

# Clinks volunteering and mentoring network



## The Rehabilitation Revolution: An Open Space Event

Thursday 2<sup>nd</sup> September 2010

The Institute for Materials,  
Minerals and Mining, London

# CLINKS

supporting voluntary organisations that  
work with offenders and their families

# ▶ Delegate List

Livity	Oyin Akiniyi
PACT	Tricia Anderson
Footprints Project	Jane Bakes
UKresettlement Ltd	Albert Barnes
Progress to Work	Kate Barnett
Langley House Trust	Therese Barrett
Sova	Jocelyn Bartlett-Mingle
Ministry of Justice	Sybillie Batten
Choices Consultancy Service	Moira Brooke Williams
Samaritans	Ruth Buchanan
Kainos Community	Jerry Butler
Partners of Prisoners and Families Support Group	Peter Calvert
Catch 22	Emma Capon
Princes Trust	Adam Carne
Bridge Programme	Vince Carroll
Just Women Project	Jane Cawrey
Criminon	Alison Daniels
Trailblazers	Clare Davis
Working Links	Doug Dawson
Clinks	Nathan Dick
Circles UK	Kerry Earnshaw
Rapt	Nicola Eyers
Southside Partnership	Giemes Fablo
Buddy Plus+ Mentoring Project – Derbyshire Youth Offending Service	Tony Faulkner
BLAST Foundation	Ralph Findlay
DISC	Neville Flanagan
Shelter	Cherry Furber
HMP Askham Grange	Stephen Gallagher
Foundation	Melanie Golden
Lemos & Crane	Carwyn Gravel
Fine Cell Work	Kirsty Green
Stonham	Rowena Hagger-Utting
Penrose	Verena Hewat
DANDA	Melanie Jameson
BAC-IN CIC Ltd	David Jammah
YMCA	Cathy Jerrard
Southside Partnership	Jan Lemmon
Nesay Ltd	Mal MacLean
Goodwin Development Trust Ltd	John Marshall
Clare McGregor	Clare McGregor
Navca	Carrie McKenzie
CSV	Sarah Muirhead
The Basic Project - Refugee Council	Alain Munyangabe
Clinks	Richard Nicholls
The Royal College of Nursing	Ann Norman
Ministry of Justice	Claire Parkin
Foundation Training Company Limited	Jacqui Rolando
HMP Wormwood Scrubs Community Chaplaincy	Charlie Ryder
Humberside Probation Trust	Jane Rymer
New Hope Mentoring	Rachel Simpson
Start up now	Mari Simpson
St Giles Trust	Colin Skyers
NOMS East of England	Richard Thompson
Parents and Children Together (PACT)	Becs Wargen
HMP Wandsworth	Rev Allison Waterhouse
Sobriety	Bob Watson
Nacro	Lee Whitehead
De Paul Trust	Rachel Wilkinson
Mentoring & Befriending Organisation	Jackie Wilson
PACT	Bess Wirgen

## ▶ Introduction

The Clinks volunteering and mentoring network open space event was an opportunity for our members and stakeholders to get together and discuss the impact of new Government ideas and future Government action on volunteering and mentoring in the Criminal Justice System (CJS).

The day was designed to be led by the attendees and the agenda to be created by them. Discussion in groups led to recommendations that Clinks will take forward in responding to the forthcoming Coalition Government green paper on criminal justice, 'The Rehabilitation Revolution'.



## What do we know already?

- The Coalition Government's agreement has talked very positively of the introduction of new providers into the Criminal Justice System. This, it is thought, will open up new opportunities for many providers of services.
- The 'Big Society' idea has been talked about a lot and often it is looking for increased volunteering and community involvement. This has been spurred on by a desire to involve local people in their communities and helping them support some of the most disadvantaged people in those communities.
- Localism is 'in' and regionalism is 'out'. Volunteering and mentoring has to be a local venture to recruit and mobilise people to volunteer or get involved in their local community. A lot of smaller voluntary sector providers are local initiatives created by local people.
- There is a desire to support volunteering and mentoring from the Government but this is in the face of budget cuts.



## What don't we know?

- The October spending review: we know that there will be cuts but where and how will they affect us?
- The Rehabilitation Revolution green paper to be issued in November. This will set out the change that the coalition Government wants to see in our Criminal Justice System. What will it mean for volunteering and mentoring in the Criminal Justice System?



