Everyone's Business: Investigating the resettlement needs of black and minority ethnic ex-offenders in the West Midlands

A REPORT COMMISSIONED BY THE PRISONER RESETTLEMENT STRATEGY GROUP GOVERNMENT OFFICE WEST MIDLANDS

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Centre for Criminal Justice Policy and Research – University of Central England

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A key part of delivering the Home Office crime reduction strategy in the West Midlands is to reduce the reoffending of convicted offenders by 5% by 2008 and 10% by 2010, through the implementation of the West Midlands Reducing Reoffending Action Plan. The Action Plan draws together the efforts of a wide range of partners to tackle issues that are known to reduce reoffending, ranging from access to suitable housing to getting and keeping a job.

This Report makes a valuable contribution to the Plan in several ways. It ensures that its implementation will be based on a better understanding of the experiences and needs of a group of offenders who make up a disproportionately large part of the offender – and in particular prison – population. It confirms that the key elements of the successful resettlement and rehabilitation of offenders are equally applicable to all. It makes helpful and specific recommendations as to how the Prison and Probation Services can ensure full and equal access to resettlement services by black and minority ethnic groups.

And, importantly, it stresses the role that is played by local voluntary, community and faith groups, in reconnecting offenders with those communities against whom they may have offended, but whose support can be crucial in preventing further reoffending. This is a role that will be encouraged and enhanced within the Action Plan in order to make its delivery relevant, representative and effective for all offenders and the communities in which they live. This approach is central to the development of the National Offender Management Service delivery structure both nationally and in the West Midlands region.

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(ii) EXECUTIVE SUMMARY

This report investigates the timely and crucial issue of the resettlement needs of black and minority ethnic ex-offenders (BME) in the West Midlands. Sections 1 and 2 provide an overview of the main issues and a profile specifically of the West Midlands region. Section 3 outlines the methodology used, including a mapping of service provision in the West Midlands region, the use of interviews with offenders in local prisons and the community, together with interviews with service providers. Section 4 presents the key research findings from the mapping exercise, interviews and collation of relevant statistics and section 5 presents the conclusions, emerging issues for future exploration, best practice guidelines and recommendations for a resettlement model.

The resettlement of ex-offenders is most certainly an important issue – the statistics on reconviction rates clearly illustrate the need to address this and consider how and why ex-offenders are failing to engage with resettlement services. In 1997, 58% of ex-offenders were reconvicted within two years and 38% were back in prison (Social Exclusion Unit, 2002). Since this time, various stages have been implemented to give prisoners access to education and training in prison, establish and address their accommodations needs on release, deal with healthcare problems such as problematic drug and/or alcohol use, and, generally, give ex-offenders the resources they need to re-integrate back into their community. The development of the National Offender Management Service (NOMS) is intended to merge the prison and probation service and provide a more integrated service to manage offenders in both prison and the community. Key aims include reducing re-offending and also halting the rise of the prison population, currently at 76,000 to a maximum of 85,000. Cost-effectiveness is a key element of this new ‘corrective services market’ and it remains to be seen how effective this will be, not only in terms of cost, but also in improving current efforts to resettle ex-offenders. Defining the meaning and aims of resettlement reflect the multidisciplinary nature of this issue, which is further illustrated by the range of criminal justice agencies, public sector organisations, and voluntary services involved in helping ex-offenders and prevent them committing more crimes. The risk factors associated with this include poor education, unemployment, social exclusion, mental health problems and problematic drug and alcohol use (Social Exclusion Unit, 2002, Harper and Chitty, 2006). These are exacerbated by prison sentences, as prisoners are more likely to lose their homes and jobs, disrupt education and lose contact with family.

The West Midlands is an ethnically and socio-economically diverse region. Its’ population comprises a range of BME groups, and those BME offenders stemming from the three main urban areas of Birmingham. Within the city of Birmingham are deprived areas which experience relatively high levels of crime, especially violent crime. The response by the police is to increase awareness of diversity among officers – as has happened with renewed effort throughout England and Wales since the publication of the MacPherson Report and yet, research has shown disproportionate levels of stop and search incidents among BME groups. BME groups are over-represented throughout all stages of the criminal justice system, again this is reflected throughout England and Wales, making it necessary to better understand why this is happening, and in terms of resettlement, can anything more be done to enable them to re-integrate back into their community?

The mapping exercise was intended to present a broad overview of services available for ex-offenders, and included those provided in prisons, through the probation service and voluntary and community-based groups, along with faith-based organisations. Interviews were then carried out, on a one-on-one basis with staff working for various service providers to reflect this range of organisations. They were asked about their role, the aims of their organisation and services provided, their perceptions regarding the specific needs of BME groups and whether their organisation address this and what they, in a ideal world, would like to do to improve their services. Interviews with offenders within prisons and the community were also conducted to establish their awareness and use of resettlement services, what would help them the most, any gaps they had identified and their hopes and fears about being released. Demographic data on age, gender, ethnicity and length of sentence was also collated, along with statistics on the prison population for the West Midlands region. There were limitations with this research, most notably, it is on a fairly small scale and excluded young offenders and foreign nationals. Subsequently it was not possible to see if differences occurred due to age and gender, but the findings presented issues for further exploration which are discussed later on.

The results of this study comprised a list of tables detailing the range of services available and their location within the West Midlands region (see Appendix C). They also outline the role of the probation service and then discuss findings from the interviews with service providers, offenders and ex-offenders.

Prison staff emphasised the development of links with the community and other agencies to prevent the ‘revolving door syndrome’ of re-offending and also the need for services within prison, so that resettlement was an issue to be considered from the start of the sentence. For BME offenders, they generally felt they did not present additional needs, but were subject to additional prejudices within society once they were labelled an ex-offender. They recognised that BME offenders tended to seek support from faith-based and community organisations, along with or instead of using criminal justice agencies, i.e. prison and probation staff. Staff also identified the lack of social support may be a specific problem for BME groups, and attempted to address this by replicate cultural and dietary needs in the prison and establishing links with groups outside the prison who could offer additional support. However, security considerations and quality of the prison estate could obstruct some attempts to accommodate prisoners needs. Transferring prisoners proved disruptive to attempts to educate and train them and also caused problems for family visits, particularly for women prisoners who were very often kept far away from home. Resettlement staff in one of the prisons identified the value of making links with employers and businesses, to alleviate concerns and change perceptions surrounding employing ex-offenders. Many emphasised the need to disseminate best practice more effectively and allow effective initiatives to continue on a long term basis, for example mentoring schemes, which offer practical help and emotional support.

Probation staff also promoted the need to and their success in establishing links with the community and faith based services, to offer ‘throughcare’ and prevent re-offending. For BME ex-offenders, there was no perception of racial discrimination in terms of accessing probation services, but they did recognise the value in providing services for BME groups, to overcome language barriers and acknowledge their different cultural values. Probation staff felt frustrated at the lack of time they were given to spend with ex-offenders and a lack of resources, specifically good quality housing. Staff wanted to be able to increase the employment opportunities for BME ex-offenders, as they felt many faced a ‘double stigma’ in terms of their race and criminal record. They also felt mentoring and counselling services would be very useful to offer more support for ex-offenders.

Community, voluntary and faith-based services range from information and advice providers, to direct practical support, counselling services and pastoral care. They offer assistance with housing and employment (e.g. Nacro, Clinks, Prison Link, The Host Corporation); setting up businesses (e.g. Community Roots, Business Enterprises Support Ltd); services for problematic drug and alcohol users (e.g. BORRIS project in Solihull) and spiritual support and counselling (e.g. Bringing Hope, and the North Staffordshire Community Chaplaincy Project). They identified the needs of BME ex-offenders as stemming from their experiences in the community, which were attributed to deprivation and lack of opportunity, but also gang culture and the violence associated with it. They also felt among this group, state provisions and support from prisons and probation services were not effective, often due to mistrust and also the stigma attached to being an ex-offender. Therefore, BME ex-offenders needed to seek out other sources of support, either through voluntary groups or faith based groups particularly if they had little or no support from family. Funding was a major concern for faith groups and as a key part of funding, it was being disrupted. Information sharing with criminal justice agencies was also cited as a problem, as was keeping client’s details up to date. Lack of awareness among voluntary, community and faith based groups was also reported to impede the resettlement of offenders, particularly those from BME groups who were finding it difficult to engage with the probation service. Again, mentoring services were seen as a vital part of the way forward in addressing the needs of ex-offenders, specifically using peer group mentors for those involved in gang related violence.

Interviews with offenders and ex-offenders revealed some key needs, which have been identified in previous research and a range of problems and constraints, already discussed from the interviews with service providers. Housing was a major concern, and seen by many offenders as the first step towards resettlement, which if not in place, would obstruct any further efforts to help them. Drug rehabilitation services were also cited as important, to carry on the treatment many had accessed in prison. Employment and training opportunities was seen by many as a further stage in resettlement, but still important to give ex-offenders more realistic options to divert them from re-offending. They emphasised not only the need for financial support, but also social support which could be provided through employment and training, as well as counselling and mentoring services. Many felt barriers to accessing services included lack of awareness, bureaucracy and for some, difficulties with language, and completing forms. For some offenders, concerns about the lack of immediate support on release made them fearful about leaving prison, where they felt safe and in control of their lives. Within prison, some offenders reported they had been transferred, or were due to be, which had disrupted any efforts they and prison staff had made to assist them with their rehabilitation and resettlement. The majority of interviewees did not cite racial discrimination as a particular problem, but for some, differences did exist in the sources of support they sought out.
The main conclusions and recommendations include:

- Prisons: the need for prison staff to continue establishing and publicising links with community, voluntary and faith based services and ideally a clearly designated, accessible space with facilities for offenders to use in preparing for resettlement;
- Housing as a priority need should be addressed; together with financial requirements and drug rehabilitation strategies immediately on release;
- The need for the Probation Service to endeavour to share information more clearly and effectively with other service providers;
- The need for prison and probation to attempt to extend their contact with potential employers;
- Community and voluntary based providers should where possible promote their services more widely to statutory providers, offenders and the community as a whole, together with generally taking a more proactive stance including continuing to make contact with prisoners prior to their release;
- Matters of racial discrimination need to continue to be addressed generally.

Issues for further exploration have been identified by this research, including the needs of foreign nationals; the impact of short-term sentences and their appropriateness; the use of imprisonment generally, especially for problematic drug and alcohol users and women and wider problems of racism in the criminal justice system and society.

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1. INTRODUCTION

"Reducing re-offending is not just a criminal justice issue; it is a health issue, a drug rehabilitation issue, an employment issue and a housing issue. Resettlement is in short, everyone's business." (Senior, 2003)

This research looks specifically at the timely and crucial issue of the resettlement of black and minority ethnic (BME) prisoners in the West Midlands.

Surprisingly, distance from crime and the fundamental role that effective resettlement from prison has within this has only been given renewed attention in recent years, despite growing concerns over the rising prison population, the chronic nature of re-offending and diminishing confidence in the criminal justice system. Of major importance within this arena is the disproportionate amount of offenders from BME groups that are currently in prison. Although it can be argued that these facts relate to wider societal issues, effective resettlement of BME prisoners may begin to address matters by preventing further re-offending.

This research therefore, aims to help establish the resettlement needs of BME ex-offenders, together with mapping what support is available, where it is available, and what gaps, if any, exist. It was commissioned as part of the West Midlands resettlement for ex-offenders strategy, in order to explore whether ex-offenders from BME groups present different or additional needs to others.

Establishing such needs may identify where gaps exist in service provision, but would also provide a better understanding as to why BME groups are over-represented in the criminal justice system as a whole and if they are disadvantaged further when accessing resettlement services.

The primary aims of the research are as follows:

- To identify the resettlement needs of BME prisoners
- To map the types of support available to BME prisoners and ex-offenders
- To highlight examples of both good practice and gaps within existing service provision
- To work towards the development of a BME resettlement model through recommendations based upon the research findings

2. BACKGROUND

This section considers the range of issues surrounding the resettlement of ex-offenders, in terms of recent policy changes, risk factors associated with re-offending and previous research findings.

2.1 Policy Changes

In April 2001, the Prison Service and DfES (then the DfEE) established a new partnership and forged links with the Youth Justice Board and Probation Service to promote coherence in the various strategies adopted to reduce re-offending and support the resettlement of offenders. They focused primarily on giving prisoners access to education and training while in prison and on providing them with the skills and attributes required to hold down a job and re-integrate into their community on release. The partnership's key objectives included assessing the needs of prisoners, providing access to services and incentives to change and supporting them post-release. Significant progress was expected to be achieved by the end of 2005, which would involve all agencies in dealing with offender management, such as prisons, probation, social services, housing, education, employers and health services.

In June 2004, after recommendations from the Carter Report, the government agreed to merge the prison and probation service into the National Offender Management Service (NOMS). It is due to be functional within 5 years, and is responsible for the management and supervision of offenders, both in custody and on community based penalties. One of its primary aims is to reduce re-offending by 10% and another is to limit the rise in prison numbers to 80,000 with 240,000 under community supervision. In 1997, 58% of offenders were reconvicted within two years and 36% were back in prison. Re-offending costs society £11 billion per year - evidently there is a need to re-assess how we can better support offenders' re-integration into the community (Social Exclusion Unit, 2002).

How can this be achieved? It has been recognised that in terms of the resettlement of offenders, and subsequently the reduction of re-offending, there are specific groups which present a higher risk and greater vulnerability in terms of their needs. The NOMS will attempt to address the gaps in service provision which exclude such groups, for example, problematic drug and alcohol users, female offenders and BME groups. The Government is proposing to provide cost-effective services in a ‘market for correctional services’ (NACRO, 2004). Voluntary and community services will have to compete with public and private organisations for contracts to manage and supervise offenders. Regional Management Boards, headed by Regional Offender Managers will report centrally to NOMS, and will be responsible for managing correctional services in a wide geographical area. Offenders are to have ‘end to end management’ with provisions that they serve their sentence as close as possible to their community.

Although some obvious intended improvements are emerging, with the ‘community model’ of imprisonment keeping offenders closer to home, and ‘end to end management’, there still remain some concerns as how well these major changes will be implemented.

