

Forward



SOCIAL IMPACT REPORT

September 2018

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WELCOME TO THE REPORT

Mike Trace, CEO, The Forward Trust

Welcome to the first Forward Trust annual impact report. We at Forward are serious about our mission – to help marginalised people break the cycle of disadvantage, substance dependency and crime through the development of personal strengths, skills and self-respect. We are also serious about understanding the impact of our work – what is and is not effective. This focus on evaluation and research helps us to design future service provision, and to demonstrate our value to policy makers and funders.

The organisations that have merged together in recent years – RAPt, Blue Sky, and Vision Housing – have all developed from a strong belief in people's ability, whatever their past, to confront personal challenges and make transformational changes in their lives. We have found that there are three key factors necessary to facilitate those changes – that we show a respect for, and belief in, our clients' potential; that they are exposed to positive role models who they recognise, and who have demonstrated personal change; and they are offered pathways to pursue their own recovery that are simple to understand, and that reward commitment and progress.

We now offer such pathways across over 30 separate services, supporting recovery and rehabilitation through substance dependence and mental health treatment, employment and training support, 'housing first' accommodation services, and our 'connections' service that strengthens ties with families and friends.

As you will see from the following pages, we have ample evidence of the outcomes we achieve, and the impact that this has on wider society (not least saving the taxpayer a heap of money). But we also have to accept that this evidence is still patchy and incomplete. That is why on page 24 we commit to an ongoing programme of further research and evidence gathering that will be summarised in future annual impact reports.

I take this opportunity to commend all of our employees, apprentices, volunteers and clients, whose hard and dedicated work has achieved these outcomes, and to the work of our Research team and their academic partners, who have helped us understand them.

I hope you find this impact report to be an interesting read.



FORWARD'S JOURNEY

1991

We are founded as a charity - named the Addicted Diseases Trust



1995

Changing our name to Rehabilitation for Addicted Prisoners Trust (RAPt) we are funded by HM Prison Service to deliver a second rehabilitation programme at HMP Coldingley, quickly followed by new programmes at HMPs Pentonville and Wandsworth in London



2000

We set up a rehabilitation unit at HMP Send, the first 12 step addiction treatment centre to be set up in a women's prison in Britain



2002

We open our first community drug service in Southwark, south London



1992

We open the first intensive drug rehabilitation programme in a UK prison at HMP Downview in Surrey, funded by charitable grants and donations

1

1996

An aftercare service (today known as Recovery Support) is initiated to support graduates of our programmes when they leave prison



2001

We now also run drug/alcohol services in HMPs Swaleside, The Mount, Wandsworth and Everthorpe (now HMP Humber), 9 prisons in total



2004

We open 'The Bridges' a residential drug treatment unit in Hull, Yorkshire, aimed at people who have been involved in the criminal justice system





2005

We win contracts to deliver comprehensive drug/alcohol services in prisons in Yorkshire, Oxfordshire, London, Surrey and Kent.



2012-2013

We employ our first family worker at HMPs Brixton and Wandsworth



2016

Patron Russell Brand transfers his Trew Era Cafe to Forward to run as a social enterprise employing people in recovery

We open further community programmes in Tower Hamlets, Surrey, Birmingham and Kingston upon Hull



2006-2010

We acquire Blue Sky, a social enterprise that employs ex-offenders



2015

The Forward Trust is launched through the merger of RAPt and Blue Sky with a combined mission to break the cycle of crime and addiction. We also acquire Vision Housing, an accommodation service for released prisoners.

We win the contract to deliver the community substance misuse service in East Kent, our largest community-based contract



2017

We win the IAPT Contract at HMP Chelmsford. We launch the Forward Enterprise Fund to support businesses run by and for ex-offenders and people in recovery



2018

OUR THEORY OF CHANGE

Our mission is to empower people to break the cycle of crime and addiction and to achieve transformational change. Forward's Theory of Change sets out a series of service pathways that our clients can follow to turn their lives around - covering drug and alcohol recovery, health and wellbeing, connections with family, friends and the wider world, employment and housing.

We see our role as providing service users with the care and inspiration to believe that a different way of life is possible, backed up with clear opportunities for taking the small steps and great leaps that lead to lasting change:



Pause



Engage



Develop



Prosper

Pause:

service users reflect on their current situation, their aspirations for the future and the barriers they need to overcome to achieve these

Engage:

they build up the confidence and motivation to try to make changes in their lives and start work on programmes that build self-belief

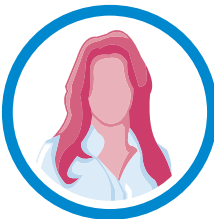
Develop:

they adopt new ways of thinking and behaving and build new skills, so that they have the tools needed to sustain their recovery and rehabilitation in the long run

Prosper:

they reap the rewards arising from these changes; free to define their own personal destination, they benefit from a sense of independence, pride and fulfilment

At each stage of the journey, progression is enabled by the 'living proof' of peer role models and by networks of support that provide encouragement and affirmation while also instilling 'real world' values of personal responsibility and accountability.



WHO WE SUPPORT

Over the last year, we have supported over 15,000 service users, from some of society's most marginalised groups. But whatever their history and circumstances, we believe that anyone is capable of lasting change - of finding the help they need to move forward from a life of crime and addiction, and of building a fulfilling and productive future with family, friends, work and community.

