). The IMB's role is to monitor day-to-day life and ensure that proper standards of care and decency are maintained.

IMB members are volunteers and work an average of two or three days per month. Members have unrestricted access to their local prison or IRC at any time and can talk to any prisoner or detainee, out of sight and hearing of members of staff if necessary.

Board members also play an important role in dealing with problems inside the establishment. If a prisoner or detainee has an issue that they haven't been able to resolve through the usual internal channels, they can make a confidential request to see a member of the IMB. Problems might include concerns over lost property, visits from family or friends, special religious or cultural requirements, or even serious allegations such as bullying.

Visiting Committees in Scotland are similar to IMBs, acting as independent observers of the state and administration of the prison and, in particular, the treatment of people in prison. Most Visiting Committees are appointed by local authorities for a period of four years.

Who?

There are no special qualifications necessary to be an IMB member, but candidates must demonstrate they have the personal qualities, enthusiasm, commitment and time to make a full contribution.

Volunteers should possess a number of personal qualities:

- Commitment to diversity, equality and human rights
- Effective communication skills
- Excellent teamwork skills
- Good listening skills
- Commitment, perseverance and integrity
- Ability to maintain confidentiality.

How?

For more information on how to apply, visit the IMB or Association of Visiting Committees websites.

Independent Monitoring Board

<http://www.justice.gov.uk/about/imb>

Association of Visiting Committees

<http://avc.bpweb.net>

Support a prisoner

What?

Many people in prison don't receive any letters or visits. A number of organisations work to fill this gap and provide a lifeline to people who may not have anyone else to talk to, or may be held a long way from home. You can help to support people in prison by becoming an Official Prison Visitor, befriender or penpal, or by teaching a new skill.

Official Prison Visitors

These are independent volunteers who visit people in prison with the offer of friendship and commitment during their period of imprisonment. They attend in a non-professional capacity. They must remain impartial and not allow their own opinions to influence the prisoner. There is no faith dimension to the role. Any prisoner may apply for an Official Visitor, regardless of whether they already receive visits from friends or family.

Befriending

New Bridge Foundation provides a prisoner befriending service to support people in prison, by

establishing and maintaining contact through letter writing and visiting. The scheme tends to appeal to prisoners who have limited or no contact with the outside world. These are usually people who have committed the most serious offences and who are serving lengthy, life or indeterminate sentences. Prisoners write to volunteers at the New Bridge address and New Bridge forwards these letters on to volunteers. A volunteer will reply to the prisoner with a view to eventually visiting them; however some prisoners decide they don't want visits and this is their choice.

FPWP Hibiscus volunteer befrienders visit and write to foreign national and black, Asian and minority ethnic women in prison in England. Volunteers provide emotional support to women who experience a high level of loneliness and isolation.

Write to a prisoner

Prisoners Abroad coordinates a penpal scheme to combat isolation for people in prison who may not be in touch with any friends or relatives. They will try to put you in touch with a penpal who shares your interests. When a suitable person has been identified, Prisoners Abroad will write to you with the name and address of your penpal and you can write to them at the prison. The prisoner will reply by writing to Prisoners Abroad and the letter will be forwarded to you unopened.

Prison Fellowship provides a similar service for prisoners serving their sentence in England and Wales.

Teach a new skill

Some organisations help to teach prisoners new skills to help instil discipline and self-esteem and support their resettlement. Fine Cell Work trains prisoners in paid, skilled, creative needlework. Prisoners are taught and supported by volunteers from the Embroiderers and Quilters Guild. The prisoners are paid for their work, which is then sold around the world.

Who?

Official Prison Visitors

Visitors come from many different walks of life. They can be appointed at any age between 21 and 70 years and usually retire at 75, although there is a degree of flexibility about this.

Whilst you don't need any formal qualifications, it will help if you have common sense, compassion, a sense of humour and patience.

Befriending

Befrienders have a common desire to help people. They offer patience, warmth, empathy, dependability and understanding. They are mature, good listeners and able to cope with challenging situations.

Writing to people in prison

Writing is not always easy, although it can often be rewarding. It demands a certain level of maturity. This is why Prisoners Abroad does not accept any penpals under the age of 18. It also demands emotional stability and the ability to put another person first.

Teach a new skill

Many prison volunteers are members of the Embroiderer's Guild and have been taught at the Royal School of Needlework and require a certain level of needlework skill. It requires a kind, patient and non-judgemental temperament and you will ideally have some teaching experience and/or understand the issues arising from working with vulnerable adults.

How?

For more information on any of these roles and how to apply, visit the websites below.

Fine Cell Work

<http://www.finecellwork.co.uk>

FPWP Hibiscus

<http://fpwphibiscus.org.uk>

National Association of Official Prison Visitors

<http://www.naopv.com>

New Bridge Foundation

<http://www.newbridgefoundation.org.uk>

Prisoners Abroad

<http://www.prisonersabroad.org.uk>

Prison Fellowship

<http://www.prisonfellowship.org.uk>

Samaritans

What?

The Samaritans service is available 24 hours a day, 365 days of the year, to provide emotional support for anyone who is struggling to cope, feels that life is too much to bear or that everything is just weighing too heavily on their mind. Prisoners can contact Samaritans, free of charge, from any prison in the UK either by telephone or post.

For prisoners interested in volunteering, Samaritans also runs a peer mentoring 'listeners scheme'. You can find out more about becoming a Samaritans listener under *Prisoners volunteering* below (p. 52).

Who?

If you want to become a part of a Samaritans branch prison support team, you must first complete at least six months full membership of your Samaritans branch. Prison support work is taken on as an additional duty, over and above the core duty of answering calls, responding to emails and listening to people that visit the branch for support.

Samaritans is looking for volunteers who are:

- Willing to understand others' points of view
- Respectful of the way others are
- Honest with themselves and others
- Comfortable with themselves and able to cope with their own feelings
- Willing to learn.

Samaritans seeks volunteers from a range of backgrounds and circumstances, because they believe this helps them provide the best service for those who need support.

How?

If you are not currently volunteering for Samaritans, the first step in exploring your interest in prison support is to find out more about becoming a Samaritans volunteer. For more information visit the Samaritans website or get in contact with your local branch.

Samaritans

<http://www.samaritans.org>

Orla, Prison volunteer, Samaritans

"I originally got involved in prison work as it was something different to the other volunteering roles within the organisation - more proactive, reaching out directly to people who may be having challenging times. I was initially a bit nervous, but whatever ideas and pre-conceptions I had about prison work were pretty short lived."

"I think that volunteering in prisons is rewarding, motivating, at times challenging, and something that I would be very happy to recommend. It's a community that faces many challenges, where it's possible to make a big difference, and where I've learned that pre-conceived ideas are easily disproved."

QUICK GUIDE

Independent Monitoring Boards

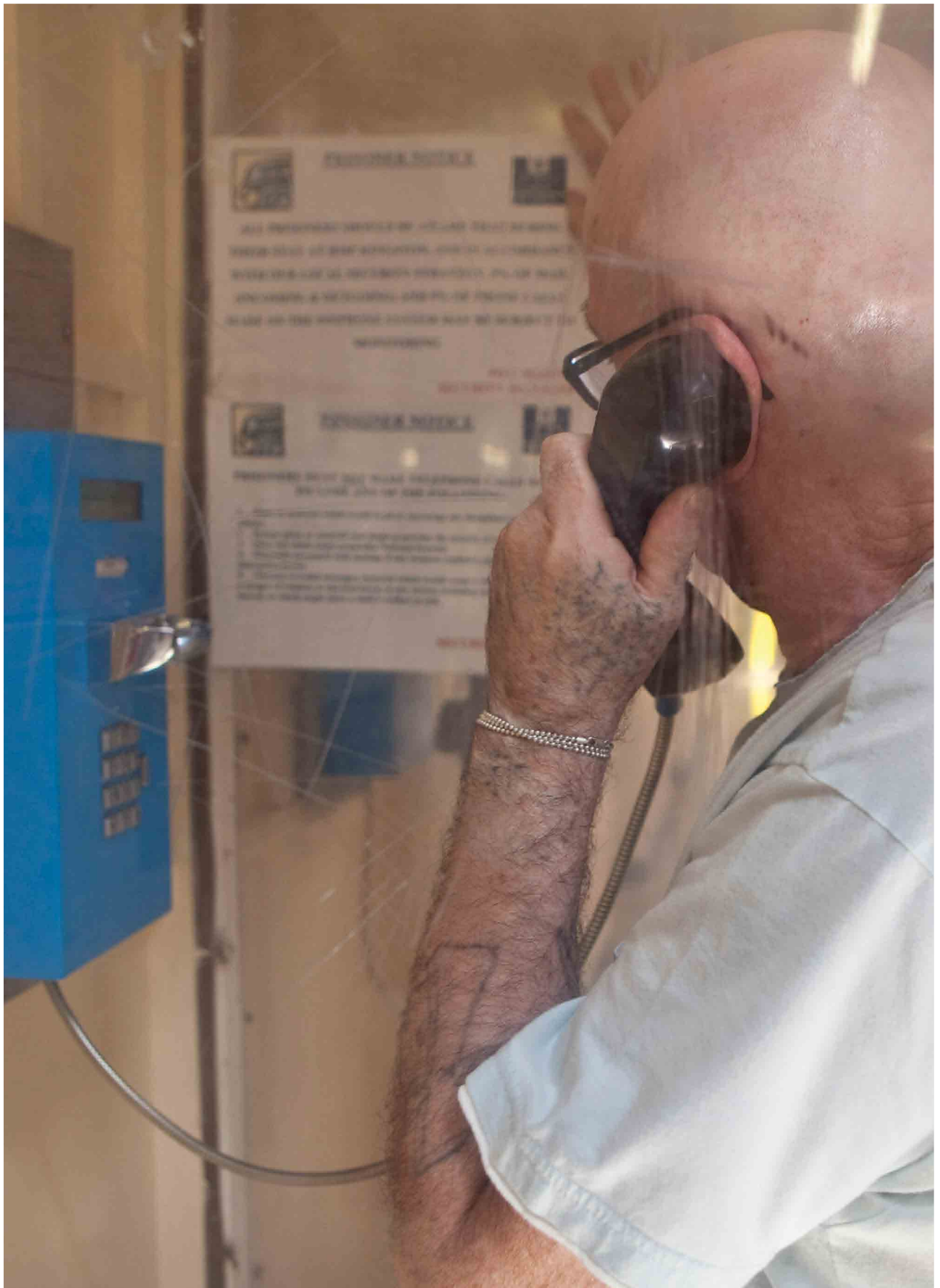
- Monitor day-to-day life to ensure proper standards of care and decency are maintained
- Work an average of two or three days a month
- Have unrestricted access within establishments

Support a prisoner

- Provide a lifeline to people who may not have anyone else to talk to
- Should be dependable, understanding, mature, and able to cope with challenging situations
- Teach a new skill to help instil good work habits, improve self-esteem and support resettlement

Samaritans

- Must first complete at least six months full membership of your Samaritans branch
- Prison support work is taken on as an additional duty



Prisoner using a phone on the wing

LEGAL ADVICE, INFORMATION AND SUPPORT

“...DURING MY INCARCERATION I HAVE NEVER FOUND THINGS PARTICULARLY EASY...YOU HAVE ALWAYS BEEN PATIENT, PROFESSIONAL AND POLITE, AND WILLING TO PROVIDE ME WITH ASSISTANCE WITH MY ENQUIRIES...”