Bidding for contracts based on cost-effectiveness may exclude some voluntary services who lack the resources to present a ‘business plan’ of how they will achieve their aims. It also disregards notions of looking at standards of service, value to the clients and the experience of offenders themselves. Also, if they are short term contracts, sustaining resettlement services will depend on successful bidding and renewal of contracts - if unsuccessful, this could prove extremely disruptive to clients accessing such services.

Furthermore, if contracts are awarded outside local authority control, it is feasible that they will not regard the resettlement of offenders as a priority, or a responsibility (Aiken, 2004). Regional management on a large scale could become problematic in terms of establishing and maintaining links with local services on a day-to-day basis. This could have implications for sufficient local representation on boards and in policy decisions. Regional Offender Managers will have set targets to achieve and a wide area of responsibility. On that basis they may be more likely to stick to tried and tested methods of offender management, as opposed to using research to uncover more innovative approaches. Sentencing practice inevitably impacts on the rising prison population, again, more so for some groups than others, and yet offender managers have been described as ‘breach agents’ in that they will act as enforcers who are more likely to put offenders back into custody if they breach a community order (NACRO, 2004).

It can be argued that the Criminal Justice Act (2003) is undoing much of the resettlement work and forging of partnerships recommended by the DfES, prison and probation services and the Youth Justice Board. New penalties, including intermittent custody will disrupt community costs and access to services, as well as social support links. According to reports by the National Association for the Care and Resettlement of Offenders (NACRO), the introduction of NOMS seems to further exacerbate the problem by concentrating on management of offenders, cost-effectiveness, large-scale regional boards and a correctional services market.

Arguably, none of these measures presents long-term, sustainable initiatives to fully address offenders’ resettlement needs, and could be interpreted as short-term, knee-jerk reactions to media pressure to be seen to be dealing with offenders. In the light of such changes and concern about their impact it is now more important to fully establish the needs of offenders, from all sectors of society, in all circumstances, in order to begin to address the need to reduce re-offending.

2.2 What is Meant by Resettlement?

A stated aim of resettlement is the ‘effective re-integration of imprisoned offenders back into the community’ (Gelsthorpe, 2004). Definitions which attempt to explain the aims of resettlement cross economic, social and psychological boundaries, which reflect the multidisciplinary nature and range of issues inherent in attempting to prevent re-offending. Reintegration embraces reconciliation, reincorporation, removal of shame, and forgiveness, or ‘reintegration into the moral/social community as well as physical community’. At the end of this process is the need for ‘de-labeling’ and desistance which can only occur when the efforts being made by ex-offenders are recognised by others (Maruna, 2004). However, as aforementioned, it is clear that many ex-offenders’ needs are not being addressed as re-offending statistics indicate an ongoing problem.

2.3 Risk Factors Associated with Re-offending

The needs of ex-offenders as a whole are well documented and present clearly identifiable risk factors which have the potential to be addressed, either by criminal justice or community-based interventions. This section identifies key factors from research findings associated with re-offending.

These include poor education, unemployment, social exclusion, mental health problems and problematic drug and alcohol use (Social Exclusion Unit, 2002, Harper and Chitty, 2005). In addition, there is considerable risk associated with prison sentences themselves, in that a third of prisoners lose their house while inside, two thirds lose their job, over a fifth face financial difficulties and over two thirds lose contact with their family (Social Exclusion Unit, 2002). Indeed there is a ‘growing consensus that we are sending some people to prison who should not be there’ (Social Exclusion Unit 2002). Those identified as particularly vulnerable are prisoners on short-term sentences, mentally ill offenders, problematic drug and alcohol users and foreign nationals.
Evidence from the US indicates an association between social capital and crime, i.e. the level of social support, be it from family, and even friends. A study by Niven and Stewart (2003) found that up to 31% of offenders did not receive any visits, and allow employers to check police records, whereas previously, job applicants were asked to disclose information themselves. This has discretion of senior managers or human resource staff. Access to information on criminal records (basic disclosure) was increased to actively recruiting ex-offenders from the local community (e.g. The Host Corporation, Birmingham) to leaving such decisions to the discretion of senior managers or human resource staff. Access to information on criminal records (basic disclosure) was increased to allow employers to check police records, whereas previously, job applicants were asked to disclose information themselves. This has obvious implications in terms of the discrimination of ex-offenders - they either may not be employed at all, or if they are, it will not be made public. Yet, if employers do not check all applicants’ background, they could be accused of negligence if something does go wrong and insurance companies may refuse to pay out if checks are not made. There is a clear conflict of interest with the introduction of basic disclosure for employers - many of their perceptions are based on their own experiences and the media, much like society as a whole, so they will more than likely have a negative perception of ex-offenders. A NACRO report (Recruiting Ex-offenders: The employers’ perspective, 2003) presented employers main concerns surrounding the level of skills and abilities ex-offenders possess; whether they will offend against the company, or if they have sufficient support to prevent this. They also reported need for more information on the actual risks ex-offenders present, to better inform their own perspective. Many were not aware that excluding ex-offenders meant they were missing out on a valuable resource, which with support and proper management could become vital component of the resettlement of ex-offenders.

In terms of accessing training or education opportunities in the community, this could depend very much on the provisions which were available in the prison, and to what degree offenders took advantage of those opportunities. The Learning and Skills Council is taking on a central role in the provision of education for offenders, starting with basic skills courses in literacy and numeracy, to life skills (e.g. being a good tenant, parenting, interview skills) and more formal vocational qualifications, such as NVQs. Many offenders in prison also have the opportunity to attend practical workshops to develop skills in construction work, catering and fork lift truck driving. However, the take up and completion of such courses depends on the length of sentences, other circumstances which may mean offenders are removed from one prison to another and on the motivation of the offenders themselves. Out in the community, previous training and willingness to learn may prove beneficial in securing employment or opportunities for further education, particularly with local providers who assist offenders in prison. Mainstream education providers may still regard ex-offenders as a risk, in terms of completion and to other students or staff, so may continue to exclude ex-offenders who are also less likely to have formal pre-requisites, particularly for higher education courses.

Social Support

Social contact should not be underestimated in terms of its value to offenders, in terms of maintaining links with family, partners and even friends. A study by Niven and Stewart (2003) found that up to 31% of offenders did not receive any visits, and consequently were less likely to have employment or housing organised for their release. A clear problem arises when offenders are imprisoned far from their communities and family contact, and this is often the case for those on life sentences (Chapman 2002).

Exclusion Unit report (2002) has stated that excluding ex-offenders meant they were missing out on a valuable resource, which with support and proper management could become vital component of the resettlement of ex-offenders.

The consequence of this is defined areas where crime levels are higher, particularly that associated with gangs, drug use and weapons. The West Midlands police annual report 2003/4 acknowledges the large number of BME groups who live in this region and through their Probationary Placement Scheme, they have been attempting to increase awareness of diversity issues among its officers and Such offenders can benefit from mentoring schemes such as Connect, which meet offenders at the prison gate, to assist them with housing, employment etc., but also to act as a diversion from re-offending.

Financial Support

Accessing financial services such as bank accounts, insurance, mortgages and loans is impeded if the applicant does not have a permanent address. This also affects claims for benefits, which can be delayed by up to 5 weeks, even with an address – delay which can present an opportunity for an ex-offender to believe they have no other choice but to offend in order to obtain basic provisions. Such offenders are often short-term, with sporadic examples of effectiveness and can be ill-equipped to deal with the range of problems ex-offenders with addictions present, particularly if they also have mental health problems (Social Exclusion Unit 2002).

Female Ex-offenders

Research has shown an alarming rise in the number of women sent to prison, up to 145% in the last 5 years (NACRO, 2001). This has led to three previously male prisons being re-designated as female, with two more due to be in order to cope with demand. Women are said to ‘bear the brunt of prisoncentricity’, i.e. the punitive nature of sentencing among magistrates (Geldthorpe, 2004) and face double punishment, in that not only are they breaking legal codes, but also ‘accepted codes of femininity’ (Wentworth-James, 2004).

Female offending indicates a higher proportion of acquisitive crime and fewer violent crimes, compared to males (Home Office 2003). Consequently, a large proportion of women are on short-term sentences, the impact of which has been shown to be highly detrimental among many groups (Morgan, 2004). 71% of female offenders are not eligible for statutory provisions on release, e.g. support with housing or employment. In terms of accessing education training and employment in prison only 18% of females were on a course, compared to 30 % of males (Geldthorpe, 2004). Many are mothers, often lone parents, facing debt, homelessness, abuse and are problematic drug and/or alcohol users (Wentworth-James, 2004; Melvor, 2004). It is evident that female offending is ‘inextricably linked with their life experiences and their social exclusion’ (Prison Reform Trust, 2000).

Profile of the West Midlands Region

The West Midlands is a region both of suburban and rural areas. The West Midlands has an ethnically and socio-economically diverse region, particularly when compared generally with the rest of England and Wales. Its population includes a wide range of BME groups, and it also comprises rural communities, prosperous inner city areas and areas of deprivation. Research has shown an alarming rise in the number of women sent to prison, up to 145% in the last 5 years (NACRO, 2001). This has led to three previously male prisons being re-designated as female, with two more due to be in order to cope with demand. Women are said to ‘bear the brunt of prisoncentricity’, i.e. the punitive nature of sentencing among magistrates (Geldthorpe, 2004) and face double punishment, in that not only are they breaking legal codes, but also ‘accepted codes of femininity’ (Wentworth-James, 2004).

Female offending indicates a higher proportion of acquisitive crime and fewer violent crimes, compared to males (Home Office 2003). Consequently, a large proportion of women are on short-term sentences, the impact of which has been shown to be highly detrimental among many groups (Morgan, 2004). 71% of female offenders are not eligible for statutory provisions on release, e.g. support with housing or employment. In terms of accessing education training and employment in prison only 18% of females were on a course, compared to 30 % of males (Geldthorpe, 2004). Many are mothers, often lone parents, facing debt, homelessness, abuse and are problematic drug and/or alcohol users (Wentworth-James, 2004; Melvor, 2004). It is evident that female offending is ‘inextricably linked with their life experiences and their social exclusion’ (Prison Reform Trust, 2000).
build confidence in the police among BME groups. This targeting of resources demonstrates a reaction to a clear need to address the higher representation of BME groups in this region.

Research has illustrated that disproportionate contact with the police, i.e. stop and search incidents, could be a factor in explaining the higher levels of BME groups in prisons throughout England and Wales (Social Exclusion Unit 2002). This in conjunction with higher levels of crime associated with gang culture and deprivation inevitably leads to a greater need for resources for ex-offenders from BME groups, which is echoed in other areas of the West Midlands region.

2.5 The Needs of Black and Minority Ethnic Ex-offenders

In the ‘Reducing Re-offending National Action Plan’, addressing diversity is seen as an ‘essential component.’ There is clear evidence, as aforementioned, regarding the multiple needs ex-offenders present, which in turn requires a multi-agency approach to intervene and prevent re-offending (McGuire, 2002b). Inter agency communication is of paramount importance, as is the recognition of the need to provide a resettlement service both in the prison and the wider community. Yet, for BME ex-offenders, there is scant research as to how current programmes and initiatives to address resettlement issues are effective, in terms of addressing their needs and acknowledging cultural differences. Current studies have looked more generally at race inequalities within prison (for example, Commission for Racial Equality, 2004; Implementing Race Equality in Prisons) and the criminal justice system as a whole, as well as tackling the resettlement of all offenders. African-Caribbean arrested by the police are more likely to be placed on remand when compared with other offenders (28% compared with 16% for white offenders) and are also less likely to be found not guilty at magistrate’s courts. In terms of sentencing practice, BME offenders are more likely to receive longer sentences compared to white offenders for similar offences, for example, in 1998 47% of white adult prisoners had a sentence of 4 years and over, whereas, 58% of Asian adult prisoners and 63% of black adult prisoners had received such a sentence (Social Exclusion Unit, 2002). An analysis of ‘what works’ in preventing re-offending illustrates limited statistical data on young offenders and female offenders, with no details on ethnicity (Harper & Chitty, 2005). Identifying the needs of BME offenders will also involve exploring gaps in service provision, and barriers to accessing services.

In the current political climate, the views of ethnic minority groups in terms of their experience of the criminal justice system, whether as a victim, offender or employee are becoming ever more important. Issues around race and the treatment of minority ethnic groups were highlighted with the publication of the MacPherson Report (1999), which identified ‘institutional racism’ within the Metropolitan Police, but also highlighted the presence of such prejudice throughout public service and government (Phillips and Bowling, 2003). Therefore, the causes of disadvantage need to be distinguished, in terms of whether it is due to social exclusion or racism and discrimination, or a combination of both (Calverley et al, 2004). Only then can measures be put into place to tackle these issues.

Research has been done into BME groups experiences of the criminal justice system, for example, in dealing with probation officers, a third of ex-offenders wanted to deal with an officer from the same ethnic group, whereas 56% felt it didn’t matter. They were generally favourable about the service they received and also felt it important to have mixed ethnicity in group programmes and to have a visible representation of black and minority ethnic groups among staff. The most negative perceptions that existed regarding treatment by the police, in terms of stop and search tactics and distrust (Calverley et al, 2004). In researching the needs of black and minority ethnic ex-offenders, mixed race groups remain under-researched in terms of the different issues they may present. Their experiences will encompass different cultures and perceptions of society, and it may be the case they face discrimination from multiple sources (Calverley, et al 2004).

2.6 Gaps in and Barriers to Service Provisions

The development of NOMS has identified the need for prison and probation to work in partnership with other agencies, and one of the key priorities of the National Probation service is to ‘improve delivery by communicating and connecting to local communities’ (Murphy, 2004). However, implementing intentions to work together and provide services for ex-offenders are often impeded by bureaucracy in statutory organisations, lack of stable funding and other resources to provide a long term, sustainable service. In a report by Her Majesty’s Inspectorate of Probation it was noted that with regards to BME offenders, “Surprisingly little use was made of the expertise available through partnership organisations.” (HMIP, 2000)

Many ex-offenders present a multitude of problems which require intensive, ongoing and long term support which are beyond the realm of what prisons, probation and community organisations can do. For BME ex-offenders, additional discrimination can also act as a barrier to accessing support, as can more practical concerns such as language difficulties or lack of access to transport to get to necessary organisations. Problematic drug and alcohol users are a clear example of how strict criteria and sporadic services can fail and lead to re-offending (Social Exclusion Unit, 2002). Community based or voluntary services may have the expertise, but a major concern for them will be lack of funding and the need to constantly seek additional funding, which may impact upon the service they can realistically provide. BME ex-offenders may also present needs which are not fully identified and therefore not addressed by statutory or community provisions. These can stem from cultural and religious differences and also a lack of understanding about such differences which may affect any relationships they make on the road to desistance from offending. They may also affect the sources of support that BME ex-offenders seek, whether from a mistrust of ‘official’ organisations or attaching more importance to faith-based or family contacts. This needs to be addressed so that all ex-offenders can have access to the services they need in an environment which will prevent them re-offending.

