
IMPACT REPORT 2016/2017
I feel I couldn’t have gone through the process of being evicted without someone to support me. I am so glad of the support I received from Penrose and feel secure knowing I can re-refer anytime if I need to.
Penrose was founded in 1969 and since then we have supported thousands of offenders and people recovering from mental health issues along their own personal journey. We work with a range of people including those:

- recovering from mental health and who may have offending backgrounds
- who have diagnosed personality disorder
- who are affected by homelessness
- who misuse substances including drugs and alcohol
- who are being sexually exploited

Our mission is to ensure we deliver high quality support, health and social care through prevention, early intervention, recovery and rehabilitation at the point of need. Working in partnership, our services provide choice and encourage individuals to take control and responsibility for their lives by giving them the right tools and information to do so.

All of our services provide specialist risk assessment, support, intervention and signposting to other services to help people gain a greater understanding of their situation and develop the confidence and resilience they need to go on to live safe, fulfilled and meaningful lives.
I am impressed.

As the new Chair of Penrose I have been impressed with what I have seen, experienced and heard about how we support our service users. My background is clinical within the NHS and I have managed services and projects across both acute and community areas often in times of austerity and increasing pressure on resources, so I have appreciated the challenges Penrose faced in this last year.

As a new Trustee and more recently the Chair of Penrose Board I have really welcomed my visits to services as I had the opportunity to meet staff and service users and hear first-hand of both the struggles and joy in the support provided. I have met wonderful people; people who have inspired me, people who have touched me and people who are extremely good at what they do.

It is this inspiration and innovation that I talk about the most. I share the examples of creativity and excellence such as Penrose Community Links, I talk about the challenges and high quality of care provided through our Criminal Justice Service and I enthuse about the desire to reach out to the most vulnerable in our society through bringing in new services such as Holman House.

In my first year with Penrose I feel very fortunate to have joined such a prestigious charity and one that, despite increasing financial challenges in Local Authority, NHS and MOJ funding streams, continues to have strong and effective leadership, an inspirational workforce and above all a wholehearted commitment to our service users.

This report will provide you with impressive figures of lives touched through Penrose services, and they are impressive - we supported over 11,500 people in 2016/17, expanded by three new services and helped 71% of residential service users move into their own accommodation.

Penrose changes lives. I know this because I have become one of those lives that has changed.

Thank you,

Craig
What a tremendous year for Penrose.

As the Group Chief Executive for the Social Interest Group (SIG), the parent company of Penrose, I can safely say that Penrose achieved real social impact this year and supported their service users to individually improve their own lives. The case studies within this impact report are just a handful of the stories of positive achievements; there are thousands more.

Penrose service users are the least likely to gain any sympathy from the general public largely due to the crimes they have committed. 2016/17 was sadly a year of growing intolerance of others in the UK, galvanised by social media increasingly moving the general population into a blame culture, due to the biting austerity and fear factor being felt by so many. This made Penrose’s ability to gather income away from statutory sources all the more difficult and Penrose has remained mostly statutorily funded. In spite of this, Penrose did manage to grow and develop new services and increase its footprint, with SIG’s support.

Next year SIG aims to support Penrose in acquiring funding from different sources. This will allow Penrose to deliver added value for its service users. We aim to do so by accessing investment funding to purchase properties which will help Penrose increase move on options for their service users. In addition SIG will ensure funding is made available to Penrose Criminal Justice services enabling it to run more employment fairs during the next year; increasing access to employment for offenders leaving prison. SIG will continue to support Penrose with:

- the delivery of quality services
- increasing their income
- gaining access to financial investment
- help to develop new services
- guidance around planning and strategy
- strong governance
- provision of all back office services

With SIG providing all of this, the Board of Penrose can concentrate on growth and delivery of services with the comfort of knowing that all other aspects of running a charity in today’s climate is done for them. The Chair of Penrose’s Board of Trustees, Craig Brown, also sits on the board of SIG to ensure Penrose’s best interests are always taken care of.

