



Changing lives,  
reducing crime

Annual Review 2008/09





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# Message from the chair



## Matthew Litobarski

Since joining Nacro at the end of 2008, I have been amazed and delighted with the work this charity does to make such an important impact on our society.

Our aim is to reduce crime by working to change lives. In this year's annual review you can read about some of the things Nacro has done to support individuals in turning their lives around. The review illustrates how Nacro's services can make a huge difference at various stages in people's lives – from youth inclusion projects which help prevent young people getting involved in crime, to housing projects which provide a solid base to ex-offenders struggling to reintegrate into society.

Over the page, you'll meet Aaron, a tenant in one of Nacro's housing projects. He has worked with the Nacro team over the past two months to produce this tremendous annual review, travelling around the UK to talk to some of those with whom Nacro works. With their help, he has produced a considered perspective on Nacro's projects. Aaron knows how Nacro can change lives. He's been there.

This year has been a significant one for our organisation. In December 2009, we said a sad goodbye to Paul Cavadino, our chief executive since 2002. He has devoted over 37 years of his working life to Nacro, leading the charity through much change

and guiding its activities to ensure that it continues to fulfil its leading crime reduction role. He will be sadly missed and we wish him the very best for the future.

He handed over to Paul McDowell, whose strong leadership skills and experience as a prison governor will be a great asset to our organisation. We know he'll do a wonderful job of continuing to build Nacro's reputation and its ability to create a safer society by changing the lives of those who are at risk of offending.

Finally I'd like to thank all the Nacro trustees, staff, volunteers, partners and supporters for all their work this year.

‘Nacro gave me  
a chance. They  
didn’t judge me,  
they helped me  
to help myself.’

Aaron Mountfield



# My Nacro experience



## Aaron Mountfield

When I came out of prison, four months ago, Nacro gave me a chance. They didn't judge me, they recognised that I wanted to change and they helped me to help myself. I left home at 14. I was living in different hostels and on friends' floors. I stopped going to school, I was drinking, fighting and getting into trouble. I'd started on a downward spiral and I ended up in prison. That's where I found Nacro.

When I got a place in a Nacro shared house a few days after I was released, things started to change. Now I'm living in a flat supported and managed by Nacro. They're helping me get into work.

I got involved with the annual review because I wanted to give something

back. It's been brilliant to travel around the country, visiting projects. I've met people facing all sorts of different problems – trouble at home, nowhere to live, people in custody or needing a job – and they're all getting the help they need from Nacro.

I've talked to young people in the same situations I've been in. With Nacro they're in exactly the right place if they want help to change. That's the thing with Nacro, if you are willing to help yourself they will be there to support you.

It was great to meet Paul McDowell, Nacro's new chief executive. I think he's going to do great things for the organisation and he brings good experience as a prison governor. As I know from my support

worker, Michelle, you've got to be a certain type of person to work for Nacro: patient, honest, hard working and dedicated. They're not just nine-to-five people, they're always there to help.

Wherever I've been for this review – Kent, Bradford, Manchester, London – the young people I've met have all said the same thing: if it wasn't for Nacro, they'd be doing things they shouldn't be doing.

I would never have dreamt of doing anything like this before, but I'm really grateful to have had the opportunity. I've met people I'd never have met, been to places I'd never been. But most importantly I've seen what Nacro is all about and how it really works to change lives.

# Building futures

Manchester

Nacro's youth  
inclusion projects  
support young  
people like  
Stacey



‘Before I’d just go ahead and do things, and get into trouble. Now I think first; I think about what might happen.’ Stacey

### Youth at risk of offending: youth inclusion project

At 15, Stacey spent more time with a bottle of vodka than she did with her schoolbooks. Things were difficult at home, with her mum and brother constantly arguing. And she’d just lost her Nana. One night, drunk, she’d sworn at a police officer and was arrested.

Then she found out she was pregnant. ‘I was petrified,’ she says. ‘I didn’t know what I was going to do.’

A couple of years on and it’s hard to imagine Stacey like this. She points to a photo of her little boy. ‘He’s called Kameron,’ she says, eyes gleaming with pride. What does she like about being a mum? ‘Everything.’ Stacey also enjoys studying. She’s looking forward to starting college – she’s training to be a nurse – and getting a flat with Kameron’s father. ‘I want Kameron to have everything I didn’t,’ says Stacey.

