



DTVCRC Extraordinary Delivery Model

DTVCRC have looked at how best to maintain our Keyworker responsibilities whilst protecting staff, and playing our part to reduce the spread of Covid-19.

As a result, we are moving to an exceptional delivery model from week commencing 30 March 2020. The model has been approved for use by Her Majesty's Prison and Probation Service.

Remote working

The vast majority of our contacts with our participants in the community will be remote using telephone. These will be agreed on a case by case basis.

Work continues to prioritise essential meetings. Internal meetings will be by use of technology and teleconferencing and we will contribute to external meetings via telephone conference.

All face to face training has been cancelled.

Face to Face Appointments

DTVCRC operates from two District Centres. Participants who are to be seen face to face, will be seen at the district centres by their Responsible Officer. Where this is not possible, face to face contact may need to be undertaken via a 'doorstep' visit. Other than this, home visits will not to be undertaken.

Office appointments

For a very limited number of participants, those without access to a phone and licence inductions, we are keeping our District Centres open to participants with reduced opening hours:

Office Location	Opening Hours
Wetherby House Wetherby Close Portrack Interchange Business Park Stockton on Tees, TS18 2SL	09:00 – 15:00 Open Monday to Friday
Wear House Unit 14, Mandale Park Belmont Industrial Estate Durham, DH1 1TH	09:00 – 15:00 Open Tuesday and Thursday only

Opening hours will remain subject to review.

Enhanced through the Gate services will continue to be offered to all prisoners due for release and we will continue to work in custody settings.

Unpaid Work and Accredited Programmes have been suspended until restrictions are relaxed.

We will continue to review the service we deliver and will adapt our model as guidance changes

All of our managers are currently available by phone and we are operating a reception for phone calls during the above hours using our Freephone number below:

0808 1684848