

YouTurn

Restore, Reform & Reintegrate

REGISTERED CHARITY NUMBER: 1156468

2020-2021

Impact Report



youturnfutures.com

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CHAIR OF TRUSTEES: DOUG DE-ST-AUBIN

I was extremely proud to take over as Chair of the Trustee Board in this last financial year. I have been involved with YouTurn Futures since its inception and it is completely unrecognisable now from its humble beginnings. With an initial agenda to ensure Integrated Offender Management continued to be a priority for partners through austerity, the Charity, represented by its amazing leadership and staff team, have taken it to a level beyond belief in their endeavours to bring about best practice by partners and enhance the quality of services to people in the Criminal Justice System.

YouTurn Futures exists to meet the needs of those most vulnerable in society whose situation was exacerbated by many services closing at their time of greatest need due to the pandemic. YouTurn has adapted its services and demand has grown through the pandemic with nearly 8000 visits to the Direction website and direct support provided by Direction staff to almost 500 people. It's not always easy to quantify the impact of our work, for it's impossible for us to know whether something that hasn't happened would have happened without our intervention, however, I find the service user satisfaction findings a strong indicator that our services are changing lives.

In the last year, YouTurn has developed a number of new and innovative services focused on prevention and diversion. It is with great excitement and anticipation that we embark on our newest endeavours to divert people away from crime earlier, through our projects with Police and Local Authorities to deliver Conditional Cautioning and Supported Pathways respectively, creating opportunities for young people to satisfy their needs in ways other than by resorting to criminality.

At our core is still the work we do behind the scenes to improve the integration of partnerships, to continuously learn and grow in our combined efforts to tackle some of the most serious afflictions our communities face. The importance of our work with partners in coordinating responses to child exploitation and serious violence cannot be overstated enough and again, whilst challenging to quantify the impact, the outputs are great evidence to support a right-thinking assessment that we are making a positive difference.

This report fantastically evidences the great work of YouTurn Futures and sets the tone for where we are going next. Naturally, none of this would be possible without the great support of our partners, funders and commissioners, to all of whom I am extremely thankful, for it really is a collaborative effort.

I trust you will enjoy your reading of this report and I thank you for whatever interest brought you to it.

Chair of Trustees, Doug De-St-Aubin



OUR VISION

To create safer communities by working with professionals, communities, families, offenders and vulnerable people

OUR MISSION

To support the integration and engagement in society of marginalised groups. We believe better lives are achieved through working in partnership. Our values are at the heart of what we do.

OUR VALUES

- Commitment
- Transparency
- Authenticity
- Innovation
- Professionalism
- Compassion

YouTurn was set up initially in 2014 to provide co-ordination and leadership to the Bedfordshire Integrated Offender Management (IOM) scheme, a multi-agency approach to managing the most problematic offenders during a period of significant change as the probation service was part privatised.

Over the past 7 years YouTurn has continued to innovate and grow, now proudly providing project leads, analytical support, business support and coordinators for over 15 local and regional areas of delivery, projects and services. Our initial tiny team of 2 has grown to 11 members of staff across the county and this report focuses on the last 12 months (*April 20- March 21*).

MEET THE YOUTURN TEAM



Abbie Rowley
Performance &
Project Lead



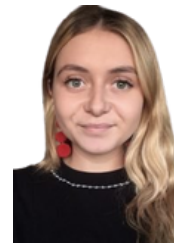
Alison Owens
Business Support
Officer



Stuart Smith
YouTurn Director



Neill Waring
Offender
Management Lead



Lauren Cox
Direction Hub
Coordinator



Benita Branagan
Performance Analyst



Lisa Robinson
Exploitation Lead



Tommy McCollin
Direction Hub Coordinator



Elaine McConnell Growth &
Development Lead



Emma Freeman
Direction Hub
Coordinator

A MESSAGE FROM OUR DIRECTOR

2020 has been a year like no other in living memory. The devastating consequences of the global pandemic has resulted in millions of lives taken, with many more people suffering significant physical and economic trauma as a result. Often those hit the hardest are those most vulnerable in the community with repeated lockdowns impacting significantly on individuals ability to access the support services they need.