Prison Reform Trust advice and information service user approaching the end of a 20-month sentence, July 2011

What?

A number of organisations give legal support and advice to people in prison. This might include advice on their rights, issues with prison conditions and treatment, prison rules, or immigration. Some organisations also help prisoners to take legal action, if they can't afford to pay for legal representation.

Who?

Whilst many of these opportunities will only be suitable for qualified legal professionals, some organisations encourage law students to volunteer to help clients and gain valuable experience. There are also sometimes administrative opportunities available for those without any legal training.

A NUMBER OF ORGANISATIONS GIVE LEGAL SUPPORT AND ADVICE TO PEOPLE IN PRISON.

Advice volunteer, Prisoners' Advice Service (PAS)

“I have been volunteering at PAS for about ten months. I have completed my Master of Laws postgraduate degree, and was keen to gain some relevant legal work experience.

“From my first day at PAS, I have been given an interesting and varied workload. My main job is to respond to legal queries sent in by prisoners, and sometimes to write letters to other agencies on their behalf. In addition, I have been given the opportunity to assist with more complex casework, and to help contribute to policy documents.

“Volunteering for PAS has been a fascinating and rewarding experience. I have been able to learn about a whole new area of law, and helped people who may otherwise have had no-one to turn to. My work at PAS makes good use of my legal skills, and the experience I have gained there will certainly benefit me in the future.”

How?

Organisations like the Prisoners' Advice Service, Detention Advice Service, Bail for Immigration Detainees, the Bar Pro Bono Unit and the Free Representation Unit all provide legal advice and support. You can find out more about volunteering opportunities on their websites.

A number of organisations offer advice in specific areas such as drug and alcohol addiction (Release); housing (Shelter); mental health (SANE); and rehabilitation (Unlock).

Prisoners' Advice Service

<http://www.prisonersadvice.org.uk>

Detention Advice Service

<http://www.detentionadvice.org.uk>

Bail for Immigration Detainees

<http://www.biduk.org>

Bar Pro Bono Unit

<http://www.barprobono.org.uk>

Free Representation Unit

<http://www.thefru.org.uk>

Release

<http://www.release.org.uk>

Shelter

<http://www.shelter.org.uk>

SANE

<http://www.sane.org.uk>

Unlock

<http://www.unlock.org.uk>

QUICK GUIDE

- Help people with a wide range of queries from prison rules, immigration, to appealing a conviction
- Good experience if you are studying law
- Opportunities are also available if you don't have legal qualifications



Volunteer providing advice at HMP Nottingham

SUPPORTING PRISONERS' CHILDREN & FAMILIES

“It is so good to hear your voice and to know you are near to him, in a funny sort of way this helps me a lot. Thank you. I am cross with him for being stupid, as he is not a bad man. Not only has this cost him his job and his house it has had a big impact on me, his mother. Some nights I don’t sleep, worrying about him and he has been in a while. I don’t know if he realises that. It is a sentence for us all. It does cheer me up hearing you.”

Service user, NEPACS Listening Support Service

What?

When someone is sent to prison, people who are close to them who are left on the outside may be in desperate need of support. Trying to hold family and home together, they may need emotional, practical and financial help. There are a number of organisations who work to help prisoners' families at a time of great anxiety and stress.

Court worker

Volunteers based in magistrates' courts make contact with families who are supporting a defendant, in order to provide information and support and to draw their attention to other useful services.

Family Befrienders

Volunteers offer emotional and practical support to people affected by the imprisonment of a relative, either through home visiting or by telephone. This could include offering a supportive listening ear, giving information about prison, accessing financial support or acting as an advocate.

Helpline volunteer

Volunteers provide impartial information and support to family members struggling to find the answers they need about things like prison visits, transfers and where to get practical support, as well as providing a supportive listening service.

Family and Visitor Centres

Centres give prisoners' families access to a range of activities and workshops aimed at supporting them, including counselling, legal and prison advice and the opportunity to meet other people in the same situation.

Freshstart

Pact is working with the London Housing Foundation on a project called Freshstart. Freshstart bridges the gap between prisoners and family, prison and community, creating a more joined up service. It aims to expand the project to work with families in their homes and communities, in order to reduce the number of prisoners whose housing breaks down while they are inside.

Volunteers work with prisoners and their families during the prison sentence and after release, focusing on:

- Finance, benefits and debt
- Accommodation and support
- Children and families.

Relationship and Parenting Education Courses

Volunteers support the delivery of relationship and parenting education courses in prisons, including four to six week courses for couples (such as 'Building Stronger Families'), young offenders (such as 'Building Bridges') and parents in prison who have young children ('Time to Connect'). In some prisons, basic childcare courses and workshops are offered for prisoners with babies, and some prisons also offer longer courses such as 'Family Man' and 'Fathers Inside'. For more information, contact JustPeople or (for longer courses) Safe Ground (details below).

Who?

All these roles involve a lot of communication, both verbal and written, so volunteers will need to be confident communicators who are friendly and approachable. You will also need to be reliable, non-judgemental and a good listener. Some roles may also require some prior experience of helping or supporting people facing problems.

How?

There are a number of organisations working around the UK. Apart from organisations providing helpline services, many work on a local basis, so you will need to get in contact with the organisation working closest to you. Organisations are listed at the end of this section.

Prison Visits Support Services

What?

There are various opportunities available to help with visits to prison, either in visitors' centres, children's play areas or visits halls. Each prison will have its own arrangements, so check with your local prison to find out what is available.

In some prisons, voluntary organisations provide services in visitors' centres. These centres provide a welcoming environment, located outside the prison, to offer advice and support to people coming to visit a prisoner.

Volunteer roles might include greeting visitors and booking them in, giving practical advice and support and helping with administrative tasks.

Who?

As these roles involve a great deal of contact with people it is important that you have strong communication skills and are able to treat people with sensitivity and respect.

If you are interested in working in a childcare or children's play area then experience of working with young children, either in an educational or club/social setting, would also be beneficial.

Celia, JustPeople (Pact) volunteer, Forest Bank prison

"I volunteer at my local prison Forest Bank. I wanted to make a difference to the visiting process for families of offenders, because their lives are difficult enough having to cope with a family member being in prison. Anything I can do to make the visit a positive experience for all parties concerned, particularly the children, will contribute to the family ties being maintained."



Quotes from NEPACS visitors' centre comment books

HMP Durham visitors' centre:

“Visited 3rd January. As last year a warm welcome (literally on a very cold day) from all the staff. The facilities are great and help everyone relax. Thanks to all the volunteers for their great contribution for making other people's lives a bit easier. Keep it up.”

HMYOI Deerbolt

“I am an ex-offender who goes to visit my son. I can honestly say that the family days at Deerbolt are the best experience of prison I have ever had. I also think the other families there got as much out the day as my family did. I cannot thank the people involved in running these days enough.”

HMP Holme House

“Just being able to talk to someone today in the visitors' centre about my problems has made me a feel a lot better. Thank you.”

HMP Frankland

“I have been coming to this centre and prison for 15 years. I can't fault the staff or anything about my experiences here, everyone tries their hardest to make you feel welcome.”

How?

In the first instance you should contact your local prison to find out what arrangements are in place for visitors and whether there are volunteering opportunities available. You can find details of your local prison on the National Offender Management Service's (NOMS) Prison Finder on the Ministry of Justice website, or the Inside Time website (see below).

Some visitors' centre services are delivered by voluntary sector organisations such as Pact, Spurgeons, Ormiston and NEPACS. You can find out more about the opportunities available and the prisons where they operate on their websites (see below).

NOMS Prison Finder

<http://www.justice.gov.uk/contacts/prison-finder>

Inside Time

<http://www.insidetime.org>

Who?

Voluntary work in Integrated Family Support is complex and challenging, requiring prison security vetting and a significant commitment of time and energy. Some training is needed. Excellent communication skills, good boundaries and a calm, patient attitude are required. A background in family work, social work, probation, mental health, education or the prison service could be helpful.

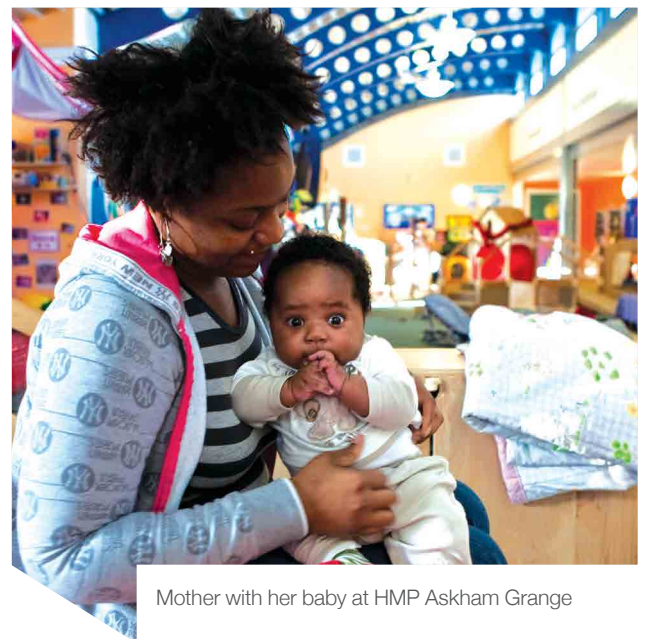
How?

NEPACS in the North East and Pact currently provide this service and other charities, including POPS in the North West and Jigsaw at Leeds Prison, provide similar schemes. You can find out more from JustPeople and the membership organisation Action for Prisoners' Families.

Integrated Family Support

What?

Integrated Family Support is a prison and community-based casework and interventions service which started in 2009 at prisons in London, Kent, Wales, the South West and the North East. Paid Integrated Family Support Workers are based in prisons, providing one to one support, family conferencing, information, advice and guidance, and parenting and relationship education courses. Many also act as the key contact point for safeguarding issues within prisons. They will usually be helped by a small team of volunteers or students on placements, working both inside the prison and in the community.



Mother with her baby at HMP Askham Grange

Helen, Ormiston volunteer, HMP Chelmsford

"I've been volunteering at Chelmsford for a long time, and the difference the staff and volunteers make to a family's visit is huge. The children's visits are especially important and very often dads will thank you for being there, which is lovely. I've always enjoyed working with children and being able to see the things that they make and draw and read comments like 'I love you, dad' make it all worthwhile; you realise that you really are helping to keep a family together during one of the most difficult times of their lives."

QUICK GUIDE

- Wide range of support roles available to help families in need of assistance
- Services tend to be local
- Best suited for confident communicators who are friendly and approachable
- Some roles may require previous experience of helping or supporting people facing problems

Organisation	Location	Website
Action for Prisoners' Families	National	http://www.prisonersfamilies.org.uk
Families Outside	Scotland	http://www.familiesoutside.org.uk
Families/Friends of Prisoners (FFOPS)	Wales	http://www.facebook.com/pages/FFOPS-Family-Friends-of-Prisoners/276107515119
HALOW	West Midlands	http://halowbirmingham.org.uk
Jigsaw	Leeds	http://www.jigsawvisitorscentre.org.uk
JustPeople	London, SE, SW and NW England	http://www.justvolunteer.org.uk
NEPACS	NE England	http://www.nepacs.co.uk
Ormiston	East of England	http://www.ormiston.org
Phoenix Futures	London	http://www.phoenix-futures.org.uk
POPS/Offenders' Families Helpline	NW England/ Manchester	http://www.partnersofprisoners.co.uk and http://www.offendersfamilieshelpline.org
Prisoners' Families and Friends Service	London/National	http://www.pffs.org.uk
Pact	National	http://www.prisonadvice.org.uk
Safe Ground	London/National	http://www.safeground.org.uk
Spurgeons	London	http://www.spurgeons.org
String of Pearls	SW England	http://www.stringofpearlsproject.org.uk



Volunteers are needed to support prisoners' children

POLICE, PROSECUTION AND CRIME PREVENTION

“Many criminals have had difficult upbringings and been through difficult times and respond by committing crime. It is often others who have also been through difficult times who can have the greatest influence in challenging their behaviour. Similarly those who have already been victims of crime can often be the best source of support to other victims. The great gift volunteers bring is experience of life, common sense and straight talking. We all have a responsibility to help to reduce crime and volunteering in the criminal justice system is a great way to do that.”