The case for making better use of community provisions also extends to sentences handed out to offenders, for which NOMS also has a responsibility. In order to keep the prison population to an 80,000 limit, those working in the criminal justice system must ensure community provisions are utilised.

3. METHODOLOGY

This section describes in detail the aims of the research, the methodological approach taken to achieve those aims, ethical issues and limitations of this study.

3.1 Aims and Objectives of the Research

- To identify the resettlement needs of BME prisoners
- To map the types of support available to BME prisoners and ex-offenders
- To highlight examples of both good practice and gaps within existing service provision
- To work towards the development of a BME resettlement model through recommendations based upon the research findings

3.2 Research Design

Due to the sensitive nature of the subject matter, a qualitative research design was employed using semi-structured interviews, in order that the views and opinions of both the BME offenders and ex-offenders and the service providers could be gained in some depth. This type of interview ensures specific issues are covered within the key aims of the research, whilst allowing for some flexibility in terms of how much information participants are willing to give, and to give them an opportunity to explain in-depth, their circumstances and opinions.

A mapping exercise of service provision in the West Midlands region was also carried out through desk-top and internet research, together with obtaining additional information on sources of support from interviews with service providers. Quantitative data on the ethnic profile of the prison population and re-conviction rates in the UK and more specifically the West Midlands was also collected in order to place the research data in context. Finally, attendance at the ‘Coming Home? Challenges and Choices for Black and Minority Ethnic Communities and Returning Ex-Prisoners’ conference also aided triangulation of our findings.

All data was collated, transcribed where necessary and analysed using coding and interpretative methods.

3.3 Fieldwork

Access to participants was facilitated by Government Office West Midlands (GOWM), who provided key contacts and informed various agencies about the research.

A wide range of service providers were contacted, covering both statutory and voluntary organisations (see Appendix A). The organisations chosen covered those dealing specifically with BME groups, those assisting ex-offenders with housing and employment, umbrella organisations dealing with a range of support activities, faith-based organisations and key resettlement services such as NACRO. The service providers who participated came from throughout the West Midlands region, including Central,
differences exist in terms of age, gender and socio-economic circumstances. Findings from this research are replicated on a wider scale in the West Midlands, and also may present an opportunity to see if

3.3.1 Interviews

Service providers

The questions (see Appendix B) presented to service providers were intended to address the key objectives and facilitate discussion about the main issues surrounding the resettlement of offenders, and specifically, those from BME groups. Participants were asked to describe their role and that of the organisation, how far they provided services for BME ex-offenders, if they felt barriers existed in accessing their services and what more they would like to be able to offer.

Offenders and Ex-Offenders

At the start of the interviews with offenders in prison, demographic data was collected to establish their age, gender, ethnicity, length of sentence and their release date in order to put into context the differing needs and problems faced by the target samples (see Appendix B).

The interviews with offenders sought to address key resettlement issues, including their plans for accommodation, employment, training, education and accessing financial support. Participants were also asked about their awareness and opinion of various resettlement services, from those within the prison, to statutory assistance from probation services and community-based and voluntary services. Finally, participants were then asked to describe their main concerns about their impending release and also what they were most looking forward to. This was intended to prompt participants into giving additional information regarding their plans post-release, which may not have been covered by the previous questions.

Ex-offenders were interviewed with similar aims to that of offenders in prison, to establish what services they had access or were aware of, their opinion of these, what else would help them and any specific barriers that they faced.

3.3.2 Ethical issues

All participants were informed of their right to withdraw their contribution at any time and that all information gathered would be kept confidential and anonymous. The research was based on the principle of 'informed consent', with the project being fully explained to potential participants prior to the interview. All interviewees signed a consent form indicating they had agreed to take part in the research (see Appendix A).

Where necessary, permission was also asked of the interviewees to record the interviews. Where this was denied, handwritten notes were taken instead.

3.3.3 Limitations of the scope of this research

Further issues for exploration are described in section 5 of this report, and highlight some of the limitation of this study. For example, the resettlement of young offenders among BME groups as none of the participants we interviewed were 18. Most of the participants within prison were from BME groups resident in the UK, i.e. not foreign nationals as they present a myriad of different problems beyond the scope of current resettlement strategies. Generally time and budget constraints allowed for a limited number of participants, for both offenders and service providers. In terms of service providers, a more detailed mapping exercise could be undertaken to ensure all relevant services are included and could result in a database which would be regularly updated and access by prison and probation staff. For offenders and ex-offenders, interviewing a larger number would establish if the findings from this research are replicated on a wider scale in the West Midlands, and also may present an opportunity to see if differences exist in terms of age, gender and socio-economic circumstances.

4. RESULTS

4.1 Mapping of Service Provision in the West Midlands

The following section is a list of services provided through prisons, probation, community, voluntary and faith-based organisations, with a brief description of their primary role. Much of this information was gained through the interviews, but some also from desk-top research using internet searches. On that basis, there may be some inaccuracies due to changes of address, services no longer being available or lack of details available.

4.1.1 Prison Resettlement Services

Table 1 (see Appendix B) shows a list of the institutions visited as part of the research project and the resettlement services they offered. All prisons in the West Midlands, including female, open, closed and young offenders institutions offer services aimed at rehabilitation of offenders. These include multi-faith centres, assistance with employment, training opportunities and assistance with health care problems, such as problematic drug or alcohol use.

4.1.2 Probation Service

The key aims of the National Probation Service (NPS) for England and Wales are:

- Protecting the public
- Reducing re-offending
- The proper punishment of offenders in the community
- Ensuring offenders’ awareness of the effects of crime on the victims of crime and the public
- Rehabilitation of offenders

In addition the NPS has priorities for 2003, including improving performance, implementing the Criminal Justice Act, developing their role as part of the National Offender Management Service and working in partnership with other agencies (Probation Services Website, www.probation.homeoffice.gov.uk).

The West Midlands Area Probation Service

The West Midlands Probation Service is the second largest probation area in England and Wales and includes three cities (Birmingham, Wolverhampton and Coventry) within is geographical coverage, and surrounding areas, including Solihull, Dudley, Sandwell and Walsall. Its responsibilities address the key aims of the NPS using local authority areas and 7 Crime and Disorder Partnerships, to provide programmes for rehabilitation and resettlement, community punishment measures, residential services and links to other services in the community and in prisons.

The main duties of front-line staff in the probation service are to supervise ex-offenders on a regular basis (as directed by the court), initiate breach action where there is a failure to comply with court orders, and write pre-sentence reports. They are also available to provide practical help and support for offenders are also make links with local community and voluntary services.

Overseeing the work of the probation service is the West Midlands Probation Board, whose purpose is:

‘To collectively direct and support the West Midlands Area in the delivery of services to meet the legitimate existing and emerging needs of stakeholders.’

The chairman and members are drawn from a wide cross section of the local community and members are responsible for establishing and maintaining links with local communities and partners (West Midland Probation Service Website, 2004).

Resettlement Services

The types of programmes provided through the probation service include group work using cognitive behavioural methods and ‘bail support programmes’ which work in conjunction with police and partners to help those individuals who want to avoid further offending. Also, voluntary mentors are used to help younger offenders to get back into employment or education and away from...
crime. Drug Treatment and Testing Orders allow the Probation Service to work with problematic drug and alcohol users to address both their treatment needs and offending behaviour, again in partnership with several West Midlands-based drug treatment agencies. Home Office-approved probation hostels, are set up to provide temporary accommodation for offenders awaiting trial or on release from prison. There are seven in the West Midlands region, and residents are closely supervised, subject to overnight curfews, and day time restrictions where appropriate.

Partnerships with the Community
The West Midlands Probation Service allocates £1.4m per year under its grant-giving powers to community projects. Various groups who support ex-offender are part or wholly funded, such as community arts centres, advice centres, housing and resettlement agencies.

4.1.3 Community and Voluntary Organisations, and Faith Based Services
Tables 2 – 10 [see Appendix B] present details of a variety of community-based and voluntary organisations in the West Midlands region, which offer services to the local community, including ex-offenders. Some specifically cater for ex-offenders, some as part of their work helping vulnerable people and others are set up to assist those from ethnic minority groups. The tables are divided into key areas according to the risk factors associated with resettlement of ex-offenders and also into specific groups which require additional or more tailored support, such as women, problematic drug and alcohol users and BME groups. It provides details on West Midlands-based organisations, but also on those who offer a national service for ex-offenders, offenders in prison, women, black and minority ethnic groups and problematic drug and alcohol users. This does not claim to be a fully comprehensive list partly due to the short-term nature of many initiatives. Many organisations also provide services for a variety of groups, and could be categorised in more than one of the tables. In this instance, organisations are placed in the category which represents their primary aim or focus.

4.2 Findings from Service Providers
This section presents data gathered from interviews with service providers to establish their role and aims of their organisation, what they provide specifically for ex-offenders, whether they perceive BME ex-offenders as presenting different or additional needs, constraints and limitation they face and what, in an ideal world, would help improve their services.

4.2.1 Prison Resettlement Services
Within prisons, funding for resettlement services was provided through the Custody to Work initiative, which had a strong focus on helping ex-offenders gain employment, with consideration for other issues such as housing, accessing benefits and training. In visiting the prisons as set out in Table 1, differences became apparent in how the rehabilitation/resettlement services were implemented, for example making use of existing prison staff or external agencies.

HMP Blakenhurst use the funding to set up a ‘resettlement zone’ which was an area within the prison designated specifically for offender use and which seeks advice on a range of issues. Within the zone, staff were employed from outside agencies, such as NACRO and used non-prison staff for other areas of resettlement, i.e. benefits access, housing and also to maintain links with community provisions. One important link was made through the ‘Employment Liaison’ who actively went out to employers and businesses to promote ex-offenders as an untapped resource and to attempt to alter perceptions and address employers concerns. The management of this facility also ensured the work done within the prison complemented the work in the community, in that duplication of services was avoided, but a more seamless transition occurred as offenders were able to make plans and sort out practical issues prior to release.

A different approach was used by HMP Birmingham, with existing officers and other non-uniformed staff co-ordinating services and making links with housing associations, letting agents, probation hostels, supported housing, employment services such as Job Centre Plus and community and voluntary organisations. Staff emphasised the importance of the risk assessment interviews when offenders first arrive at the prison, in order to establish the immediate needs they have in terms of ‘closing down’ their old life, i.e. terminating tenancies to avoid rent arrears, dealing with debt, taking care of pets etc. Offenders would then complete a sentence plan – if their sentence is 12 months or over, which will include taking up opportunities for training, education or employment and discussion of practical needs. For those with sentences under 12 months, the ‘prisoner’s passport’ provides a summary of needs using data from OASys and interviews to assess the level of support required during and after their sentence.

Links with voluntary services were considered important to attempt to meet offenders needs as far as possible, one officer summed up one of their key aims:

‘If it will benefit us here at the prison, I will drag them in’.

Within the prison, vocational skills training was a key part of the rehabilitation process to provide practical trade skills to improve offenders employment prospects on release. The prison also provided training at a more basic level, such as literacy and numeracy skills. Another key component of this process was the use of mentors through the Connect service – volunteers who would meet offenders on release to guide them away from re-offending and help them with resettlement. This was considered to be particularly important for problematic drug and alcohol users.

Black and Minority Ethnic Ex-Offenders
It was perceived by prison staff that BME ex-offenders tended to make more use of the multi-faith chaplainry and any links that had been made to the arts, specifically music. In all the prisons visited, the chaplaincy area was viewed as a very supportive environment, and some felt that developing this resource in the community could be extremely beneficial. A very clear problem arose when trying to assist foreign nationals, as they are not eligible for state provisions, and are therefore excluded from other services. Applications for visas or residence can take months, which can make foreign nationals extremely vulnerable in terms of lack of funds, poor housing and few opportunities to improve their situation.

Staff at HMP Birmingham also established links with BME housing support in the community to provide for specific groups, e.g. Somalis, which represent a relatively new ethnic minority group. Among all the prisons visited, there was a recognition of the need to replicate cultural needs as far as possible, given security and resource considerations, such as dietary needs and religious ceremonies. This is arguably especially important for those offenders who have little or no family contact.

Constraints and Limitations
The extent and in some cases, the quality of the facilities also seemed to be affected by the location and quality of the estate. This would often dictate the space available for expanding or implementing new services and facilities, and the potential for further improvements. The location of the services with the prison grounds was also important – for some there was a clearly designated space, for others it was a case of finding the right office and staff. Clearly, security considerations and availability of officers to escort offenders would impact on how accessible the services were, and in some cases, awareness among the offenders that such services existed. Problems also arose in terms of accessing services when dealing with offenders being transferred to other prisons, as this could prove disruptive in terms of any skills training, advice on resettlement and also for family and friends visits.

Staff at HMP Blakenhurst felt there was a need for employers to ‘think beyond criminal records bureau checks’ and take into account the offending behaviour and consider how much it will impact on the offender’s abilities and future behaviour. Difficulties also arise as often low level human resource staff are involved in sifting job applications, who will assume any declaration of a criminal conviction excludes them from consideration for the position. However, it has also been apparent that most employers would rather know all about their employees to then use their discretion about what duties they can do. It was further pointed out that employers are now subject to the remit of ‘Corporate Social Responsibility’ which includes employing staff from local areas and not being discriminatory to those who want to work. If processes are not put in place and perceptions not challenged the concern is that ‘all the hard work done within the prison breaks down’ and the seamless transition into the community will cease.

Resettlement staff recognised the impact of short-term sentences which often have a more detrimental impact, as offenders may not be eligible for some support services in the prison, but will still experience the prejudices and barriers of being an ex-offender.