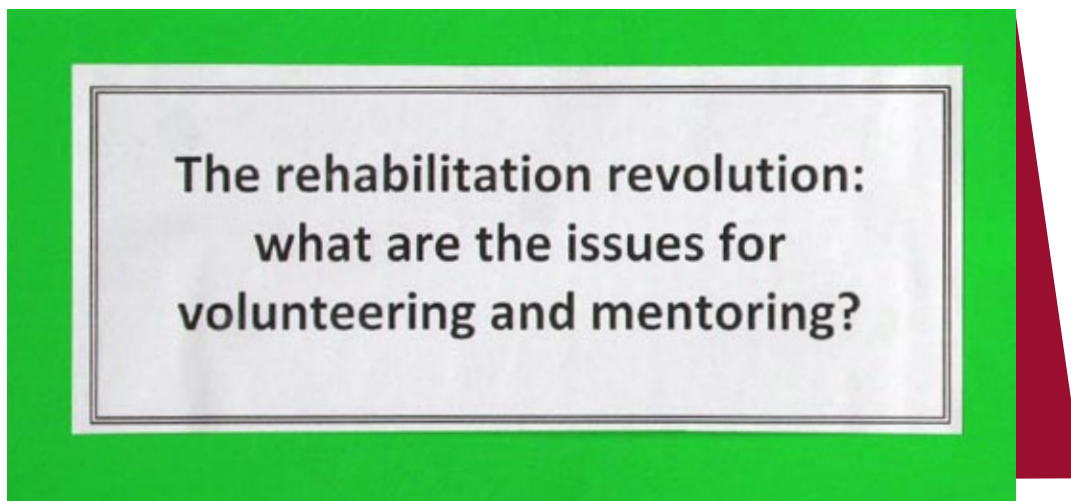
## What will the event do?

- We will type up the event and release the recommendations discussed to all the delegates.
- We will take the recommendations made and feed these into the forthcoming Rehabilitation Revolution green paper.
- We will launch a new interactive website to continue the debate.



**Nathan Dick, Development Officer, Clinks**

Using the Open Space process delegates created an agenda for the day in relation to the question:



The topics posted and the recommendations that emerged from discussion are listed on the following pages. The numbers in brackets reflect the votes assigned to different recommendations by delegates at the end of the meeting; the initials are of those who intend to take action.



## Impact of payment by results on mentoring and volunteering programmes (Group 1)

Group leader: Richard Nicholls

### Main points discussed:

- Organisations that aren't performing as well as they should will have to improve their practice
- What are the outcomes going to be? How do you show soft outcomes as well as hard outcomes
- It is going to be important that the Government engage with trust funds about how this is going to work
- Can't be one size fits all
- Concern that you change the criteria to make it fit which could affect the quality of practice

### Recommendations:

### Votes

- There needs to be a proper dialogue with organisations that deliver mentoring and volunteering programmes (4)
- Need to be clear on the model – be able to show soft outcomes as well as hard outcomes (17)
- Staged payments rather than one payment at the end (1)
- Need to make sure that the voice of the smaller organisations is heard (1)



## Impact of payment by results on mentoring and volunteering programmes (Group 2)

Group leader: Mari Simpson

### Main points discussed:

- Definition of criteria for success – i.e. needs to consider both qualitative and quantitative data and should consider other successful outcomes other than just reducing reoffending rates.
- What is an appropriate time period for evidencing success
- Payment delivery - split of initial and final success payments
- How to stop 'cherry picking', categorisation of offenders and likelihood of reoffending
- Impact of inconsistency and level of engagement across the prison estate
- Should mentoring be statutory and should mentors be part of the sentence plan working together with probation?
- How is the Government going to take into account the views, offerings and expertise of the myriad of smaller charities that work in the CJS
- Consider the offender as stakeholder in the process? Incentivise him/her to not reoffend and what would be an appropriate incentive

### Recommendations:

- |  | Votes              |
|--|--------------------|
| • Link payment to achieved objectives on a streamlined sentence plan   | (4)                |
| • Upfront payments to help cash flow   | (8) CS             |
| • Widen use of 'through the gate' model  | (4) CS, JM, EC, FG |
| • Transparency or support in contract negotiations for smaller charities – they must be helped to understand what they are signing up to | (11) CS            |



## How should the Government deal with the potential gap in funding between existing grant funding and new SiBs/Payment by results – whilst still maintaining expertise and existing successful programmes?