#### Introducing support

Things started to turn around for Stacey after local wardens, who’d seen her hanging around the park, introduced her to a project worker from Nacro’s youth inclusion project (YIP). ‘When I first met her, I didn’t want to say much,’ says Stacey. ‘But she was so nice, and really easy to talk to. I don’t know what would have happened if I hadn’t had her there.’

The youth inclusion project works with young people who are involved in crime and antisocial behaviour, or at risk of becoming so. It covers the Miles Platting, Ancoats and Newton Heath areas of Manchester, and is one of 16 YIPs that Nacro runs around the country. It works with around 70 young people a year.

‘We help young people who are not using their time constructively,’ explains Stacey’s project worker, Stacey Riley. ‘We support



Building  
futures

them to think about the consequences of what they do.'

Importantly, young people make their own decision to get involved in the project. They choose the type of support they want. It might be help to get back into education, advice on careers or to improve their family relationships. The project also gives young people the chance to talk to someone in confidence.

### Choosing to change

'One thing I made clear to Stacey at the beginning,' says Stacey Riley, 'was that I wasn't there to make any judgement about her or any part of her life. She was pregnant and vulnerable. She had people around her telling her what to do, but what I was doing was giving her options.'

She helped Stacey to enrol at a centre that

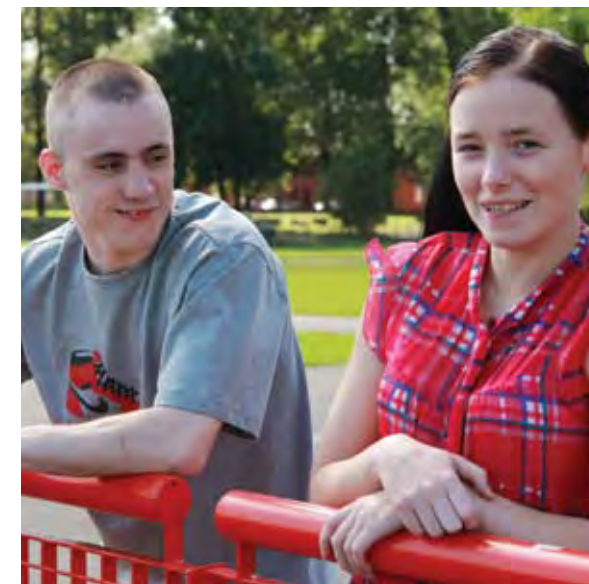
teaches pregnant teenagers and mothers. It's an alternative to going back to school. 'Before I didn't think about my education,' says Stacey. 'But I enjoyed learning at the centre; it's totally different to school.'

Stacey also moved out of home and into a supported housing project for pregnant women and women with young children. 'Now I've met other people in the same situation, and some who've been in worse situations,' she says. Meeting new people, especially at Nacro, has helped her change. 'Before I'd just go ahead and do things, and get into trouble. Now I think first; I think about what might happen.'

With Kameron's future to consider, she knows that's essential. 'I love being a mum,' says Stacey. 'It's really hard sometimes, but I get through it because now I've got people to support me.'

### Aaron's view

**'Guidance is what people need at Stacey's age. I didn't have it and that's why I did what I did. It's important to have that friendly advice and support. I've had it since I've been involved with Nacro and now I'm on the right track again.'**



Meeting new people at Nacro has helped Stacey change her life

## Angela, Stacey's boyfriend's mum



'If there wasn't a place like this, Stacey would still be hanging around on the street, pushing a pram and drinking. That's what the majority of the young people around here are doing – there's nothing for them to do.

'Instead she's going to college each day. Stacey [Riley] got her into the school unit

for teenage mums, then helped her with college. Now she's making something of herself rather than sitting in the house all day. And she's creating a more positive outlook for Kameron.

'Stacey has grown up a lot, she's had to. She doesn't go out much. She's a proper mum, a really good one.'