Sir Peter Fahy, Chief Constable, Greater Manchester Police

Police cadets

UNDER 18s

What?

Police cadets are usually aged between 14 and 18. They are taught basic knowledge in a variety of policing activity. Activities focus on building teamwork and leadership skills. They include drill/inspection, physical activities and assisting police as part of an ongoing training programme. As well as meeting weekly, cadet units may also go away on camps and adventure weeks.

Cadets often perform duties in support of local policing plan objectives. Whilst they don't patrol with police officers, cadets can perform tasks such as crime prevention initiatives, message or leaflet delivery, test purchase operations to combat underage sales of alcohol, fireworks and knives and involvement in local events to build links with the community.

Who?

Anyone can apply to be a police cadet. Depending on the popularity of the scheme in your local area you may need to register your interest before your 14th birthday, and most police forces expect you to leave the cadets when you turn 18 in order to allow new people to join.

How?

Not all police forces run cadet schemes so your first step will be to get in contact with your local police force to find out whether there is a scheme running near you. You can find website and contact details on the national police website.

Police

<http://www.police.uk>

Police support volunteers

What?

Police support volunteers (PSVs) are members of the public who volunteer to support police officers and civilian staff in carrying out their duties. They are not a replacement for police staff. They do not wear uniforms and have no police powers.

Nationally, PSVs undertake over 100 different roles including helping with crime prevention and community safety initiatives, giving front-counter assistance in the police station, administrative support, helping with PR and media work, chaplaincy and witness liaison. Hours are usually flexible and dependent on the role.

Who?

You may want to apply to be a police support volunteer if you have an interest in helping your local community, in law enforcement and crime prevention, or if you are considering a career in the police or criminal justice system. Volunteers usually have to be over 16, and applicants will be expected to undertake security vetting before their appointment.

Walter, police support volunteer, Surrey Police

"After a career in law enforcement as a young police officer in Northumberland, a lawyer practising in the USA and then working as a civil servant in Whitehall I knew that when I retired I wasn't the type to sit at home! My wife, who works in the CPS, asked if I had considered volunteering to help Surrey Police and I was immediately interested."

"Since commencing my Police Support Volunteer (PSV) role I have had such a varied and fascinating experience that I cannot believe more people don't volunteer! I have two regular volunteer roles on Wednesday and Friday mornings. In these roles I amend process maps for Counter Staff and input stop and search records. I have also carried out security DNA equipment marking for students on the campus of Surrey University."

"All of these activities have been so interesting and worthwhile. The police and civilian staff I have come into contact with over this period have always made me feel welcome and my efforts have been greatly appreciated. I look forward to what the future holds and the new experiences that await me as a Surrey Police support volunteer."

How?

If you want to find out more about becoming a police support volunteer, visit your local police force website. You can find their details on the national police website.

Police

<http://www.police.uk>

Special constables

What?

Special constables are trained volunteer police officers who work with and support their local police. Once they have completed their training, they have the same powers as regular officers and wear a similar uniform.

Duties vary between police forces but they typically include foot patrol, tackling anti-social behaviour, offering support to officers after accidents or incidents, enforcing road safety initiatives, conducting house-to-house inquiries and providing security at major events.

Special constables are different from police community support officers (PCSOs), who are paid police force employees, normally on a full-time basis.

Who?

Special constables come from all walks of life. They usually volunteer for at least four hours per week with their local police force, forming a vital link between regular, full-time police officers and the local community.

There is a thorough recruitment process and there are restrictions relating to applicants' occupation, health and character (including criminal convictions). See the National Policing Improvement Agency Circular 01/2011 for more information at

<http://www.npia.police.uk>

How?

Your local police force website is the best place to start. This should provide information on the recruitment process and other frequently asked questions, as well as contact details for your local police force.

Police

<http://www.police.uk>

Independent custody visitors

What?

Independent custody visitors (ICVs) are volunteers from the local community who make unannounced visits in pairs to places of police detention to check on the welfare of people in detention and the conditions under which they are detained. Their role is to act as independent monitors of police custody suites and to comment on whether guidelines under the Police and Criminal Evidence Act (PACE) are being met.

Who?

Independent custody visitors don't require any formal qualifications and come from all sections of the community. However, there are restrictions for people in certain occupations and you must be over 18.

You are unlikely to be able to become a custody visitor if you are currently working in a role where a conflict of interest may arise. This includes magistrates, police officers and civilian police staff, solicitors, probation staff and people working in other areas of the criminal justice system.

How?

If you are interested in becoming an independent custody visitor, you should contact your local police and crime commissioner. You can find out more on the Independent Custody Visiting Association website.

Independent Custody Visiting Association

<http://www.icva.org.uk>

**APPROPRIATE ADULTS
SUPPORT AND
ADVISE YOUNG OR
VULNERABLE PEOPLE
IN POLICE CUSTODY.**

Appropriate adult

What?

Appropriate adults support and advise young or vulnerable people in police custody and facilitate communication between them and the police. They are not a replacement for a solicitor and do not provide legal advice. Whilst an appropriate adult may be a family member, friend or social or health care professional, many are volunteers.

Who?

Anyone who is over 18 can be an appropriate adult and no prior experience or qualifications are required for the role; however it is not possible to be an appropriate adult if you are a police officer, employed by the police, or a witness to the alleged crime in a particular case.

Training should be provided by the organisation running the appropriate adult scheme in your local area, to prepare you for the role.

How?

If you are interested in volunteering as an appropriate adult in England and Wales, you will find more information on the National Appropriate Adult Network website. Schemes outside the network may advertise in local volunteer centres, job centres or the local press.

Voluntary opportunities are not available in Scotland and Northern Ireland, where appropriate adults are professional, paid staff.

National Appropriate Adult Network

<http://www.appropriateadult.org.uk>

Crimestoppers/Fearless volunteer

What?

Crimestoppers is a crime prevention charity that works alongside the police. It provides a telephone number (0800 555 111) and online service for members of the public to report information about crime anonymously. Volunteers help to raise public awareness about this way of passing on information about crime. This may involve publicising the service following a high profile crime, developing publicity campaigns or organising events.

UNDER 18s

For young people aged 11 to 16 years there is a parallel project run by Crimestoppers called Fearless, which aims to provide advice and information about crime.

Who?

Anyone with an interest in helping to tackle crime in the UK can act as a Crimestoppers or Fearless volunteer.

Skills and experience in the following areas would be particularly useful in volunteering:

- Business
- Networking
- PR and marketing
- Web editing and social media
- Finance
- Project management
- Fundraising.

How?

If you are interested in volunteering for either Crimestoppers or Fearless, you can register your interest using the volunteer enquiry form on their websites.

Crimestoppers

<http://www.crimestoppers-uk.org>

Fearless

<http://www.fearless.org>



Group of Neighbourhood Watch scheme residents

Independent advisory group member

What?

Independent advisory groups (IAGs) are groups of community representatives who meet with police to provide feedback, advice and a community perspective on a range of local policing issues. This might include discussing crime and disorder concerns, specific incidents and the impact on the community, and local policing policies.

Who?

Anyone can become an IAG member, although you usually have to live or work within the local policing area where you would like to apply. Police actively recruit a wide range of people in order to provide a representative mix which reflects the community that they serve.

How?

Police and crime commissioners have now replaced police authorities and will be able to provide information about opportunities in your local area. However you can still find out further information on the Association of Police Authorities website, which includes a 'frequently asked questions' section.

Association of Police & Crime Commissioners

<http://www.apccs.police.uk>

Association of Police Authorities

<http://www.apa.police.uk>

Neighbourhood Watch

What?

Neighbourhood Watch is a community-led scheme, supported by the police, to help reduce crime in local areas and make communities safer.

Residents work together to identify the problems and priorities in their area and decide what they can do collectively and individually to help tackle them.

Schemes are generally led by a volunteer coordinator whose job is to get people working together and make sure things get done. There is usually also a committee who meet regularly to prioritise and plan activities. Schemes keep in close touch with the local police to share information and seek advice.

There are also a number of national volunteering opportunities available with Neighbourhood Watch.

Who?

Anyone with an interest in tackling crime in their area can get involved. The success of the scheme relies on volunteers to make it work.

How?

There are many Neighbourhood Watch schemes operating across the UK. Visit the website to find out about any schemes in your area. Alternatively, you can contact your neighbourhood policing team via the national police website.

If there is no scheme in your area, you may want to see whether there is sufficient interest for you to start or relaunch a scheme. Support and advice is available on the Neighbourhood Watch website.

Neighbourhood Watch

<http://www.ourwatch.org.uk>

Police

<http://www.police.uk>

Street Watch

What?

Street Watch is a scheme operating in a number of areas in England to provide visible reassurance to the community through street patrols. With the support of local police, Street Watch aims to empower people and reduce fear of crime and anti-social behaviour.

Groups are regulated by their local police force and are non-confrontational. Every member must act within the law and is accountable for their own actions.

Who?

Members of Street Watch come from a variety of backgrounds and occupations including teachers, nurses, musicians, financial workers and District and Parish Councillors.

How?

Street Watch only operates in a small number of police force areas. A small selection of websites advertising existing schemes is given below. If you are interested in becoming a volunteer, get in touch with your local police force and ask to speak to the extended police family coordinator or equivalent. They should be able to advise if there are any Street Watch schemes in your area or how to start one.

You can find a full list of police force websites on the national police website.

Bedford Street Watch

<http://www.street-watch.org>

Sussex Street Watch

<http://www.sussex.police.uk/policing-in-sussex/your-community/street-watch/>

West Midlands Street Watch

<http://www.west-midlands.police.uk/crime-reduction/community-involvement/street-watch.asp>

Police

<http://www.police.uk>

Local scrutiny and involvement panel member

What?

All local Crown Prosecution Service (CPS) areas have at least one local scrutiny and involvement panel, made up of independent members from the community and CPS staff. The role of the panels is to scrutinise completed cases involving hate crime and violence against women and girls in addition to any offences of particular local concern. Panels then provide advice and recommendations to the CPS for improving the prosecution of these types of cases. This includes considering CPS decisions, the support provided to victims and witnesses and general case handling. The panels also provide a consultation forum through which the local CPS Areas consult on a range of local issues, programmes and priorities.

Who?

If you are interested in helping to improve the prosecution of hate crimes and violence against women and girls, becoming a panel member may be for you. You can help to hold the CPS to account, providing constructive feedback as a critical friend. You will gain a greater understanding of what the CPS does and have a say in how it operates.

How?

To find out more about panels in your area and the process for becoming a panel member, visit your local CPS website. You can find this in the 'Your CPS' section on the national CPS website.