A snapshot of the characteristics of the people we support in prison shows the extent of multiple deprivation and problems faced:

- ▶ On average, our service users have received **22 previous convictions** and **7 previous custodial sentences** (according to Ministry of Justice statistics, offenders with 9 or more previous offences are responsible for 80% of all crime)
- ▶ 1 in 3 are in prison for **violent** offences (with each violent crime that involves injury costing the state over £14,000, according to Home Office statistics)
- ▶ 1 in 8 are **aged 18-24**, a group with the **highest rates of re-offending**
- ▶ 1 in 10 of our service users are **women offenders** who have complex needs and who have experienced trauma
- ▶ Over half of our service users **left school before 16**
- ▶ Over half have not had a job for 3 or more years or have **never worked**
- ▶ 70% have **never married**
- ▶ 63% are parents, and of those 84% **don't live with their children**
- ▶ 1 in 3 have **mental health problems**
- ▶ 50% report that they will be **homeless** on release from prison



Our mission is to break these cycles of marginalisation by helping people develop coping strategies, positive attitudes and personal strengths – that allow the development of positive lifestyles.

DRUG AND ALCOHOL RECOVERY

The Problem

Prison

- ▶ **Over half** of all prisoners have a history of drug and/or alcohol problems that, if left untreated, will undermine any attempts to reduce re-offending. In 2016/17, 59,258 adults were in contact with drug and alcohol treatment services within prison. Almost a quarter of these were helped by The Forward Trust.
- ▶ The high demand for drugs such as cannabis, heroin and spice in prison fuels a lucrative illicit market that is increasingly controlled by organised and violent gangs.
 - Drug finds have increased in prison by **23%** in 2017/18¹
 - **104kg** of drugs were confiscated from within prisons in the first six months of 2017.²
 - **13%** of prisoners have developed a problem with illicit drugs since they have been in prison.³
 - **79** deaths in custody (2013-2016) were linked to the use of spice⁴
- ▶ The availability of structured recovery services in prisons has declined over the past 5 years (**100** accredited recovery programmes closed down, **50%** fewer prisoners having access to our own successful RAPt 12 Step programmes) while the level and complexity of drug problems has increased.

Over 50%

of prisoners have a history of drug or alcohol problems

13%

of prisoners have developed a problem with illicit drugs since they have been in prison.

Only

1 in 3

dependent drinkers access support

Drug-related deaths in the community at

all-time high

Community

- ▶ While **279,793** adults accessed drug and alcohol treatment in England 2016/17, there are **595,131** adults drinking at dependent levels who are not accessing specialist treatment and an estimated **350,000** who use illegal drugs problematically.⁵
- ▶ **Only 30%** of adults who engage with substance misuse treatment in custody continue to engage in community-based structured treatment (within 21 days of release)⁶. The period immediately following release from custody presents a high risk of relapse - in the first week, overdose deaths account for **85%** of all deaths.⁷
- ▶ Overall, drug-related deaths in the community are at an all-time high with **over 3,744** in 2016-17 – outstripping deaths from road traffic accidents. Drug use is the third most common cause of death for those aged 15 to 49 in England.⁸

“My offending was linked to my drug use, I committed crime to fund my drug habit.”

(Ex-Forward service user on leaving prison)

1. HMPPS Annual Digest, 2017/18

2. House of Commons written question 5383, 20th July 2017 HM Chief Inspector of Prisons for England and Wales (2018) Annual Report 2017-18

3. HM Chief Inspector of Prisons for England and Wales (2018). Annual Report 2017-18

4. Newcomen, N (2017) Prisons and Probation Ombudsman speech to the All Parliamentary Group on Penal Affairs

5. Public Health England (2017) Adult Substance Misuse Statistics from NDTMS

6. Office for national statistics and national drug evidence centre (2018) Secure setting statistics from NDTMS April 2016 to 31 March 2017

7. Blenheim (2018). Failure by design and disinvestment: the critical state of custody- community transitions

8. Office for National Statistics (2017) Deaths related to drug poisoning in England and Wales



Our Solution

We deliver drug and alcohol recovery in prison, 'Recovery Support' and 'through the gate' services when our clients leave prison, and a range of services in the community for all individuals who have drug or alcohol problems, not just those with criminal histories. In all our services we offer people a comprehensive set of health and care services, with the ultimate aim of helping individuals move away from a life of

dependence or crime. Not everyone will be motivated or able to achieve transformational change, but we are always focused on taking opportunities to inspire and support people to move forward in life. Crucial to this work is the network of peer supporters, volunteers and employees who themselves have lived experience of addiction, recovery or offending.



Pause



Engage



Develop



Prosper

Assessment and stabilisation of drug use. Immediate medical care and prescribing	Working on motivation to change, and skills for recovery	Working through our structured 12 step recovery programmes, engagement with support networks	Independent and positive lifestyle, free of crime and addiction
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<ul style="list-style-type: none"> ▶ Harm reduction advice and services ▶ Initial assessment and medical care ▶ Information and guidance workshops 	<ul style="list-style-type: none"> ▶ Peer-led motivational workshops ▶ Substitution treatment ▶ Individual recovery planning ▶ Short motivational programmes (e.g. Stepping Stones) 	<ul style="list-style-type: none"> ▶ Intensive structured 12 step programmes ▶ Structured one-to-one counselling ▶ Peer support and mutual aid programmes 	<ul style="list-style-type: none"> ▶ Recovery support ▶ Employment and housing offers ▶ Recovery networks and communities
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“I could take a full detailed account of my life and my demons”