As the Group CEO I look forward to seeing Penrose achieving even more during 2017/18.
As the Director of Operations for Penrose I’m proud of the fact that we offer a safe place for individuals to rebuild their lives, to get well and remain healthy. Whether living with a mental health diagnosis or rehabilitating and reintegrating back into the community after spending time in prison, seeking to exit the sex trade, or dealing with the threat of homelessness, Penrose offers support without judgement and the hope of achieving a better life.

**CHALLENGES**

2016/17 saw a challenging year for Penrose where we had to a) adapt to a consolidation of some of our key commissioning areas and associated reduction in funding, b) be creative with the impact on our service users due to a lack of appropriate social housing stock and c) respond quickly to the increasing complexity of those needing support coming through our range of referral pathways.

**OUR RESPONSE**

We have invested time and resources into strengthening our long and successful history of building strong partnerships with key stakeholders i.e. NHS Trusts, Probation, CCG’s, MOJ, Local Authorities, local GP’s and many more. We have positioned our organisation to be a partner of choice in the implementation of new national and regional strategies such as NHS England’s Five Year Forward View for Mental Health Strategy, which focuses on the need to take a more proactive and preventative approach to mental health problems, as well as looking at ways of reducing costs for the NHS and emergency services. Additionally we are supporting the introduction of Sustainability & Transformation Plans (STP’s) where we have seen NHS organisations and local authorities being regionally clustered together in order that they are better equipped to deliver a more integrated service, which reduces duplication and saves on costs.

**NEW SERVICES**

Although a challenging year, we have been able to develop innovative new services such as our Penrose Community Links (PCL) initiative which delivers solutions for our service users with a range of care needs in their own homes. This approach allows for a more bespoke service whilst at the same time saving money.

Additionally we have opened a new service in Bedford which offers short term support to enable service users to recover, stabilise and manage their mental health and access long term housing.

**THE FUTURE:**

The future is looking bright for Penrose as we have the opportunity to support even more people to re-claim their lives. We will be consolidating on the work we have done to develop a range of new services that meet the demands of the NHS e.g. dealing with delayed hospital discharge and taking the lead on peer support and mentoring, giving those individuals who are experts by experience an opportunity to support others who are on similar journeys. We will be using our long standing experience to develop partnerships with like minded organisations to continue to support those needing that second chance.
OUR IMPACT - MENTAL HEALTH & SOCIAL CARE

2,039 PEOPLE
WE HAVE SUPPORTED

96% OF OUR FORENSIC RESIDENTIAL SERVICE USERS WITH PREVIOUS CONVICTIONS DIDN’T REOFFEND

97% OF RESIDENTIAL SERVICE USERS WHO WERE PREVIOUSLY IN HOSPITAL DIDN’T RETURN

71% OF OUR RESIDENTIAL SERVICE USERS WERE ABLE TO MOVE TO INDEPENDENT LIVING

WE IMPLEMENTED 3 NEW SERVICES INCLUDING COMMUNITY LINKS AND A RESIDENTIAL MENTAL HEALTH SERVICE IN BEDFORD
MENTAL HEALTH SERVICES

At Penrose we work with service users who range from having mild mental health concerns to long-term, enduring and sometimes treatment-resistant mental ill health.

We offer person-centred support and, working in partnership with other clinical care teams, we support our service users to:

• engage with our support services
• actively participate in their care plans
• identify risk management techniques including positive risk taking

Support is delivered via our floating support, supported housing services and CQC registered properties.

The primary aim of our services is to support our service users on their journey to recovery and independence. By engaging with their support plans service users can ultimately:

• increase their independence and gain control of their lives
• achieve greater insight into their diagnosis
• reduce reliance on secondary services
• engage in activities to improve health and wellbeing
• build their confidence, employability skills and work-readiness

Penrose strives to engage with hard to reach communities through partnership working, dedicated staff and continuous promotion of services.

OUR SERVICES AND PROJECTS

In the past year we have accepted...