In an Ideal World
According to resettlement staff in the prisons visited, better facilities were needed within prisons, and HMP Blakenhurst staff emphasised the importance of improving links with employers to provide work placements prior to and immediately after release. Generally, most staff interviewed felt that examples of best practice and effective service exist in small-scale, short-term projects but this work is needed to be promoted and replicated on a national and long term basis. For those working in resettlement in both prisons and community, there is a lack of consultation and opportunity for them to feedback on the day to day problems they face on the frontline. Policy makers and management are frequently unaware of such issues and yet to make policy effective, they need to know how well it can be implemented. Accessing financial support on release and the delays which occur are also identified as a big part of the resettlement issue and present a clear area of risk for ex-offenders, so better preparation is needed to ensure access to funds is immediate.
At HMP Birmingham, mentoring was described as the way forward in helping all ex-offenders as it is ‘beyond the wall and it is real help’. It offers practical assistance with confidence building and support.

4.2.2 Probation Services

Staff in the ‘Throughcare’ teams assist ex-offenders with housing, making referrals to other agencies as necessary, providing space in hostels, keeping in contact with family members and conducting prison and home visits. However, it should be noted that not all probation areas use ‘throughcare teams’ to implement their services and may take a different approach when working with other agencies. Within the service link workers established and maintained contacts with specific agencies, such as Housing Associations to identify offenders needs and use a variety of resources to meet those needs. Staff work with local authorities, drug intervention teams, churches and voluntary agencies, with a view to preventing homelessness among ex-offenders. For example, they would make use of a rent guarantee scheme, run by local church groups to assist tenants with deposits. Links are also maintained with the Health Authority to address mental health needs and other healthcare problems.

Black and Minority Ethnic Ex-Offenders

According to staff based at Waalsall Probation, among BME groups, it was perceived that there were no ‘major problems in referrals and no evidence of discrimination’. It was felt that resettlement was not specifically a ‘BME issue’.

However some services are provided for BME groups, such as Black and Asian Think First! programmes which look at preventing re-offending and ensure the needs of such groups are met. This programme was described as having a high completion rate.

In terms of staffing in probation it was felt that it was useful to have officers from the same ethnic background as the offenders that come in as abilities to relate to one another could be facilitated.

Constraints and Limitations

A key problem felt by probation officers was the lack of time spent with offenders, which impacted on the quality of assessments they can make in order that all needs are addressed. However, working in partnership with other agencies was seen as one way to alleviate this. funding was also a key concern, as were other resources such as housing. This would increase the risks for those offenders who had not organised accommodation prior to release as there is little provision for ‘emergency cases’. The development of the National Offender Management Service (NOMS) was discussed with reference to the need to work with prisons to prepare offenders who had not organised accommodation prior to release as there is little provision for ‘emergency cases’. The development of the National Offender Management Service (NOMS) was discussed with reference to the need to work with prisons to prepare offenders better for release, but it was admitted that some do still ‘slip through the net’.

In an Ideal World

Again, more resources are needed in order to offer support to address key practical needs such as language barriers, training, good quality housing and also to take account of diversity issues such as cultural differences, religious practices and disability needs. Among BME groups, improved employment opportunities were required in order to help BME ex-offenders get over the potential ‘double stigma’ they face. Practical resettlement strategies are needed, together with more counselling support and mentoring services to address their emotional needs.

4.2.3 Community, Voluntary Organisations and Faith Based Services

Community based services range from umbrella organisations providing information, advice and guidance to those providing direct support such as housing, employment, pastoral care, counselling, assistance for problematic drug and alcohol users and services targeted for specific groups, such as BME groups and women.

General Support

CLINKS is a national charity and an example of an umbrella organisation. With the Community Fund, it is running a 3 year programme to establish partnerships between prisons and voluntary services, identify gaps in services and introduce ex-offenders to organisations offering direct support. It also provides training for prison staff and workshops to develop the use of volunteers in prisons and the resettlement process as a whole.

Housing

A key organisation involved in housing provision is the National Association for the Care and Resettlement of Offenders (NACRO). One of its main aims is to provide more long term and stable housing solutions. It uses its own tenancy arrangements for short-term support, with a view to helping ex-offenders get back on their feet and then progress to more sustainable situations. To this end it liaises with Housing Associations, councils and private landlords.

Employment, Training and Education

NACRO is also a lead agency dealing with the employment of ex-offenders, offering training and education (construction, computing, language skills), assistance with interviews and finding employment with a criminal record and liaising with employers to provide advice and guidance. Other organisations which are involved in providing employment support for ex-offenders are Business Enterprises Support, Community Roots and the Host Corporation, along with statutory provisions such as Job Centre Plus.

Business Enterprises Support Ltd acts as a consultancy for policy makers and also administers the Enterprise Allowance Scheme to assist various groups with setting up a business, which includes ex-offenders. It is a non-profit organisation and has links with Job Centre Plus, Probation Service, Business Link and other initiatives. It also provides various products using its own research and expertise, such as the Phoenix Project and Real Times, Real Life. Part of its work involves taking part in various forums to maintain links and improve services.

Community Roots also supports those wishing to set up businesses in the West Midlands, specifically in the North Birmingham area. It is funded through the Single Regeneration Budget, and its core services are advice and guidance, assistance with accessing financial support and putting together a business plan along with presentation skills training. A key part of their ethos is to have an ‘open door policy’, which means they will include ex-offenders and also target their resources to black and minority ethnic groups which are local to their area.

The Host Corporation is an organisation set up to develop the Queslett Park site in Perry Beeches, to bring employment and leisure services to local area. It will have a hotel and conference rooms, golf course and other leisure facilities. It also has an open door policy, with the intention to employ local people from wide range of backgrounds. This broad and inclusive approach will include ex-offenders to access a mentoring programme, skills training, commercial opportunities to link training to employers needs and skills gaps. It is a non profit organisation with a Christian faith ethos and it makes use of partnerships with employers, the Learning and Skills Council, probation, prisons and the community to ‘prevent further offending and lessen the detrimental impact of prison’. Its projects include Focus Pathways, a training and employment agency and the Nehemiah Project which targets the socially excluded to prevent them offending. It has also developed a football club, called ‘Unify Stars FC’ which prides itself on engaging young black men in the local community, including members of key opposing gangs, the Johnson Crew and the Burger Bar boys.

Job Centre Plus, part of the Department for Work and Pensions, maintains links with prisons, probation, the Learning and Skills Council (LSC) and is involved in regional resettlement plans. A key aim is ‘working together seamlessly and focusing on individuals’. For example, making services more accessible, raising awareness of Job Centre Plus and the LSC as a training provider and working with the Probation Service in the on basic skills agenda. Working with the LSC also helps to encourage employers to take on and train ex-offenders and having advisors in all prisons assists offenders with advice on benefits, and identifying training needs. Offenders on release get assistance with benefits to ensure they can get started, but some do come out and go straight into work, especially if they have made use of training opportunities.

Services for Offenders

The BORRIS (Blakenhurst Offenders Rehabilitation and Resettlement in Solihull) is set up for prolific offenders, who are mainly aged between 17-21 and offers assistance with problematic drug/alcohol use, training, employment and housing. The organisation has triage workers to assess level of treatment needed and support that can be provided. Many of their clients come from arrest referral schemes from the police, to nip further offending in the bud and divert young offenders from custodial sentences. They attempt to have a ‘faster and more seamless transition, rather than offenders being lost at first signpost’ A key aim is to address problematic drug use and the ‘trigger’ offences associated with it.

Faith-based Services

Bringing Hope is a faith-based organisation, which makes links with churches in Birmingham and the Community Safety team to tackle gang crime, violence and the resettlement of offenders. It also assists with providing chaplains in prisons in order to formulate a more ‘strategic response’. The direct services it offers include keeping in contact with offenders in prisons and maintaining links with family members and partners. It is described as a ‘collective partnership’ to bring together the community, statutory and church to work with the prison regime and consider how they can all contribute.

The North Staffordshire Community Chaplaincy Project based in Stoke on Trent provides support to ex-offenders, in the form of mentoring, befriending and general support to address a range of issues. They have an inclusive approach, in that although they are primarily a faith based organisation, their services are provided to all and is not based on promoting their religious beliefs.
Prison Link, based in Aston is project run by the United Evangelical Church. It target BME ex-offenders, and has links with HMP Birmingham to provide practical support such as housing, transport for getting to appointments, setting up family visits and assisting with finding employment. It also offers counselling and mentoring support services.

Black and Minority Ethnic Ex-Offenders

Community based organisations identified the different needs of BME ex-offenders as stemming from the different experiences they face in society, particularly for young black men. This impacts on the type of offending they engage in and their motivations to re-offend, which may be due to continuing deprivation, but are also linked to the gang culture, in that they may leave prison with a ‘score to settle’.

The sources of support also differed in the community for BME groups, in that some may feel excluded from ‘traditional’ sources of support, due to language and cultural differences but also in terms of mistrust of ‘authoritarian organisations’. Stigma in the community and among family was also an important issue, as it was a further difficulty in addition to their status as ethnic minority and an ex-offender.

To counteract these issues, providers assisting with employment and training, such as the Host Corporation and Business Enterprises Support Ltd, would provide products in various languages and would include outreach services. This generally assisted all groups in more deprived areas, but was specifically helpful to those BME groups in more rural locations.

Working with prisons, one service provider emphasised the different dietary, religious and cultural needs which were not always being met, and also the importance of family contact. In the absence of this, counselling and support was vital, which could be achieved through prison chaplains or mentoring services. One provider summed up the need to:

‘not give up on them……and must re-establish some kind of challenge for their education and training’

For those on release, resources are again needed to provided support especially for those on long term sentences for violent offenders, whose ‘world has shifted’ and who are psychologically vulnerable. Churches and chapels in prison were viewed as a vital component to address this need, to use ‘faith as an exploration to challenge the need for revenge and offending’ in what was described as a ‘prison resettlement welfare checklist’ which goes beyond the practical needs of housing and employment. Faith communities may play a key role largely because, as claimed one organisation, they have a ‘spirit of forgiveness and flexibility, and an unselfish approach’.

Constraints and Limitations

Again, funding was a key issue for community based organisations, many of which counted fund raising as a key part of their day to day work. This was especially problematic and frustrating for initiatives to help ex-offenders which often worked effectively but were short-term solutions as funding was not available. For example, the Routes for Men work programme, which could only run for 12 months. In addition, the emphasis on targets and auditing caused widespread problems, for example when using government funds such as the Supporting People fund. This would impact on staff who would be overwhelmed by excessive paperwork and changed perceptions as to what they felt their role was. Subsequently, ex-offenders and offenders in prison would be affected – staff were either too busy to keep in regular contact, or would leave, therefore disrupting the service provided.

Co-operation with other agencies could be difficult, in terms of sharing information, and keeping clients’ details up to date. This could prove vital in the first two weeks of release, as many providers felt there was often a ‘void of assistance’ for ex-offenders, such as access to money, housing, mentoring or counselling. The probation service was singled out by a few providers, in terms of their lack of co-operation and not recognising the need to include others in resettlement process, but it was also noted that often they are subject to security concerns which limit what information they can release. One provider described them as lacking in innovation and paying lip service to new ideas.

Lack of promotion among community services, especially those using volunteers was seen as a difficulty in terms of ex-offenders simply not knowing what help was available to them and also in order to work in with statutory agencies and promote their own expertise.

The community offenders are released in to inevitably impacts on their resettlement, in that deprived areas which have no local services, a culture of violence and high unemployment will present more risk, especially for those offenders already classed as high risk. Some of the poorest areas of Birmingham simply cannot accommodate the resettlement of ex-offenders, as one provider put it:

‘there is no community support at there is no community’.

In an Ideal World

Many of the community based organisations felt they needed more funding and other resources, but more reported the need to be better at sharing good practice, promoting their successes and achievements and making people more aware of what they do. Better resources would also improve the sustainability of initiatives, which need to be more long term as offenders need ‘time and patience as well as practical help’.

Many also felt that public perceptions needed to be challenged to remove the stigma ex-offenders face, which is a key barrier to resettlement. It was felt this was a lack of information and also mis-information from mass media sources. For example, the notion of ‘policist punitivism’, i.e. that many members of the public feel most criminals should be imprisoned, and view community penalties as soft options. The UK as a whole was described by one provider as the worst for ‘locking up and forgetting about offenders, not considering the causes or preventing crime’. Mentoring was also mentioned as a way forward, which in an ideal world would be offered to all ex-offenders, to use as they felt necessary. Peer mentoring was also discussed particularly in relation to gang culture and violent offending among young BME males. This would make use of those who had experienced life on the streets as part of a gang, along with prison sentences, who could clearly relate to others facing that situation. It was felt that the prison service needs to start thinking differently about the resettlement issue, in relation to race, gender, religion and how it can link with the community, including faith based organisations and be more creative in its approach.

4.3 Findings from Offenders and Ex-Offenders

Profile of BME Prison Population

The latest population census shows that that BME groups constitute 7.9% of the national population. Within this group, Asians or Asian British are the largest ‘minority’ making up 56%: Black or Black British equal 25%; mixed race equal 15% (with a third being from black Caribbean and white backgrounds); Chinese equal 5% and other ethnic groups make up 5%. According to the report, ‘Statistics on Race and the Criminal Justice System’ (Home Office, 2004), in February 2003 there were over 17,500 people from minority ethnic groups in prison service establishments (2004: 87). They accounted for 24.2% of the male population (16% black, 3.4% Asian and 4.8% Chinese and other) and 30.5% of the female population (25.3% black, 0.8% Asian and 4.7% Chinese and other). Amongst male prisoners there has been a slight increase in the proportion of black prisoners and those in the other minority ethnic groups category. For female prisoners, there has been an increase in black prisoners, specifically black Caribbean. The black and minority ethnic prisons population increased by 138% between 1993 and 2003. In the West Midlands Region nearly 7000 prisoners in total were received into prisons in 2002 and of those, 1058 were black, 364 were Asian, and 473 were classed as ‘other’. Clearly these figures illustrate an over-representation of BME groups in the prison service, when compared with the population figures from the most recent census. Black and black British offenders make up the largest minority groups in prison, and yet, on a national basis, Asians and Asian British are the largest group.