“Stepping Stones has opened me up so much. The tools and skills gained can be applied to higher intensity programmes”

“I have learnt a lot about my behaviour from others, have found it easier to open up and talk. I now have a better outlook”

“Being a peer supporter is the most fulfilling job I've ever had. There is a lot of support available and it keeps you focused on recovery”

Outputs and Outcomes

- ▶ **Over 10,000** prisoners engaged with our drug and alcohol services in 2017/18 in 21 prisons, and over **3,000** people engaged with our community services, with **56%** reporting a significant decrease in their alcohol use and **26%** their opiate or opioid use
- ▶ **782** prisoners completed our 12 step structured programmes in prison, at a **70%** completion rate (compared with a national average of **45%** for all treatment programmes in the UK). In 17/18 **31** service users completed treatment at our residential rehab unit, The Bridges in Hull, with a completion rate of **65%**.
- ▶ **59%** of service users completed our Structured Day Programme, at our community service ReNew in Hull.
- ▶ In Quarter 1 2018/19, **70%** of service users in Kent prisons engaged upon release with our community services in East Kent – compared to a national transition rate from prison to community of **31%**.

Impact

Reduction in re-offending



There was also a significant reduction in re-offending for completers of our RAPt Alcohol Dependency Treatment Programme (ADTP), one of our intensive 12 step structured programmes - **37%** against a predicted re-offending rate of **50-60%**

Sustained recovery

81%

of our London based Recovery Support clients in 2016/17 reported that they remained drug and/or alcohol free six months after release from prison

Case Study

Chris was a rebellious child and got involved in crime from the age of fourteen. By his late teens he started using substances. "At first, I just didn't think anything of it but within months, I started losing weight, spending all of my money and my relationships started to become affected." A vicious cycle of crime and substance misuse ensued, with Chris in and out of the criminal justice system for a long time.

Chris was initially inspired to change his ways whilst serving a prison sentence, when he saw a friend and fellow prisoner volunteering with Forward. "I saw my friend as a new person and it was really a visible example of recovery to me. I thought to myself, I want to be like that. I was always under the influence of peer pressure growing up, but this time it was positive!"

After completing one of Forward's intensive, abstinence-based substance misuse treatment programmes, Chris is now a Recovery Mentor with Forward. He also visits prisons to share his story with current inmates to inspire

others to make a positive change. "When I look at them I say, 'I was once you and things can change.'"

"It took me so long to realise that I wasted my life because of addiction but now I will never look back. I am so thankful for Forward; they have given me hope and their name really says it all 'Forward you go and in you we trust.'"



Case Study

"In my late teens I started suffering from severe depression, anxiety and suicidal thoughts. I was given counselling and medication, but nothing worked.

Around the same time, I started having issues with alcohol. All I wanted to focus on was how often could I get to a pub, how late could I stay out drinking. It was my way of escaping reality.

In my mid 20s I tried cocaine. It took one line and I was hooked. It destroyed my life.

I lost my job, my flat - everything. Relationships broke down, I got in serious debt and I almost lost access to one of my daughters. It was the lowest I had ever been and my mental health suffered greatly.

I attempted suicide, not once but twice. I felt like I had nothing to give to society and even worse, nothing to give my little girls. I thought everyone would just be better off without me.

I moved in with my Mum and tried to get clean

and sober. I'd been to the drug and alcohol service in Canterbury before but hadn't been in the right place then. Forward were wonderful and also referred me to a mental health service for my depression.

It's taken time and not been easy. I've had relapses and struggled with major depression, but I'm in a really positive place now. I've been clean and sober since December 2017, back in work since January 2018 and I see my girls every weekend.

Without the support of Forward and my loved ones I wouldn't be here. I now see a future for myself, which I never used to."



HEALTH & WELLBEING

The Problem

- ▶ **71%** of Forward services users in prison who engage with substance misuse services also present with one or more mental health symptoms, with an average of 3.4 mental health problems per client. The most prevalent being depression, anxiety and trauma
- ▶ Substance dependent offenders with 'co-occurring' depression problems are **9%** more likely to re-offend and are at greater risk of suicide and self-harm⁹. According to a 2016 publication by the Howard League of Penal Reform, a prisoner commits suicide every three days
- ▶ Infection with blood-borne viruses (BBVs) is **four times higher** in prisons than in the general community¹⁰
- ▶ Ageing heroin users are **10 times** more likely to die prematurely than the general population due to the cumulative physical and mental health conditions they experience¹¹

71%
of prison substance
misuse clients have
mental health
problems

Ageing heroin
users are
10 times
more likely to die
prematurely than
the general
population

“I became very angry and violent,
my behaviour was impacting on
everyone around me.”

(Ex-Forward service user on leaving prison)

Our Solution

We know that substance misuse, as well as unemployment and lack of suitable accommodation, affects our service users' wellbeing, and that addressing these material issues results in a marked improvement in both physical and mental health. In addition to the impact of these core services, Forward has also developed a range of specific health and wellbeing interventions including smoking cessation, mindfulness, cognitive behavioural therapy and alternative therapies such as acupuncture. We are particularly proud of our Health & Wellbeing Champions (HAWCs) programme where peers take on the role of health educators giving advice and support to their fellow service users.