REFERRALS FROM OVER 300 DIFFERENT AGENCIES

HOUSED & SUPPORTED 319 RESIDENTIAL SERVICE USERS

71% OF OUR RESIDENTIAL SERVICE USERS HAVE MOVED ON TO INDEPENDENT LIVES
FOCUS

Focus is a mental health recovery service, providing residential resettlement support across Lambeth. It provides 26 units of supported housing for men recovering from and still living with forensic mental health illness. Many of our service users will previously have had lengthy stays in secure hospital wards, prison or have challenged other services to the extent that they have been moved on to us to ensure that we help them remain out of hospital or prison. We work with our service users to identify risk factors that lead to a deterioration in their mental health and relapse and support them in the development of their own recovery plan. We work collaboratively with their clinical team and other organisations within the borough to help reintegration into the community. The aim of the service is to provide a safe, secure place to live, develop and learn new skills for up to 18 months.

“I have worked closely with Penrose Jigsaw for 9 years. They are extremely good at supporting their service users to help them achieve independence. I just wish that more of my patients had access to Jigsaw.”

Dr. Lisa Wooton, Consultant Forensic Psychiatrist, SLaM

JIGSAW

Jigsaw is an integrated support service, which focuses on recovery, relapse prevention and reintegration for those living with enduring mental health. This may include those with an offending history or those with other complex needs. Jigsaw is CQC registered and delivers pathways to recovery and independence where success for each individual is built on practising life skills, making positive connections and embedding natural coping strategies to prevent recidivism and promote wellbeing. Jigsaw services are delivered within supported, self-contained accommodation as well as within individual home settings. We aim to enable move on, maintain existing tenancies and reduce support needs to minimal levels within 2 years.

NEW HOPE

New Hope is a 24 hour, specialist service which supports male adults who have a diagnosis of long term mental illness, substance misuse and offending history. The team at New Hope provides high levels of support to help the service user maintain their own recovery and reintegrate back into the community by developing techniques to help reduce the factors that led to their previous mental health deterioration and offending behaviour. We support our service users to develop individualised planned rehabilitation programmes and provide signposting to attend community based programmes, voluntary and paid work, adult education and training as well as leisure and recreational activities. Services are delivered in 24 hour supported, self-contained accommodation.

“You are doing wonderful work here. Thank you for looking after my son and making the days of his troubled life both comfortable and happy.”

Mr. Roden
FIPTS

Penrose’s Forensic Intensive Psychological Treatment Service (FIPTS) provides risk assessment, treatment and support for people with personality disorder.

We provide a safe environment for residents to trial what they have learnt in hospital or therapies received whilst in prison. We are experts in working with individuals who have a high risk of sexual or violent offending behaviour directed towards others. The support Penrose provides is individually designed to support service users build and foster healthy relationships and to integrate them back into the community with a reduced reliance on local mental health resources.

Continual monitoring of risk plays a large part in keeping residents and public safe.

“Being at your project has helped me get back into the community after many years in prison. I feel I can talk to staff any time when I need help or support.”

Gary, FIPTS service user

“Penrose has literally been my saving grace. I have a roof over my head and a bed to sleep in which I am so grateful for after being homeless. Penrose keyworkers listened to me when no one else did and gave me the stability and confidence boost to get on with the rest of my life.”

Trevor, Aspire service user

BISCOT HOUSE

Biscot House provides supported accommodation for men with complex needs such as mental health, learning disabilities, physical disabilities, substance misuse and offending histories. We offer a supportive base to help them gain the skills and confidence to secure and maintain appropriate accommodation in the community on a long term basis. The assistance provided by Biscot House is led by the individual and varies from basic interventions and guidance around resettlement to more intense support in areas such as mental and emotional health & wellbeing, substance use, employment skills, social isolation and vulnerability of exploitation.

“I am really happy at Biscot House; the staff are nice and friendly and help me when I need it. I feel safe and secure and able to sleep at night. I have loved staying here.”

Biscot House service user

ASPIRE

Penrose Aspire is a service designed to support people who have been involved with the criminal justice system and have served custodial sentences. The service provides temporary, supported housing for people leaving prison to assist them towards their rehabilitation and reintegration back into the community.