Crown Prosecution Service

<http://www.cps.gov.uk>

QUICK GUIDE

- Lots of different roles available, including providing reassurance to the public through street patrols, monitoring conditions in police custody, scrutinising prosecution decisions and supporting and advising young or vulnerable people in trouble
- Not all about crime prevention
- Mainly aimed at adults, but some opportunities for under 18s

THE ROLE OF THE PANELS IS TO SCRUTINISE COMPLETED CASES INVOLVING HATE CRIME AND VIOLENCE AGAINST WOMEN AND GIRLS.

FAITH-BASED VOLUNTEERING

“Doing things for others selflessly rewards us in many ways money cannot, but also helps us to better our own circumstances in the long run. We become better, more open people and this way we are open to the joys and love that life brings.”

Natalie, JustPeople (Pact) volunteer

People of all faiths and none volunteer, and for lots of different reasons. For some, faith and belief is an important motivation.

If you want to volunteer for a faith-based organisation, there are many to choose from. In this section we have included a selection of opportunities, some of which will be open to those of any or no faith.



Andy Keen-Downs, Chief Executive of Pact, asks, “What is faith-based volunteering?”

It is well known that people who belong to faith communities are more likely to volunteer than others. Research in the United States showed that people who regularly attend religious services are 23% more likely to volunteer than those who don't. And here in the UK, a noticeably high proportion of those volunteering with offenders and their families are motivated by their faith. So why is it that people of faith might feel called to volunteer in this kind of work?

PUTTING FAITH INTO ACTION

There are many faiths in the world and, within each one, there are many traditions. A full explanation of beliefs that might underpin volunteering would take a very large book indeed! So here are just a few thoughts to share

with you about some of the major world religions and what these say about being a volunteer.

These faiths share much in common, but also have important differences and a range of traditions of belief and culture within them. And for individuals, faith is often not a fixed state of being but a personal journey of discovery. So being motivated by faith can mean many different things.

For some volunteers, having a strong personal belief, and a belief in the value and power to change of every human being, is what enables them to cope with the many setbacks and challenges that are common to working with offenders and people affected by crime.

Christianity

Christianity is the majority faith in Britain. This is reflected in the huge contribution that Christians make to voluntary work in criminal justice in this country. Christians are motivated by powerful beliefs about forgiveness and mercy, and the fundamental message that human beings have an innate dignity and infinite value, created in

the likeness of God. There is also a powerful idea of 'the preferential option for the poor'. In other words, the belief that we should have the greatest concern and regard for the needs of the very poorest and most excluded in our society. Catholics, Anglicans, Methodists, Baptists, Pentecostals ... there are many Christian traditions but they all share these core 'Gospel' beliefs. Many of the charities and even public sector organisations which support people of all faiths and none through volunteers have Christian roots.

Islam

Giving one's time, supporting those less fortunate and working for a good society are not ideas which are exclusive to Christians, but are to be found in all the major faiths. For example, for Muslim people, charity towards man is the cornerstone of society. The Quran (or Koran) teaches that there are two kinds of charitable act. The obligatory kind of charity is called '*Zakat*'. In Islam this is a duty, directed by God, to give to others for the good of society and purify the heart of the giver from selfishness and greed. '*Sadaqa*', meaning 'righteousness', is a voluntary form of charity which can include donations to those in need or any act of kindness done to please Allah – including volunteering in the community.

It is well known that people who belong to faith communities are more likely to volunteer than others. Research in the United States showed that people who regularly attend religious services are 23% more likely to volunteer than those who don't.

Many Muslims in Britain volunteer, not only to support people from within their own faith communities, but also with other voluntary organisations and in the public sector. Muslim people who offend and their families often value the support of people who understand their culture and traditions.

Judaism

Jewish people, like Christians and Muslims, are sometimes called 'people of the Book', in that they share the teachings of the Old Testament. In English, we have the words 'justice' and 'charity'. '*Tzedakah*' is a Hebrew word which means both things at the same time. So for traditional Jews, charity is an act of justice. Judaism holds that people in need have a right to the basics of life; food, clothing, a home. In the Old Testament, *tzedakah* is used to refer to justice, kindness and ethical behaviour. In modern Hebrew, *tzedakah* can sometimes just mean charitable giving. So, in Jewish thought, those who are fortunate to have these things should feel obliged to ensure that they assist those who do not, and volunteering is seen as a good thing.

Hindu and Sikh faiths

In the Hindu and Sikh traditions, volunteering in the community is also seen as an important expression of faith. '*Seva*' or '*Karseva*' means 'serving and helping others' or 'selfless service'. Voluntary work, which is done without any thought of reward or personal benefit, is *Karseva*. Sikhs and Hindus are encouraged to help the community by performing unpaid work in the community. Volunteers engaged in *Seva* are sometimes referred to as '*Sevadars*' and for many people this activity forms an essential part of their life, providing spiritual fulfilment and practical benefits.

CAN WE PREACH?

There are sometimes fears that people of faith don't just want to help, but really want to convert or recruit people to their particular faith. This can of course cause friction and lead to a breakdown in trust. 'Evangelising', as it is sometimes known, will not be

acceptable to most organisations working in the field – particularly because many offenders are vulnerable. If this is your motivation, it is important to reflect on whether volunteering in the criminal justice system is right for you, and to be honest about your motives when seeking voluntary work so as to avoid any misunderstanding.

Does that mean we can't talk about faith?

This doesn't mean that faith has to be a totally private matter. Many offenders, families and victims have a faith, and some will welcome having someone to talk to about faith, or ideas of forgiveness, justice and healing. Supporting people to explore their faith can be a powerful way to help, but it is important that the invitation comes from the person being supported.

LEARNING MORE ABOUT FAITH

Whether or not you are motivated by faith, you may find yourself supporting someone who is. Supporting them to connect or re-connect with their own faith community can be enormously helpful.

All prisons have multi-faith chaplaincy teams (see page 49) made up of employed staff and visiting staff, ministering to the faith needs of people in prison. Many chaplains have volunteers to support them in their work. Chaplains also play an important role in advising prisons on matters of faith and religious practice. If you are working in a prison to support someone of a different faith from your own, you might find it helpful to learn a bit more about their faith and cultural traditions. There is a huge amount of information online.

HAVE FAITH IN YOURSELF AND OTHERS

Whatever beliefs you may have, we hope you will have faith in yourself and in the people you support. Volunteering in criminal justice means that you want to make a difference in the world. You judge the act, not the person. You want to support people to enable them to cope better, or to move forward in a positive direction. If this is what you believe, then volunteering in criminal justice could be just the thing for you!

**WHATEVER
BELIEFS YOU
MAY HAVE, WE
HOPE YOU WILL
HAVE FAITH IN
YOURSELF AND
IN THE PEOPLE
YOU SUPPORT.
VOLUNTEERING
IN CRIMINAL
JUSTICE MEANS
THAT YOU WANT
TO MAKE A
DIFFERENCE
IN THE WORLD.**



Community chaplaincy

What?

Local community chaplaincy projects are usually partnerships between local communities, prisons and faith groups. Volunteers tend to be people of faith, recruited to work under the direction of a professional coordinator or community chaplain, to support people in resettling upon release from prison.

Volunteers work with people in prison to help them prepare for release and stay in contact after they leave prison. They act as mentors and give support and practical help to reduce the risk of reoffending.

Projects will try to support offenders who are on a faith journey and link the person with a supportive church or faith community if requested, but volunteers must not actively seek to convert people to their faith.

Who?

Volunteers do not need to have relevant experience as training is provided. They will need to be people of good standing, who are willing to accept direction from the local coordinator and observe agreed boundaries.

How?

The Community Chaplaincy Association is the umbrella organisation for community chaplaincy projects across the UK. Their website includes a directory of member projects in England and Wales, organised by region. Not all projects are members of the Association so you may wish to search for other projects in your area.

Community Chaplaincy Association

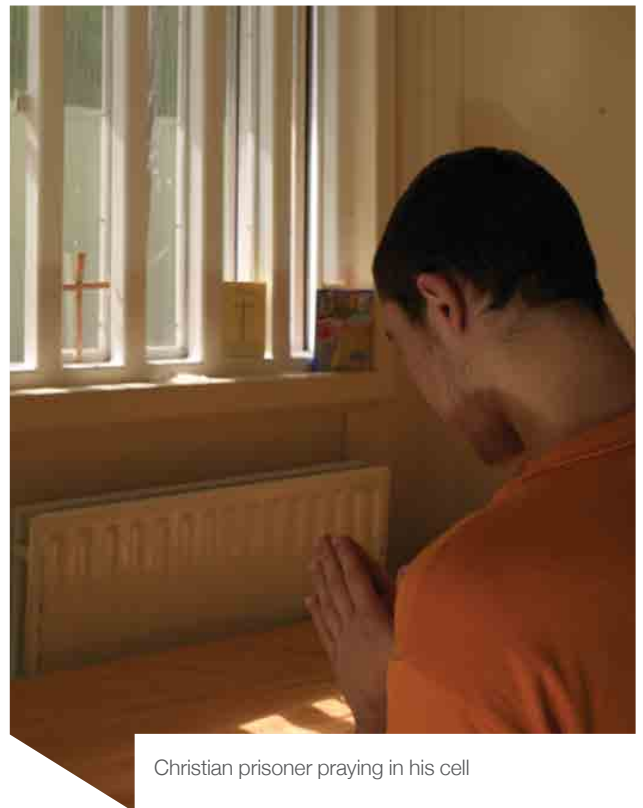
<http://www.communitychaplaincy.org.uk>

Community Chaplaincy Mentee, HMP Wormwood Scrubs

What difference has having a mentor made to your life?

"The transition from custody back into the community was challenging. Having a mentor during this time really helped as I knew my mentor prior to release."

"Elizabeth has gone above and beyond her role as my mentor. She has helped me through a very critical period in my life and yet, it is not something she has had to do. Elizabeth is a kind, considerate and thoughtful person and I cherish the constructive criticism she has presented upon me. I will endeavour to remain in contact (where appropriate), and I sincerely hope that she continues to support others in the way she has with me."



Christian prisoner praying in his cell

Faith-based support roles

What?

There are lots of schemes which give volunteers the opportunity to support and accompany people in trouble with the law. This section profiles a selection of faith-based organisations and those working with people of a particular faith who have an offending history.

Mosaic

Mosaic delivers an ex-offender mentoring programme which works primarily with Muslim people in prison who are approaching release, to help them in their transition back into the community. The programme operates in London and South East England, North West England and Yorkshire and Humberside.

Caring for Ex-Offenders

Caring for Ex-Offenders organises a link between people coming out of prison and their local church community, in order to better assist the individual's successful resettlement into society. CFEO does this by training a team in a church near to where an ex-offender is resettling, in order to mentor and support them. The mentor establishes a relationship with the individual whilst they are still in prison, visits them if possible, meets them at the gate on release and helps them to attend initial appointments and meet basic needs.

Muslim Youth Helpline

The Muslim Youth Helpline is a free and confidential peer support service run by trained volunteer staff between the ages of 18 and 30 to help provide culturally sensitive counselling to young Muslim people in the UK.

People can volunteer for a range of different roles, including working on the helpline, awareness raising and engagement, and working as a writer or photographer.

Basic Caring Communities

Basic Caring Communities (BaCC) is a resettlement project being pioneered by Pact, aimed at helping people who have been in prison to settle back into the local community. The scheme began at Wandsworth Prison and is now running at Bristol, Brixton, Pentonville and Forest Bank prisons. Each BaCC group is made up of four volunteers motivated by their Christian faith, and a person with convictions who has chosen to participate. Each group offers daily support to an ex-prisoner, helping him or her to find their feet in the community in the first three months after release.