9. Breedvelt et al. (2014)
10. Public Health England (2017)
11. Public Health England (2017)



Pause



Engage



Develop



Prosper

Assessment, triage, and harm reduction advice and information

1-2-1 support and group workshops to promote wellbeing and healthy behaviours

Pursuit of safe and healthy behaviours, and activities that generate mental health and wellbeing

A long, contented and healthy life

- ▶ One-to-one advice, information & risk assessment
- ▶ Health & Wellbeing workbooks and in-cell packs
- ▶ Health & Wellbeing Champions – advice & information

- ▶ Low level mental health workshops
- ▶ Blood borne viruses screening and treatment
- ▶ Smoking cessation interventions
- ▶ Improving Access to Psychological Therapies (IAPT)

- ▶ Structured one-to-one counselling
- ▶ Mindfulness-based relapse prevention
- ▶ Health & Wellbeing Champions – structured support

- ▶ Healthy lifestyle reinforcement by signposting
- ▶ Sports / exercise programmes

“ I find myself doing most of the things I have learnt from working on my in-cell pack on a daily routine and I like it”

“ Because of the meditation and things I've learnt, like the breathing technique, it helps in managing the negative thoughts and feelings”

“ It is a massive achievement for me and my own mental health because I now understand who I am”

“ When I was depressed I lost weight but now that I'm working I've gained weight and feel happier, healthier, more like the person I'm supposed to be”

Outputs and Outcomes

- ▶ The percentage of smokers dropped from **67%** to **50%** following completion of substance misuse treatment in East Kent.
- ▶ **67%** of service users reported an increase in their physical health following treatment.

Impact



Those experiencing the most severe symptoms of depression **fell by over half (57% to 25%)** following completion of Forward's Substance Dependency Treatment Programme

3 to 10 years of life expectancy is gained by each person who stops smoking¹²

6% reduction in self-harm by those who engage in psychosocial interventions¹³

For every drug user we engage in structured treatment, **£5,380** is saved in healthcare costs¹⁴



Reduced symptoms of depression reduces the likelihood of re-offending amongst prison-based service users

91% of people with improved mental health also report an improved quality of life¹⁵

Case Study

Growing up, Matt faced an ongoing battle with mental health problems, yet always insisted on dealing with them on his own. "My life could be great but my depression and anxiety would take over and I would lose everything. I felt so weak, vulnerable and lost, and I attempted suicide on three different occasions."

With all the frustration of not willing to share his feelings with anybody and constantly suffering in silence, Matt found himself spiralling into a dark life of homelessness and crime.

While in prison he engaged with Forward's Health and Wellbeing services: "I finally got the help and support from professionals and was assessed by a psychologist and psychiatrist. I engaged in one-on-one therapy and was given medication."

Today, as a serving prisoner, Matt works as a Health and Wellbeing Champion for Forward and delivers workshops to fellow inmates who are struggling with mental health problems. "The support I was initially given helped improve the way I cope with my

problems and I can now use what I have learnt in therapy to encourage others to speak up and get help like I did."

Matt's workshops cover a range of topics from understanding anxiety and depression to self-harm and suicidal feelings.

In June 2018, Matt was awarded the Health and Wellbeing Champion Award by HACRO for his inspirational efforts to encourage others to make positive changes in their lives.

"Life is really good now and my confidence grows by the day. I still get bad days but I can now talk about issues I have and this has made my family and I much closer as I can now be more honest. I can now use my voice to show people how talking can be so positive in changing their lives."



12. Doll et al., (2004)

13. Hawton et al., (2016)

14. Public Health England (2017)

15. Singleton & Lewis (2003)

CONNECTIONS



The Problem

- ▶ Along with employment and housing, ongoing contact with family members is one of the most significant factors in reducing re-offending, yet only **1 in 3** prisoners are supported by prison staff to rebuild and maintain family ties, according to HM Inspectorate of Prisons
- ▶ An estimated **200,000** children are affected by imprisonment. Studies show that **63%** of prisoners' sons went on to offend themselves¹⁶
- ▶ **Loneliness and isolation** are significant issues for those released from prison, especially when family ties have been cut and when service users have chosen to move away from networks with negative peer influence¹⁷
- ▶ Family members suffer as a result of their loved one's addiction - **over 70%** of those who live with people with addiction report lifetime emotional or mental health problems¹⁸

Only
1 in 3
prisoners are
supported to
contact family
members

200,000
children are
affected by
imprisonment
each year

“I felt so lonely. I wouldn't have been happy even if I won the lottery.”

(Ex-Forward service user on leaving prison)



Our Solution

At Forward we have been supporting the family relationships of service users for over 10 years, with structured family work in place for the last 5 years. All service users are asked about their family relationships as part of their assessment, and referred to specialist family workers, relevant programmes run by our recovery workers, or signposted to support from specialist organisations. In addition to family work, we also support service users to build positive identity and healthy productive relationships – with peers in recovery and rehabilitation, with friends, employers and the wider world.