## Key facts and stats

**14,682** young people took part in activities to help steer them away from antisocial behaviour and crime

Nacro is one of the biggest national youth inclusion programme providers with 16 projects working with nearly **1,600** children aged from 8 to 15

Nacro got 2,000 school-age children and over **6,000** young people involved in education, training and preparation for work

**26%** of Nacro's housing residents were younger than 18 and 48% were aged under 21

Find out more  
about Nacro's  
work with young  
people at  
[www.nacro.org.uk](http://www.nacro.org.uk)



# Repairing lives

Bradford, West Yorkshire

Young offenders learn new skills on an intensive supervision and surveillance programme



'If I wasn't here with Nacro I'd be doing more crime or gambling. This programme can help me in the future if I try my best.' **Coco**

### Community sentences: intensive supervision and surveillance programme (ISSP)

A young man is driving – fast. His eyes, wide with fear and adrenalin, are fixed firmly on the tarmac ahead. A second vehicle gives chase, gains speed and finally overtakes on a razor-sharp bend. It loses control and spins 360 degrees. The driver, a 17-year-old boy, throws his right arm in the air triumphantly and grins.

The young men aren't on the road; they're racing safely on a go-kart track on the outskirts of Bradford. 'When you're on the track it feels "sick",' says Tasadduq Hussain (or Coco as he likes to be known). 'It takes my mind off everything when I'm trying to overtake the others. I love having stuff like go-karting to do – it's exciting, but you get to drive in a safe place.'

Go-karting is just one of the things young offenders can earn the right to do on the intensive supervision and surveillance programme (ISSP), which Nacro has

delivered since 2001 for the Bradford Youth Offending Team. Like Coco, 15 to 18 year olds on the programme are serious or persistent offenders. They've been put on an ISSP scheme as part of bail conditions or a court sentence. It's an alternative to custody, but young people must be seen by programme staff, or partner agencies (pupil referral units for example), every day.

More than 100 young people went through the programme in Bradford last year. It has an above-average completion rate compared with the rest of the country, with over 60% successfully completing the course.

#### Moving forward

Reparation work – making amends to victims or giving something back to the community – is part of ISSP. That's where the go-karting comes in. The young people help repair the karts, clean the track, and tidy the garage. In return, they get to race.



Repairing  
lives

The programme also helps the young people look for work or get a place on a college course, and with practical things like finding a dentist or GP and claiming benefits. Every young person has their own plan, a package of support tailored to tackle the factors that contribute to their offending behaviour – such as drugs and alcohol and mental health problems.

### Accepting support

Coco was put on the programme eight months ago. 'If I wasn't here with Nacro I'd be doing more crime. I'd be having a drink,' he says. 'Or I'd be gambling, playing roulette.'

Instead he's complying with the conditions of the programme and coming in each day, accepting the support from the ISSP team. His support worker, Pauline, says he makes a difference to the group. 'When the other young people aren't getting involved or the sessions aren't going so well, I rely on him,' she says. 'There have been times when if it wasn't for Coco things would have been much more

difficult. That's his strength; he's good to be around. He makes people laugh.'

Coco thinks he ended up on ISSP because he had hung around with a 'bad crowd'. Now he wants things to change. 'It sorts your head out being with Nacro,' he says.

He's already completed a 10-week taster course in construction and joinery and is keen to continue at college. 'This programme can help me in the future if I try my best and put 100% into it,' he says. 'That's what I'm going to do.'



The programme has helped Coco focus on his future

### Aaron's view

**'This project gives people a second chance by keeping them out of custody. It's something for them to do. Without it, they'd be doing something they shouldn't. If kids are happy, they're more likely to stay out of trouble. This helps them enjoy being young – in the right way.'**



**Pauline King, Nacro outreach support worker**

'When we first see the young people we work with, they don't want to take any responsibility for their lives or what they've done. While they're with us, they grow in confidence and self-esteem. Even when we're doing the fun stuff we're talking and listening – that's when they start to open up. Only then can they look back and admit where they've gone wrong.'

'Art is an excellent way for the young people to express themselves. We work with a local South Asian arts project, Kala Sangam, in partnership with the Bradford Youth Offending Team to deliver some

great sessions. Some of the young people might not talk much when they get here, but then they write a rap in one of our music sessions – it's amazing how much you can learn about them by listening to what they come up with.'

'We don't take it for granted that young people understand the words we use – they don't always. So we tailor our sessions, adapting them for those who can't read or write well. Because if young people are struggling, that's when they'll kick off – they'll be disruptive rather than admit they can't do something.'