Basic Caring Communities (BaCC) volunteer, Pact

"From an early age I've been getting into trouble, in and out of prison.

"[From volunteers] I've received a lot of time, a lot of consideration, people advised me and didn't give up on me and believed in me. You need that sort of thing when you're coming from one way of life to another, especially one you're not very familiar with.

"I think people that are ready, they just need a bit of support and [volunteers] can make all the difference.

"I feel lucky to have escaped from a life of crime and I've been helped along the way so I would like in whatever way I can to help other people achieve the same sort of success that I've had."

Who?

Whilst requirements will vary between projects, roles are likely to include some of the following elements:

- Having an understanding, non-judgemental, tolerant approach
- Actively listening to service users without criticising, and discussing anything that is worrying them

- Good written communication skills, for emails, letters and internet counselling
- Clarifying what people want to gain, achieve or change in their life
- Supporting them to plan the steps needed to reach their goals
- Encouraging people to share feelings, think and talk about their hopes for the future
- Talking about any relevant experiences and problems they have overcome
- Signposting to any relevant services that might be helpful
- Providing the experience of a 'community', as an alternative to mixing with former associates who are still involved with crime, drug taking or anti-social behaviour
- Supporting people in prison through letters and signposting them to services which may be useful upon release.

How?

You can find out more from the following organisations.

Mosaic

<http://www.mosaicnetwork.co.uk>

Caring for Ex-Offenders

<http://www.caringforexoffenders.org>

Muslim Youth Helpline

<http://www.myh.org.uk>

Pact

<http://www.prisonadvice.org.uk>

Prison Fellowship

Prison Fellowship (see also pages 17 and 27) is a Christian charity offering a lot of volunteering opportunities in the criminal justice system. These include working on the Sycamore Tree project (restorative justice) and Angel Tree project (supporting prisoners' families).

Prison Fellowship

<http://www.prisonfellowship.org.uk>

Prison chaplaincy

What?

Each prison has a team composed of chaplains from the main faiths. They are often complemented by volunteers who make a valuable contribution to the work of prison chaplaincy. Volunteers can assist in a variety of ways including:

- Assisting with services of worship
- Helping to lead religious instruction classes
- Participating in relationship and parenting classes
- Counselling the bereaved
- Administrative duties and preparing prayer letters
- Arranging visits by external groups
- Helping prisoners' families and friends in the visitors' centre.

Who?

Volunteers come from lots of different backgrounds and religious traditions. All volunteers should have the endorsement of their own faith community or sponsoring organisation and should be prepared to undertake training.

How?

Get in touch with the chaplain's office at your local prison to see what opportunities are available. You can find contact details for your local prison by using the National Offender Management Service's (NOMS) Prison Finder on the Ministry of Justice website or the Inside Time website (see below).

NOMS Prison Finder

<http://www.justice.gov.uk/contacts/prison-finder>

Inside Time

<http://www.insidetime.org>

Mary, prison chaplaincy volunteer, HMP Wandsworth

"My previous experience as a social worker and active faith commitment meant that I was well suited to work as a volunteer for chaplaincy. Being able to come in one day a week opened up the opportunity for me to contribute regularly to some of the challenging aspects of supporting prisoners identified as being at risk of self-harm."

"Over the last 3 years I have seen a large number of men at risk of harming themselves and offered practical support and care to them. I have also attended weekly multi-disciplinary meetings to review the progress of individual prisoners and ensure that their care is as effective as possible within the prison. I have greatly valued offering my time and expertise, the pastoral opportunities presented and the responsibility of working with prisoners and other departments in order to make the prison a safer place."

Prisons Week and Prisoners' Sunday

What?

Prisons Week was formed to pray for and raise awareness of the needs of prisoners and their families, victims of crime, prison staff and all those who care. It is run by representatives of Christian denominations and Christian organisations.

The project began as Prisoners' Week in England and Wales in 1975. The Prisoners' Week Committee, consisting of prison chaplains and other Christians involved in work with prisoners and their families, was formed to encourage prayer within churches and the wider Christian community for the needs of prisoners. They did this by producing a prayer and information leaflet each year for use on the third Sunday in November, designated Prisoners' Sunday, with the week observed until the following Saturday.

People are invited to pray each day during Prisons Week and to ask themselves whether there is one thing that they can do to help, as an individual or as a church.

Who?

Prisons Week was established to encourage prayer within churches and the wider Christian community for the needs of prisoners. Anyone who identifies themselves as a Christian can take part.

How?

Every year Pact produces a pack of materials and resources for churches to use on Prisoners' Sunday. To request a copy for your parish, please contact monica.deane@prisonadvice.org.uk.

You can also find out more on the Prisons Week and Pact websites as well as from your local church.

Prisons Week

<http://www.prisonersweek.org>

Pact

<http://www.prisonadvice.org.uk/about-us/prisoners-week.htm>



Muslim Youth Helpline volunteers putting together information packs for prisoners

Street patrols

What?

A number of faith-based organisations run street patrols, including Street Pastors. The patrols engage with members of the community to reassure the public and give support and advice. Street Pastors are based primarily in the Christian faith and people generally volunteer through their local church. They are not there to preach or convert people, but to provide care, listening, support and help to people who may be excluded or marginalised, particularly young people who may be involved in crime or anti-social behaviour.

Other organisations providing similar services include Street Angels, Street Ministers and Town Pastors. Some of these schemes also encourage volunteers of any faith or no faith.

Who?

Most schemes are only open to people over 18 due to the nature of the work. You are likely to need to be a member of a local church or other faith group, and to be willing to undertake a period of training. Many schemes include night patrols, working around local nightlife spots, and ask volunteers to work night shifts. You are also likely to need to undergo a DBS check and possibly provide a message of support from your faith group leader to ensure your suitability for the role.

How?

A number of organisations provide these services across the UK. A selection of schemes appears below which will be able to provide information about opportunities in your area. Town Pastors do not have a national website, but there are schemes operating across England with their own websites.

Street Pastors

<http://www.streetpastors.co.uk>

Street Angels

<http://www.sa-cni.org.uk>

Street Ministers

<http://www.streetministers.org>

Town Pastors

<http://townpastors.org.uk>

QUICK GUIDE

- These roles recognise the important role that faith can have in helping a person to make positive changes in their lives
- You can help with resettlement and mentoring or organising services of worship
- Chaplaincy roles are available for all the main faiths
- These opportunities are not about evangelising, or converting prisoners to a particular religion

**THE PATROLS
ENGAGE WITH
MEMBERS OF
THE COMMUNITY
TO REASSURE
THE PUBLIC, AND
GIVE SUPPORT
AND ADVICE.**

PRISONERS VOLUNTEERING

“I’ve always been take, take, take but I’ve never given anything back ... It will make me feel a hundred times better than I do now ... if I can give something back instead of take.”

SORI programme participant

There is huge potential for prisoners to be active citizens during their sentence, taking on responsibility, engaging in constructive work and contributing to the life of the prison or the wider community through voluntary work.

Currently, volunteering opportunities are available to very few prisoners. There are nonetheless some excellent examples of good practice in some prisons. Some of these are listed below and many more are highlighted in the Prison Reform Trust report *Time Well Spent: A practical guide to active citizenship and volunteering in prison* (Edgar, K. et al)³. Active citizenship schemes allow people in prison to play a very different role in making amends and helping to achieve rehabilitation.

Samaritans listeners

What?

Samaritans operates a voluntary peer support scheme for people in prison. Prisoners are trained to offer emotional support to others who may be struggling to cope or feeling distressed or suicidal. There are listener schemes in nearly every prison in the UK. Listeners are unpaid.

Listeners follow the same guidelines as Samaritans and offer the same support for their fellow prisoners that is given through Samaritans’ helpline services. Volunteers listen in complete confidence, don’t judge and don’t offer advice. They won’t tell prison staff anything they have been told, but they may encourage the prisoner to ask for help from prison staff themselves. This commitment to confidentiality is vital in encouraging people in prison who are at risk of taking their own life to use the service. Listeners can, however, speak to Samaritans volunteers about difficult calls.

“...I JUST RECEIVED SO MUCH SUPPORT TO GET THROUGH MY LOW PART, AND IT’S NICE TO DO THE SAME FOR OTHERS.”

Listener

Who?

Listeners can make a positive contribution by helping their fellow prisoners to overcome any problems which may be causing them distress. It is important that they are non-judgemental. Many people in prison who want to become listeners have previously used the service themselves. Volunteering can provide the chance to do something positive for others as a way of expressing gratitude for the support received during a difficult time.

Listeners must be committed to maintaining confidentiality. This policy is exactly the same as for Samaritans volunteers outside prison. Confidentiality must be maintained even after a listener has left prison and even after the death of a client.

Any prisoner aged 18 or above can apply to be a listener, regardless of their category, status or offence. However, sometimes the prison may not allow a prisoner to go forward for the role for security reasons.

How?

Samaritans volunteers select and train prisoners who have expressed an interest in becoming a listener and have been cleared by the prison's security team.

Listeners attend an intensive training course based on standard Samaritans training and adapted for use in the prison setting. Once trained, listeners are given regular support by Samaritans volunteers to assist them in their role.

If you want to find out more about the listener scheme, speak to a Samaritans volunteer or listener in your prison, or a wing officer.

Samaritans Listener Scheme

<http://www.samaritans.org/your-community/our-work-prisons/listener-scheme>

Bob, listener trainer, Samaritans

"Selecting and training volunteer prisoners to act as 'listeners' actually helps put our own lives in perspective. Some of the genuine comments made by prospective listeners about why they want to volunteer for such an emotionally intensive form of support to their peers can be very humbling.

"Witnessing listeners put their own lives and concerns second to those of others in more immediate need shows a willingness to increase their own self esteem and confidence by doing something positive. Working with them has been a privilege, there is so much mutual respect, and they recognise that we are choosing to be there, and are thus grateful for our time and support."

"[IT IS] GETTING ME USED TO A WORK ENVIRONMENT, AND AN OFFICE ENVIRONMENT."

Peer adviser

Insiders and peer advisers

What?

Many prisons employ prisoners as **'insiders'** to support people entering custody, usually at induction stage or in 'first night in custody' centres. The insider's role is to help people at what can be a traumatic and vulnerable time. Unlike listeners, they are not subject to a confidentiality policy and are obliged to tell prison staff about any concerns they have. Some insider schemes also provide support to prisoners planning for their release.

Peer advisers can give practical advice to people preparing for release. A number of organisations, including St Giles Trust and Shelter, train prisoners currently serving their sentence to help others in prison, working with people at induction and on the wings to identify accommodation and debt needs and help them with any questions they might have before their release. The St Giles Trust scheme provides an NVQ3 qualification and, once peer advisers are released from custody, they can support other prisoners with their resettlement. Shelter supports peer advisers to develop their literacy and communication skills and has recently developed a programme enabling peer advisers in prison who are released on temporary licence (ROTL) to undertake placements in community Shelter "Housing Advice Centres". This can lead to volunteer placements on release.

³ Contact the Prison Reform Trust for a copy of this report, or download it for free at: www.prisonreformtrust.org.uk

Peer adviser, Shelter, HMP Lindholme

"On most days we have around six people booked in to see us for either help with a housing form, information or advice. Today I help someone with a housing form. I explain to him that once he's a member, [Shelter] can start to bid for property on his behalf. He's very happy with [my] help and shakes my hand. It might not seem much to some but it's what makes my job worthwhile."