16. Lord Farmer (2017). The Importance of Strengthening Prisoners' Family Ties to Prevent Re-offending and Reduce Intergenerational Crime

17. Inside Time (2015)

18. Alcohol Research UK (2018) Understanding recovery from a family perspective: A survey of life in recovery for families



Pause



Engage



Develop



Prosper

Mapping and reviewing key relationships	Reaching out to family, friends and peers to develop positive connections	Working through difficult issues, building positive networks	Lasting, supportive and positive relationships with family and social networks
<ul style="list-style-type: none"> ▶ Assessment of family and relationships status and aspirations ▶ Referrals to specialist Family Workers ▶ Interests and hobbies identified and recorded as part of recovery plan 	<ul style="list-style-type: none"> ▶ Facilitating telephone conferences and family meetings ▶ Workshops on assertiveness, communication skills and positive identity 	<ul style="list-style-type: none"> ▶ <i>Family Ties</i> programme develops understanding of family roles & responsibilities, rebuilds trust and addresses change ▶ <i>Recovering Families</i> community forums for family members to learn about addiction and gain support from peers 	<ul style="list-style-type: none"> ▶ Strong connections with family and friends ▶ Healthy relationships with employers and authority figures ▶ Social networks through work, hobbies & interests

“I want to be able to support my family more”

“Although it was hard to hear how difficult my addiction has been on my sister, I now feel like a weight has been lifted”

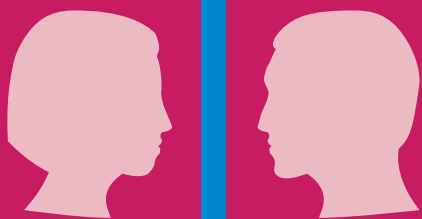
“It was a revelation that I found people like myself who were struggling with sons, brothers, husband and wives in addiction”

“It has helped me know how to be a good parent and how to make good changes in my relationships”

Outputs and Outcomes

- ▶ Over **2,500** service users and **1,000** friends and family members supported through our Connections service
- ▶ In Quarter 1 of 2018/19, our family workers completed **368** one-to-ones and facilitated **64** family meetings across our prison and community services.
- ▶ In HMP Send (a women's prison) **69%** of our service users re-established or increased their contact with an adult and **23%** of service users re-established or increased their contact with their children.
- ▶ Over **450** participants in the Family Ties programme, where pre- and post- programme comparisons show improved connections with family members in terms of:
 - Greater confidence in expressing needs to their families
 - Feeling more comfortable in talking to families about difficult subjects
 - Ability to offer support to their families

Impact



Prisoners who receive a family visit while in custody are **39% less likely to re-offend**, with the annual cost of re-offending established at £15 billion¹⁹



Care provided to drug users by family members would cost **£747 million** per year if it were provided by health and social care providers²⁰



Reduction in violence, self-harm, suicide and mental health deterioration due to increased contact with families²¹

Case Study

I found out about the ReNew* Family Service after my husband was arrested for drink driving. The court asked him if he had any family and whether they might need support, and he mentioned me.

When ReNew phoned me, I thought they were just being nosy! But once I got chatting to them and they explained that they help the family members of people who have problems with drugs and alcohol, I thought I'd give them a try.

I was so nervous the first time I went that I took a friend with me for support. I needn't have worried though – they've been absolutely brilliant. I was given one-to-one support and then progressed onto joining the family group. It was so nice to know I wasn't alone. I used to be so angry and frustrated, but ReNew taught me about addiction and helped me understand it's not my fault.

I can't believe how much ReNew has taught me. I've learnt how to deal with my emotions in a healthier way. I've also learnt to prioritise myself and my own wellbeing. I now run family support meetings at a recovery café in Hull twice a week with other people

from the family group.

ReNew also helped my husband. He found recovery hard at first and ended up relapsing. I had to ask him to move out of our home, which was so hard, but it's actually been the best decision I could have made. He got himself a place to live and went back to ReNew and did the programme.

He's back in recovery, he pays his bills and he looks after himself. We live apart, but we're still very much together and we're going on holiday together soon. His relationship with our daughters is so much better as well – they've got such a bond now.

I've grown and learnt so much, and we're both so grateful to ReNew for everything they've done for us.

*The ReNew service is run in Hull in partnership by The Forward Trust and Change Grow Live



19. Lord Farmer (2017). The Importance of Strengthening Prisoners' Family Ties to Prevent Re-offending and Reduce Intergenerational Crime
20. UK Drug Policy Commission (2012). The Forgotten Carers: Support for adult family members affected by a relatives drug problems
21. Lord Farmer (2017). The Importance of Strengthening Prisoners' Family Ties to Prevent Re-offending and Reduce Intergenerational Crime

EMPLOYMENT

The Problem

- ▶ **75%** of prisoners have no job on release even though having a job is the single biggest factor in reducing re-offending; **15%** of prisoners have never worked legally and **47%** of prisoners have no qualifications²²
- ▶ Ex-offenders and people in recovery are the two groups that organisations are least likely to employ; **1 in 4** people in recovery have been turned down for jobs three times or more by disclosing their past²³
- ▶ Meanwhile, the UK is facing a significant skills gap – an estimated **14 million** vacancies will be created between now and 2022 with only **7m** young people due to enter the workforce²⁴

“Employers just put down the phone when they hear about my past.”

(Ex-Forward service user on leaving prison)

7 Million
vacancies over
next 5 years due
to skills gap

75%
of prisoners
are released
without a job
to go to

1 in 4
people in recovery
have been turned
down three times or
more by disclosing
their past

Our Solution

Through the work of our Employment Services division (incorporating Blue Sky's award-winning model of direct employment for ex-offenders) we engage and motivate our service users by promoting the message that getting a job is achievable – with hundreds of peer examples as inspiration. We raise awareness of realistic job opportunities, and then develop skills, confidence and work-ready behaviour through practical learning methods, leading to real jobs and progression to long-term employment in a range of sectors. We also offer Apprenticeships within Forward for people in recovery, and prioritise people with lived experience when we recruit for new positions across the organisation.