We support our service users to claim benefits, manage income, register with local health practitioners, find employment, develop living skills and adhere to the terms of their probation order.
OUR PROJECTS – MENTAL HEALTH SERVICES

BRIDGE HOUSE

Bridge House provides temporary accommodation for families that can comprise of expectant mothers, mothers with up to two children under the age of 10 and single women aiming to have guardianship of their children. We work with families to gain the valuable skills required to end the cycle of homelessness and enable future independently sustained living. Support is provided in a flexible, individualised approach so that families can progress in a way that suits both parent and child’s needs whilst in a safe and stable environment. Assistance can range from basic interventions and guidance around resettlement to more intense support in areas such as domestic violence, mental health, substance misuse, parenting skills and safety in the home.

“I am so glad that I have the opportunity of being in The House with the amount of support and care I receive. I am slowly starting to find a sense of self-worth, belonging and confidence that I had lost some time ago.”

House service user

THE HOUSE

The House is a specialist residential unit for sexually exploited women. The aim of the project is to support vulnerable women who are being sexually, financially, emotionally and physically exploited and abused to gain the skills to live independently. The service offers specialised expertise and an understanding of sexual exploitation, abuse and trauma, within a safe and confidential environment. The project is built around a strong service user led environment where its residents are empowered to build healthy community interactions, confidence and the ability to have and exercise choice and control in all aspects of their lives.

“I am so glad that I have the opportunity of being in The House with the amount of support and care I receive. I am slowly starting to find a sense of self-worth, belonging and confidence that I had lost some time ago.”

House service user

HOLMAN HOUSE

The team at Holman House delivers housing related support services for people with mental health problems. The aim of the service is to provide a short term service to enable service users to stabilise and manage their mental health, develop or rebuild their independent living skills, engage with other key services within the locality and access suitable intermediate or long term housing.

We offer a safe, peaceful and supportive living environment for individuals who want to engage with us to increase their levels of independence.

“Since Penrose has supported me at Holman House my mental health has stabilised, I have come off drugs and rebuilt my relationship with my family.”

Jethro, Holman House service user
We measure impact in a way that puts our service users at the centre of their journey to recovery.

At Penrose we use the Recovery Star tool for supporting and measuring change when working with adults who experience mental health illness.

It enables us to measure and summarise change across a range of service users and projects. It helps to support the service user’s recovery by providing them with a map of the journey to recovery and a way of plotting their own progress and planning the actions they need to take.

The Recovery Star focuses on 10 core areas that have found to be critical to recovery:

<table>
<thead>
<tr>
<th>Area</th>
<th>% of service users maintaining or improving Recovery Star score</th>
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</thead>
<tbody>
<tr>
<td>Managing mental health</td>
<td>87%</td>
</tr>
<tr>
<td>Physical health &amp; self care</td>
<td>87%</td>
</tr>
<tr>
<td>Living skills</td>
<td>89%</td>
</tr>
<tr>
<td>Social networks</td>
<td>85%</td>
</tr>
<tr>
<td>Work</td>
<td>92%</td>
</tr>
<tr>
<td>Relationships</td>
<td>96%</td>
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<tr>
<td>Addictive behaviour</td>
<td>94%</td>
</tr>
<tr>
<td>Responsibilities</td>
<td>87%</td>
</tr>
<tr>
<td>Identity and self-esteem</td>
<td>87%</td>
</tr>
<tr>
<td>Trust and hope</td>
<td>83%</td>
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**OUR METHODOLOGY AND ACHIEVEMENTS – MENTAL HEALTH**

**WE SET A NUMBER OF KEY TARGETS FOR THE PAST YEAR INCLUDING:**

“Less than 3.5% of our service users to return to hospital”

**Our actual achievement was 3%**

“Less than 6% of residential service users with previous convictions to return to prison”

**Our actual achievement was 4%**

80% of our residential service users to move on to independent accommodation.

