

**CHANGING
LIVES**

Probation
Service



WOMEN'S SERVICES
Northumbria
Handbook for Participants

www.changing-lives.org.uk



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Who we are/What we do

Changing Lives provide support to women with experience of the criminal justice system in Northumberland and Tyne & Wear. We provide services in a female only environment which support women to raise their self-esteem and aspirations by offering opportunities to make informed choices.

This project is just one part of a range of exciting and relevant services that we deliver. We hope that you will find our services useful and inspiring in supporting you to achieve your potential.

In this leaflet, you will find more information about how we work with you and your Probation Practitioner.

The main aim is to assist you to establish a healthy, positive lifestyle by building on your strengths to achieve your goals.

When your Probation Practitioner referred you, they suggested areas that we could help you with. At your first appointment with us, we will ask you about how things are for you now, what support needs you have and your goals and aspirations. We will then make an Action Plan so that you and your Probation Practitioner know how we plan to support you.

We offer a combination of group sessions and one to one support, tailored to meet women's needs. We call these Workshops, see pages 4-6.

We work closely with other agencies who offer support with parenting, drugs and alcohol, employment/training/education and much more. Your Specialist Women's worker can help you access these services.

You will find the name and phone number of your Worker at the back of this leaflet.

The Workshops

All workshops are tailored to meet individual and/or group needs, the following is to give you an idea of what we can cover:

Support Need	CONTENT
Accommodation and Housing	• 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	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: • 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	The Employability workshop will help to prepare women for the world of work and explores the following topics: • Strengths and Skills • Identifying Own Strengths and Skills • Demonstrating Strengths and Skills • 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	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: • 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	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: • 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	To help women recover from the effects of trauma. Sessions will be individually tailored and will focus upon • The impact of trauma on women's lives • Healing from trauma
Self-Belief	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: • 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	The Volunteering and Peer Mentoring workshop will cover both topics by exploring the following: • 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

Next Steps

At the end of each session, we will review your progress together, your worker can also talk to you about what other services are available. She will also be able to refer you to any other agencies to support and help you with your next steps.

Expectations

What can you expect?

- ⊗ We will meet with you and your Probation Practitioner to agree a plan at the start of working together with you and again for reviews as required.
- ⊗ All women will be treated with respect, empathy, dignity and will not be discriminated against or disadvantaged because of any characteristics.
- ⊗ A friendly, supportive and flexible approach in meeting your needs.
- ⊗ Our staff are required to share information with your Probation Practitioner in relation to your progress, attendance and outcomes.
- ⊗ Sharing information with other agencies or third parties will only happen with your written consent, unless we are concerned about your wellbeing or there is a potential risk to others. In this case staff will follow the Data Protection and Confidentiality Policies.

What we ask from you

- ⊗ Please attend the sessions on time.
- ⊗ Please let us know if you are unable to attend your appointment and the reason why.
- ⊗ Please let us know if you are experiencing any problems in completing any of the workshops because we might be able to help!
- ⊗ Please do not attend groups under the influence of drugs or alcohol. Other people may be working hard to stay

free from drink and drugs and we will have to ask you to leave.

- ⊗ Please do not behave in such a way to cause any offence to others.
- ⊗ Please provide us with up-to-date contact details.

Your Progress

Your journey will be supported via a joint assessment and reviewed with you and your Probation Practitioner. This helps you to evidence what you have achieved as well as giving you the chance to explore and identify your next steps.

What you really need to know

It is important that you are aware that appointments made with us are compulsory:

Your Probation Practitioner will be advised on the day of any non-attendance. They may then write to you to find out why you have not attended. This is called the enforcement process.

Although we will confirm any contact you have had with us, it is important that you know the decision about enforcement is made by your Probation Practitioner. If you do miss an appointment for whatever reason, we encourage you to contact us and come in as soon as possible, so that we can let your Probation Practitioner know you have been in touch.

