

# DIRECTION FOR BEDFORDSHIRE

APRIL 2019- MARCH 2020



**Direction**  
for Bedfordshire

## FACTS & FIGURES

- ✓ **164 Referrals**  
49% through face to face contact  
32% through email  
19% through phone
- ✓ **45% Self Referrals**
- ✓ **228 Signposts made**
- ✓ **410 Face to Face Engagements**
- ✓ **77% positive outcomes encouraging 'better life choices'**
- ✓ **6909 Website Hits**

This newsletter is an overview and update for partners of all that has been going on with regards to the Direction for Bedfordshire Offender Hub between April 2019 – March 2020.

Written and Edited by: Lauren Cox (Offender Hub Coordinator, YouTurn Futures)

We are proud to say that we have reached the end of our first year of service, and what an amazing year it has been. On 2<sup>nd</sup> April 2019, Kathryn Holloway and various partners helped us launch our Direction for Bedfordshire website. Since that day we have constantly been striving for success in order to help those in Bedfordshire that need support in getting themselves, a client or loved one back on track.

## A snapshot of our first year:

- We initially set out to be website directory, phone and email service for (ex)offenders, their loved ones and professionals working on their behalf. Our Online Directory was adapted from the directory originally on the Youturn Futures website, which was used for supporting Integrated Offender Management. Since Direction launched, we have added an extra 100 services to the Directory - total of **191 services**.
- From the outset we were marketing and promoting our service with partner agencies across the county, by delivering presentations and talks to teams. We would like to once again **extend our sincerest gratitude to all our partners** who have invited Direction into their organisations, and have helped raise awareness. Direction is centred around partnership working and we really feel we have been able to enhance that in Bedfordshire with the amount of knowledge and contacts we've gained in the last 12 months.
- Approximately 4 months into our service, we wanted to extend our visibility and awareness further by **progressing to a direct service for service users**. We achieved this by delivering drop-in sessions within partner organisations including HMP Bedford 'Square One' Departure Lounge, Bedford Approved Premises, HARRP Luton, Women's Aid in Luton and Kingsbrook and Cauldwell Community Group. We have also attended Community Events and Jobs Fairs to speak to individuals who may have not known of us otherwise. This has been a very successful progression in service delivery and is evident in 45% of our total referrals coming from individuals themselves.
- We have received our referrals from a wide range of sources. As we work closely with **BeNCH CRC and NPS**, they have submitted **31%** of our total referrals respectively. There have also been referrals from police, prison, family/friends, health services and Youth Offending Service.

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Restore, Reform & Reintegrate



**Bedfordshire**  
Police & Crime  
Commissioner

# COVID- 19

We find ourselves in a turbulent and uncertain time that many of us could not have foreseen or planned for. We had some new initiatives in the pipeline that unfortunately have been delayed. We had planned to host our first Partnership Networking Event, starting with the services in Luton at the end of March 2020. I want to thank all those who expressed an interest in attending, presenting and exhibiting at a stall. We were very excited to kick off these events that we intend to host for our partners in Central Bedfordshire and Bedford Borough as well. We will be able to reconvene on these as soon as it is safe to do so.

We want to push our service as much as we can during this difficult time to support strained services and service users whose vulnerabilities will be enhanced by the current situation. This unprecedented time has also created vulnerabilities within the wider community, and therefore we are accepting contact from anyone who feels like they are struggling. We can be contacted via phone, email, video calls, Facebook and Twitter. If we do not have the answers initially, we will strive to find them. We can give information and advice, or even be a listening ear for anyone who feels overwhelmed. Please do not hesitate to get in touch, and encourage those you are working with to do the same. No matter is too small or insignificant, and now more than ever we need to do whatever we can for our local community.

- **15%** of our referrals have come from our **partner services** in Bedfordshire and beyond: including YMCA, Keystage Housing, Luton Adult Social Care, Hertfordshire Children's Services, Early Help, Squared, Citizens Advice Bureau etc. As I have mentioned, we have made countless positive working relationships during the past year, so I want to **encourage our partners to get in touch with our free and confidential service**. Our knowledge is constantly growing and as we all know; things are always changing. Therefore, if we do not initially have the answer to a query, we have the capacity to research solutions and circulate any new information we find.
- The 164 referrals we have received highlighted 174 pathway needs, some common themes of pathways needs: **49%** were needing support with **Education, Training and Employment**; **16%** were needing support with **Health and Wellbeing**; and **16%** were needing support with **Financial Support**. These issues are definitely not presenting anything new or surprising given vulnerable people we are working with, but rather enforces the holistic approach that needs to be taken to effectively address them. We want to continue creating links for partners and service users to enhance rounded support and collaborative working.
- We have been able to make **228 signposts** to services and information to help our clients and services users access support. Depending on the referral there could be multiple organisations who can understand an individual's needs. In more complex or niche cases there may just be currently one provider who can address their need.
- We have therefore had **77% of positive outcomes** for making better life choices. We can provide the resources to enable people to move forward with making better life choices, by linking them to local services that work with their pathway needs. The majority of the remaining 23% unfortunately were due to individuals rejecting support we offered, or we were unable to make further contact. We appreciate that our clients are vulnerable, and at times chaotic. We therefore always reassure individuals that they can come back to us at any point when they feel ready to take further steps in getting support. The very small numbers of unresolvable referrals that we have received have also highlighted some service gaps in Bedfordshire.



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