72 BME offenders were interviewed in total. As can be seen from Table 11 below, the majority of those interviewed were within a younger age range – that of 21 – 30, which is obviously not representative of the BME prison population. However, it should be underlined that a study of this size within such a restricted time scale could not hope to achieve an entirely representative sample. Nonetheless, the sample of BME offenders available to be interviewed for this research do highlight some interesting questions, regarding age and length of sentence, for example.

Overall, the majority of those interviewed had been in prison before on short-term sentences. Indeed, some had spent most of their adult lives in prison. This is a significant finding in itself, as clearly any sort of resettlement strategy had been unsuccessful. It should be noted that partly as a result of this, a minority of offenders were not interested in successful resettlement and had every intention to continue committing crime when released from prison.

In reality, the majority of interviewees had not received any type of resettlement strategy, having not heard of, let alone received, been contacted by, or used any type of resettlement service. Overall, there appeared to be an extreme lack of knowledge regarding resettlement services amongst offenders, leading to a perception of a dearth of help being available to them.
of, wake up in the morning – where am I going to sleep tonight?"

For some the need to have a ‘fresh start’ was very important, to lessen the impact of their ‘previous life.’ Indeed, the location of housing was also important, for example in terms of their offending behaviour leading to possible recriminations. For some the need to have a ‘fresh start’ was very important, to lessen the impact of their ‘previous life.’

"At the moment the only thing I’m thinking about is finding somewhere to sort myself out really, and if I don’t get that sorted out a couple of months down the line I’d be back in."

because of that…it’s not an excuse, I’m not trying to justify it, but to see probation was the last thing on my mind…it was a case of, wake up in the morning – where am I going to sleep tonight?"

Invariably, this problem of homelessness led in many cases back to crime, in order to get money to live. Furthermore, the lack of housing on release led to many offenders having to stay with those that they had previously associated and committed crimes with. This often posed a great risk of returning to crime, as one offender explained:–

"to be released out and not have nowhere to go, that’s a big problem and I know that’s just going to lead me into a certain circle because I suppose I know people out there where I could go and stop, but those sort of people is leading to a certain circle and a couple of months down the line I’d be back in."

This particular offender emphasises the importance of this circle being broken:–

"At the moment the only thing I’m thinking about is finding somewhere to sort myself out really, and if I don’t get that sorted out there’s nothing to look forward to, because I know that it would just be a matter of time before I’m back here, because the only way to survive is committing crime, and that’s the cycle, so if that cycle can’t be broken, there’s nothing to look forward to."

Indeed, the location of housing was also important, for example in terms of their offending behaviour leading to possible recriminations. For some the need to have a ‘fresh start’ was very important, to lessen the impact of their ‘previous life.’

Although prison services had often attempted to secure housing for the offenders in time for their release, usually it was found that this did not materialise. One female offender recounted that in her experience of twenty-four prison sentences, only once was she found accommodation for her release. Some prisoners however, did cite NACRO as being helpful regarding housing issues. Also, the quality of accommodation offered was important. For examples hostels, were viewed as full of problematic drug users, which would inevitably add to their difficulties.

4.3.2 Drug Rehabilitation

It appears that a high proportion of the offenders interviewed – particularly women – were problematic drug users, which also contributed to the return to crime on release due to the expense in funding the behaviour. The need to rehabilitate these offenders is clear and some suggested using a more structured approach to rehabilitation, in order to reflect treatment services within the prison regime.

The BORRIS programme was considered to be useful, as it recognised and addressed the multiple needs of problematic drug users who were also prolific offenders, which many service providers would consider high risk and difficult to manage and support. Some offenders had been approached by CABARIS regarding their problematic drug use, which was also described as helpful. They felt the staff were more approachable and the one to one service was considered beneficial. However, problems arose if these services were not replicated in the community, in that prison was described as being ‘wrapped up in cotton wool and separated from the real world’ Therefore, the work done in prisons could be quickly undone on release without the necessary support. Day centres were mentioned as useful way to provide drug treatment, in that they had structure and counselling support attached to them.

4.3.3 Employment and Training

The desire to gain employment or train for a particular profession was cited by some of the interviewees, although many emphasised that without suitable housing and the resolving of other issues such as substance misuse, this would not be possible. Many felt a job would provide financial support, but also structure, social support and motivation to desist from offending and help them ‘get back to society.’ The most frequently cited agency that offenders were aware of in order to gain employment was PSPLUS, which several described as having been helpful. Aside from this, Connect mentoring services, Job Centre Plus and occasionally probation services were also useful. However, Probation received mixed reviews, including some very negative feedback in terms of lack of contact with offenders, lack of flexibility and not delivering what was promised.

4.3.4 Improving Access and Awareness

Other services cited by offenders as being useful were The Cage, Breathing Space, Connect, and the Bethel Project. Many offenders reported that they were aware that community and voluntary services existed, but they had no further knowledge on what they were or the services that were offered. Within the prisons, most offenders stated they had not seen any information, or been presented any by prison staff or outside agencies. Some offenders stated that a general counselling service or mentoring of some type would be useful to them, and as many felt probation were not doing enough, for a variety of reasons, making use of community and voluntary services could prove useful.

A regular complaintparticularly, from the female offenders interviewed was the bureaucracy involved in actually accessing services. For example, many cited the need for referral, whereas for the potential client, it would be more practical, easier and thus effective to have a walk-in service. Problems arose when ex-offenders had to complete forms and attend interviews, and they felt ill-equipped to deal with this.

This is connected to the general perception from the female offenders interviewed of an overall lack of available practical support. As one offender explained:-

"it’s so stupid...they say they want to rehabilitate you back into the community...well what structures is up there? There’s nothing in place. So they say one thing...with their actions, it says totally different...it’s a farce."

Several interviewees emphasised their opinion that gaining resettlement support was primarily connected to personal motivation and initiative – without this, services would generally not be accessed, as it was down to the offender to seek them out.

Table 11: Sample achieved for male and female offenders

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| OVERALL TOTAL        | 5     | 36    | 2     | 4     |
It should be borne in mind that many offenders would not be in the position to take a proactive stance, considering the myriad of other significant difficulties they may be facing in their lives. As one offender explained:-

"people who ain't got no initiative are going to struggle...you've got to want to help yourself to get by...you've got to motivate yourself, but like 10% of the prison are not really motivated, are they...so that's where they probably just get caught in the loop...like a trap, and start re-offending".

Immediate access to support, especially money and housing was seen as vital as many offenders felt there were particularly vulnerable in the first days of release:

'the crucial time is that month, when you get out of the prison gate, that month is the...you're more vulnerable than any other time'.

This concern about lack of support resulted in some offenders feeling so fearful about their release, to the extent that they felt 'safer' and 'more in control,' in prison.

4.3.5 Prison as a Form of Punishment

Overall, perhaps the most startling and significant finding from the female offenders in particular in this sample was the inappropriateness of their imprisonment. Their offending appeared in the main to be due to other issues in need of tackling which caused their vulnerability, such as problematic drug use, or mental health difficulties, for example. One may ask whether it would be more appropriate to channel the budget allocated for their imprisonment and subsequent resettlement towards more cost effective forms of community punishment, together with drug rehabilitation or whichever appropriate type of help is required.

As one interviewee expressed:-

"if I was Tony Blair...instead of spending all that money...on prisons...I'd do my research, do you know what I mean? I'd find out why people are doing it...a lot of people I know...if they could settle down...find a place...get a job...recon 50% of the people wouldn't come back in here...a lot of people, from what I've seen, have got no choice, trust me".

Transferring offenders to other prisons mid-way through their sentence often proved distressing, in that offenders could potentially be further away from family and friends, and it was also often disruptive to any measures put in place for their resettlement. This uncertainty made it difficult for offenders to feel they could make plans and use facilities to aid their rehabilitation and resettlement, as one offender put it:

'what does the future hold for me when I get out there? I'm in no better position than when I'm in custody, when I get out.'

Many offenders expressed frustration about the lack of flexibility and understanding about their needs and circumstances with regards to treatment from prisons and the probation service. They felt their voice was not being heard and improvements could only be made with better consultation with them, to get to the reality of their situation. For example, one interviewee expressed his fears regarding securing employment, in that having a criminal record and being an ethnic minority would make the task doubly difficult.

Another interviewee made very significant comments about racism generally in society, and the way in which this is reflected throughout the entire criminal justice system. Specifically, this interviewee argued that offenders from BME groups are sentenced more harshly, treated more severely in prison (including by BME prison officers, due to their need to 'prove themselves'), and of particular note to this research, given less help in terms of resettlement. With respect to this latter point, this interviewee explains of resettlement services:-

'I'd say they'd probably help, but not to the standard...I was given a probation order...and there was a few other people in the group, white people...certain things like help for example, wasn't offered to me, but was offered to them, but on a private one to one basis...I know it doesn't sound nice to think that...but that's reality'.

Therefore, according to this interviewee, when BME offenders leave prison, they are so disillusioned with society generally that they do not want help:

"the way society has moulded these people, they way prison moulds these people, they things they have to put up with in prison, they get out there, they don't want to work, they don't want no help off nobody, do you know what I'm saying, they just want to do their own thing, which leads to obviously committing more offences...it's because they've been victimised more because of their race...they've never been given no help...quite the opposite...they go out there, they don't want to know...they resent everyone".

Perhaps it could be argued then, that resettlement is only the tip of the iceberg; rather it is necessary to address much wider institutional and societal issues of racism. Needless to say, these areas require further, more in-depth research.

4.3.7 BME Differences

Perhaps surprisingly, the majority of interviewees did not cite a problem or issue with racism, or feel that they were disadvantaged by their particular ethnicity. Without further research, it cannot be ascertained whether this is accurate or due to other factors such as the small-scale nature of the study or respondent unwillingness to discuss what can be a sensitive matter. As one offender put it:

'It doesn't matter what colour you are, what race you are, if you've been in jail, you're an ex-offender, everything is going to be difficult, full stop.'

For the majority of interviewees therefore, we must conclude at present that BME prisoners do not necessarily have any greater needs than the rest of the prison population, but differences may exist in the sources of support they seek. For a small number of respondents however, resettlement needs were connected to race and ethnicity. For example, one interviewee expressed his fears regarding securing employment, in that having a criminal record and being an ethnic minority would make the task doubly difficult.

Another interviewee made some very significant comments about racism generally in society, and the way in which this is reflected throughout the entire criminal justice system. Specifically, this interviewee argued that offenders from BME groups are sentenced more harshly, treated more severely in prison (including by BME prison officers, due to their need to 'prove themselves'), and of particular note to this research, given less help in terms of resettlement. With respect to this latter point, this interviewee explains of resettlement services:-

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4.3.8 Ethnicity Differences within BME Groups

No significant differences were found depending upon type of ethnicity, within BME groups interviewed. However, as discussed in the conclusion, this may require further in-depth research that was not possible due to time constraints within this study.

4.3.9 Other Differences

Again, as discussed in the conclusion, further in-depth research would be required to ascertain other differences that may be anticipated, including those according to age, socio-economic status, levels of social support and location within the UK

5. CONCLUSIONS

The issues surrounding the effective resettlement of BME prisoners require a substantial amount of further in-depth research. However, this report hopes to have given an outline of the current situation in the West Midlands, together with indications of the necessary direction of further explorations.

The successful resettlement of BME offenders into the community is a complex and sensitive topic. Based upon the limited research conducted for this report, tentative conclusions and recommendations can be drawn. On the whole, the needs of BME offenders on release reflected previous research findings relating to good quality housing on a long-term basis; access to financial support immediately on release; realistic job opportunities and assistance with accessing benefits and information regarding all the services available to them in their community.
Overall, the needs of BME offenders are similar to those of all offenders, although there are some distinctions that can be made. These include the type of support ex-offenders from BME groups are likely to seek on release, or more likely to respond to positively if approached in prison or through probation services. Many service providers emphasised the important role of religion for many BME groups, in terms of how significantly if figured in their upbringing and is still an important part of their culture and family tradition. Faith-based organisations can utilise and exploit this need to reach those ex-offenders who feel unable to access support from other areas. Within prisons, BME offenders cited some needs which were not being met, which they recognised some may see as trivial, but to them were important and would help them cope better with the prison regime. For example, dietary requirements were often not met and accessing space and time for religious practices were constrained by security considerations and lack of resources.

5.1 Summary of main research findings

**Prison**

- Amenities for resettlement services were constrained by the physical quality of the prison itself.
- Short-term sentences often reduced the facilities available to inmates.
- Links with potential employers need to be improved.
- Not enough time is available to probation officers to spend with offenders.
- Funding issues are also a concern in order to be able to provide training, housing, and other practical issues including the need to overcome language barriers.
- Improved employment opportunities for offenders are also required.
- More counselling and mentoring services would be useful to address emotional needs of offenders.

**Community and Voluntary Services**

- The need for reliable funding is paramount in order to run effective initiatives, and keep successful programmes afloat. The bureaucracy associated with this needs to be kept to a minimum.
- The sharing of information and good practice clearly, particularly with the Probation Service, is highly important.
- The promotion and advertising of services in order to raise awareness is needed.
- Mentoring as an approach needs to be explored further.
- The media and general public need to be re-educated on the benefits of community involvement and sentencing, as opposed to imprisonment.

**Probation**

- It is useful to have probation officers from the same ethnic background as offenders in order to facilitate the ability to relate to one another.
- The sample of BME prisoners interviewed generally did not believe their race or ethnicity to be a disadvantage to them or cause them specific requirements in terms of resettlement. However, a few felt that they did experience racism throughout the Criminal Justice System as a whole.

5.2 Emerging Issues For Future Exploration

This research has raised many issues and questions. These include:-

**The Use of Imprisonment**

In many instances during this research, it was apparent that the use of imprisonment as a punishment seemed not only inappropriate and unreasonable but also detrimental to both the offender in question and society as a whole. Clearly, the use of imprisonment intrinsically requires resettlement as it has removed the individual from the community. However, it should be recognised that imprisonment also makes resettlement more difficult in many practical and psychological ways, from losing one’s house due to not being able to keep up payments whilst in prison, to losing touch with family due to being in a prison that is too far away, or the shock of being released into a home town that has changed so dramatically the individual does not know their way around, or quite simply becoming so hardened and disillusioned with society that the prospect of not resettling is unimportant. For some interviewees, these types of resettlement difficulties caused directly by imprisonment seem only to victimise and disadvantage them further when the use of prison as a punishment appeared to be extremely inappropriate at the outset.

