

# Vision

Participating in  
a **positive** future



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## Welcome

Welcome to Vision – the newsletter for all stakeholders working with DTV CRC, I hope you find it interesting and informative. As ever, we would welcome any feedback you may have, either about this publication, its content or any initiatives you may be interested in working with us on.

This has been a busy quarter for DTV with some significant internal events, but also an increased level of external interest in CRCs more generally. Back In September, we held our colleague conference at Middlesbrough Football Stadium. The focus of this day was to generate new business ideas and encourage CRC colleagues to develop initiatives to plug gaps in offender need. We judged the best of these ideas via a 'Dragons Den' style exercise where we were extremely lucky to host Dame Glenys Stacey (Chief Inspector, Her Majesty's Inspectorate of Probation), Sir Peter Vardy (Vardy Foundation and ARCC Board) and Mike Maiden (CRC / ARCC Board Chair) as the Dragons! We are currently looking at the viability of a couple of those ideas and whether we can realistically utilise them within our business.

In October we welcomed James Timpson OBE, Chief Executive of national retailer Timpsons, who spoke to the CRC management team about the Timpson company philosophy and approach to customer care and the work they do with ex-offenders. He also gave us some good ideas for our internal colleague development strategy. Our latest survey indicated that colleagues working for DTV CRC are content and remain proud to work for the company. James also plays a pivotal role within the prison reform agenda and it was interesting to hear his views as to the plans for the reform prisons.



You may well have heard some things about the impact of the Transforming Rehabilitation reforms in the press over the past few weeks. In particular there has been an increased expression of dissatisfaction as to the perceived level of service delivery by the new 'privately' owned CRCs. Whether the newly founded CRCs overall are delivering rehabilitation services as intended or not, it is important to note that each of the 21 companies are at different stages along their own journey. I am delighted to say that DTV CRC remains very much ahead in its journey and I am very proud of our achievements in terms of service delivery. We are the only CRC who has completed our estates and delivery model transformation and who are fully delivering a comprehensive 'Through the Gate' service to those people serving under 12 months custody. Recent changes within the Ministry of Justice have brought with them a change in focus and the commission of a 'probation system review' whereby some of the apparent unintended consequences of the reforms are being addressed. We expect to receive information about this review in the new year.

As Christmas is fast approaching and this is our last newsletter of 2016, I would like to take this opportunity to wish all our stakeholders a very Merry Christmas and a prosperous New Year. We very much look forward to continuing to work together in 2017.



  
Bronwen Elphick  
Chief Executive





## Through the Gate team awarded after successful year

The Through the Gate (TTG) team, which was set up to work with participants and support them in their release from prison back into the community, has won an award for their efforts to support rehabilitation and reduce re-offending.

Introduced in May 2015, the team which has engaged over 3,500 participants includes colleagues from DTV CRC and partners Wise, Thirteen and Nepacs.

The awards are presented annually by Nepacs, the North East charity that works to support positive futures for prisoners and their families. The team, which is based in all four prisons, was presented with their award at a ceremony held at Lumley Castle, Chester-le-Street in September.

## Colleague Conference

DTV CRC colleagues attended our annual conference in September and worked in teams to come up with some great ideas. The top five team who presented their ideas to the Dragons were:

- **Wooden Tops** (1st place winner)
- **The Preventables** (2nd place overall) – a programme to be delivered as part of early intervention
- **SEEM Team** (3rd place overall) – Short Effective Emotional Management programme
- **Be Smart** – participant interactive app
- **DTV Believes** – victim support service for male victims of domestic abuse



### Winning team – Wooden Tops

The idea centres around an Unpaid Work Workshop Community Hub. The workshop would skill-up participants in the workshop. They would produce goods for sale for example furniture, soft furnishings thus funding the hub. The hub would include delivery of usual hub functions as well as delivery of programmes and undertake group inductions.

## Licence secured to deliver NDORS

DTV CRC has been successful in attaining a 'provisional licence' to deliver the following courses under the National Driver Offender Retraining Scheme (NDORS);

**National Speed Awareness Course**

**National Speed Awareness Course 20 RiDE**

**National Driver Alertness Course**

**What's Driving Us?**

**Driving 4 Change**

This is subject to being awarded a contract commissioned by a Police Authority or Police Crime Commissioner when they tender for providers to deliver the above courses. We are closely monitoring commissioning portals so that we can submit an application to deliver the required course when the opportunity arises. If we win a contract, our 'provisional' licence status transfers to 'full.'

This is an excellent and exciting opportunity for DTV CRC to diversify our service delivery to reduce re-offending.



## Bridging the Gap

DTV CRC has partnered with Safe In Tees Valley, Youth Focus: North East and Time 4 You to develop a new programme to train Peer Mentors and Volunteers with experience of mental health problems to become Peer Supporters by offering support to participants who are experiencing mental health problems.

Following mental health awareness training, some of our volunteers delivered a one-day workshop at the Robert Atkinson Hub in Thornley. The workshop was supported by Responsible Officers who brought along their participants to help them realise their own coping skills, how to bounce back from difficult experiences and be ready for their next steps.

The workshop covered areas including what is mental health, recognising mental health in yourself and others, problem solving, personal coping skills, self management and where to get help and support.

# Employer of Choice

DTV CRC has implemented a number of initiatives to raise its recruitment profile and become an employer of choice; one that attracts and retains superior employees and promotes DTV CRC as a desirable place to work.

We are pleased to report that we have achieved the Living Wage Foundation accreditation and transferred from the Positive about Disability 'Two Ticks' scheme to the new Disability Confident Employer scheme.



## Disability Confident Employer

DTV CRC has automatically transferred to Level 2 of the Disability Confident Employer scheme from the Positive about Disability 'Two Ticks' scheme.

The scheme, which is validated by the Department for Work and Pensions (DWP), aims to help employers make the most of the opportunities provided by employing disabled people.

To maintain this status and extend our certification for a further two years, we are required to submit a copy of the Disability Confident Employer self-assessment within the 12-month period.

## Living Wage

DTV CRC joins more than 2,000 employers across the country to pledge its commitment as an employer to pay the Living Wage to employed and subcontracted colleagues.

The new rate of £8.25 per hour, which the Living Wage Foundation encourages responsible businesses to pay, is calculated independently and based on the cost of living. Paying the Living Wage is a recognised sign of good practice in employment; employers share in the belief that work should be the surest way out of poverty.

The Living Wage is both good for people and for business and DTV CRC is proud to join other employers displaying the Living Wage Employer Mark.



## DTV CRC on TV

We are in the process of filming a short corporate DVD that provides background information on DTV CRC, the work we deliver in our communities with our partners and the positive impact this has on participants.

The finished production is expected to be available in December and we will let you know how and where to view it.

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