Group leader: John M, Clare, Tony Faulkner

### Main points discussed:

- Social impact bond (SiB) and payment by results models
- What about early intervention work – how will this be paid?

### Recommendations:

- What about Government getting investment partnership together in the first couple of years? E.g. Big Society Bank
- Model of payment by results and grant funding combined – i.e. 50% grant funded and 50% payment by results
- Conditional funding – certain portion has to be commissioned to small organisations. This could be dealt with on a local basis through sub-contractors.

### Votes

(1)

(2)



## How can we ensure that we work collaboratively, not competitively in providing mentoring services, particularly if Government put mentoring out to tender?

Group Leader: Cathy Jerrard

### Main points discussed:

- Are smaller organisations going to get lost?
- Informal partnerships of small and large organisations (but beware of mission drift)
- Can different organisations share volunteers from one pool
- Not all partners have same standards – basic standards needed
- Mentoring & Befriending Foundation (MBF) suggest putting an amount into bid to cover MBF accreditation
- Co-ordination of all services
- Avoiding duplication
- How to know who's where
- Awareness of other services
- MBF mentioned Sector Reference Groups
- Database essential
- Clearance vetting variable for volunteers going into prisons
- Making use of local knowledge



### Recommendations

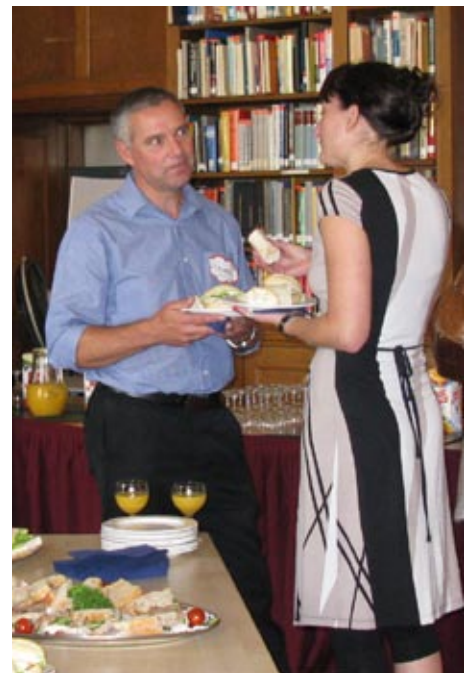
- | Recommendations  | Votes  |
|--|--------|
| • Ring fenced, properly funded resettlement post in every prison (preferably not a prison establishment staff member as they often get called for duties elsewhere)  | (4)    |
| • New regional post – single point of contact for mentoring services. Would upload comprehensive database and keep up to date. Have local knowledge of volunteer base to provide individual through care to appropriate mentoring agencies | (8)    |
| • Equal playing field for all organisations – small and large, when applying for funding   | (2)    |
| • Standardisation of clearance requirements for volunteers coming into prisons (possibly according to category of prison). One set of security forms should be sufficient for entry to all prisons   | (3)    |
| • A list of approved external accreditations for all mentoring organisations. Achieving this would show quality in the sector but it needs to be affordable  |        |
| • Consider 'one-stop shop' partnerships  | (7) CS |

# How do you get Government to get the balance right between valuing mentoring and volunteering and not passing the buck?

Group leader: Clare Davis

### Main points discussed:

- Recognise difference between unpaid workers and volunteers
- Impact of financial implications – not let Government see it as a free resource
- Risk of having to replace paid staff with volunteers and impact this could have on volunteers; will they receive the same support? This could impact on the service
- Risk of devaluing – pressure put on volunteers and organisations will make it more difficult to achieve results
- We need to sell the benefits of volunteering, it isn't free labour. If the Government see it as free labour, they will not understand it's role and value
- There is a risk that many organisations who support volunteering may go under with financial cuts – especially smaller local voluntary and community sector organisations
- Need to make sure there is proper volunteer management. If you reduce the number of paid staff, the support for volunteers will drop
- A poorly supported voluntary sector will be damaging and detrimental



### Recommendations:

- Make sure people across the whole spectrum are educated on what volunteering really is and the difference between unpaid workers and volunteers
- In light of funding cuts explore collaborative working, working in partnership with other voluntary organisations and statutory agencies (5)
- Clear recognition across the CJS about the importance of working in partnership with mentoring organisations (5)
- Recognise that volunteering is not a free resource (5)
- The voluntary sector needs to be recognised for the amount of and quality of the work it does. Its vital for meeting Government agendas (1)
- Avoid exploitation of volunteering, recognise the positive impact it has (1)