"We usually can't go anywhere without being stopped and asked a question. I don't mind this, it gives me great satisfaction helping people [with] very important issues."

Who?

Insiders and peer advisers need to be non-judgemental and open to discussing anything that is worrying the person they are supporting. They need to be committed and willing to take part in training to prepare them for the role. Many people in prison who have used these types of service will want to give something back and help other prisoners in need.

How?

Speak to a prison officer on your wing, an insider or a peer adviser to find out more. St Giles Trust operates in prisons in London, the South East, the Thames Valley and Wales.

Shelter operates at each publicly funded prison across the North West and recruits every three months, accepting self referrals and establishment recommendations. If you have previously been a peer adviser at another prison within the North West, speak to the Shelter team and they will liaise with the prison directly to continue your role where possible.

St Giles Trust Peer Advice project

<http://www.stgilestrust.org.uk/what-we-do/p489-prison-based%20services.html>

Reading mentors

What?

The Shannon Trust Reading Plan (Toe by Toe) supports prisoners who can read to teach those who cannot. The peer mentoring approach aims to encourage people who may be apprehensive to take part. The voluntary nature of the work means it is particularly appreciated, and the scheme helps people in prison to access other opportunities available inside.

Who?

You need to have moderate reading skills if you want to be a mentor. The scheme has been developed to be as simple as possible to deliver. Training and support is given to all mentors. Mentors work with the same learner in each session, to build a relationship and promote confidence.

How?

To find out more, speak to a mentor in your prison, staff who arrange the Shannon Trust Reading Plan, a wing officer or the Shannon Trust volunteer prison representative.

Shannon Trust

<http://www.shannontrust.org.uk>

Peer adviser, St Giles Trust, HMP Send

"This has provided me with real meaningful employment within the prison system, enabling me to help many other prisoners with their aim to resettlement safely back into the community on release. But more importantly this gives me a good chance of getting real employment also on release, to help me and my kids make a success of things."

“One of the valuable things – when it’s your project, you’re in charge. So you learn about the different roles, but also about yourself. You can’t make a film on your own.”

Media House worker, HMP Downview

Prison radio and media projects

What?

Prison radio offers a unique, innovative and effective way of communicating with the whole prison population. National Prison Radio is a ‘by prisoner, for prisoner’ service, with content presented and produced by serving prisoners in partnership with a team of professional producers. It can help to promote services and opportunities for prisoners, encouraging them to seek help in personal development. Organisations like Media for Development deliver projects in prisons to give prisoners firsthand experience in producing radio, television, and film, enabling them to gain confidence, self-esteem and communication skills.

Who?

Prisoners who are interested in developing new skills and gaining recognised qualifications in radio and media training should find out what opportunities exist in their prison. Training supports the development of a range of skills including literacy, numeracy and ICT. It can also contribute towards the development of transferable life skills, essential to successful reintegration into mainstream society. These include team-working, communication skills, analytical thinking and working to a deadline.

How?

Not all prisons have their own radio station or media projects, so you should check first whether this is something you are able to take part in. If so, you can apply to volunteer or take part in training. Prisons with radio facilities include Brixton, Wandsworth, Highdown, Styal and Edinburgh. Media for Development runs projects in prisons including Wandsworth and Downview.

You can find out more from the Prison Radio Association and Media for Development. Contact details can be found in the *Useful addresses* section and below.

Prison Radio Association

<http://www.prisonradioassociation.org>

Media for Development

<http://www.mediafordevelopment.org.uk>

User Voice and prison councils

What?

Prison councils exist in around half of the prisons in England and Wales, to communicate prisoners’ needs and concerns to management. They vary in structure between prisons. Prisoners are usually elected to sit on the councils alongside prison officers and staff.

One model for prison councils was piloted by the charity User Voice in Albany, Parkhurst and Camp Hill prisons on the Isle of Wight. In Albany and Parkhurst prisons, elected representatives of prisoners meet regularly with prison management to discuss ways of improving the way the prison is run.

User Voice prison councils are designed to give prisoners an opportunity to get involved with improving services and to work constructively with staff. Councils are established through an electoral process where prisoners form parties, each representing common challenges in the prison. For example, one party may focus on strengthening and improving relationships between prisoners and staff, while another may propose to improve prisoners’ preparation for employment and resettlement on release.

People with convictions are employed by User Voice to work with prisoners on campaigns and in canvassing the opinions of staff and other prisoners. Each party presents a manifesto and, on 'Election Day', votes are cast for one of the parties, not for individual candidates.

Who?

A common motivation of prisoners who contribute to prison councils is the desire to work with management to improve the prison so that it rehabilitates people more effectively. Representing the views of other people is a skill that needs to be developed. Council members should have good listening and communication skills, be approachable and be committed to representing the views of all prisoners fairly.

How?

Find out from a prison officer on your wing if there is a council in your prison. If so, speak to the officer coordinating the council about getting involved.

If there is no council in your prison, you could ask the governor whether they would consider establishing one. User Voice may be able to help with this. Or, there may be other roles that would allow you to represent prisoners' perspectives, such as wing reps, diversity and equality reps and activities reps.

User Voice

<http://www.uservoice.org>

QUICK GUIDE

- A great opportunity for prisoners to take on responsibility and contribute to the life of the prison or the wider community
- Availability of roles is limited and varies from prison to prison
- Some schemes provide training during your sentence and allow you to give ongoing support to other prisoners

Nacro's resettlement advice service – HMP Brixton

What?

Nacro's resettlement advice service is the UK's only dedicated, confidential helpline and online advice and advocacy service available free of charge nationally for prisoners and people with convictions who face barriers in their lives as a result of their former offending. This national service employs prisoners from HMP Brixton who are released on temporary licence (ROTL) as volunteers. Volunteers are trained to give guidance to people with convictions, their friends and families as well as employers and criminal justice teams.

This is a pilot scheme in which serving ROTL prisoners help people with criminal records to resolve their problems, while gaining the skills and expertise needed to support their own resettlement into the community on release.

Who?

Nacro is looking for non-judgemental prisoners at HMP Brixton who are open to discussing anything that is worrying the person they are supporting. You will need to be willing to:

- Sign up for a minimum three-month period to ensure consistency
- Take part in training to prepare for the role
- Attend meetings with your supervisor and peer support sessions.

How?

If you are a prisoner at HMP Brixton and would like to know more about becoming a ROTL Nacro volunteer, speak to a prison officer on your wing.



A young man from YOI Wetherby helping an elderly man outside

HELPING TO ACHIEVE CHANGE

If you can't make a commitment to volunteering but you want to make a difference, or if you would like to add your voice to those seeking reform of the criminal justice system, there are other ways to get involved.

Get informed

There are usually plenty of stories in the news about crime and justice, but it is often worth looking behind the headlines to get an accurately informed view. Taking a look at the websites of many of the organisations listed under *Useful addresses* would be a good way to start. Some organisations also offer the chance to sign up for newsletters, Twitter feeds and Facebook groups, allowing you to keep up to date.

Join others to press for reform

A number of organisations work at national level to improve treatment and conditions in prisons and reform the criminal justice system to enable people to lead a life free from crime.

Public support adds unique strength to this work, and is about much more than donations – important though these are. Sign-ups to social media sites like Twitter and Facebook demonstrate the extent of public support for reform and help organisations to make their case to those in power.

You can help to make a real difference by taking part in initiatives run by organisations working for reform, including writing to your MP, signing up to pledges or getting active in your local area.

On this page we have listed a selection of organisations who rely on public support for their work towards reform. See their websites for more information.

Current Prison Reform Trust work programmes include:

- Working with the National Federation of Women's Institutes (the WI) to divert mentally ill people from prison and into appropriate treatment
- Improving access to justice for vulnerable defendants
- Working with the Soroptimists and the National Council of Women to reduce women's imprisonment
- Working with the U3A to inform public debate
- Responding to over 5000 queries from prisoners each year

Prison Reform Trust

<http://www.prisonreformtrust.org.uk>

Howard League for Penal Reform

<http://www.howardleague.org>

Liberty

<http://www.liberty-human-rights.org.uk>

Amnesty International UK

<http://www.amnesty.org.uk>

UNLOCK

<http://www.unlock.org.uk>

Women in Prison

<http://www.womeninprison.org.uk>

Have your say

You don't have to go through an organisation in order to make your voice heard. There are many other ways you can help to raise the profile of prison reform and hold politicians to account.

You could **write to your MP** to put forward a balanced view of how best to tackle offending. Many MPs welcome letters from their constituents that are well argued, particularly where they focus on local concerns or are based on firsthand experience. If

you would like to know more about government policy, or have particular concerns about it, you could ask your MP to write to the Secretary of State for Justice (or other relevant minister) with your questions. Government departments are obliged to respond to letters passed on from MPs. It may be particularly helpful to write to your MP when relevant legislation is going through parliament. Go to the Write to Them website (see below) to find out how to write to your MP or other elected representative.

Select Committees, including the Justice Committee, Home Affairs Committee and Joint Committee on Human Rights, frequently conduct inquiries. Government departments publish **consultations** on their proposals concerning matters of interest to criminal justice organisations and campaigners.

Go to the relevant parliamentary or departmental website to find out what is coming up. The Prison Reform Trust actively promotes inquiries and consultations which may interest our supporters through our monthly e-newsletter:

www.prisonreformtrust.org.uk

If you read an article which you don't agree with, or which appears to be misrepresenting reality, then why not **write a letter to the newspaper**? Most newspapers have a letters or readers' comments section where you can respond. You should aim to be concise and get it to the newspaper as soon as possible after the article was published, preferably by email.

Ministry of Justice

<http://www.justice.gov.uk>

NI Department of Justice

<http://www.dojni.gov.uk>

Northern Ireland Assembly

<http://www.niassembly.gov.uk>

Scottish Government

<http://www.scotland.gov.uk>

Scottish Parliament

<http://www.scottish.parliament.uk>

UK Parliament

<http://www.parliament.uk>

Welsh Assembly Government

<http://wales.gov.uk>

Write to Them

<http://www.writetothem.com>

Become a trustee

Another way of making a contribution is to become a trustee of a charity. Charities exist to create a better society, whether by providing services or working in other ways to drive social change. They are managed and administered by trustees, who are volunteers. Being a trustee can be hard work, but can also be very rewarding. You can find out more and look for trustee vacancies on the NCVO and Do-It websites.

NCVO

<http://www.ncvo-vol.org.uk>

Do-It

<http://www.do-it.org.uk>

Fundraise or make a donation

Many organisations working in the criminal justice system – whether they are delivering services or pressing for reform - rely on the generosity of public support and charitable funding to ensure that they can continue to make a difference.

This includes many of the organisations profiled in this guide. Some organisations, such as Pact, offer charity places on oversubscribed events such as the London Marathon. For more details of Pact's fundraising opportunities please contact monica.deane@prisonadvice.org.uk.

Charities that need to maintain an independent voice are wholly reliant on voluntary donations. You can support the work of the Prison Reform Trust by becoming a Friend - see the pull-out form in this guide or go to our website:

www.prisonreformtrust.org.uk/supportourwork

Visit the websites of other organisations to find out how you can help to support them financially, either through a one-off donation, a monthly or annual gift, or by fundraising. You can find contact details in each section of this guide and under *Useful addresses*.