**Our actual achievement was 71%**
PENROSE SYNERGY

Our Penrose Synergy service in Luton helps people across the whole social care spectrum, from homeless people, people with mental health, drug and/or alcohol issues to those at risk of offending. It provides floating support for vulnerable individuals to enable, empower and encourage them to develop the skills and tools to manage and retain their accommodation, tenancies and health and wellbeing using a collaborative approach.

The support offered includes:

• sourcing and securing accommodation
• tenancy sustainment
• drug and alcohol support
• support with mental health needs
• general health and wellbeing
• support for domestic violence
• daily living skills
• social and emotional needs
• training, education and employment

By providing practical support and care for those who are vulnerable for a whole variety of reasons, we are helping people make positive changes in their lives to feel part of their community once again.

"I have been working in partnership with Penrose for the past 5 years and I am always impressed by their reliability and commitment. Penrose are at the heart of work to tackle homelessness in Luton and bring a dynamic approach to the creation of new models."

Gail Dearing, Associate Director of Social Care, East London NHS Foundation Trust
OUR PROJECTS - SOCIAL CARE SERVICES

PENROSE ROOTS TO RECOVERY

Our Roots to Recovery project offers service users access to a growing space in Luton where they can grow organic produce and flowers, learn new skills and participate in onsite workshops. The aim of Roots to Recovery is to help service users overcome social isolation. The garden supports over 70 people on a regular basis.

PENROSE STEPS

Steps provides a step down accommodation assessment service for service users who are admitted to mental health wards. The aim of the service is to ensure service users have suitable accommodation when they are discharged from hospital.

PENROSE LINKS

The Penrose Links group provides a supportive and enabling environment for people who experience social isolation and loneliness. Group members meet weekly and are encouraged to establish friendships and learn new skills which in turn helps them grow in confidence.

PENROSE COMMUNITY LINKS

Penrose Community Links (PCL) is a CQC registered service specialising in working with the most complex and chaotic service users within social & health care settings. This service provides floating support to service users within their own home who have physical and/or mental health needs.

We offer a range of daily or weekly visits at times which suit our services users. We also offer respite support to the carers and families of those living with terminal illness or enduring mental ill health to enable them to take breaks and holidays.

Typical support offered includes support with personal care, monitoring mental and physical wellbeing, relapse prevention, medication management, housing & tenancy management and support to engage in local, structured activities. We also offer signposting and support for alcohol and drug addiction.

THROUGH OUR SYNERGY SERVICES WE HAVE SUPPORTED OVER 1,500 IN THE LUTON AREA INCLUDING:

237 INDIVIDUALS AND FAMILIES SUPPORTED INTO MORE SUITABLE AND STABLE ACCOMMODATION

146 INDIVIDUALS SUPPORTED TO BETTER MANAGE THEIR MENTAL HEALTH

192 SUCCESSFULLY SUPPORTED TO AVOID EVICTION FROM THEIR ACCOMMODATION

392 INDIVIDUALS REFERRED SUCCESSFULLY TO OTHER SPECIALIST SUPPORT SERVICES (I.E. SUBSTANCE, MENTAL HEALTH, PHYSICAL HEALTH ETC.)

346 INDIVIDUALS OR FAMILIES SUPPORTED WITH FINDING BETTER FINANCIAL HEALTH

“Kevin is very enthusiastic about going to the Penrose Roots to Recovery garden. He loves being involved with something worthwhile and is very proud of his achievements in the garden. His energy levels have improved and he is very happy to have something so positive in his life.”

Nicole John, Penrose Synergy Support Worker
In addition to our service targets and ambitions, we set ourselves a target to deliver our first mental health conference which we hosted in October 2016.

Called ‘Ending Discrimination in Mental Health - Turning the Crisis Tap off’ the aim of the conference was to address the fact that men of African and Caribbean heritage, presenting with mental health issues, are up to 6.6 times more likely to be admitted as inpatients or detained under the Mental Health Act.* This indicates a systemic failure to provide effective crisis care in these groups. It is one of the deepest and most discriminatory social failures of our education, social health and criminal justice services.