**Short-Term Sentences**

Many of the interviewees in the sample were on short-term sentences. The use of these are questionable in terms of both the restrictions they place on inmates for resettlement and their impact upon future offending.

**Foreign Nationals**

Some foreign nationals ‘slipped through the net’ as our interviewees. Although this research does not focus upon foreign nationals, significant points were raised which require further urgent attention. Primarily, these are associated with difficulties with immigration and a perception of a lack of equal human rights.

**Resettlement as ‘Fashionable’**

Some service providers were somewhat defensive about the issue of resettlement, seeing it as the latest target in a whole succession of different targets. One Resettlement Officer described it as yet another initiative’, although recognising it as a ‘common sense approach’, and expressing his desire to be able to continue with and develop their resettlement work.

**Societal Issues**

Pertinently, it should be remembered that resettlement from prison is only one part of a much wider jigsaw of resettlement generally. A great deal of pressure appears to be placed upon resettlement from prison, when in reality prisons actually have to ‘mop up’ the failures of many other agencies within society. As one Resettlement Officer pointed out:-

“We have to make do where everybody else fails…we cannot be everything to everybody”.

For BME ex-offenders, the extent to which they experience racism and prejudice in the community and society as a whole is unquestionable. There has been a significant amount of research conducted into the extent of racism within the criminal justice system, yet more is required, particularly in terms of practices within prisons and how this reflects attitudes in the surrounding community.

5.3 Best Practice Guidelines and Recommendations for a Resettlement Model

Again, the following best practice guidelines and recommendations for a resettlement model can only be suggested on the basis of this small-scale research.

**Prisons**

- Prison staff should continue establishing and publicising links with community, voluntary and faith based services, particularly so that upon release, offenders can continue training or drug rehabilitation for example in the community.
• Prisons should, where logistically possible have a clearly designated, accessible space with facilities for offenders to use in preparing for resettlement, together with a key contact for the co-ordination of services.
• Housing as a priority need should be addressed more effectively and urgently.
• Prisons need to continue to develop links with potential employers.
• Offenders on short-term sentences should be given the same opportunities within prison in terms of courses and resettlement needs where possible.
• Prisons should address the financial requirements of inmates prior to release as a matter of urgency, and liaise earlier with the Benefits Agency.
• Matters of racial discrimination need to continue to be addressed within prisons.

Probation
• Probation Officers should be able to spend a greater amount of time with offenders, particularly in the initial stages of resettlement.
• The Probation Service should endeavour to share information more clearly and effectively with other service providers.
• The development of counselling and mentoring services either directly through probation or an associated service could be beneficial.
• The Probation Service should attempt to make contact and liaise with potential employers.
• The Probation Service should continue in its attempts to match offenders with probation officers of similar backgrounds.
• Matters of racial discrimination need to continue to be addressed within the Probation Service.

Community and Voluntary Services
• Community and voluntary based providers should where possible promote their services more widely to statutory providers, offenders and the community as a whole, together with generally taking a more proactive stance including continuing to make contact with prisoners prior to their release.
• Essential funding should be made available, with the minimum of paperwork, to effective services.
• The mentoring approach should be explored further in terms of its potential benefits.
• The media and general public need to continue to be re-educated in the value of the role of these services.
• An ‘open door’ policy provided by those such as employment services appears to be an example of best practice, and particularly useful to offenders seeking assistance.

Therefore, the key components of a resettlement model to ensure the needs of BME ex-offenders will comprise:
• Establishing the needs of offenders during their sentence and prior to their release.
• Promoting resettlement services within prisons.
• Continuing to increase awareness of diversity issues among prison and probation staff.
• Improving access to good quality housing, on a long-term basis.
• Improving access to immediate financial support and assistance with claiming benefits.
• Ensuring a continuation of healthcare in the community, avoiding delays in accessing such treatment, specifically for problematic drug and alcohol users.
• Promoting the work of community based organisations in the prison, probation service and the community itself.

6. APPENDICES

The appendices below include introductory letters and consent forms for all participants, specific questions addressed in the interviews and detailed information from the mapping exercise.

6.1 Appendix A: Introductory letters and consent forms for all participants.

INTRODUCTORY LETTER

December, 2004

Dear

BLACK AND MINORITY ETHNIC PRISONER RESETTLEMENT RESEARCH

The Centre for Criminal Justice Policy and Research at UCE is conducting a research project, concerned with identifying the resettlement needs of black and minority ethnic offenders, which has been funded by Government Office West Midlands.

Part of the research is to interview service providers and other organisations/departments such as yourselves, to give us findings from the point of view of those at the front line attempting to meet the needs of ex-offenders. This will set in context the needs expressed by offenders who we are also interviewing, and help to provide a fully comprehensive picture of all the issues that need to be considered.

The research team includes myself and three colleagues, plus Professor Doug Sharp who is the Project Manager. We hope to get interviews from service providers, such as yourselves, done as soon as possible, so I would be extremely grateful if you could:

a) Let me know if you would be willing to take part.
b) Give me some indication of your availability.
c) Offer any assistance/contacts of other organisations you think could form a useful part of this research.
d) Offer any advice/contacts of other organisations you think could form a useful part of this research.

If you can help, or if you would like any further information on the research itself, please call me or email me at the details above. Many thanks for your co-operation and I look forward to hearing from you soon.
The Centre for Criminal Justice Policy and Research is conducting research, funded by Government Office West Midlands, to investigate the resettlement needs of black and minority ethnic prisoners. As part of this project, we are also exploring the perspective of organisations who deliver resettlement services or assist ex-offenders in accessing services. This involves one-to-one interviews, lasting approximately 30-45 minutes, looking at what you and your organisation does, your views on prisoner resettlement needs and also on issues specific to black and minority ethnic prisoners.

All data gathered will be kept completely confidential and neither you or your organisation name will be recorded in the final report. You have the right to withdraw your participation at any time. Thank you for agreeing to take part in this research.

Name: 
Organisation: 
Signature: 

INTERVIEW QUESTIONS – RESETTLEMENT SERVICES
1. Can you tell me about your role here and what it involves?
2. What services does your organisation provide to assist ex-offenders resettle back in the community?
3. Do you believe there are different needs among black and minority ethnic ex-offenders?
4. Do you provide any services specifically for black and minority ethnic ex-offenders?
5. Are there constraints and limitations that you are aware of in attempting to meet ex-offenders needs?
6. Do you think there are any barriers to accessing services among the black and minority ethnic communities?
7. In an ideal world, what else would you like to be able to do to support ex-offenders?

INTERVIEW QUESTIONS – OFFENDERS AND EX-OFFENDERS
1. Can you tell me your age?
2. How would you describe your ethnicity?
3. How long have you been in prison?
4. When are you due for release?
5. Have you accessed any of the resettlement services within this prison?
6. What did you think of these services?
7. Prior to this sentence have you been in prison before? If yes – did you have access to any resettlement services then, and what did you think of them?
8. What other services would help you in resettling back into your community?
9. Where do you plan to live once you are released?
10. Do you have access to money sorted out?
11. Do you have a job or training or education in place?
12. Are you aware of services in the community to help your resettlement?
13. Have you contacted them?
14. Was this done through the prison staff?
15. Did any services contact you?
16. What services would help you once you are released?
17. What are your greatest concerns once you are released?
18. What are you most looking forward to?
19. Is there anything else you would like to add?
# 6.3 Appendix C: Tables 1 to 10: Mapping of service provision in the West Midlands Region

## Table 1: Prison resettlement services in the institutions visited

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>CATEGORY</th>
<th>SERVICES PROVIDED FOR OFFENDERS</th>
</tr>
</thead>
</table>
| HMP BIRMINGHAM            | ADULT MALE, CATEGORY B, C AND SMALL PROVISION FOR D. | • Workshops – Construction skills; Forklift truck training.  
• Education department - IT, Social and Life skills, Business skills, Art, Music, Hairdressing and Domestic Science.  
• Resettlement unit – Housing; Job Centre Plus worker and benefits agency staff; Network of voluntary agencies; Connect project.  
• Drugs strategy: Assessment; Carat workers; Voluntary testing; Detox unit |
| HMP BLAKENHURST           | ADULT MALE, LOCAL CATEGORY B PRISON SERVING COURTS FROM THE WEST MIDLANDS AND WEST MIDLANDS AREA. | • Resettlement zone (NACRO); Employment liaison, Benefits & Financial services, Housing services; Dedicated space.  
• Education, workshops, training courses, offending behaviour groups; Sex offender treatment programme.  
• Listener scheme, accredited 'Coping with dyslexia skills' course.  
• Drugs strategy: Assessment; Carat workers |
| HMP BROCKHILL             | FEMALE                           | • Education, Workshops, Community Projects  
• Listeners schemes  
• Drugs strategy: Assessment; Carat workers |
| HMP FEATHERSTONE          | ADULT MALE CAT C CLOSED TRAINING ESTABLISHMENT | • Education, workshops, PE, Enhanced thinking skills programmes, Welfare to Work, Job Club, Community Projects;  
• Listeners scheme.  
• Drugs strategy: Assessment; Carat workers |
| HMP SWINFEN HALL          | YOUNG OFFENDERS INSTITUTION      | • Education (full/part-time and evening classes), Workshops, training courses, works department; offending behaviour groups are available.  
• Listener schemes, and Programme development.  
• Accredited programmes for young offenders; Sex offender treatment programme; Reasoning and Rehabilitation; Thinking skills courses.  
• Drugs strategy: Assessment; Carat workers |

## Table 2: Community based services for ex-offenders

<table>
<thead>
<tr>
<th>NAME AND CONTACT DETAILS</th>
<th>SERVICES PROVIDED</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUPPORT FOR PERSISTENT OFFENDERS IN SOLIHULL AREA; LINKS TO DRUG TREATMENT PROGRAMMES; DROP IN FACILITY; LIFE SKILLS COURSES; ASSISTANCE WITH HOUSING, RELATIONSHIPS; SUPPORT TO FAMILIES OF THOSE IN PRISON.</td>
<td>BORRIS PROJECT (BLAKENHURST OFFENDER REHABILITATION AND RESETTLEMENT IN SOLIHULL), HMP BLAKENHURST HENNEV LANE, REDDITCH WORCESTERSHIRE, B97 6QS</td>
</tr>
<tr>
<td>PARTNERSHIP OF PRISON AND VOLUNTARY SERVICES; IDENTIFY GAPS, INTRODUCE EX-OFFENDERS TO ORGANISATIONS; TRAINING PACK FOR PRISONS; TRAINING VOLUNTEERS TO WORK IN PRISONS.</td>
<td>CLINKS WEST MIDLANDS REGIONAL OFFICE 138 HAMSTEAD ROAD, BIRMINGHAM B20 2 QR 01215152964</td>
</tr>
<tr>
<td>ASSISTANCE FOR BLACK AND MINORITY ETHNIC EX-OFFENDERS DURING CUSTODIAL SENTENCE AND ON RELEASE, TO HELP WITH HOUSING, EMPLOYMENT, COUNSELLING AND PASTORAL NEEDS.</td>
<td>PRISON LINK 29 TRINITY ROAD, ASTON, BIRMINGHAM B6 6AJ 0121 551 1207</td>
</tr>
</tbody>
</table>
| HOUSING; RESETTLEMENT PLUS HELPLINE FOR OFFENDERS AND THEIR FAMILIES; TRAINING FOR PRISON OFFICERS; FINDING EMPLOYMENT; TRAINING AND ASSISTANCE TO EMPLOYERS; DRUG TREATMENT PROGRAMMES; EDUCATION AND TRAINING SERVICES; ASSISTANCE WITH MENTAL HEALTH NEEDS. | NACRO (NATIONAL ASSOCIATION FOR THE CARE AND RESETTLEMENT OF OFFENDERS)  
WEB ADDRESS FOR DIRECTORY OF SERVICES: www.nacro.org.uk/about/docs/NacroDirectoryNov04.pdf |
| SERVICE TO BLACK PRISONERS IN CUSTODY/ON RELEASE WITH LINKS TO GREATER MANCHESTER AREA; COPING SKILLS; DRUG/ALCOHOL USE; RESETTLEMENT NEEDS; CONTACT WITH FAMILY AND LINKS WITH VOLUNTARY AGENCIES | BLACK PRISONER SUPPORT GROUP  
C/O POPS, 1079 ROCHDALE ROAD, BLACKLEY, MANCHESTER, M9 8AJ 0161 702 1000 |
Table 3: Community based services addressing the needs of BME groups.