YouTurn has continued to deliver its support services despite the challenges of lockdown and social distancing, it is a sad reality that if anything the demand for help and support by those most marginalised has increased. Many of the interactions that YouTurn has delivered have, through necessity, been virtual, online and on the telephone. It is hoped with Covid restrictions easing that more face to face services can resume in 2021.

I would like to thank all of YouTurn Futures funders, who have been incredibly supportive in these difficult financial times, to our trustee board who provide wise guidance and support, to our partner agencies who have helped us deliver joined up services and also to the YouTurn team members who every day work professionally and tirelessly to make a difference to the lives of those who are in difficulty.

YouTurn Director, Stuart Smith

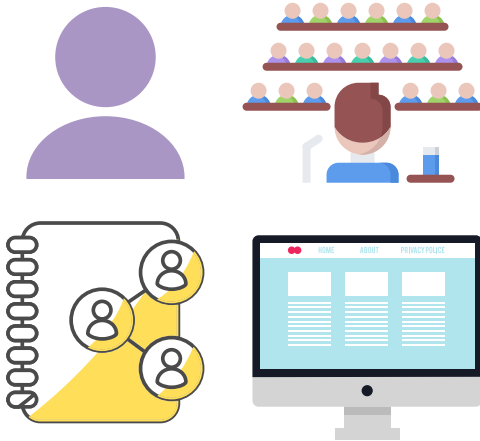
YouTurn Futures Impact Timeline



YouTurn
Restore, Reform & Reintegrate

2015

Recruitment of two new members of staff. Integrated Offender Management (IOM) Coordinator and Child Sexual Exploitation (CSE) Coordinator.



2014

YouTurn Futures launched as a local response to 'Transforming Rehabilitation' agenda. 2 full time members of staff. Director and Performance Analyst.



2016 - 2017

Host National IOM Conference and first Bedfordshire against CSE conference.

Business Support Role Recruited

Creation of CSE Disruption Toolkit

YouTurn Futures website launched and online Directory of Services.

2018

Funding secured for IOM PI scheme from Luton Crown Court

YouTurn developed Bedfordshire CSE Practitioners guidelines

Implementation of Harm Based cohort for IOM in Bedfordshire

Volunteers recruited to help with the YouTurn website developments

YouTurn host Bedfordshire CSE Sexual Trauma Conference

YouTurn commissioned by Hertfordshire IOM for cross border coordination.

Business support role to aid Serious Youth Violence Panel for Bedford & Central Youth Offending Service

#ITHAPPENSTOBOYSTOO campaign delivered

Starter Packs for IOM Key Stage Housing introduced



Direction
for Bedfordshire

'Direction for Bedfordshire' commissioned by Beds Police and Crime Commissioner and website launched.

YouTurn Futures recruit 2 Direction Hub Coordinators.

YouTurn commission Reactiv8 and KeyStage housing to provide additional support to IOM nominals throughout Bedfordshire.

By 2019 YouTurn had recruited 7 additional members of staff and were involved in 6 different projects across Bedfordshire.



2020- 2021

Please find below a few of our highlights from the last 12 months. Full details of our workstream accomplishments and developments can be found within the project breakdown sections of this report.

The YouTurn team has grown with the recruitment of an additional Direction Hub Coordinator.



YouTurn has continued to deliver it's support services across Bedfordshire despite the challenges of National Lockdowns and Social Distancing, through developing online forums, virtual consultations and networking,



Central Bedfordshire Council commissioned YouTurn to develop and deliver a Supported Pathway Service for 16 to 25 year olds, designed to support young people to move away from serious violence, knife crime, gangs, organised criminality and also support those at risk of being exploited through these activities.