We welcomed over 100 delegates from across the mental health community to the conference who came to hear from our esteemed panel of speakers among which were the Rt. Hon. Norman Lamb MP, Shadow Liberal Democrat Spokesperson on Health, Commander Christine Jones, National Police Chief’s Council (NPCC lead for Mental Health) and Luciana Berger MP, Member of Parliament for Liverpool Wavertree and former Shadow Minister for Mental Health.

A number of key themes emerged from the day including:

- lack of early intervention and prevention
- need for sharing of good practice
- lack of awareness and understanding of cultural differences
- lack of funding and cross party agreement

**IMPACT**

We have been able to use the above to inform our conversation with commissioners and key stakeholders to improve the quality of our services and the experience of our service users.

*Mental Health Taskforce report 2016.*

Going forward we will continue to work with groups from relevant sectors to share thoughts on best practice and to develop solutions to enable us to shift from a reactive approach to a planned, informed and educated approach.

**“We need to drive down the use of our police force, look at the urgent need for out of area placement and how to improve equality of access to mental health services.”**

Norman Lamb MP, Penrose Conference Speaker
HOW WE HAVE HELPED – MENTAL HEALTH & SOCIAL CARE

**William**

Due to several unfortunate circumstances William suffered a breakdown in 2011 and attempted to take his own life. As a result he was admitted to a semi-secure unit in hospital where he stayed for 3 months.

From there he was referred to ACE Enterprises – an organisation that provides employment services for people with mental health problems. Through ACE he met Penrose Roots to Recovery Project Manager, Samantha Smith.

Before he knew it William was fully immersed in the Roots to Recovery garden, helping Samantha establish a large site just off the A5 in Luton as a therapeutic outdoor space. Due to William’s dedication, hard work and infectious enthusiasm he was eventually offered a permanent role with Penrose to help with the numerous requests for help in the community that started to emerge from the Roots to Recovery initiative.

“The recovery garden has given me the ability to have a place I can relax, interact, join in and feel part of a growing project. It has removed the feeling of isolation and having nowhere to go or nothing to do. It has helped me develop a healthier life style and given me plenty of exercise that I don’t realise I am doing. Without the recovery garden I would not have a focus.”

**JD**

JD has a diagnosis of Borderline Personality Disorder and moved into our FIPTS service in 2014 following parole.

He presented with a lot of social, physical, emotional and psychological problems which staff supported him with by monitoring him on a daily basis, one to one weekly key work sessions, fortnightly care coordination sessions and monthly probation meetings.

In time JD took on responsibilities within the service and became the FIPTS service user representative. He also did some voluntary and therapeutic work within the service.

With the support of Penrose, JD has now secured accommodation which he is extremely proud of. He has moved into his new home and has been offered floating support should he need it.

**Andrew**

Andrew has a diagnosis of Paranoid Schizophrenia and has a history of violence and illicit drug use. He came to our Jigsaw service in 2009 from our sister project New Hope.

He lived there for a year and a half and moved to a flat in the community in 2011, where he continued to receive floating support from Jigsaw. Our aim was to reintegrate him back into the community and support his mental health stability. Since moving out of his Jigsaw flat Andrew has sustained his tenancy with his landlord, maintained his bills and he is not in any debt. He is in receipt of all relevant benefits and continues to manage his finances independently. He has maintained good relationships with his neighbours and has a small circle of friends. He is also back in touch with his family and does the occasional painting and decorating jobs.

Since receiving our ongoing support and help with his medication he has stayed well and out of hospital for six years.
As has been well publicised, criminal justice has faced many challenges in the last year. A particular victim of austerity and with less ministerial importance than health or employment for instance.

However, reducing reoffending must remain a key focus if we are to reduce other related aspects individually and within communities. Penrose Criminal Justice Services has worked consistently through the year to reduce reoffending and the associated harm.

Across our services we have worked with over 9,000 individuals within prison and community settings. Our services have been built to ensure that the excellent rehabilitative work completed by staff drives our target achievement and not the other way around.