22. Bridging The Gaps, The Forward Trust (2017)
23. Bridging The Gaps, The Forward Trust (2017)
24. Bridging The Gaps, The Forward Trust (2017)



Pause

Assessment of employment status, and realistic job opportunities



Engage

Articulating dreams and ambitions; vocational skills and work-ready behaviours



Develop

Placement into real jobs or work experience



Prosper

Economic independence, self-worth, career progression

- ▶ Job Planet (1-day session to raise awareness of job opportunities)
- ▶ Individual learning plans
- ▶ Promotion of live job opportunities in prison

- ▶ Employability skills
- ▶ Workshops on CV writing, IT skills, disclosure, goal setting
- ▶ Vocational skills and courses

- ▶ Jobs with Blue Sky (direct employment)
- ▶ Brokerage into jobs with other employers
- ▶ Forward Trust apprenticeships
- ▶ Work placements and volunteering

- ▶ In-work support (training, grants, loans)
- ▶ Onward development into higher paid / skilled jobs

“ This course has opened my eyes to a lot of jobs I would like to be involved in now and in the future”

“ This workshop was very helpful and taught me so many new skills that I can use on the outside to help me get and keep a job”

“ I'm taking part in society again, feeling useful. I've met new people through work who are on the same journey”

“ I'm working to provide for myself and one day treat myself with a car, my own car, paid for with clean money”

Outputs and Outcomes

- ▶ **Over 1,550** ex-offenders directly employed by Blue Sky (the equivalent population of a large prison) for up to 6 months with over **40%** progressing to permanent employment elsewhere
- ▶ **Over 700** prisoners and ex-offenders engaging in employability and vocational skills training over the last 2 years in 7 prisons, with **1 in 10** gaining employment through Blue Sky upon release
- ▶ In addition, in the last 12 months **over 120** service

users have been supported into employment through our brokerage service. The jobs we help them find are with external companies and are in a range of sectors.

- ▶ **Over 100** people in recovery employed by Forward as part of our Apprenticeship programme, with **75%** progressing to full-time employment
- ▶ **144** people with lived experience of either crime or addiction currently employed full-time by Forward – **1 in 3** of all employees

Impact



Blue Sky's employment model has a proven impact on reducing re-offending – a reduction of up to **23%** according to the Ministry of Justice's Data Lab, one of the highest performing interventions on record



Every ex-offender who completes Blue Sky Agency's employment programme (as part of Forward's Employment Service) generates **£18,600** on average of savings – for 17/18 this equated to **£3.7m**

Those in recovery who are employed are

22%

more likely to be abstinent and having a job more than doubles the length of abstinence²⁵



Case Study

Sheridan had been in and out of crime for most of his life. A life-long Londoner, he'd had various gardening jobs over the years but nothing permanent. With little to live on, the temptation of crime was always there - he got involved in gangs and drugs. It soon got serious - Sheridan was shot at three times, the last time with a gun held to his head. "This was a serious wake up call," he says, "I decided at the age of 42 it was time to move on. I had to leave London, start again."

Sheridan moved to Dover but struggled to find work. He found out about Blue Sky through the local Work Programme provider and was offered a job as part of Veolia's waste management contract. "Looking back," he says, "at the start, I didn't think much of a job on the bins, not the most glamorous job. But I thought it was worth giving it a try."

Sheridan worked hard and soon got noticed for all the right reasons. Veolia told him there was a

permanent job going as a 7.5-tonne lorry driver, but first he needed his Certificate of Professional Competence (CPC). Blue Sky paid for the CPC, Sheridan passed the test, got the job and got trained up.

The impact of a permanent job has been transformational for Sheridan. "I've made a new life for myself from scratch," he says. "I've made some life-long friends, people I go to dinner with." It's also changed his outlook, "I used to love driving fast, loved the thrill of speed, which got me into a lot of trouble, but now I'm more sensible. . . . I've worked to gain something I don't want to lose."



25. Butzin et al. (2005)

HOUSING



The Problem

- ▶ **60%** of prisoners report that accommodation upon release would stop them from committing further crime (Ministry of Justice, 2012). However, **15%** of all offenders are homeless before entering prison and around a third leave prison without stable accommodation to move on to.²⁶
- ▶ Analysis of our own service user data (a group of prisoners who face particular disadvantage) shows that the number likely to be homeless on release from prison is even higher, at **50%**.
- ▶ Research shows that those who are homeless, or at risk of homelessness, are much more likely to experience mental distress. Homeless Link reported in 2010 that **7 out of 10** of clients had mental health needs.
- ▶ **1 in 5** people accessing treatment for substance misuse in the community have a housing problem.²⁷

60%

of prisoners say having a home would stop them re-offending

1 in 2

service users say they will be homeless on release from prison

“My wife kicked me out the house.”

(Ex-Forward service user on leaving prison)

Our Solution

All service users are asked about their housing status as part of our general needs assessment, and are given advice and guidance and referred to appropriate sources of accommodation support from partner agencies. In addition, in October 2017, Forward acquired Vision Housing, an innovative housing service which brokers accommodation for people coming out of prison and people in recovery by matching them with private landlords who have suitable rooms for rent. Once housed, Vision offers mentoring support (often from peers) to help people sustain their tenancies.