Launched Conditional Cautioning for Bedfordshire Police, providing a bespoke 1-2-1 compulsory session with an experienced lead professional aiming to reduce reoffending by identifying the individuals complex issues and needs.



Since January 2020, YouTurn have been providing Project Management and analytical support to Bedfordshire Violence Exploitation Reduction Unit.



7880 Website Hits  <http://>
for Direction for Bedfordshire and 515 engagements with service users

Seventh year of YouTurn co-ordinating Bedfordshire IOM and a focus on implementing the new National Neighbourhood Crime strategy launching in April 2021.

YouTurn qualified onto the MOJ Dynamic Framework in 4 categories and enables YouTurn to enter into MOJ Invitation To Tenders in future commissioning rounds.

Eastern Region Probation Service commissioned YouTurn to support and lead the implementation of the new National IOM Strategy.

Integrated Offender Management (IOM)

Integrated Offender Management (IOM) brings a cross-agency response to the crime and reoffending threats faced by local communities. The most persistent and problematic offenders are identified and managed jointly by partner agencies working together. YouTurn co-ordinates and manages the delivery of IOM on behalf of the multi-agency partners.

Over the past year because of the pandemic, IOM Teams have worked remotely. Despite this, the scheme has continued to run effectively with service user contact on door steps and also via phone. Multi-agency meetings have also continued to run virtually over Microsoft Teams and all partners have stepped up to the challenge.

The Home Office and Ministry of Justice have just published an "IOM Refresh" strategy that will change the face of the nominals on IOM. YouTurn is working with partners to review our current plans to ensure we start afresh in April 2021.

Part of this process has included the completion of a large scale partnership data analysis to help identify those who fit the new national IOM guidelines in Bedfordshire. This has also included identifying gaps in current provision and where IOM resources can be best placed to help those at most need.

YouTurn have also been commissioned to support the roll out of the new IOM criteria by the Eastern Region Probation Service in Northamptonshire, working in partnership with Northamptonshire Police, National Probation Service, Northamptonshire Police, Fire and Crime Commissioner and BeNCH CRC



Key Outcomes 20-21

Cohort Snapshot taken 31/03/21. 51 nominals included within reoffending analysis due to allocation and custody timeframe restrictions.

130
Individuals
Managed

The IOM cohort continues to change regularly due to selections, deselections and partnership cohort priorities.

54%

Reduction in
overall number
of offences
April 20-21

71%

Reduction in
Burglary Dwelling
offences
April 20-21

73%

Reduction in
Harm severity
Scores
April 20-21

71%

Reduction in costs associated with
Burglary Dwelling. Saving £207,487.

YouTurn continues to improve IOM data collation methods to enhance analytical products. This includes maintaining cohort lists, recording pathway data, calculating individual crime severity scores, recording individual baseline stats and analysing biweekly RAG data. We continue to provide quarterly reporting and an extensive annual review for partners inclusive of cost-benefit analysis and rates of reoffending.

YouTurn brings independence in coordinating the strategic direction of offender management.

YouTurn Commissioned Services:

Reactive8 commissioned by YouTurn to provide mentoring to support service users into employment.



KeyStage commissioned to provide housing for IOM service users and assist with moving on into independent living. 1 Year Review of scheme outlined a total of 9 individuals had been housed with KeyStage for an average of 17 weeks and 60 Hours of support provided per individual. Evidence of improved pathway scores for 50% of the cohort.

Key Outcomes 20-21



7880

Website Hits

Increase of **14%** when compared to 19-20 data.



40



114



325

479 Referrals

Increase of **192%** when compared to 19-20 data.