<table>
<thead>
<tr>
<th>BLACK AND MINORITY ETHNIC GROUPS</th>
<th>SERVICES PROVIDED</th>
</tr>
</thead>
<tbody>
<tr>
<td>AFRO CARIBBEAN RESOURCE CENTRE</td>
<td>INFORMATION AND ADVICE FOR AFRO-CARIBBEANS IN WEST MIDLANDS REGION</td>
</tr>
<tr>
<td>339 DUDLEY ROAD, WINSON GREEN, BIRMINGHAM B18 4HB</td>
<td><a href="mailto:ACRC@LINEONE.NET">ACRC@LINEONE.NET</a></td>
</tr>
<tr>
<td>0121 455 6382</td>
<td></td>
</tr>
<tr>
<td>ASIAN RESOURCE CENTRE</td>
<td>INFORMATION AND ADVICE FOR ASIANS IN THE WEST MIDLANDS REGION</td>
</tr>
<tr>
<td>110 HAMSTEAD ROAD, BIRMINGHAM B20 2GS</td>
<td>0121 551 4518</td>
</tr>
<tr>
<td>ASIAN WELFARE ASSOCIATION</td>
<td>INFORMATION AND ADVICE FOR ASIANS IN THE WEST MIDLANDS REGION</td>
</tr>
<tr>
<td>352 GREEN LANE, SMALL HEATH, BIRMINGHAM B9</td>
<td>0121 772 1241</td>
</tr>
<tr>
<td>BHAROSA HAWTHORN HOUSE, 58 HAMSTEAD HALL ROAD, BIRMINGHAM B20 1HX</td>
<td>CONFIDENTIAL ADVICE, SUPPORT, ASSISTANCE AND GUIDANCE ON ISSUES FACING MEMBERS OF THE ASIAN COMMUNITY. STAFF WILL ALSO HAVE AWARENESS OF OTHER SERVICES AVAILABLE TO ASIAN COMMUNITIES</td>
</tr>
<tr>
<td>0121 622 2041</td>
<td></td>
</tr>
<tr>
<td>ASIAN WOMEN / GIRLS: 0121 523 3387</td>
<td>(STAFFED BY ASIAN WOMEN ONLY)</td>
</tr>
<tr>
<td>CHINESE COMMUNITY CENTRE</td>
<td>INFORMATION AND ADVICE FOR CHINESE PEOPLE IN THE WEST MIDLANDS AREA</td>
</tr>
<tr>
<td><a href="mailto:CCCB@TOTALISE.CO.UK">CCCB@TOTALISE.CO.UK</a> Q-LORC RESOURCE CENTRE</td>
<td>99 BRADFORD STREET, DIGBETH, BIRMINGHAM B12 0NS</td>
</tr>
<tr>
<td>COMMISSION FOR RACIAL EQUALITY</td>
<td>OFFICIALLY DEDICATED TO OFFERING EQUAL SERVICE TO LESBIANS AND GAY MEN.</td>
</tr>
<tr>
<td><a href="http://WWW.CRE.GOV.UK">WWW.CRE.GOV.UK</a></td>
<td>3RD FLOOR LANCASTER HOUSE, 67 NEWHALL STREET, BIRMINGHAM B3 1NA</td>
</tr>
<tr>
<td>REFOCUS COUNSELLING SERVICE</td>
<td>PARTICULARLY FOR AFRICAN CARIBBEAN AND ASIAN COMMUNITIES</td>
</tr>
<tr>
<td>THE BIRMINGHAM COMMUNITY ASSOCIATION</td>
<td></td>
</tr>
<tr>
<td>THE INSTITUTE JENKIN STREET, BIRMINGHAM B10 0PQ</td>
<td></td>
</tr>
<tr>
<td>REFUGEE COUNCIL</td>
<td>SUPPORT SERVICES FOR ASYLUM SEEKERS WHO ARE DESTITUTE AND REQUIRE SUPPORT</td>
</tr>
<tr>
<td>0121 622 1515</td>
<td></td>
</tr>
<tr>
<td>1ST FLOOR SMITHFIELD HOUSE, DIGBETH</td>
<td></td>
</tr>
<tr>
<td>BIRMINGHAM B5 6BS</td>
<td></td>
</tr>
<tr>
<td>UK ASIAN WOMEN'S CENTRE 0121 523 0109</td>
<td>INFORMATION AND ADVICE FOR ASIAN WOMEN IN THE WEST MIDLANDS REGION</td>
</tr>
<tr>
<td>1 STAMFORD ROAD, HANDSWORTH, BIRMINGHAM B20 3PJ</td>
<td>0121 523 4910</td>
</tr>
<tr>
<td>23 HAMSTEAD ROAD, HOCKLEY, BIRMINGHAM B14</td>
<td></td>
</tr>
<tr>
<td>YOUNG DISCIPLES</td>
<td>SUPPORT GROUP FOR 16-25 YEAR OLDS IN ASTON, DEALING WITH GUN CRIME AND VIOLENCE, GANG CULTURE</td>
</tr>
<tr>
<td>29 TRINITY ROAD, BIRMINGHAM B6 6AJ</td>
<td>01215544404</td>
</tr>
<tr>
<td>BANGLADESHI YOUTH FORUM</td>
<td>SUPPORT SERVICE FOR BANGLADESHI YOUTHS IN NORTH BIRMINGHAM</td>
</tr>
<tr>
<td>163 GERARD STREET, BIRMINGHAM B19 7AH</td>
<td>01212505505</td>
</tr>
</tbody>
</table>

Table 4: Faith based organisations providing support for ex-offenders.

<table>
<thead>
<tr>
<th>FAITH-BASED ORGANISATIONS</th>
<th>SERVICES PROVIDED</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRISON LINK 0121 551 1207</td>
<td>ADVICE, SUPPORT AND BEFRIENDING TO BLACK AND ASIAN PRISONERS AND THEIR FAMILIES; LEGAL ADVICE, CHAPEL SERVICES IN PRISONS; TRANSPORT FOR VISITS; FOR BIRMINGHAM BASED RESIDENTS</td>
</tr>
<tr>
<td>29 TRINITY ROAD, ASTON, BIRMINGHAM B6 6AJ</td>
<td></td>
</tr>
<tr>
<td>BRINGING HOPE</td>
<td>LINKS WITH CHURCHES IN WEST MIDLANDS AND COMMUNITY SAFETY TEAM TO TACKLE CRIME ISSUES, EG GUN CRIME, GANG CULTURE, EX-OFFENDERS; LINKS WITH CHAPLAINCY SERVICES IN PRISONS; CONTACT AND BEFRIENDING SERVICE; ASSISTANCE TO FAMILIES</td>
</tr>
<tr>
<td>619 BORDESLEY GREEN, BIRMINGHAM B9 5XZ</td>
<td>01217530668</td>
</tr>
<tr>
<td>NORTH STAFFORDSHIRE COMMUNITY CHAPLAINCY</td>
<td>COMMUNITY CHAPLAINCY SCHEME DESIGNED TO CURB RE-OFFENDING IN NORTH STAFFORDSHIRE; LINKS WITH HMP SHREWSBURY</td>
</tr>
<tr>
<td>EDINBURGH HOUSE, HARDING ROAD, HANLEY, STOKE ON TRENT, ST1 8AE</td>
<td></td>
</tr>
<tr>
<td>01782864512</td>
<td><a href="mailto:communitychaplain@merciantrust.org.uk">communitychaplain@merciantrust.org.uk</a></td>
</tr>
<tr>
<td>PRISON FELLOWSHIP (ENGLAND AND WALES)</td>
<td>SUPPORT TO FAMILIES AND EX-OFFENDERS; CHRISTIAN ETHOS BUT OFFER SERVICES TO ALL; LIFE SKILLS PROGRAMMES; MINISTRIES IN 88 COUNTRIES.</td>
</tr>
<tr>
<td>PO BOX 945, MALDON, ESSEX, CM9 4EW</td>
<td>01621 843232</td>
</tr>
<tr>
<td><a href="mailto:fi34@di.al.pipex.com">fi34@di.al.pipex.com</a></td>
<td></td>
</tr>
</tbody>
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### Table 5: Community based services for assistance with housing

<table>
<thead>
<tr>
<th>NAME AND CONTACT DETAILS</th>
<th>HOUSING SERVICES</th>
<th>SERVICES PROVIDED</th>
</tr>
</thead>
<tbody>
<tr>
<td>BIRMINGHAM ROUGH SLEEPERS CONTACT &amp; ASSESSMENT TEAM</td>
<td>OUTREACH WORK AND RESETTLEMENT SUPPORT FOR ROUGH SLEEPERS. HELP WITH FINDING ACCOMMODATION, CLAIMING BENEFITS AND ACCESSING OTHER APPROPRIATE AGENCIES.</td>
<td></td>
</tr>
<tr>
<td>0121 233 2599 MONDAY-FRIDAY 9AM-5PM (OUT OF HOURS: 0378 140 254)</td>
<td>SNOW HILL CENTRE, 86 OLD SNOW HILL, BIRMINGHAM B4 6HE</td>
<td></td>
</tr>
<tr>
<td>SHELTER WEST MIDLANDS HOUSING AID CENTRE. ROOM 30, 2ND FLOOR, RUSKIN BUILDINGS, 191 CORPORATION STREET, BIRMINGHAM, B4 6RP</td>
<td>HOUSING ASSISTANCE PUBLIC LINE / DROP-IN SERVICE / SHELTER</td>
<td></td>
</tr>
<tr>
<td>T: 0121 236 6668, F: 0121 212 2773</td>
<td>WEST MIDLANDS HOUSING AID CENTRE. ROOM 30, 2ND FLOOR, RUSKIN BUILDINGS, 191 CORPORATION STREET, BIRMINGHAM, B4 6RP</td>
<td></td>
</tr>
<tr>
<td>ST BASILS, HEATH MILL LANE, B9 4AX <a href="http://www.stbasils.org.uk">www.stbasils.org.uk</a> <a href="mailto:STAFF@RESETTLEMENT-SIBSFSNET.CO.UK">STAFF@RESETTLEMENT-SIBSFSNET.CO.UK</a> FREEPHONE EMERGENCY NUMBERS: YOUNG WOMEN - 0800 056 4034 YOUNG MEN - 0800 056 4034</td>
<td>SERVICES FOR YOUNG (16 – 25) HOMELESS PEOPLE</td>
<td></td>
</tr>
<tr>
<td>RESETTLEMENT CENTRE, 29 CORPORATION STREET BIRMINGHAM B4 6GW</td>
<td>ADVICE, SUPPORT, FLOATING/TENANCY SUPPORT SCHEMES</td>
<td></td>
</tr>
<tr>
<td>T: 0121 236 3990</td>
<td>GROUPWORK INCLUDES WOMEN'S GROUP, MEN AND SINGLE FATHER, MOTHER AND BABY, EVENING YOUTH GROUPS. SHOWER AND LAUNDRY</td>
<td></td>
</tr>
<tr>
<td>FAMILY MEDIATION SERVICE <a href="mailto:STAFF@FAMILY-MEDIATION-SIBSFSNET.CO.UK">STAFF@FAMILY-MEDIATION-SIBSFSNET.CO.UK</a></td>
<td>FACILITIES, IT AND INTERNET FACILITIES</td>
<td></td>
</tr>
<tr>
<td>SOUTH BIRMINGHAM YOUNG HOMELESS PROJECT 0121 457 8736 THE DEPOT, BELTON GROVE LONGBRIDGE, BIRMINGHAM B45 9PE</td>
<td>SUPPORT IN CONTACTING FAMILY FRIENDS AND SIGNIFICANT OTHERS. BEFRIENDING GROUP</td>
<td></td>
</tr>
<tr>
<td>STONHAM HOUSING ASSOCIATION OCTAVA HOUSE, 235-241 UNION STREET, LONDON, SE1 0LR, 020 7460 2100</td>
<td>HOUSING FOR YOUNG PEOPLE</td>
<td></td>
</tr>
<tr>
<td>WITHOUT WALLS <a href="mailto:WAWALLS@HOSTELS.ORG.UK">WAWALLS@HOSTELS.ORG.UK</a> 0121 622 5066 ST MARTINS YOUTH &amp; COMMUNITY CENTRE, BISHOP STREET HIGHGATE, BIRMINGHAM B5 7HE</td>
<td>NATIONAL ASSOCIATION PROVIDING HOUSING FOR EX-OFFENDERS WITH VARYING NEEDS</td>
<td></td>
</tr>
</tbody>
</table>