26. The Howard League for Penal Reform (2013)

27. NDTMS (2017)



Pause



Engage



Develop



Prosper

Assessment of housing status, advice and information

Support planning aimed at starting and maintaining tenancies

Sustainable and safe independent housing with wrap around support

A sense of stability & belonging, with a foundation for the future

- ▶ Housing status reviewed at initial contact with Forward, in prison and community, and included in Recovery Plan
- ▶ Facilitated access to specialist housing support and referral to Vision Housing if appropriate

- ▶ Risk assessment and identification of low-level support needs
- ▶ Tailored packaged of support to sustain tenancy (e.g. benefits advice, referral to other Forward services or partner agencies)

- ▶ Clean, safe, rented accommodation brokered by Vision Housing
- ▶ Support from mentors to sustain tenancy

- ▶ Sustained tenancies and trusted relationship with landlord
- ▶ Employment and recovery support to further strengthen stability and independence in the community

“ When I was released from prison, I was living on the streets, all I knew was addicts, so I ended up using again”

“ Vision gave me incredible support. I didn't know how to live, or get a job or pay my rent and bills”

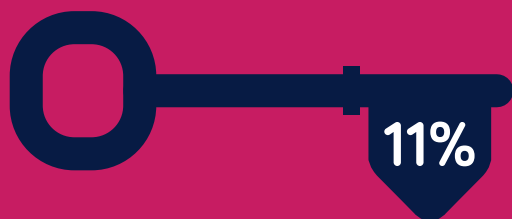
“ I spent my first Christmas out of prison for the last 13 years and I've been clean for more than a year”

“ Now I've got a job, a beautiful family, I own my own house, we're starting an extension”

Outputs and Outcomes

- ▶ **11% reduction** in the number of Drug & Alcohol Recovery service users (in the community) with an acute housing problem from treatment start to treatment end (achieved through our core assessment, advice, information and referral service)
- ▶ **Over 1,100** vulnerable people (including ex-offenders and people in recovery) housed through Vision Housing
- ▶ **Only 2%** of 191 tenancies brokered by Vision Housing between 2014 and 2017 were breached by the tenant
- ▶ **Over 100** landlords now part of Vision's network of accommodation providers, many of whom are long-standing customers

Impact



11% overall reduction in re-offending for those granted tenancies by Vision Housing (including a **26%** reduction in re-offending rates for women who have been supported)



Local authorities that refer vulnerable homeless clients to Vision Housing save significantly on the cost of temporary accommodation - councils in Britain spent more than **£3.5bn** on temporary accommodation in the last five years



For every person that Vision Housing houses, their risk of drug related death reduces by **20%**²⁸

Case Study

"I'm Scottish but moved to America when I was 20 because my husband was from there. At first we had a great life raising three beautiful daughters but things didn't work out and we got divorced. One night I went to a friend's house for dinner and met some new people who seemed down-to-earth and we became friends. Little did I know that they were into drug laundering. Before long, I was caught up in this lifestyle and in 2015, my house was swarmed by a SWAT Team who charged me with possession of illegal substances. I was put on house arrest but when I missed one of my probation appointments got sent to prison. I was in prison for three years and then deported back to the UK in January 2018.

On the plane I was anxious, wondering where I would live and how I would get by. But when I got to London, I was relieved to be greeted by Prisoners Abroad – a charity I was in touch with while in the USA. They helped me get back on my feet and introduced me to Vision Housing who said they could find me somewhere to live. It felt like a weight had been lifted.

Before I knew it, my Vision Case Worker had found me a place to stay and even though it was raining and grey on the day that I moved in, I didn't even notice. I was so grateful to have a place to call home. Since then, Vision have continued to help me, either by supporting me themselves or putting me in touch with someone who can. I never knew help like this existed but am so glad it does otherwise people like me would never get a second chance.

My only reservation about leaving the USA was leaving my family but I speak to my daughters and grandchildren every day and they can't wait to visit me in my new home. Thank you Vision Housing for giving me the opportunity to make them proud of me once again."



FUTURE IMPACT STUDIES

Pursuing our commitment to understanding and demonstrating our impact on individuals and society, we are aiming to conduct research and produce reports in the following areas in the coming years.

Reduction in re-offending and long-term recovery

- ▶ We are working closely with the Justice Data Lab (JDL), a unique service from the Ministry of Justice to assess the impact of interventions on re-offending. Building on our first submission to the JDL for our RAPt Alcohol Dependency Treatment Programme (see page 10) we will continue to work with the JDL to not only explore the impact of our interventions on re-offending but also other outcomes including employment, and health and wellbeing
- ▶ Understanding more precisely the correlation between pre and post-intervention psychometric assessment scores and long term reductions in re-offending and drug/alcohol recovery
- ▶ Analysis of the impact of our service user pathway from Kent prisons to East Kent community services, in particular how recovery gains are sustained and enhanced upon release and then maintained/built upon as they access treatment in the community
- ▶ Follow up study with our Recovery Support clients at 6 month, 1 year and 2 year points after they exit the service. The study will look at a range of factors such as recovery gains and employment and housing status



Improved physical and mental health

- ▶ Evaluation of our first Improved Access to Psychological Therapies (IAPT) service at HMP Chelmsford. Key service outcomes include reduction in levels of depression and anxiety and improvement in mental health
- ▶ Ongoing analysis through our Health and Wellbeing Tracker (used with all service users) to assess health outcomes such as smoking cessation
- ▶ In-depth study of the role of Health and Wellbeing Champions in promoting healthy behaviours among peers
- ▶ Evaluation of the impact on drug-related deaths of Naloxone distribution (an overdose prevention kit)



Positive social and economic contribution

- ▶ Conducting impact assessments for different pathway cohorts to quantify net benefit of our services to the state in terms of:
 - Tax and National Insurance contributions
 - Reduction in benefits utilisation
 - Reduction in health service utilisation
- ▶ Further economic analysis of the long-term earnings (and therefore social mobility) of former Blue Sky employees who have now progressed to onward employment



FRANK'S STORY

One morning in 1989, aged 50, I woke up in the strip cells in Dartmoor prison. A guy was standing over me and he said he was the governor of Dartmoor prison.