749

Signposts made to other agencies

78% of referrals closed due to positive outcome

515

Engagements with Service Users



40% ETE

4% Drugs and Alcohol

24% Finance

14% Health and Wellbeing

14% Housing

4% Healthy Relationships



572

Pathway
Needs
Identified

Survey Results from 106 respondents

98.1%

of enquiries responded to within 1 working day

100%

satisfied with the initial response to their enquiry

98.1%

Would recommend Direction to a friend, colleague or acquaintance

"The outcome for the service users has always been successful. The member of staff at Direction has linked me in with their own contacts at other organisations, which led to a quicker service and positive outcomes for the service users."

"A+++ service!"

"The service was outstanding"

"You have been perfect thank you"



Direction
for Bedfordshire

Direction for Bedfordshire is a dedicated, confidential free advisory service for the vulnerable, the marginalised, their families and the professionals working with them. We are a resource for those wanting to move away from crime, and a preventative tool for those whose socio-economic situation may lead to criminality

Direction resolves the complex needs of vulnerable and marginalised people in Bedfordshire by identifying the best service fit and a named link person to provide support thereby enhancing their lives and life chances including reducing the likelihood of crime.

This year has been the second year of the Direction for Bedfordshire Service. YouTurn's development of the Supportive Pathway, builds on and draws upon the Direction service as part of a new intensive pathway of interventions with young adults, to engage young people on the fringes of gang criminality and vulnerable to exploitation. YouTurn also have a partnered approach to deliver an effective Conditional Cautioning scheme with Bedfordshire Police.

The pandemic has been challenging, however our staff have risen to the challenge of engaging with our partners by producing a monthly newsletter as well as holding monthly forums across the county.

YouTurn have partnered with Bedfordshire Police to introduce an innovative new service in 2020 providing conditional cautions for those committing an offence where an out of court disposal is more appropriate, to divert them from prosecution while still addressing issues linked to criminality.

A bespoke 1-2-1 session with an experienced lead professional aims to reduce re-offending by identifying the individuals complex issues and needs. We provide guidance and access to local support pathways whilst exploring the impact of their offending behaviour on victims and their own life.

Attendance is compulsory. If the individual fails to attend, pay or participate, they can be prosecuted for the original offence.

Development and Operationalisation of Direction + :

YouTurn have created a suitability assessment criteria for Beds Police OIC's to complete, with referral pathways agreed.

Delivery of Service Process Map created and shared with partners.

Promotional Material designed

Online Payment Process developed and Hardship Fund Assessment.

Performance Framework, Governance and data collation process produced.



20 Conditional Cautions

Bedfordshire Police Referrals

 
19 1



17 Attended, Complied and Closed
3 Currently outstanding

The majority of Conditional Caution referrals received have been in relation to drug possession offences with a total of 13 out of 20 cases.

Each session completed has been tailored by YouTurn's Direction + Coordinator's to identify the pathway needs of the service user. Although the service is still in it's infancy, an example of some of the support provided during one of our recent sessions includes:

Discussion of the offence, impact to the victim and factors which could have led to offending.



Identified needs with regards to homelessness, Stolen ID documentation and Universal Credit.



Access to the internet to assist with Universal Credit application and verifying appointments.



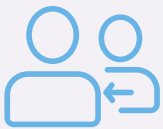
Contact made with homelessness charity to arrange appointment and further contact details for local housing options provided.



Direction for Bedfordshire contact details provided if any further support required.

Central Bedfordshire Supported Pathway

Central Bedfordshire



28 Referrals

Since September 2020



14 Open Cases

1st April 2021

8 Individuals
Under 18 Years

6 Individuals
Over 18 years

YouTurn receive referrals from a variety of sources including CBC Youth Support Service, Early Help Team, Serious Youth Violence Panel and Alternative School Provision. Of the **28** supported pathway referrals to date, **21** were male and **7** female.

Central Bedfordshire Council's Community Safety Team has commissioned YouTurn Futures to develop and deliver a Supported Pathway Service for 16 to 25 year olds.

The service is designed to support young people to move away from serious violence, knife crime, gangs, organised criminality and also support those at risk of being exploited through these activities.