USEFUL ADDRESSES

Action for Prisoners' Families

Unit 21
116 Putney Bridge Road
London
SW15 2NQ
020 8812 3600
<http://www.prisonersfamilies.org.uk>

Amnesty International UK

The Human Rights Action Centre
17-25 New Inn Yard
London
EC2A 3EA
020 7033 1777
sct@amnesty.org.uk
<https://www.amnesty.org.uk>

Association of Panel Members

127 Hadley Road
Barnet
Herts
EN5 5QN
<http://www.aopm.co.uk>

Association of Police and Crime Commissioners

2nd Floor
10 Victoria Street
London
SW1H 0NN
020 7084 8957
enquiries@apccs.pnn.police.uk
<http://www.apccs.police.uk>

Association of Police Authorities

10 Dean Farrar St
London
SW1H 0DX
020 7202 0080
<http://www.apa.police.uk>

Association of Visiting Committees

PO Box 2781
Glasgow
G61 3YL
0141 560 4092
info@avc.org.uk
<http://avc.bpweb.net>

Bail for Immigration Detainees

28 Commercial Street
London
E1 6LS
020 7247 3590
enquiries@biduk.org
<http://www.biduk.org>

Bar Pro Bono Unit

The National Pro Bono Centre
48 Chancery Lane
London
WC2A 1JF
020 7092 3960
enquiries@barprobono.org.uk
<http://www.barprobono.org.uk>

Caring for Ex-Offenders

Holy Trinity Brompton
Brompton Road
London
SW7 1JA
0207 052 0332
info@caringforexoffenders.org
<http://www.caringforexoffenders.org>

Catch 22

27 Pear Tree Street
London
EC1V 3AG
0207 336 4800
information@catch-22.org.uk
<http://www.catch-22.org.uk>

Churches' Criminal Justice Forum

39 Eccleston Square
London
SW1V 1BX
020 7901 4878
ccjf@cbcew.org.uk
<http://www.ccjf.org>

Circles UK

Abbey House
Abbey Square
Reading
RG1 3BE
0118 950 0068
info@circles-uk.org.uk
<http://www.circles-uk.org.uk>

Clinks

59 Carter Lane
London
EC4V 5AQ
0207 248 3538
info@clinks.org
<http://www.clinks.org>

Community Chaplaincy Association

C/O 9 Newarke Street
Leicester
LE1 5SN
01392 412300
admin@communitychaplaincy.org.uk
<http://www.communitychaplaincy.org.uk>

Crimestoppers

Crimestoppers Trust
PO Box 324
Wallington
SM6 6BG
cst@crimestoppers-uk.org
<http://www.crimestoppers-uk.org>

Criminal Justice Alliance

Park Place
10-12 Lawn Lane
London
SW8 1UD
0207 091 1298
info@criminaljusticealliance.org
<http://www.criminaljusticealliance.org>

Crown Prosecution Service

Rose Court
2 Southwark Bridge
London
SE1 9HS
020 3357 0000
<http://www.cps.gov.uk>

CSV

237 Pentonville Road,
London
N1 9NJ
020 7278 6601
information@csv.org.uk
<http://www.csv.org.uk>

Department of Justice (Northern Ireland)

Block B
Castle Buildings
Stormont Estate
Belfast
BT4 3SG
028 9076 3000
dojweb@dojni.x.gsi.gov.uk
<http://www.dojni.gov.uk>

Detention Advice Service

Unit B3
62 Beechwood Road
London
E8 3DY
0207 254 6888
das@detentionadvice.org.uk
<http://www.detentionadvice.org.uk>

Do-It

YouthNet UK
First Floor
50 Featherstone Street
London
EC1Y 8RT
<http://www.do-it.org.uk>

Families Outside

13 Great King Street
Edinburgh
EH3 6QW
0131 557 9800
admin@familiesoutside.org.uk
<http://www.familiesoutside.org.uk>

Families/Friends of Prisoners (FFOPS)

101 Mansel Street
Swansea
SA1 5UE
01792 458645
info@ffops.org.uk
<http://www.facebook.com/pages/FFOPS-Family-Friends-of-Prisoners/276107515119>

Fearless

Crimestoppers Trust
PO Box 324
Wallington
SM6 6BG
fearless@crimestoppers-uk.org
<http://www.crimestoppers-uk.org>

Fine Cell Work

38 Buckingham Palace Road
London
SW1W 0RE
020 7931 9998
<http://www.finecellwork.co.uk>

The Forgiveness Project

42a Buckingham Palace Road
London
SW1W 0RE
0207 821 0035
info@theforgivenessproject.com
<http://theforgivenessproject.com>

FPWP Hibiscus

Unit 3.2
Holloway Resource Centre
356 Holloway Road
London N7 6PA
020 7697 4120
info@fpwphibiscus.co.uk
<http://fpwphibiscus.org.uk>

Free Representation Unit

Ground Floor
60 Gray's Inn Road
London
WC1X 8LU
020 7611 9555
<http://www.thefru.org.uk>

HALOW

c/o St Martin's Youth & Community Centre
Gooch Street
Highgate
Birmingham
B5 7HE
0121 707 1008
admin@halowbirmingham.org.uk
<http://halowbirmingham.org.uk>

Home Office

2 Marsham Street
London
SW1P 4DF
020 7035 4848
public.enquiries@homeoffice.gsi.gov.uk
<http://www.homeoffice.gov.uk>

Howard League for Penal Reform

1 Ardleigh Road
London
N1 4HS
020 7249 7373
info@howardleague.org
<http://www.howardleague.org>

Independent Custody Visiting Association

PO Box 1053
Colne
BB9 4BL
020 8812 3600
info@icva.org.uk
<http://www.icva.org.uk>

Independent Monitoring Board Secretariat

2nd Floor
Ashley House
2 Monck Street
London
SW1P 2BQ
020 7035 2264
<http://www.justice.gov.uk/about/imb>

Inquest

89-93 Fonthill Road
London
N4 3JH
020 7263 1111
<http://www.inquest.org.uk>

Inside Time

Operations Office
P O Box 251
Hedge End
Hampshire
SO30 4XJ
0844 335 6483
ps@insidetime.org
<http://www.insidetime.org>

JustPeople South West

c/o Pact (Prison Advice & Care Trust)
FAO Alexandra Wakefield
Park Place
12 Lawn Lane
Vauxhall
London
SW8 1UD
07791548511
justpeople@prisonadvice.org.uk
<http://www.justvolunteer.org.uk>

JustPeople London, Surrey & Sussex

Pact (Prison Advice & Care Trust)
Park Place
12 Lawn Lane
Vauxhall
SW8 1UD
0207 735 9535
justpeople@prisonadvice.org.uk
<http://www.justvolunteer.org.uk>

JustPeople Manchester

The Bolton Hub
Bold Street
Bolton
BL1 1LS
01204 546 087
justpeople@prisonadvice.org.uk
<http://www.justvolunteer.org.uk>

Liberty

Liberty House
26-30 Strutton Ground
London
SW1P 2HR
020 7403 3888
<http://www.liberty-human-rights.org.uk>

Magistrates' Association

28 Fitzroy Square
London
W1T 6DD
020 7387 2353
information@magistrates-association.org.uk
<http://www.magistrates-association.org.uk>

Media for Development

16 Hoxton Square
London
N1 6NT
0207 033 2170
jonathanw@mediafordevelopment.org.uk
<http://www.mediafordevelopment.org.uk>

Mentoring and Befriending Foundation

Suite 1, 4th Floor, Building 3
Universal Square
Devonshire Street North
Manchester
M12 6JH
03300 882877
info@mandbf.org
<http://www.mandbf.org>

Ministry of Justice

102 Petty France
London
SW1H 9AJ
020 3334 3555
<http://www.justice.gov.uk>

Mosaic

c/o Business in the Community
137 Shepherdess Walk
London
N1 7RQ
020 7566 8734
mosaic@bitc.org.uk
<http://www.mosaicnetwork.co.uk>

Muslim Youth Helpline

MYH FREEPOST RLZS-XJGE-JLBH
0207 435 8171
info@myh.org.uk
<http://www.myh.org.uk>

National Appropriate Adult Network

3b Nettlefold Place
London
SE27 0JW
07739 904858
admin@appropriateadult.org.uk
<http://www.appropriateadult.org.uk>

National Association of Official Prison Visitors

01274 583417
info@naopv.com
<http://www.naopv.com>

National Offender Management Service

Clive House
70 Petty France
London
SW1H 9EX
0300 047 6325
public.enquiries@noms.gsi.gov.uk
<http://www.justice.gov.uk>

Neighbourhood Watch

Beaumont Enterprise Centre
72 Boston Road
Beaumont Leys
Leicester
LE4 1HB
0116 229 3118
enquiries@ourwatch.org.uk
<http://www.ourwatch.org.uk>

NEPACS

22 Old Elvet
Durham
DH1 3HW
0191 375 7278
info@nepacs.co.uk
<http://www.nepacs.co.uk>

New Bridge Foundation

27A Medway Street
London
SW1P 2BD
020 7976 0779
info@newbridgefoundation.org.uk
<http://www.newbridgefoundation.org.uk>

NIACRO

Amelia House
4 Amelia Street
Belfast
BT2 7GS
028 9032 0157
<http://www.niacro.co.uk>

Northern Ireland Assembly

Parliament Buildings
Ballymiscaw
Stormont
Belfast BT4 3XX
028 9052 1137
<http://www.niassembly.gov.uk>

Ormiston

333 Felixstowe Road
Ipswich
IP3 9BU
01473 724517
enquiries@ormiston.org
<http://www.ormiston.org>

Pact (Prison Advice & Care Trust)

Park Place
12 Lawn Lane
Vauxhall
London
SW8 1UD
020 7735 9535
info@prisonadvice.org.uk
<http://www.prisonadvice.org.uk>

Phoenix Futures

ASRA House
1 Long Lane
London
SE1 4PG
020 7234 9740
info@phoenix-futures.org.uk
<http://www.phoenix-futures.org.uk>

Phoenix Futures Scotland

2nd Floor Ingram House
227 Ingram Street
Glasgow
G1 1DA
0141 222 1777
info@phoenix-futures.org.uk
<http://scotland.phoenix-futures.org.uk>

POPS/Offenders' Families Helpline

1079 Rochdale Road
Blackley
Manchester
M9 8AJ
0161 702 1000
mail@partnersofprisoners.co.uk
<http://www.partnersofprisoners.co.uk/>

The Prince's Trust

Prince's Trust House
9 Eldon St
London
EC2M 7LS
0845 842 842
webinfops@princes-trust.org.uk
<http://www.princes-trust.org.uk>

Prison Fellowship

PO Box 68226
London
SW1P 9WR
020 7799 2500
<http://www.prisonfellowship.org.uk>

Prison Radio Association

Prison Radio Association
HMP Brixton
London
SW2 5XF
<http://www.prisonradioassociation.org>

Prison Reform Trust

15 Northburgh Street
London
EC1V 0JR
020 7251 5070
prrt@prisonreformtrust.org.uk
<http://www.prisonreformtrust.org.uk>

Prisoners Abroad

89-93 Fonthill Road
Finsbury Park
London
N4 3JH
020 7561 6820
info@prisonersabroad.org.uk
<http://www.prisonersabroad.org.uk>

Prisoners' Advice Service

PO Box 46199
London
EC1M 4XA
020 7253 3323
advice@prisonersadvice.org.uk
<http://www.prisonersadvice.org.uk>