That was a shock because I thought I was in Ford Open Prison. He said, "You are in Dartmoor and the police are coming to interview you for an attempted murder of one of our guards".

I had no idea what had happened or what I had done. The last thing I remembered was leaving Ford for my first day out in town and spending all day on crack cocaine before blacking out.

They put me in the Segregation Unit at Dartmoor for about six months. A probation officer told me straight that if I didn't do something about my drinking and using, I would spend the rest of my life inside.

He told me that there was an experimental drug treatment programme starting in Downview Prison. "You can get help there if you are interested and if you stop using," he told me. Two months later when he visited next, I said I would do it. I had made a decision that enough was enough.

I got to Downview in 1991. One of the counsellors, Peter Bond, sat down with us one day and said: "I am a recovering alcoholic myself. This programme works if you want it. If you give it your all, I guarantee that you will leave it wanting to stay clean." There were some right characters there but each of us made a decision to give it our best.

For the first time ever I could see that people cared about me, not who I was or what I had. I opened up and was honest with them about the whole of my life, and they helped me. It was wonderful to share something with people in the rooms. It let me know I wasn't on my own.

I finished the programme and got a job on the gardens. One Saturday, David Lancaster, the governor of Downview, called me in and told me he had a proposition. "I would like you to train to become a counsellor. I believe you would make a good one."

He was offering me the chance to turn my whole life round so I did a three year course at City University.

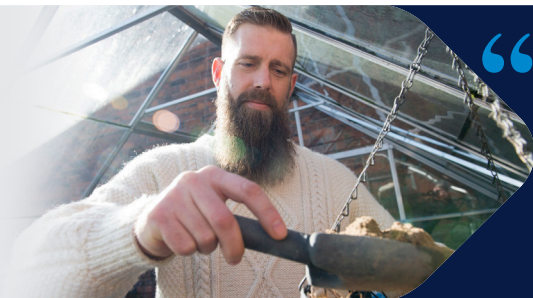
When I first went to Downview, there was one AA meeting a week. By the time I left there were nine AA and NA meetings. I worked in the industry for 17 years. I'm retired now but I still go into prisons whenever I am asked. The way I look at it is that the prisons and the programme gave me who I am today – a decent human being with a happy marriage. It's my way of giving back.

I have everything I ever wanted. But the most valuable thing is that I have absolute peace of mind. That is priceless.



Frank at HMP
Downview 1993

SERVICE USER QUOTES



“

I never thought it would be possible to change my ways of crime and addiction. But I now live free from drugs, alcohol and crime in a beautiful flat, with a full time job and a girlfriend. I feel so positive about my future and know that I will continue to move forward with my life.”

Lee, former Forward drug and alcohol client

“

The support, the external supervision and the training I've received from Forward has been brilliant - I've done a level two counselling qualification which will benefit me both now and in the future. I feel prepared for moving forward when my Apprenticeship finishes.”

David, former Forward Apprentice



“

I had a blazing row with my son, about his addiction and taking advantage and all of that stuff. We both literally ended up in tears. And I said, in anger, “Son, what do you want from me?” He just replied, in tears himself, “I just want my dad.” I can laugh now, I can smile. Whereas before I couldn't, I was in distress.”

Tony, Forward Connections Client



“

Vision helped me see all the hurt and pain I was carrying – they helped me look with a fresh pair of eyes to see myself for who I really was. Thanks to all their encouragement and praise I've escaped from the offending trap. I spent my first Christmas out of prison for the last 13 years and I've been clean for more than a year.”

Former Vision Housing client



“

I have had a whole lot of support and for me, going back to criminal activity is just not an option; recovery isn't just about getting clean; it is about putting your life back together and giving back to society productively.”

Tola, former Forward client

“

Having broken the cycle of addiction and crime I feel like I've got a new lease of life. I feel like I can move forward with my life and start contributing to society instead of taking away.”

Karl, former Drug and Alcohol client

“ On leaving prison after eight years, my prospects weren't good. I thought, 'Who's going to employ an ex-offender?' But then I found Blue Sky and I've never looked back. Best thing I've ever done.”

Irvin, former Employment Services client



“ I feel more like the person I'm supposed to be”

Former Forward client

“ I don't want to go backwards because I can see how my life has improved”

Former Forward client

“ I'm staying connected and staying positive. The tools from the programme have really helped me to see things differently.”

Former Forward substance misuse client



ABOUT **Forward**

Forward empowers people to break the often interlinked cycles of addiction or crime to move forward with their lives. For more than 25 years we have been working with people to build positive and productive futures. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make changes to create better lives with jobs, family, friends and a sense of community.

If you are interested in learning more about our work or collaborating with us, please email development@forwardtrust.org.uk or call **0203 752 5560** and ask to speak to a member of the Business Development Team.



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