### Votes

## How do we skill up volunteers who have little or no knowledge of the Criminal Justice System – especially if there is a large influx of volunteers

Group: Becs, Jocelyn, Ruth, Jane, Adam, Verena

### Main points discussed:

- The CJS need to make itself more accessible and it's staff more available to train and support volunteers
- More forums that share CJS skills and expertise should be organised for voluntary organisations to join
- MOJ to establish departments to coordinate and link voluntary sectors
- The VCS to seek out and create training packages for all volunteers
- Duplication of work

### Recommendations:

- The CJS to make themselves more available and accessible by appointing individual links within establishments.
- Events and forums around CJS to be organised for/by the VCS
- MOJ to establish department or lead to coordinate VCS (through Clinks?)
- Training packages to all volunteers (accredited)

### Votes

(1)

(7) CS, EC



### How do we get beyond “middle class” volunteering?

Group leader: Clare McGregor

#### Main points discussed:

- How to manage the surplus of volunteers due to the credit crunch?
- Mentor-matching – unlikely pairings can work

#### Recommendations:

- Get ex-offenders into volunteering (overcome CRB issues & discrimination and make sure sufficient support is in place e.g. around mental health)
- Do ‘outreach’ to find volunteers e.g. community centres, football matches
- Ask: who do you want to mentor you, where might we find them and how could we support them?
- Transfer / share / cross-fertilise ex-offender volunteers ‘born and bred’ within your charity with other charities
- Go to employment services who are looking to place ex-offenders
- Be flexible - enable people to do ‘drop-in’ volunteering (like Mary Portas and the Oxfam shop on TV)
- Ask a group to work out when they are able to do training
- Reimburse costs and offer a package e.g. childcare, accredited qualifications
- Get volunteers to come up with solutions to all this.



## Peer mentors and access to prisons

### Main points discussed:

- It is important that we articulate clearly why it is important to have peer mentors in the prison system.
- Often the only way to guarantee peer-to-peer involvement in a prison setting is to negotiate directly with each prison governor: set precedents, negotiate Service Level Agreements (SLAs). Local practice can be cross-referred to other prisons by using a prior success as an example of what can be achieved.
- Share good practice with other organisations such as the Citizens Advice Bureau (CAB) and Alcoholics Anonymous (AA) or Narcotics Anonymous (NA).
- Need to get prisons to follow a central policy on service user engagement such as putting in place Key Performance Indicators (KPIs) or another national policy initiative.
- There is a disconnection between policy and practice. It should be argued that this is national policy and therefore no arguments occur. This could be disseminated through the Directors of Offender Management (DOMs) for each region. Or possibly through a single point of contact for each prison.
- Consistent approach around CRBs and criminal records needs to be adopted across NOMS. Should declarations of past convictions stop people being able to volunteer with offenders or should it simply be tested on a case-by-case basis.

### Recommendations:

- Clinks to lobby for a consistent approach towards CRBs and security clearances for ex-offenders
- Clinks to facilitate a conversation about peer mentoring on their new website
- Bring an end to ad hoc decision making and the huge level of variety
- A survey of prisons to be conducted that asks why they do or don't accept peer support and what policy they take (broken down by category (A, B, C, D))
- There should be a clear line of contact for who to contact on peer support in the MoJ & NOMS
- A lobbying tool for those who want to promote peer support and the use of ambassadors



## Importance of early intervention and prevention

### Main points discussed:

- High percentage of excluded pupils ending up in Criminal Justice System
- High percentage of children in care ending up in Criminal Justice System
- Inequality in society is one of the risk factors for young people becoming offenders
- How to break the cycle of children of problem families becoming young offenders
- Prevention – spend now to save later. How is this funded?

### Recommendations:

### Votes

- Provide adult volunteer mentors to work one-to-one with troubled young people, boosting their self-esteem to enable them to remain in main stream schools (3) EC
- Recognition of practical skills without need for endless academic components for young people who feel put off by writing (2)
- Provide parenting courses in community run by volunteer facilitators (3) MG
- Recruit through nursery and primary schools. Run similar courses in YOIs (2) MJ



## How to manage scandal while maintaining service delivery?

Group: Therese, Stephen, Bob, Jocelyn, Jane, Nathan

### Main points discussed:

- Now have access to reoffending rates so we can evidence successes when working with the media.
- Issues around safeguarding rehabilitation when media involvement hinders rehabilitation.
- Enhance image of managing offenders in the community.
- Knee-jerk strategy.