Prisoners' Families and Friends Service

20 Trinity Street
London
SE1 1DB
020 7403 4091
info@pffs.org.uk
<http://www.pffs.org.uk>

Prisons Week

The Secretary
Prisons Week
PO Box 2733
Lichfield
Staffs
WS13 6GZ
<http://www.prisonsworld.org>

Probation Association

29 Great Peter Street
London
SW1P 3LW
020 7340 0970
association@probationassociation.co.uk
<http://www.probationassociation.co.uk>

Probation Chiefs Association

151 Buckingham Palace Road
London
SW1W 9SZ
03000 480 229
pcaadmin@probationchiefs.org
<http://probationchiefs.org>

Rape Crisis (England & Wales)

BCM Box 4444
London
WC1N 3XX
info@rapecrisis.org.uk
<http://www.rapecrisis.org.uk>

Rape Crisis Scotland

46 Bath Street
Glasgow
G2 1HG
0141 331 4180
info@rapecrisisscotland.org.uk
<http://www.rapecrisisscotland.org.uk>

Restorative Justice Council

Beacon House
113 Kingsway
London
WC2B 6PP
020 7831 5700
enquiries@restorativejustice.org.uk
<http://www.restorativejustice.org.uk>

SACRO

National Office
29 Albany Street
Edinburgh
EH1 3QN
0131 624 7270
info@sacro.org.uk
<http://www.sacro.org.uk>

Samaritans

The Upper Mill
Kingston Road
Ewell
Surrey
KT17 2AF
020 8394 8300
admin@samaritans.org
<http://www.samaritans.org>

Scottish Government (Justice Directorate)

St Andrew's House
Regent Road
Edinburgh
EH1 3DG
0131 556 8400
<http://www.scotland.gov.uk>

Scottish Parliament

Edinburgh
EH99 1SP
0131 348 5000
<http://www.scottish.parliament.uk>

Scottish Prison Service

Communications Branch
Room 338
Calton House
5 Redheughs Rigg
Edinburgh
EH12 9HW
0131 244 8745
gaolinfo@sps.pnn.gov.uk
<http://www.sps.gov.uk>

Shannon Trust

89 Albert Embankment
Vauxhall
London
SE1 7TP
020 7582 4835
communications@shannontrust.org.uk
<http://www.shannontrust.org.uk>

Shelter

88 Old Street
London
EC1V 9HU
0300 330 1234
info@shelter.org.uk
<http://england.shelter.org.uk>

Shelter Scotland

4th floor, Scotiabank House
6 South Charlotte Street
Edinburgh
EH2 4AW
0300 330 1234
info@shelter.org.uk
<http://scotland.shelter.org.uk>

SOVA

Unit 201 Lincoln House
1-3 Brixton Road
London
SW9 6DE
020 7793 0404
london@sova.org.uk
<http://www.sova.org.uk>

Spurgeons

74 Wellingborough Road
Rushden
Northants
NN10 9TY
01933 412412
info@spurgeons.org
<http://www.spurgeons.org>

St Giles Trust

64-68 Camberwell Church Street
London
SE5 8JB
020 7703 7000
info@stgilestrust.org.uk
<http://www.stgilestrust.org.uk>

Street Angels

Fairtrade Cafe
15 Crossley Street
Halifax
West Yorkshire
HX1 1UG
07876 323815
ellis@halifaxstreetangels.org.uk
<http://www.halifaxstreetangels.org.uk>

Street Ministers

01908 234643
chaplain@streetministers.org
<http://www.streetministers.org>

Street Pastors

Ascension Trust
PO Box 3916
London
SE19 1QE
0208 330 2809
info@streetpastors.org.uk
<http://www.streetpastors.co.uk>

String of Pearls

c/o Homemaker South West
17 Heavitree Road
Exeter EX1 2LD
07989922415
info@stringofpearlsproject.org.uk
<http://www.stringofpearlsproject.org.uk>

UNLOCK

35a High Street
Snodland
Kent
ME6 5AG
01634 247350
enquiries@unlock.org.uk
<http://www.unlock.org.uk>

User Voice

20 Newburn Street
London
SE11 5PJ
020 3137 7471
info@uservice.org
<http://www.uservice.org>

Victim Support

Hallam House
56-60 Hallam Street
London
W1W 6JL
020 7268 0200
<http://www.victimsupport.org.uk>

Victim Support Northern Ireland

3rd Floor
Annsgate House
70/74 Ann Street
Belfast
Northern Ireland
BT1 4EH
028 9024 4039
info@victimsupportni.org.uk
<http://www.victimsupportni.co.uk>

Victim Support Scotland

15/23 Hardwell Close
Edinburgh
EH8 9RX
0131 668 4486
info@victimsupportscotland.org.uk
<http://www.victimsupportscotland.org.uk>

vinspired

5th floor, Dean Bradley House
52 Horseferry Road
London
SW1P 2AF
020 7960 7000
info@vinspired.com
<http://www.vinspired.com>

Volunteer Now (Northern Ireland)

129 Ormeau Road,
Belfast
BT7 1SH
028 9023 2020
<http://www.volunteernow.co.uk>

Volunteer Scotland

Jubilee House
Forthside Way
Stirling
FK8 1QZ
<http://www.volunteerscotland.org.uk>

Volunteering England

Society Building
8 All Saints Street
London
N1 9RL
020 7520 8900
volunteering@volunteering.org.uk
<http://www.volunteering.org.uk>

Volunteering Wales

Wales Council for Voluntary Action (WCVA)
Baltic House
Mount Stuart Square
Cardiff
CF10 5FH
0800 2888 329
volunteering-wales@wcva.org.uk
<http://www.volunteering-wales.net>

Welsh Assembly Government

Cathays Park
Cardiff
CF10 3NQ
0300 0603300
wag-en@mailuk.custhelp.com
<http://wales.gov.uk>

Women in Prison

Unit 10, The Ivories
6 Northampton Street
London
N1 2HY
020 7359 6674
<http://www.womeninprison.org.uk>

Youth Justice Board

102 Petty France
London
SW1H 9AJ
020 3334 5300
enquiries@yjb.gov.uk
<http://www.justice.gov.uk/about/yjb>

SUPPORT OUR WORK: BECOME A FRIEND

The Prison Reform Trust needs and values support from people who share our aims of achieving a just, humane and effective prison system in the UK. We do not accept government funding and rely entirely on voluntary donations.

To become a Friend of the Prison Reform Trust and pledge an annual gift, please fill in this form and return it to:
Prison Reform Trust, Freepost ND6125, London EC1B 1PN.

N.B. Serving prisoners can receive copies of our publications for free on request.

Your details	
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☐ Tick here to receive our electronic newsletter with updates on developments in prison reform

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Please select one of the following methods of payment for your annual gift. Tick here if you are a UK taxpayer and you would like PRT to reclaim Gift Aid on your gifts. ☐

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☐ **Standing order**

Standing Order Form

Please return to PRT. **DO NOT SEND TO YOUR BANK.**

To: The Manager, _____ Bank/Building Society

Full address of branch _____

Postcode _____

Please pay Prison Reform Trust £ _____ monthly / quarterly / annually,

starting on _____ (day) / _____ (month) / _____ (year) until further notice.

My account number is: Sort code is:

Signed _____ Date _____

Pact: Supporting prisoners, their families, children and ex-offenders to make a fresh start

If you go into prisons around the country, you will find thousands of people locked up. But these people aren't just numbers; they are someone's son or daughter, someone's father or mother, someone's brother or sister. And just outside the prison you will see those children and families coming to see their loved one inside. In fact 200,000 children a year in this country see a parent go to prison. That's more children per year witnessing the imprisonment of a parent than the divorce of a parent.

The Prison Advice and Care Trust (Pact) is a national charity with more than 100 years of experience providing practical and emotional support to prisoners' children and families, and to prisoners themselves. We work at a number of prisons across England and Wales running family-friendly visitors' centres and children's play areas within prisons, providing welcoming environments. We run relationship education courses in prisons, which help

to strengthen family bonds between parent (prisoner) and child, prisoner and partner, and young prisoner and parent. We also run an innovative Integrated Family Support case-work service which has shown a social return on investment of £11.40 for every £1 of public money spent (source: new economics foundation study).

For extended family members, caring for children whose parents are in prison, we offer 'Kinship Care' support. For ex-offenders, we run the 'Basic Caring Communities' programme which offers resettlement support from trained teams of volunteers. Our volunteers are recruited and trained for a variety of roles in the criminal justice sector through our 'JustPeople' programme. Through our work, we act as a bridge between prisons and communities, improving outcomes for the children and families of offenders.

Please can you help? Pact needs donations and volunteers to support these critical projects.



If you would like to contribute to Pact's vital work supporting prisoners and their families, please fill in this slip and return to: **Pact, Park Place, 12 Lawn Lane, Vauxhall, London, SW8 1UD**

<input type="checkbox"/>	I enclose a cheque made payable to 'Pact' for a gift of £
<input type="checkbox"/>	I wish to debit my Visa/Delta/Mastercard/Other with a gift of £ to Pact
Card number:	
Expiry date:	Valid from:
Security code:	
Signature:	
Date:	
Name:	
Address:	
Postcode:	

Gift aid declaration: I would like Pact to Gift Aid this and all donations I have made in the charity's current and past four tax years and all donations I make in the future (unless I notify you otherwise)

Signed:

Date:

(please complete to make this valid)

N.B: To qualify for Gift Aid, you must pay an amount of UK income Tax and/or Capital Gains Tax at least equal to the tax that the charity reclaims on your donation in the next appropriate tax year. The tax year runs from 6th April one year to 5th April the next.



Registered Charity No: 219278
T: 0207 735 9535
E: info@prisonadvice.org.uk
W: www.prisonadvice.org.uk
PRT2013

What Can I Do? is a comprehensive guide to volunteering in the criminal justice system and pressing for reforms.

Volunteering in the criminal justice system is a way of helping some of the most marginalised people in society and making communities safer. From mentoring and befriending young people in trouble with the law, to supporting victims to overcome the impact of crime, this guide includes details of roles to suit all levels of ability and interest. If you can't volunteer but want to make a difference in other ways, you will also find useful tips here.

So if you're concerned about our criminal justice system and want to get involved, all you need to do is ask **What Can I Do?**

Accompanying this guide is **Where Do You Stand?** - a new set of discussion tools about prison and community sentences, produced by the Prison Reform Trust in collaboration with the University of the Third Age (U3A) and kindly funded by the Monument Trust. Contact the Prison Reform Trust for a free DVD containing both publications plus bonus film material, or for a printed copy of **What Can I Do?** (subject to availability). Download all these materials for free at: www.prisonreformtrust.org.uk/talkingjustice



PRISON
REFORM
TRUST

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About the Prison Reform Trust

The Prison Reform Trust provides advice and information, conducts research and works with government to create a just, humane and effective penal system. To maintain independence we do not accept government funding and rely entirely on voluntary donations. You can add your support by becoming a Friend, making a one-off donation, signing up for updates or getting involved in our work to effect change.



Pact
Prisoners - Families - Communities
A Fresh Start Together

Park Place
12 Lawn Lane
London SW8 1UD

T: 020 7735 9535

E: info@prisonadvice.org.uk

www.prisonadvice.org.uk

Registered charity no. 219278

Company limited by guarantee no. 356443

About Pact

Pact is a national charity which supports people affected by imprisonment. We provide practical and emotional support to prisoners' children and families, and to prisoners themselves.

Working at a number of prisons across the UK, we support the families of prisoners, run family-friendly visitors' centres outside prisons, children's play services in prison visits halls, and many more services.



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