Comments and Complaints

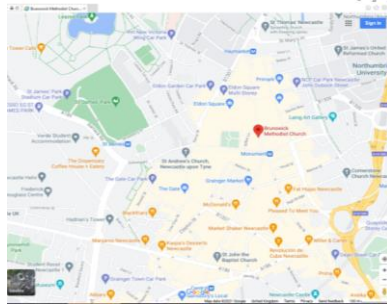
We have a comments and complaints leaflet which can be found in the waiting area. We welcome and value your comments. Complaints, praise and/or ideas, which will help us to improve our service, or simply let us know when we are getting it right or wrong. You can complete this without saying who you are but if you do want a reply, please let us have your name and contact details. If you do require a response, then you can expect an answer within 28 days.

If you have any questions or queries about your journey with us, please do not hesitate to contact us on the telephone numbers provided.

Where We Are

- **NEWCASTLE**

Brunswick Methodist Church, Brunswick Place,
Newcastle upon Tyne, NE1 7BJ **Mondays 9am-4pm**



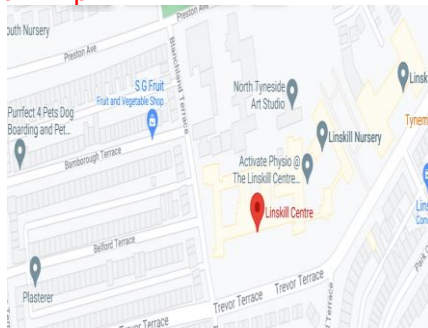
- **ASHINGTON**

YMCA Northumberland, North View, Ashington,
NE63 9XQ **Tuesday afternoons 1pm-4pm**



- **NORTH SHIELDS**

Linskill Centre, Linskill Terrace, North Shields,
NE30 2AY **Wednesday mornings 9am-1pm**



CHANGING LIVES

- GATESHEAD**

Tyneside Women's Health, Unit 12 Interchange Centre, West Street, Gateshead, NE8 1BH

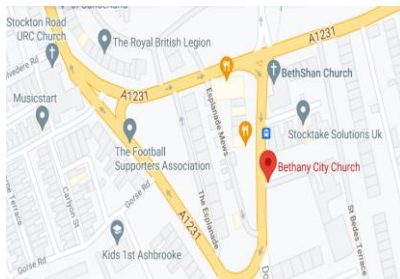
Wednesday afternoons 1pm-4pm



- SUNDERLAND**

Bethany City Church (Bede Tower), Burdon Road, Sunderland, SR2 7DZ

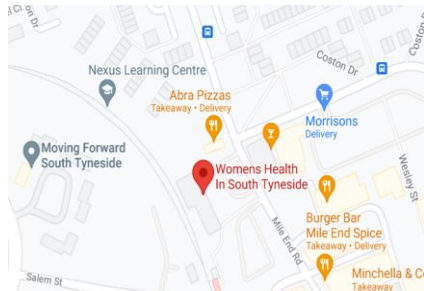
Thursdays 9am-4pm



- SOUTH SHIELDS**

Women's Health in South Tyneside (WHiST), Salus House, Mile End Road, South Shields, NE33 1TA

Fridays 9am-4pm



Quotes from previous participants

We are confident you will benefit from participating in the Women's hubs. Here are some comments made by women who have attended previously:

"The first time I came to the hub I didn't know anyone. I was alone and upset and nervous. I sat all morning not knowing what I was supposed to do until someone asked what was wrong. From then I have made friends who I can turn to for help and not get judged. If it wasn't for them I would not have known about any help I needed and where to go. I know now if I have any problems I know I'm not alone anymore and have someone to turn to for advice. I may not have any money but I feel I'm the richest person in the world. I've got friends who care, they are more like family than friends and for that I would like to say thank you for the understanding and support from everyone".

'You's make me feel normal, not once did I ever feel judged. I cant thank you all enough!'

In relation to the drug and alcohol awareness session – *"I learned things I never expected. The session was useful."*

After referring a woman to a mental health service – *"Can we still stay in touch? This is the first time I've ever engaged with someone. When I went through everything (DV and children being removed) I refused help and tried to get through it alone, now I'm ready to accept help."*

'I'm due off probation next week and have done really well come so far...the women's group have made me feel comfortable to be able to talk and believed in me.'

'All the staff are fab 😊 I love coming here.'

Contact Details

Your worker is:

And she can be contacted on: