

**CHANGING
LIVES**

Probation
Service



WOMEN'S SERVICES
Cleveland
Professionals' Handbook



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Our Services

Changing Lives provides holistic inclusive services for women, by women. We deliver activities and bring local services to women from within their own communities.

Specialist Outreach and Group Work Coaches provide holistic support and deliver therapeutic interventions across all the pathways.

We use our **Change Point Assessment Tool** and work with Probation Practitioners to identify the areas of need and priorities.

Activities, interventions and workshops are delivered from our community-based hubs and centres. We provide outreach and wraparound support to women leaving custody identified as having social inclusion needs, as well as to women in the community who are unable/unsuitable to attend hub activities. Activities are delivered in a group or one-to-one basis. Details of workshops can be found on page 7-9 of this guide.

Referral Process

Referrals to be made through the refer and monitor an intervention system. Once the referral is received, we will arrange to complete the Change Point Assessment at the hub or at a community setting if not appropriate.

Please only make referrals if the service user is ready to participate and engage, as this will allow for the women to receive the best from the service.

Should you wish to discuss a potential referral prior to creating this in the system, please contact the Changing Lives Service Manager, Jill Openshaw on 07812 663308.

The Power of Positive Change



Our Theory of Change – *Being, Becoming, Belonging & Beyond* – is a four-stage model of change which recognises that each stage is equally important to ensure sustained wellbeing and move-on from services. The stages of the model are:

Being: A person needs to make sense of their past, the trauma they may have experienced to be able to begin to contemplate the challenging process of change. A person needs to have hope that they can change their story and develop a different sense of self and identity.

Becoming: A person needs to have their basic needs met such as having somewhere safe and secure to live and enough funds to purchase the basic essentials if they are to begin to make change. They need access to services such as education and training to develop their resources/skills.

Belonging: People need to be welcomed by families, wider communities and employers if they are to sustain longer term desistance. They need access to opportunities to develop their strengths and aspirations if they are to belong and become fully contributing citizens.

Beyond: Changing Lives working collaboratively with other services and the wider system to support people's progress.

Womens Pathways

AREA OF NEED	ACTIVITIES
ETE	<ul style="list-style-type: none"> • Training and Employability courses • Literacy and Numeracy • Industry specific courses (through commissioned providers) • Safeguarding existing employment /training
Accommodation & Housing	<ul style="list-style-type: none"> • Secure and sustain tenancies • Duty to Refer applications • Assistance with ROTL and HDC • Support with financial assistance (bank accounts, grant applications etc.) • Tenancy Management course • Good Tenancy Portfolio
Finance/Benefit/Debt	<ul style="list-style-type: none"> • Assistance with benefits applications • Budgeting skills • Hosting Debt Advice sessions
Dependency and Recovery	<ul style="list-style-type: none"> • Alcohol brief advice and Extended alcohol brief advice • Stephanie Covington trauma informed programme Helping Women Recover Gambling – brief intervention, triggers and relapse prevention • Prepare for Treatment • Outreach support, referral and accompanying to commissioned services appointments • Mutual aid • Lived experience facilitated sessions

Family and Significant Other	<ul style="list-style-type: none"> • Risk assessment and Safety Planning, referral to local IDVA/ISVA service (high risk of harm) or domestic abuse service (low-medium risk of harm) • Referral to MARAC/Multi-Agency Safeguarding Hubs/Adult • Outreach support to engage with specialist services, refer and accompany to appointments • Locally commissioned domestic abuse services to deliver awareness sessions • Referrals into existing supportive resources - co-produced with women in the CJS to address sex work, sexual exploitation and domestic abuse
Lifestyle and Associates	<ul style="list-style-type: none"> • Help develop community links, • support networks, pro-social attitudes, and understanding safeguarding, county lines, exploitation and radicalisation • Keeping Safe Online and Presenting yourself on Social Media • Respect, dealing with difficult situations in a respectful way • Future Steps - designed to support, educate and create a positive lifestyle • Making Good Programme – enable women to build on their sense of self-worth, develop pro-social skills through Volunteering and Peer Mentoring training.
Emotional Wellbeing	<ul style="list-style-type: none"> • Self-belief - Confidence Building, Motivation and Positive Thinking • Health and Wellbeing – Empowerment, Stress Management, Resilience • Referral/support to access to Counselling and Listening Ear
Social Inclusion <i>(pathway only for women in custody at time of referral)</i>	<ul style="list-style-type: none"> • Outreach - Prison in-reach support, meet at the gate or in the community on day of release, accompany women to their day of release appointments.

Guide to our Programmes

All delivery is tailored and responsive to meet individual and/or group needs and local resources.

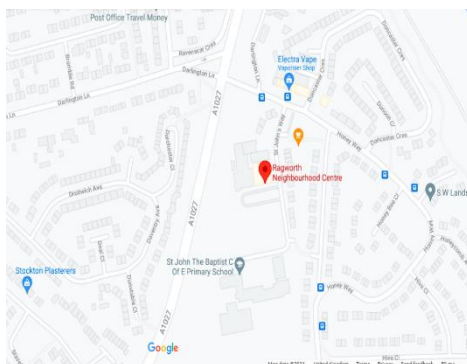
PROGRAMME	CONTENT
Accommodation & Housing	<p>The workshop will explore the following topics.</p> <ul style="list-style-type: none"> • Applying for Housing • The Responsibilities of a Tenant • The Responsibilities of a Landlord • Non-Payment of Rent and Financial Support • Help with Claiming Benefits • Utility Bills and Home Furniture • Furnishings and Household Items • Your Income • Avoiding Debt • Types of Eviction • Ending Your Tenancy
Budgeting	<p>The Budgeting workshop will help to develop an understanding of personal budgeting. It aims to enable women to manage their own personal budget and explores the following topics:</p> <ul style="list-style-type: none"> • What Is Budgeting? • Your Income • Your Essential Outgoings • Non-Essential Outgoings • Your Budget • Living Within Your Budget • Boosting Your Budget • What Is Debt • Other Problems That Debt May Cause • Acknowledging Your Debt • Prioritising Your Debts • Dealing With Your Debt
Employability	<p>The Employability workshop will help to prepare women for the world of work and explores the following topics:</p> <ul style="list-style-type: none"> • Strengths and Skills • Identifying Own Strengths and Skills • Demonstrating Strengths and Skills