Our work is entirely focused on good outcomes for individuals. Despite difficult working environments and evermore challenging case loads, Penrose has consistently met and exceeded service levels. The last year has seen us build some excellent partnerships which enable us to expand our service provision and reach more individuals with our support. Working in tandem with London CRC, as a Tier 2 provider with MTCNovo we have expanded our footprint to work in all London boroughs.

Looking to the future, we see both change and many opportunities. Exciting new partnerships with large national providers, Women’s Services providers, Sport Service providers and local employers will see our service offerings grow in the coming year. We think it is an important time to collaborate on innovative and creative services. It is an uncertain but exciting time across Criminal Justice provision.

“Despite difficult working environments and evermore challenging case loads, Penrose has consistently met and exceeded service levels.”
OUR IMPACT – CRIMINAL JUSTICE SERVICES

WE HAVE SUPPORTED 2928 OFFENDERS IN THE COMMUNITY

WE HAVE SUPPORTED 6565 IN PRISON

WE SECURED ACCOMMODATION FOR 2,084 OFFENDERS ON RELEASE FROM PRISON

87% OF SERVICE USERS SAID THEY HAD A POSITIVE EXPERIENCE WITH OUR RESETTLEMENT SERVICES

89% OF PEOPLE IN CUSTODY HAVE ENGAGED WITH OUR ‘THROUGH THE GATE’ PROGRAMME

75% OF PEOPLE LEAVING PRISON HAVE SUPPORT IN PLACE THANKS TO PENROSE CJS

67% OF ATTENDEES HAVE LEFT A PENROSE COMMUNITY JOB FAIR WITH A POSITIVE EMPLOYMENT OUTCOME INCLUDING JOB OFFERS, FOLLOW UP INTERVIEWS AND PLACES CONFIRMED ON TRAINING COURSES

96% OF PARTICIPATING EMPLOYERS HAVE RATED OUR JOB FAIRS AS

POSITIVE

VERY POSITIVE
## OUR CRIMINAL JUSTICE SERVICES

### IN PRISON AND THE COMMUNITY

Penrose has been working with offenders for over 40 years. In the last year we have supported nearly 3,000 offenders in the community and over 6,500 offenders in prison.

From this work we know that too many prisoners leave custody without a job, training and/or a place to live. For this reason Penrose became a partner within the London CRC.

As part of the London CRC our role is to work in prisons and the community to:

- identify and achieve resettlement outcomes
- help offenders understand and realise the effect their crime has had on victims and their own families
- encourage offenders to be accountable and responsible adults
- address any practical drug or alcohol problems they may have and aid their recovery
- support offenders to maintain physical and mental health
- help with housing and employment
- assist with family mediation and support
- address negative relationships and behaviors and any lack of social and life skills
- help secure paid employment

We recognise that desistance from crime is an individual journey. It is critical, therefore, to equip people who use our services with the necessary individualises support, motivation and belief to help them break the cycle of offending.

### HOUSING FOR OFFENDERS

We also provide temporary supported accommodation for people who have been involved in the criminal justice system and have served custodial sentences. We aim to reduce reoffending by supporting service users to lead healthy and crime-free lives. We support them to face their responsibilities in the community, better manage finances, address substance misuse and health problems and comply with all legal orders.

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<thead>
<tr>
<th>Supported</th>
<th>People in the Community Who Are on Post Sentence Supervision and</th>
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<tr>
<td>2,928</td>
<td>6,565</td>
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*Our residential services for offenders recidivism rate was <10%*  
*We have helped 2,084 offenders to secure accommodation after leaving prison*
HOW WE HAVE HELPED – CRIMINAL JUSTICE SERVICES

Michael

Michael had a long history of offending, was homeless, had broken family ties and was a prolific drug user and offender. His case was so bad that he had appeared on several publicly broadcasted documentaries that highlight the reoffending problem in London.

Prior to his release from prison, Michael told us that this time, he really did feel ready to change his lifestyle. On the week of his release we arranged a substance misuse appointment for him with a specialist partner service. He managed to stay off drugs that week which was a huge milestone for him.

We also arranged accommodation for him at a hostel on the promise that if he stayed there and out of trouble for 3 months we could find him a more permanent housing solution.