The Supportive Pathway works holistically with young people building on their strengths while addressing the needs of those who do not meet the threshold for statutory services

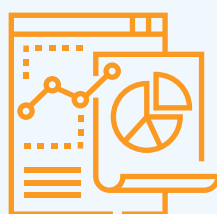
Development and Operationalisation of Supported Pathway Service:

YouTurn have led the analysis and development of the cohort identification process alongside the support of partners, creating a scaled package of intervention based on level of complex needs and maturity of each individual.

We have supported the development of a promotion and media strategy, actively engaging with strategic partners and senior operational staff to maximize exposure of the service. Briefing documents have been produced and information leaflets for Professionals distributed.

A process map to evidence the impact of the Supported Pathway and the progress of each young person will be captured and shared with them and partners on a regular basis.

We have also ensured the correct data collation process is in place which includes exploring the use of The Warwick-Edinburgh Mental Wellbeing Scales to assist with tracking progress, evaluating the project and identify areas to develop and improve. Initial surveys have commenced and interim surveys will follow for future evaluations.



YouTurn will be providing quarterly reviews to Central Bedfordshire and over time case studies will be collated to illustrate the effectiveness of the service.

YouTurn Case Studies

All names have been changed.

Direction for Bedfordshire Case

We had some great news for one of our clients Dave who unfortunately had to leave his home suddenly after receiving threats that made him feel unsafe to return home.

Dave was struggling with how to deal with his housing situation, and as he had served his previous sentence, there was no involvement from Probation or other agencies. He was struggling financially as a result and at risk of re-offending after having turned his life around.

We advocated for him with the local authority about the risk to his mental health if he was to return home, gave him the appropriate advice, and gathered the correct information from his GP to support his housing application.

We are so glad to hear that finally he is going to be allowed to move to a new property and will be safely housed so that he can move on with his life.

Direction for Bedfordshire Case

Lee had been completing his Level 3 Engineering course before custody and on release he really wanted to find an apprenticeship to continue his learning whilst supporting himself financially.

Following a meeting with Luton Jobcentre Plus we were able to find out about the Railway Engineering Apprenticeship by PET-xi Training Ltd. This sounded like a perfect opportunity for Lee and we linked him with the Rail Assessor for a recruitment day. Lee was hesitant to turn up for the recruitment day when he learnt that this role required night shifts, that would not work with his tag conditions. He was really keen to go for the role but did not want to waste anyone's time.

We encouraged him to be honest with the employer so that they could accommodate for his tag with his shift rota if he was offered the position. We were delighted to hear an update from Lee on the evening of the recruitment day that he had been successful and was offered the role. When employers give ex-offenders a chance and look past their criminal records, they can really see the true potential that an individual has.

Supported Pathway Case

Lucas was referred to us by the Youth Support Service as he had a lack of positive role models at home and having turned 18 and becoming involved in youth violence; was at risk of criminal exploitation. Lucas has a physical disability and appeared to be making poor choices for himself partly as a result of adverse childhood experiences and also due to his lack of aspiration.

Lucas admitted to having had experiences involving drug use, possession of weapons and violence. Whilst giving the impression of a confident and fearless individual, underneath he appeared to be a vulnerable young man who felt the need to defend himself. After building an initial rapport, Lucas opened up about his lifestyle and upbringing and it was clear that he had issues with his own internal anger and also a fractious home life resulting in domestic violence issues in addition to the risks he was putting himself at outside of the home. Lucas was open to getting the support to choose a different path in life, and has engaged well with the Supported Pathway to find him positive activities and help him steer clear of previous associates.