	<ul style="list-style-type: none">• Boosting Your Employability Skills• Where are Jobs Advertised?• Keywords in Job Adverts• Job Applications Forms• Covering Letters• CV• Preparing for a Job Interview• Job Interview Questions
Health and Wellbeing	<p>The aim of the Health and Wellbeing workshop is to help women develop an understanding of issues that could affect their health and wellbeing and explores the following topics:</p> <ul style="list-style-type: none">• What is Physical Fitness• Benefits of Physical Fitness• Nutrition• The Importance of Healthy Eating• Food Hygiene• Consequences of Poor Food Hygiene• Personal Hygiene• What is Sexual Health• Consensual Sex• Contraception• Sexually Transmitted Infections• Preventing STI's• The Effects of Drugs and Alcohol• The Health Risks of Smoking
Mental Health	<p>The Mental Health workshop will help women to better understand what mental health is, how to access support around health issues and will give women an understanding of how emotions and well-being link to mental health. The workshop explores the following topics:</p> <ul style="list-style-type: none">• What is Mental Health• Mental Illness• The Impact of Mental Illness• Poor Mental Health• Being Emotionally Healthy• Improve and Maintain Emotional Health• Emotional Resilience• 5 Steps to Mental Wellbeing• Advice and Support

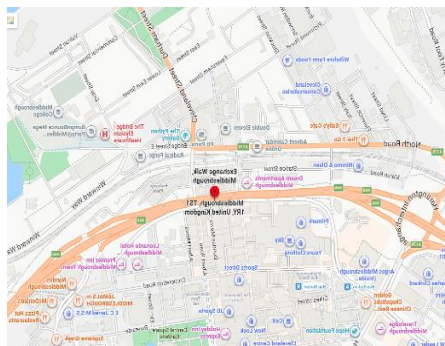
Overcoming Trauma	<p>To help women recover from the effects of trauma. Sessions will be individually tailored and will focus upon</p> <ul style="list-style-type: none"> • The impact of trauma on women's lives • Healing from trauma
Self-Belief	<p>The Self-Belief workshop will help women to understand the impact of confidence and self-esteem and will support them to develop ways of building their own confidence and self-esteem. The workbook explores the following topics:</p> <ul style="list-style-type: none"> • Confidence • The Benefits of Being Confident • The Impact of Your Confidence on Others • Other People's Perception of Low Confidence • Self-Esteem • Factors That Affect Self-Esteem • Building Confidence and Self Esteem • Your Strengths and Self-Worth • Using Confidence Building Strategies • Being Assertive • Practicing Assertiveness • Learning To Say No
Volunteering and Peer Mentoring	<p>The Volunteering and Peer Mentoring workshop will cover both topics by exploring the following:</p> <ul style="list-style-type: none"> • Voluntary Organisations • Roles of Volunteers in an Organisation • Identifying Current Voluntary Roles • Searching and Applying for Vacancies • Understanding Peer Mentoring • Establishing Peer Mentoring Relationship • Setting Boundaries • Confidentiality • Safeguarding • Reporting Concerns • Personal Safety • Making Referrals

Women's Hub Locations

- STOCKTON-ON-TEES – Changing Lives Hub**
 Ragworth Community Centre, 5 St John's Way,
 Stockton-on-Tees TS19 0FB
 Full time Monday-Friday 9am-4.30pm



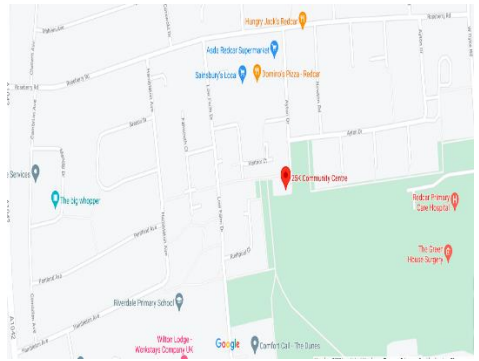
- MIDDLESBROUGH – A Way Out Hub**
 4 Exchange Walk, Wilson Street, Middlesbrough,
 TS1 1RY
 Monday-Thursday 10am-3pm



- **REDCAR – A Way Out Hub**

25K Youth and Community Centre, Ayton Drive,
Redcar TS10 4LR, UK

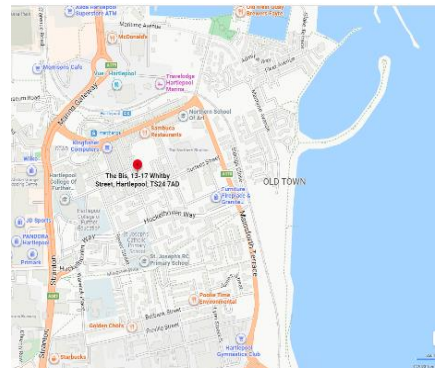
Tuesday 9am-2pm



- **HARTLEPOOL – Changing Lives Hub**

Unit 4 The Bis, 13-17 Whitby Street, Hartlepool,
TS24 7AD

Thursdays 9am-2pm



Contact Details

CHANGING LIVES

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