### Recommendations:

- |   |     |
|---|-----|
| • Refer to reoffending rate outcomes as successes when working with media                               | (1) |
| • Research projects into the influence of media on MOJ strategy   | (3) |
| • Review of measures to protect the prisoners and ex offenders regarding media attention and harassment | (4) |
| • Standardised risk assessments for voluntary organisations   | (4) |

### Votes



## Should the Government do more on the issue of housing people just released from prison?

Group leader: Charlie Ryder

### Main points discussed:

- Rent deposit scheme for prisoners just being released instead of just giving them money directly it goes into a rent deposit scheme
- More supported housing projects, which meet the needs of prisoners.
- Some will reoffend to go back to prison as they will be better off inside in terms of the support being offered which ultimately that costs more money
- Every prison having a housing link worker connected to that borough
- The council does not classify ex-prisoners being released as vulnerable adults.
- Ex-prisoners can use residential rehab as a housing alternative which is very expensive and high drop out if they don't commit to it as they are just desperate for a place to stay

### Recommendations:

### Votes

- Change legislation so that ex-prisoners being released are classified as 'vulnerable adults' by the council
- For substance misuse teams who offer community treatment to offenders to also provide temporary accommodation to the ex-offenders for the duration of the treatment (1)
- Ensure no fixed abode (nfa) prisoners' discharge grants are allocated to rent deposit schemes or something similar (1)
- Every prison having a housing link worker connected to that borough (2)



## How do we have the revolution despite the Government?

Group: Tricia (Richard, Melanie, Jan, David, Kirsty)

### Main points discussed:

- Take responsibility and start thinking more creatively e.g. time banking model / exchange / bartering for resources. Our whole way of thinking needs to change.
- Depressing that more people don't want a revolution!
- Make the case. Show our value, effectiveness. Have our Key Performance Indicators (KPI) and link to Departmental Strategic Objectives (DSO). Not just sending proposals but have the dialogue.
- People power! Use the sheer volume of volunteers as pressure group as Governments change policies because of people. Do we know how many people volunteer within the CJS. Let's unite the energy.
- Create a community of volunteers (within organisations) as creates support, management, accountability – but also demands more time
- Stop lots of dabbling. Let's create an effective, efficient 'one stop shop' for offenders on exit that will tackle the seven pathways. Current signposting often ends at the organisation achieving their KPI rather than meeting the need of the offender; or the staff does not have sufficient skills to address the offender's needs. It could be run by volunteers but funded sufficiently to be effective.
- Is recommending abstinence an option (for drug and alcohol issues)?



### Recommendations:

- |   | Votes |
|---|-------|
| • Think more creatively and 'out of the box'. Be prepared to go through the amorphous state before the new ideas form. Our thinking needs to change |       |
| • Make the case. Show our effectiveness, our value and link them to KPI's and DSO   | (1)   |
| • People power! Use the sheer volume of volunteers as a pressure group (do we know how many people are CJS volunteers?)                             | (2)   |
| • Create effective, efficient "one stop shop" for offenders, linked to the 7 pathways. Run by volunteers who know their stuff and well resourced    | (6)EC |

### How do we ensure we are not setting volunteers up to fail?

Group: Tricia (Vince, Neville, Kirsty, Jane, Nicki)

#### Main points discussed:

- Dishonest in expectations: ex-offender volunteers want to work – and often in social care. They are given expectations of work when it isn't true.
- Need more joined up thinking about rehabilitation – there is a lack of housing, finance, Education, Training and Employment when people leave prison or have a criminal conviction so are we setting them up to fail?
- People should be able to choose their own vocational or academic training depending on their own aspirations
- Sometimes organisation simply to tick boxes; the ex-offender achieves little and gets demoralised. This in turn can put huge stress on the volunteers who are often highly motivated.
- The fact that people who have done courses, for example, drug treatment, alcohol awareness, or restorative justice often increases their self awareness and means that they engage better with the volunteer outside. We need more courses like those on the out
- Lots of volunteers with history of (ex) substance abuse lack the support they need. There is often a problem of lack of management, supervision and support for vulnerable people volunteering. Getting a Criminal Records Bureau check (CRB) and recognising what the issues are might help people to give volunteers the support they need.
- How do we find out what some of the issues might be when working with vulnerable volunteers?
- Benefits and volunteering – signing on can interrupt the volunteering; job seekers allowance and volunteering