With our regular input and support Michael went from strength to strength. He went from being totally drug dependent for over 30 years to months of being drug free. He now regularly attends drug support meetings where he shares his story with others and runs a drugs recovery page on Facebook.

He has built bridges with his family and is looking to deliver drugs awareness workshops in local schools and colleges.

Michael now lives in a private rented house and in appreciation for the support he got from the hostel now volunteers there 2 nights a week.

James

James was convicted of insurance offences and was given a 4 month custodial sentence. After release he was referred to Penrose Criminal Justice Services for his Post Sentence Supervision (PSS) Support.

Initially James was extremely reserved and lacked the will to rehabilitate. Gradually he became more receptive and communicated his concerns around his alcohol and substance misuse, unemployment, social services care for his child and his lack of self-belief to progress.

Penrose supported him through his abstinence maintenance programme and gradually he gained in confidence.

James is now abstinent from alcohol and substances, has been in touch with his family and is even playing a strong part in his family business. He has also turned more towards his Sikh faith and regularly takes part in charity work for his local place of worship, such as feeding the poor and homeless in his community.
We continue to invest in staff training and development to ensure our 272 strong team have the skills and competencies they need to continuously strive to improve how we work, build on people’s strengths and ultimately enhance our services.

We frequently consider how we can develop our staff and services so that they can become more effective and as such we have taken the first steps in rolling out a **Psychological Informed Environment (PIE)** framework across all of our services.

The aim of a Psychologically Informed Environment is to ensure our staff have the resilience, skills and motivation to support service users who constantly challenge services. In turn this enables our service users to make positive changes to their lives. It is one that takes into account the psychological makeup – the thinking, emotions, personalities and past experience - of its participants in the way that it operates.

A PIE framework also considers the psychological needs of staff; developing skills and knowledge, increasing motivation, job satisfaction and resilience.

The introduction of the new framework will enable our staff to become more resilient and ambitious for our service users and in turn our service users will be more ambitious for themselves. It will also help us to demonstrate that our service users are happier, our workers are better motivated and we can describe clearly what we do to support people in their recovery journey.
While we have enjoyed a very healthy rate of growth in our service provision in the past year we are always mindful of the importance of being imaginative and innovative and to constantly seek new opportunities to grow and increase our social impact. It is this innovation and creativity that drives our commitment to bring about positive change.

DRIVE FOR COMMUNITY CARE IMPROVEMENT

We will drive for improvement in the community care of adults and young people suffering with mental health illness to reduce the need to stay in hospital. We will provide practical solutions, therapies and treatment programmes within our residential and non-residential services. We will do this by delivering open dialogue, peer mentors, recovery centres and early crisis interventions.

BUILDING PARTNERSHIPS

We will also concentrate on building partnerships with other charities and social enterprise businesses to enhance existing services and develop new ones.

In addition we will be replicating a number of our services such as Penrose Synergy Services and Community Links Services, due to their adaptability and cost effectiveness for commissioners.

ALTERNATIVE TO PRISONS

Within our Criminal Justice Services we plan to increase the drive to develop solutions that supply accommodation on release together with employment and behaviour programmes. We will also engage in trying to galvanise greater use of alternatives to prisons, especially for people with mental illness.

INVESTING IN OUR PEOPLE

We are investing in an extensive training and development programme for our staff to ensure we can attract the right people to the organisation in our quest to grow.

WORKING WITH YOU

For those of you who have worked with Penrose in the past, we would like to thank you for your continued support. For new partners, commissioners, agencies and other interested parties – we look forward to working with you in the coming months to ensure our charity continues to thrive and achieve real social impact.

Although our sector is faced with increasing challenges, we are confident that with our tenacity, ambition and commitment we are looking ahead towards another very successful year.
Penrose Options trading as Penrose. Registered in England No. 08466743 and with the Charity Commission No. 1151455.

www.penrose.org.uk

Penrose Options is part of the Social Interest Group (SIG). SIG provides a range of support services for small and medium sized charities to help them thrive: www.socialinterestgroup.org.uk.