In the Supported Pathway, we have supported him in completing an Anger Management Intervention Hub programme to help him identify different ways to deal with situations he finds himself in. A referral had previously been made to a counselling service but through our input this was progressed quickly so that he could access the support of a counsellor who agreed that the Intervention Hub would be an appropriate course for him to help him start to address his issues. We also referred Lucas to Boxing Saves Lives who have now been working with Lucas on a one to one basis offering him physical exercise in a safe environment, improvement in his own wellbeing, an increase in his personal discipline and mentoring. Boxing Saves Lives have reported that Lucas is engaging well with this process and they hope for him to continue with this in the longer term. Lucas continues to engage regularly with You Turn and we will continue this support and maintain regular contact with Boxing Saves Lives.

The next steps that Lucas would like to make will be to find employment. This is a step forward from the young man we met four months ago who only saw himself ending up in prison. We intend to assist the Youth Support Service to help him progress his hopes and aspirations for the future.

Criminal Exploitation & Serious Youth Violence

YouTurn provides independent coordination and overarching guidance, tools and resources to increase the impact and effectiveness of key agencies to prevent, protect and support children and young people involved in, or at risk of Child Exploitation.

Some of the key work undertaken throughout the last 12 months includes:

Developing the following documents:

- ✓ Pan Beds Violence and Exploitation strategic response
- ✓ Pan Beds Child Exploitation Screening tool
- ✓ Pan Beds Child Exploitation Practitioners Guidance
- ✓ Pan Beds Contextual Safeguarding Guidance

Developing the following meetings and Terms of Reference:

- ✓ Pan Beds Exploitation & Missing Strategic Group
- ✓ Pan Beds Exploitation Communication Group
- ✓ Pan Beds Exploitation & Missing Monthly Meeting

Developed, delivered and hosted:

- ✓ Pan Beds Online Multi Agency CSE Conference; Exploitation In The Digital World (Feb 20)
- ✓ 12 Pan Beds Virtual Multi Agency Exploitation Briefings
- ✓ GP Briefings- Exploitation and Contextual Safeguarding
- ✓ Launch Home Office Child Exploitation Disruption Toolkit
- ✓ Pan Beds Response to NWG COVID 19 & Impact

YouTurn coordinate a pan Bedfordshire partnership approach to Preventing and addressing Child Sexual Exploitation (CSE), missing children and responding to the emerging criminal exploitation model.

In late 2018, the Bedfordshire Child Sexual Exploitation & Missing Strategic Group recommended a new approach to supporting children, young people and young adults in Bedfordshire, developing from the past four years of working together to enhance our partnership response to Child Sexual Exploitation (CSE) and Missing. The new way of working would look to move to a Child Exploitation model for children and young adults up to 25 years of age.

The vision for the project is to ensure a pan Bedfordshire coordinated multi-agency response to prevent, protect and support children and young people involved in, or at risk of, Child Exploitation. This includes the disruption, arrest and prosecution of offenders.



Since January 2020, YouTurn has provided a full-time Exploitation Lead and part-time Performance analyst to support the Bedfordshire Violence and Exploitation Reduction Unit.

The Bedfordshire Violence and Exploitation Reduction Unit (VERU) consists of a network of multiple agencies and groups taking a whole system approach to violence and exploitation through evaluating the root causes of issues such as gang membership with the aim of preventing young people becoming involved in all aspects of gang criminality and exploitation.



YouTurn continues to provide independent business support to Bedford & Central Beds Serious Youth Violence Panel and Luton's Multi Agency Gang Panel (MAGPan) ensuring data is accurately recorded and processed in a timely manner to partner agencies.