### Table 6: Community based services for assistance with employment and training

<table>
<thead>
<tr>
<th>NAME AND CONTACT DETAILS</th>
<th>EMPLOYMENT</th>
<th>SERVICES PROVIDED</th>
</tr>
</thead>
<tbody>
<tr>
<td>THE HOST CORPORATION HOSTCENTRE BIRMINGHAM, QUESLET PARK, GREAT BARR, BIRMINGHAM, B44 2RG 0121 360 7600 <a href="mailto:INFO@THEHOSTCORPORATION.COM">INFO@THEHOSTCORPORATION.COM</a></td>
<td>DEVELOPMENT OF ESTATE IN NORTH BIRMINGHAM TO PROVIDE EMPLOYMENT AND LEISURE SERVICES TO LOCAL AREA, INCLUDING EX-OFFENDERS; CHRISTIAN ETHOS, BUT ACCEPT ALL WHO WANT HELP; MENTORING PROGRAMME; SKILLS TRAINING; LINKS WITH EMPLOYERS; PREVENTATIVE INITIATIVES; LINKS WITH PRISONS.</td>
<td></td>
</tr>
<tr>
<td>JOB CENTRE PLUS MERIDIAN HOUSE, 115 ASTON LANE, PERRY BARR BIRMINGHAM, UNITED KINGDOM B20 3BW TELEPHONE: 0121 480 3333</td>
<td>EMPLOYMENT ASSISTANCE; LINKS WITH PRISONS; LIASON WITH EMPLOYERS</td>
<td></td>
</tr>
<tr>
<td>BUSINESS ENTERPRISE SUPPORT LTD PYREST HOUSE, WETMORE ROAD, BURTON UPON TRENT DERBY DE14 1SN 01283 537 151</td>
<td>SUPPORT SERVICE FOR EX-OFFENDERS WANTING TO SET UP BUSINESS; ADMINISTER ENTERPRISE ALLOWANCE SCHEMES; INFORMATION, ADVICE AND GUIDANCE; LINKS WITH COMMUNITY, EMPLOYERS, PRISONS.</td>
<td></td>
</tr>
<tr>
<td>COMMUNITY ROOTS 88 SOHO ROAD, HANDSWORTH, BIRMINGHAM B21 9BN TEL: 0121 445 9200 FAX: 0121 445 9201 EMAIL: <a href="mailto:ENQUIRY@COMMUNITYROOTS.CO.UK">ENQUIRY@COMMUNITYROOTS.CO.UK</a></td>
<td>BUSINESS SUPPORT SERVICES FOR NORTH BIRMINGHAM; OPEN DOOR POLICY FOR EX-OFFENDERS FACING PROBLEMS; ADVICE AND GUIDANCE; TRAINING.</td>
<td></td>
</tr>
<tr>
<td>APEX CHARITABLE TRUST ST ALPHAGE HOUSE, WINGATE ANNEXE, 2 FORE STREET LONDON EC2Y 5DA TEL: 020 7638 5931 FAX: 020 7638 5977 EMAIL: <a href="mailto:JOBCHECK@APEXTRUST.COM">JOBCHECK@APEXTRUST.COM</a></td>
<td>ASSIST EX-OFFENDERS AND LONG TERM UNEMPLOYED; ADVICE, TRAINING; INFORMATION TO OTHER AGENCIES WORKING WITH EX-OFFENDERS; WORKING WITH EMPLOYERS.</td>
<td></td>
</tr>
<tr>
<td>NAME AND CONTACT DETAILS</td>
<td>DRUG/ALCOHOL TREATMENT</td>
<td>NAME AND CONTACT DETAILS</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td><strong>Table 7: Community based services for assistance with mental health needs</strong></td>
<td></td>
<td><strong>Table 8: Community based services to assist problematic drug/alcohol users (cont.)</strong></td>
</tr>
<tr>
<td>DRUG/ALCOHOL TREATMENT</td>
<td>NAME AND CONTACT DETAILS</td>
<td>SERVICES PROVIDED</td>
</tr>
<tr>
<td><strong>MENTAL HEALTH</strong></td>
<td>SERVICES PROVIDED</td>
<td><strong>DRUG/ALCOHOL TREATMENT</strong></td>
</tr>
<tr>
<td>NAME AND CONTACT DETAILS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BIRMINGHAM MENTAL HEALTH PIONEERS 0121 446 5243</td>
<td>COUNSELLING AND SUPPORT SERVICE FOR THOSE WITH MENTAL HEALTH NEEDS</td>
<td>DRAUGHTLINE</td>
</tr>
<tr>
<td>SOUTHSIDE, 249 LADYPOLL ROAD, SPARKBROOK, BIRMINGHAM B12 4LZ</td>
<td></td>
<td>DRAUGHTLINE</td>
</tr>
<tr>
<td>COPE: BLACK MENTAL HEALTH FOUNDATION 408 ASTON LANE, BIRMINGHAM B6 6QL 01213584944</td>
<td>SUPPORT AND ADVISORY SERVICE ADDRESSING MENTAL HEALTH NEEDS OF BLACK PEOPLE IN BIRMINGHAM</td>
<td>HOMELESS ALCOHOL TEAM</td>
</tr>
<tr>
<td>MIND <a href="http://www.mind.org.uk">www.mind.org.uk</a></td>
<td>SUPPORT FOR THOSE SUFFERING MENTAL DISTRESS; CAMPAIGNS FOR THEIR RIGHTS; PROVIDES COMMUNITY CARE, INFORMATION LINE AND LEGAL ADVICE SERVICE</td>
<td>ADDECTION</td>
</tr>
<tr>
<td>NMHE WEST MIDLANDS OSPREY HOUSE, ALBERT STREET, REDDITCH, WORCS. B97 4DE 01527 587 622 <a href="mailto:CONTACT@NMHE.WMIDS.NHS.UK">CONTACT@NMHE.WMIDS.NHS.UK</a></td>
<td>NMHE WEST MIDLANDS IS AVAILABLE TO SUPPORT ALL AGENCIES IN THE WEST MIDLANDS IN WORKING TO IMPROVE MENTAL HEALTH SERVICES. THIS INVOLVES SHARING AND PROMOTING GOOD PRACTICE THROUGH TOPIC SPECIFIC FORUMS INVOLVING CLINICIANS, SERVICE USERS AND THEIR CARERS, IN TRAINING, SERVICE EVALUATION AND RESEARCH.</td>
<td>MURRAY LODGE DRUG REHABILITATION CENTRE 1 WHITBY VILLAGE, COVENTRY CV3 4AJ 024 765 05759</td>
</tr>
<tr>
<td>COPE: BLACK MENTAL HEALTH FOUNDATION 408 ASTON LANE, BIRMINGHAM B6 6QL 01213584944</td>
<td>SUPPORT AND ADVISORY SERVICE ADDRESSING MENTAL HEALTH NEEDS OF BLACK PEOPLE IN BIRMINGHAM</td>
<td>TURNING POINT - WORCESTER DRUG LINK, 35 FOREGATE STREET, WR1 1EE 01905 724853</td>
</tr>
<tr>
<td>MIND <a href="http://www.mind.org.uk">www.mind.org.uk</a></td>
<td>SUPPORT FOR THOSE SUFFERING MENTAL DISTRESS; CAMPAIGNS FOR THEIR RIGHTS; PROVIDES COMMUNITY CARE, INFORMATION LINE AND LEGAL ADVICE SERVICE</td>
<td>ADDECTION SANDWELL UNIT S1 &amp; S2, SUMMIT POINT, SUMMIT CRESCENT, SUMMIT IND. ESTATE SMETHWICK, WEST BROMWICH BIRMINGHAM B66 1BT, TEL. 0121 258 093</td>
</tr>
<tr>
<td>NMHE WEST MIDLANDS OSPREY HOUSE, ALBERT STREET, REDDITCH, WORCS. B97 4DE 01527 587 622 <a href="mailto:CONTACT@NMHE.WMIDS.NHS.UK">CONTACT@NMHE.WMIDS.NHS.UK</a></td>
<td>NMHE WEST MIDLANDS IS AVAILABLE TO SUPPORT ALL AGENCIES IN THE WEST MIDLANDS IN WORKING TO IMPROVE MENTAL HEALTH SERVICES. THIS INVOLVES SHARING AND PROMOTING GOOD PRACTICE THROUGH TOPIC SPECIFIC FORUMS INVOLVING CLINICIANS, SERVICE USERS AND THEIR CARERS, IN TRAINING, SERVICE EVALUATION AND RESEARCH.</td>
<td>MURRAY LODGE DRUG REHABILITATION CENTRE 1 WHITBY VILLAGE, COVENTRY CV3 4AJ 024 765 05759</td>
</tr>
<tr>
<td>MIND <a href="http://www.mind.org.uk">www.mind.org.uk</a></td>
<td>SUPPORT FOR THOSE SUFFERING MENTAL DISTRESS; CAMPAIGNS FOR THEIR RIGHTS; PROVIDES COMMUNITY CARE, INFORMATION LINE AND LEGAL ADVICE SERVICE</td>
<td>ADDECTION SANDWELL UNIT S1 &amp; S2, SUMMIT POINT, SUMMIT CRESCENT, SUMMIT IND. ESTATE SMETHWICK, WEST BROMWICH B66 1BT, TEL. 0121 258 093</td>
</tr>
<tr>
<td>NMHE WEST MIDLANDS OSPREY HOUSE, ALBERT STREET, REDDITCH, WORCS. B97 4DE 01527 587 622 <a href="mailto:CONTACT@NMHE.WMIDS.NHS.UK">CONTACT@NMHE.WMIDS.NHS.UK</a></td>
<td>NMHE WEST MIDLANDS IS AVAILABLE TO SUPPORT ALL AGENCIES IN THE WEST MIDLANDS IN WORKING TO IMPROVE MENTAL HEALTH SERVICES. THIS INVOLVES SHARING AND PROMOTING GOOD PRACTICE THROUGH TOPIC SPECIFIC FORUMS INVOLVING CLINICIANS, SERVICE USERS AND THEIR CARERS, IN TRAINING, SERVICE EVALUATION AND RESEARCH.</td>
<td>MURRAY LODGE DRUG REHABILITATION CENTRE 1 WHITBY VILLAGE, COVENTRY CV3 4AJ 024 765 05759</td>
</tr>
<tr>
<td>MIND <a href="http://www.mind.org.uk">www.mind.org.uk</a></td>
<td>SUPPORT FOR THOSE SUFFERING MENTAL DISTRESS; CAMPAIGNS FOR THEIR RIGHTS; PROVIDES COMMUNITY CARE, INFORMATION LINE AND LEGAL ADVICE SERVICE</td>
<td>ADDECTION SANDWELL UNIT S1 &amp; S2, SUMMIT POINT, SUMMIT CRESCENT, SUMMIT IND. ESTATE SMETHWICK, WEST BROMWICH B66 1BT, TEL. 0121 258 093</td>
</tr>
<tr>
<td>NMHE WEST MIDLANDS OSPREY HOUSE, ALBERT STREET, REDDITCH, WORCS. B97 4DE 01527 587 622 <a href="mailto:CONTACT@NMHE.WMIDS.NHS.UK">CONTACT@NMHE.WMIDS.NHS.UK</a></td>
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<td>MURRAY LODGE DRUG REHABILITATION CENTRE 1 WHITBY VILLAGE, COVENTRY CV3 4AJ 024 765 05759</td>
</tr>
</tbody>
</table>
Table 9: Community based services addressing women’s needs

<table>
<thead>
<tr>
<th>NAME AND CONTACT DETAILS</th>
<th>WOMEN SERVICES PROVIDED</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMAZON 2ND FLOOR, KING EDWARD BUILDING 205 CORPORATION STREET BIRMINGHAM B4 6SE 0121 236 9222</td>
<td>COUNSELLING FOR YOUNG WOMEN AND GIRLS WHO ARE SURVIVORS OF SEXUAL ABUSE</td>
</tr>
<tr>
<td>BIRMINGHAM WOMEN'S AID THE MAYFIELD CENTRE 35 MAYFIELD ROAD, MOSELEY BIRMINGHAM B13 9HT 0121 685 8551</td>
<td>GENERAL SUPPORT SERVICE</td>
</tr>
<tr>
<td>BIRMINGHAM WOMEN'S ADVICE in INFORMATION CENTRE 5TH FLOOR RUSKIN CHAMBERS 191 CORPORATION STREET BIRMINGHAM B4 4RP 0121 212 1881</td>
<td>GENERAL SUPPORT SERVICE</td>
</tr>
<tr>
<td>THE SAFE PROJECT ST PATRICKS CENTRE FOR COMMUNITY HEALTH HIGHGATE STREET, BIRMINGHAM B12 0YA 0121 440 6655</td>
<td>HIV AND SEXUAL HEALTH SERVICE FOR WOMEN WHO WORK IN THE SEX INDUSTRY</td>
</tr>
<tr>
<td>CREATIVE AND SUPPORT TRUST 37-39 KINGS TERRACE, LONDON, NW1 0JR 020 7383 5228 Cast-cтро<a href="mailto:4@tinyworld.co.uk">4@tinyworld.co.uk</a></td>
<td>EDUCATION, TRAINING, WELFARE ADVICE AND SUPPORT FOR WOMEN IN PRISON, ON RELEASE AND THOSE IN PSYCHIATRIC UNITS.</td>
</tr>
<tr>
<td>FEMALE PRISONERS WELFARE PROJECT Hibiscus 15 GREAT ST THOMAS APOSTLE, MANSION HOUSE, LONDON, EC4V 2BB 02073576543</td>
<td>ADVICE TO WOMEN IN THE CRIMINAL JUSTICE SYSTEM; LINK FOR FAMILIES OF WOMEN IN PRISON; OVERSEAS OFFICE IN JAMAICA AND SUPPORT FOR LATIN-AMERICAN PRISONERS; RESETTLEMENT ADVICE</td>
</tr>
</tbody>
</table>

Table 10: Counselling services and general support services in the community

<table>
<thead>
<tr>
<th>NAME AND CONTACT DETAILS</th>
<th>COUNSELLING SERVICES AND GENERAL SUPPORT SERVICES PROVIDED</th>
</tr>
</thead>
<tbody>
<tr>
<td>CENTRE FOR HEALTH &amp; HEALING <a href="mailto:HEALTHANDHEALING@BULLRING.ORG">HEALTHANDHEALING@BULLRING.ORG</a> 0121 643 5401 ST MARTIN IN THE BULLRING, BIRMINGHAM B5 5EA</td>
<td>INFORMATION, ADVICE AND A LISTENING EAR; BEREAVEMENT, EMOTIONAL PROBLEMS, BENEFITS, HOMELESSNESS, ETC.</td>
</tr>
<tr>
<td>CITIZENS ADVICE BUREAU 0121 236 0864 191 CORPORATION STREET BIRMINGHAM B1</td>
<td>ADVICE AND INFORMATION ON A RANGE OF ISSUES FOR ALL SECTORS OF SOCIETY</td>
</tr>
<tr>
<td>THE SAMARITANS 0345 909090 (LOCAL CALL RATE) BIRMINGHAM 0121 666 6644 SOULHULL 0121 704 2255 3 BOW STREET, BIRMINGHAM B1</td>
<td>24 HOUR HELPLINE, PERSONAL INTERVIEWS / FACE-TO-FACE COUNSELLING 10AM-10PM</td>
</tr>
<tr>
<td>ACTION FOR FAMILIES LONDON HEAD OFFICE, UNIT 21, CARLSON COURT 116 PUTNEY BRIDGE ROAD, LONDON SW15 2NQ 0208 812 3600 <a href="mailto:INFO@ACTIONFP.ORG.UK">INFO@ACTIONFP.ORG.UK</a></td>
<td>UMBRELLA ORGANISATION FOR ORGANISATIONS SUPPORTING PRISONERS FAMILIES; DEVELOPING A NATIONWIDE SUPPORT NETWORK; ADVICE ON VISITING AND LOCAL SUPPORT GROUPS.</td>
</tr>
<tr>
<td>NATIONAL ASSOCIATION OF PRISON VISITORS 32 NEWNHAM AVENUE, BEDFORD, MK14 9PT 01234 359763</td>
<td>CO-ORDINATES AND PROMOTES PRISON VISITS</td>
</tr>
<tr>
<td>PARTNERS OF PRISONERS AND FAMILIES SUPPORT GROUP (POPS) VALENTINE HOUSE, 1079 ROCHDALE ROAD; BLACKLEY, MANCHESTER, M9 8AJ 0161 702 1000 <a href="mailto:MAIL@PARTNERSOFPRISONERS.CO.UK">MAIL@PARTNERSOFPRISONERS.CO.UK</a></td>
<td>ADVICE, INFORMATION, SUPPORT FROM ARREST TO RELEASE; CALLS FROM ALL AREAS AND REFERRALS TO OTHER SUPPORT GROUPS</td>
</tr>
<tr>
<td>PRISONER'S ADVICE SERVICE PO BOX 46195 LONDON, EC1M 4XA 020 7336 6352</td>
<td>ADVICE FOR PRISONERS WITH COMPLAINTS ABOUT TREATMENT RELATING TO RULES AND REGULATIONS; LINKS WITH FAMILIES AND FRIENDS; LINKS WITH SOLICITORS</td>
</tr>
</tbody>
</table>
REFERENCES


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McGuire, J. (2002) Offender Rehabilitation and Treatment: Effective programmes and policies to reduce re-offending, John Wiley & Sons Ltd.


Probation Service website - http://www.probation.homeoffice.gov.uk


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West Midlands Probation Services Website, www.westmidlands-probation.gov.uk