#### Recommendations:

#### Votes

- Create a sense of community among the volunteers; one organisation where they all know each other, socialise together. It should be a supporting environment. The sense of community naturally builds informal support and management
- Find proof that the prisoners who have increased their self awareness through courses on the inside are more likely to engage and turn their life around outside. Influence prison policy / funding for courses. (2)
- Be honest. Don't raise unrealistic expectations of volunteers that, if they volunteer they will get work. Getting work in the social fields after offending is actually relatively difficult and people need to know that (2)

### How to capture the time and skills of people being made redundant, who may only be short-term volunteers?

#### Recommendations:

#### Votes

- Start with what the organisation wants doing & what the volunteer wants to do - initial training in groups allows exploration of this.
- Use people's ideas immediately – have a focus group look at some key challenges facing the organisation as part of the assessment process & let people know their ideas will help you develop. Ask if they'd be willing to contribute to more groups.
- Things can be simpler and quicker if they're not accredited – have a range or a set of modules to build on.
- Charities can join together to deliver some core mentoring modules and add their own organisation-specific ones
- Don't just consider one-to-one coaching and mentoring:
  - "Activity volunteers" working in groups with paid support in the room are still able to provide encouragement and support to (ex) offenders with less training e.g. don't just paint a youth centre but work with the "youths" to organise and do it
- Some people will be happy doing office tasks & may then be interested in one-to-one
- Clarify what CRB checks are definitely needed for, what can be done without them and, most importantly, work out what volunteers can do whilst waiting for them so that they don't lose heart or interest in the organisation
- Stress the benefits and value to them (particularly for those who might be more profit-led):
  - Avoids a gap on your CV
  - Keeps you in touch with your field or a new field you're interested in
  - Psychological / mental health benefits
  - Pro-active engagement
- Target industries (e.g. banks) and departments (e.g. health or justice) – many have established volunteering departments and volunteering coordinators. Some are keen to be involved whilst people are still working for them, others such as PCTs may be more interested in their 'redeployment phases'.
- Good for the organisation to be able to add volunteer opportunities and signposting to their redundancy package
- Link with Council for Voluntary Services (CVS) and HR departments at a higher level than just offender-specific mentoring?
- Check out what's already going elsewhere to address this e.g. on Just Do It website ([www.do-it.org.uk](http://www.do-it.org.uk)) & NNVA (National Network of Voluntary Involvement Agencies) through the CSV website ([www.csv.org.uk](http://www.csv.org.uk)).

(1)

### Should there be a common evaluation tool for mentoring and volunteering?

Group Leader: Nathan Dick

#### Main points discussed:

- Organisations often have to prove their worth, but, it's difficult to track offenders through different service settings and post-release at the end of a period as a service user.
- How do you know what has made a difference and when do you know what has happened has happened because of your intervention
- Outcomes that are called for are often led by the funder/commissioners of services and these are often extremely divergent and uncomplimentary. Contracts that find people working with offenders can come from the Department of Health, Department for Business and Innovation, Ministry of Justice and other places. Could commissioners collaborate to develop a common evaluation tool?
- The statutory sector and it's partners often fail at sharing appropriate information with each other that would support the measurement of outcomes, e.g. on re-offending. This is often put down to a lack of disclosure procedures between partner organisations that leads to information on service users being held back. This is a key challenge of multi-agency working and the difficulty of information sharing.
- The aims and objectives of the delivery partners in the CJS are often radically different to the statutory partners; Key to this is not having the aim of punishing offenders. This can cause a clash in terms of what each agency wants to see recorded and reported. This needs to be recognised and circumvented.
- Evaluation and demonstrating effectiveness is costly and people who are asked to do this should be funded to do this in turn.

**Recommendations are on the following page**



## Recommendations:

## Votes

- Evaluation costs money – if good outcomes data is expected as part of a contract then it should be funded and if people are expected to have good outcomes data beforehand this is a capacity issue that needs to be supported. (7)
- The basic 'outcomes star' model is a good tool for the VCS to use and is already commonly used and recognised. It is beneficial because it measure the individual needs. (1)
- Outcomes monitoring of volunteer input should be valued as much as measuring the outcomes for service users. (9)
- Government need to understand that reducing reoffending isn't the only outcomes worth measuring, There are diverse outcomes it may be unhelpful simply to measure interventions in this way,
- Payment by results which focus on reducing re-offending may provide a useful model of measuring a reduction in re-offending – is this replicable.