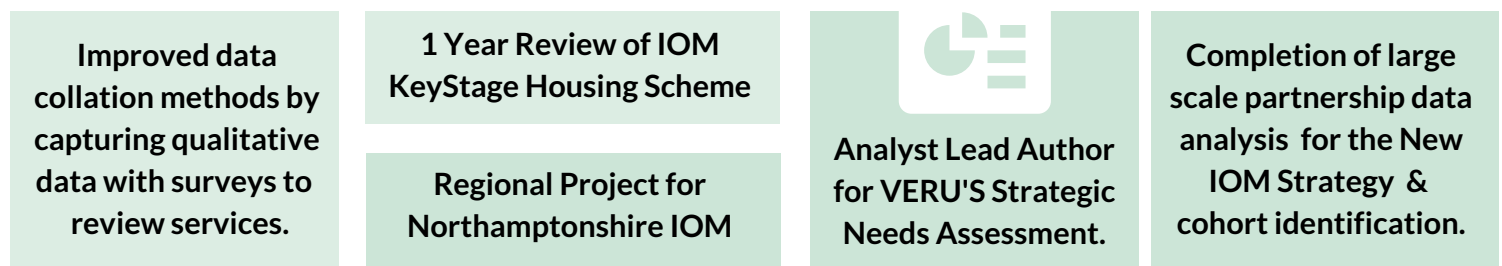
YouTurn provides independent business support which has the ability to give a broad perspective from its engagement in multiple meetings across Bedfordshire without which associated business support tasks would not be addressed.

YouTurn improves the functioning and progression of Bedfordshire's multi-agency panel meetings by providing expertise and knowledge from around the partnerships which can also draw upon the extended skills of YouTurn staff such as analysis and performance reporting.

Business Support provided across the Partnerships:



Analysis, Data Collation & Performance:



YouTurn provide an array of analytical products and support to partnership projects throughout Bedfordshire, including the Integrated Offender Management Team and Violence & Exploitation Reduction Unit. We have also been commissioned regionally to support the roll out and identification of the new IOM criteria by the Eastern Region Probation Service in Northamptonshire.

In addition to providing quarterly and annual performance reviews to governing boards, key funders and partners for 6 projects and services, YouTurn's analysis has been key to aiding strategic direction. This can be evidenced through our large scale partnership data analysis to identify individuals who fit within the new National IOM cohort guidelines and ongoing selection processes. Our Performance analyst was also a Lead Author for the VERU's Strategic Needs Assessment and has contributed to the completion of practitioner toolkits and problem profiles.

We analyse the effectiveness of our commissioned services, the overall impact of YouTurn and provide evidence for project proposals and bids through needs assessments and gap analysis.

Future Developments

What's next for YouTurn Futures?

In 2021, YouTurn will continue to develop the Direction service by introducing a specific outreach advisory service in a local Magistrates' court.

Gang and violent crime is an issue across the county, we are pleased to announce that YouTurn are extending the Supported Pathway to Luton and are seeking funding to deliver it in Bedford.

YouTurn will continue to lead the development and embed the new national IOM strategy across Bedfordshire whilst providing leadership and support to other IOMs in the region.

YouTurn will continue to develop Conditional Cautioning drawing in new partners to provide specialist drug and alcohol provision in response to identified need.

YouTurn through the work of the Exploitation coordinator will also continue to provide a key role in ensuring Bedfordshire has joined up and robust plans to respond to exploitation in all its forms.



**Diversification
of Income Sources**



**Explore Regional
Opportunities**



**Updates to our
IT provisions**

Contact Us

If you would like to contact us to discuss the services we provide or you have any questions in relation to this report then please contact us at queries@youturnfutures.com or alternatively:

For enquiries about IOM or Direction for Bedfordshire:
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Direction For Bedfordshire
01582 721010 or 0800 917 5579

Our Partners & Funders

YouTurn really appreciate the support it receives from a wide range of grant funders, without which we could not continue our essential work.

This year YouTurn has also benefited from the support of the Cranfield Trust who provided a consultant to work with YouTurn's board of trustees to develop the organisational strategy for the coming years.



YouTurn are proud to announce that the Lottery Community Fund are funding an upgrade of our IT system to ensure we maintain best practice in keeping data secure and in line with legislation.



Central Bedfordshire
Safeguarding Children Board



Bedford Borough
Safeguarding Children Board



YouTurn have now qualified onto the Dynamic Framework operated by the Ministry of Justice and through this platform YouTurn will bid to deliver services in the future.