## How do we get Government to take alternatives to custody seriously and in the process create more opportunities for volunteering?

Group leader: Bob Watson

### Main points discussed:

- An approach focusing on the whole individual is at present the exception rather than the rule.
- Attitudes and arbitrary barriers to ex prisoner volunteers: difficulty of leaving prison is underestimated: license conditions create difficulties
- Ex prisoners can be useful mentors to people in prison: need for possibilities to be explored
- Numbers of ex soldiers in prison are rising.

### Recommendations:

- Magistrates and judges should be given training to meet national benchmarks in sentencing
- License conditions should cover consideration of personal development as well as restrictions, and not be a weight around the neck of the individual
- There should be an audit of the needs of ex servicemen in prison and on probation, many of whom have been convicted of crimes of violence
- There should be a review of pre-sentence reporting and recognition that 'quick fix' reports cause damage.

### Votes

(3)

(4)



### Concerned that the effectiveness of mentoring is being diluted by mismatching of mentor to mentee.

Group leader: David Jammeh

#### Main points discussed:

- Issues around matching, considering culture and social background.
- Benefits of life experience and an empathetic approach.
- Need to monitor and evaluate the mentor-mentee experience to ensure relationship is productive and effective.
- Difficulties getting individuals with the relevant life experiences into prison due to security issues.
- Necessary to have positive end result i.e. employment, housing, family relationships.

#### Recommendations:

- | Recommendations:   | Votes |
|--|-------|
| • Quality Peer Mentoring considering cultural, social backgrounds.   | (4)   |
| • Ensure mentors have life experience/empathy required to be effective.  | (1)   |
| • Improve access to prisons for those with 'colourful' histories however have demonstrated a transformation in their life. | (7)   |
| • Volunteers and Mentors must have employment opportunities.   |       |





## Concluding Remarks

### **These comments were made by delegates at the end of the meeting**

Life feels a bit scary but there was a lot of hope today and exciting stuff said.

Great day. I am speaking as the former boss of a skint organisation but nevertheless, we should not let funding issues turn us into slaves.

Hopefully we can present our 'wonderful' new Government with some thoughts on how to receive volunteering in the future.

Great to all come together.

I'm glad that I was not left alone on a chair with my question!

The discussion forum on the website is a good idea.

Thanks for a great day and really nice sandwiches.

I am involved in coaching and mentoring and I'm thinking about offering this service free for people working in this sector.

There were lots of positive ideas today.

The discussion today has been all about quality, value for money and outcomes. I think that is why the third sector has a bright future. This is about people's lives and taxpayer's money

Thanks for a great day. We are all waiting for White paper next month – but now I feel better prepared.

The day was helpful and enjoyable – lots of ideas for ground work. Looking at recommendations, a lot of the same things are coming out in different ways.

Seeing so that there are so many common themes in the recommendations really gives hope for a common voice as a sector.

Nice to be at an event where you don't get talked at and there was no power point.

## Concluding Remarks

This was a different way of presenting the day and I got a lot out of it. It was great finding that my organisation isn't alone and that we have so many similar issues and we're all fired up to fight the challenges.

The BBC is looking for a young offender with dyslexia to make a programme – if anyone works with in this area please contact Melanie Jameson, Dyslexia Consultancy Malvern (01684 572466 or [dyslexia.mj@dsl.pipex.com](mailto:dyslexia.mj@dsl.pipex.com))

We haven't grasped our potential. I don't think we've grasped the concept of a revolution yet. We don't have that vision yet.

I loathe meetings but enjoyed today.

I enjoyed meeting colleagues today and swapping business cards.

I hope we can use the forum in a really collective way and use it to share ideas.

This was a solution-focused day – which is unusual - and we know that things are going to happen as a result of today.

It's great to know the discussion we've had today will be presented to the Government.

I am encouraged to meet all these people involved in mentoring and it is great to see strength of group.

Lots of good practical ideas to take back and ideas for partnerships. It has been very positive to comment like this before Green Paper.





How can we ensure that as Mentoring organisations we work collaboratively rather than competitively, particularly if Govt puts mentoring out to tender

Cathy

2





Getting on  
**Brilliantly**

Event led by Annette Zera  
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**CLiNKS**

supporting voluntary organisations that  
work with offenders and their families