## Key facts and stats

**310** young offenders were given support to keep away from crime through Nacro's 6 intensive supervision and surveillance projects

Courts remanded **738** defendants to our community bail support schemes. Up to 85% successfully completed their period under our supervision

Nacro worked with **4** probation areas to assess provision for women offenders

Nacro mentors Mark Penfold and Debbie Fosker won awards for their work in the youth mentor project in Essex which reduced reoffending by **55%**

Hear more from  
Pauline and Nacro  
volunteer Ritesh  
Biswas at  
[www.nacro.org.uk](http://www.nacro.org.uk)





# Breaking the cycle

Macclesfield, East Cheshire

Mark moved away from crime and drugs with help from the PPO team

'If you want to make a change, the PPO scheme helps you to help yourself.' **Mark**

### Prolific and other priority offenders (PPO) programme

'Heroin screws you up.'

'When I first saw that advert I didn't really get it,' says Mark, 41. 'But then I went to prison and did withdrawal for the first time.'

Most of Mark's adult life has been about two things: money and heroin. 'If I didn't have money, I'd be out trying to get it. If I had money, I'd be buying drugs,' he says. Funding his lifestyle with crime, Mark was in and out of prison – 15 times in 20 years. Repeat offending saw each time inside steadily increasing in length until he was given six years. Mark was determined to break the cycle. He tried rehab – in prison and on the outside – but the temptation to use drugs was too great. He slipped back to his old lifestyle.

When Mark came out from a four-year sentence in 2007, he was put on a programme for prolific and other priority offenders (PPO) as a condition of his

release. Out of a million offenders in England and Wales, a small minority – around one in ten – are responsible for half of all the crime committed. The PPO programme tries to work with this one in ten to break the cycle of crime.

The PPO team in East Cheshire where Mark is registered is made up of a police officer, probation officer and a housing expert from the local authority, as well as a Nacro worker. The team works intensively with people like Mark as soon as they leave prison. And the work only stops when they're settled into the community and have stopped committing crime.

#### Immediate support

'We know that drug dealers like to catch people straight out of prison,' says Chris, the team's Nacro member. 'So we pick people up from the prison gates and take them straight to a safe place. We set up interviews with a housing officer, a meeting



Breaking  
the cycle

with their probation officer, we're there to advise on benefits, education and employment.' The team helps with form filling, and accompanies the ex-offenders to appointments. And they help tackle addiction. Chris estimates that around eight out of ten of the people he works with on the PPO programme also need help tackling drug misuse.

For Mark, the programme was exactly what he needed to stay focused on getting off drugs. 'The choice was either to go with this programme and sort my life out, or have a blast for a month and then go back to prison.' There were times when he came close to slipping. But regular appointments with the PPO team helped him. 'If I'd been left to my own devices, I'd have been back to square one,' he says.

### Getting into work

The PPO team paid for Mark to take his forklift truck licence and get a health and safety card so he could work on a building site. They also helped him get a deposit for a flat, using a grant from the local drug intervention programme. Mark

Chris and the PPO team helped Mark settle into his new home and find work

was 'deregistered' from the programme in December 2008. He now has a job in a warehouse and was recently promoted to team leader.

Mark is just one of the programme's success stories. Figures for East Cheshire's PPO programme in 2008 show a 67% reduction in the number of crimes committed when offenders are on the PPO scheme.

'If you want to make a change, the PPO scheme helps you to help yourself,' says Mark. 'Now I'm doing the things I used to enjoy when I was younger. I'm trying to get back some of the years I've lost.'



### Aaron's view

**'When people first come out of prison what they really need is one-to-one support. It's great that they've included a Nacro worker along with the police and probation in a team like this – it can change people's perceptions and give them a different outlook on the programme straight away.'**



PC Peter Horrocks, PPO co-ordinator

'One of the biggest problems I have is breaking down barriers and getting the former offenders to trust the police. Often the only police officers they've met before are the ones that were arresting them. I have to earn that trust over a period of time, but the wheels are set in motion, and kept oiled, by Chris from Nacro.'

'His involvement at this early stage is vital. He can explain that we're nothing to be frightened of, we're all part of this team, with one aim: to help with drug or alcohol issues and stop them committing crime. It's essential for the police to have relationships

like the one we had with Nacro. The PPOs have probably had lots of negative experiences of the police and probation, so the one shining light is Nacro. Before Chris even walks through the door, Nacro's reputation goes ahead. The PPOs have heard of Nacro in prison and know that they're just there to offer support and advice, no hidden agenda.'

'The reduction in offending rates is there for all to see. But we also see it as a success if a PPO comes off drugs, moves into their own accommodation for the first time, or is reunited with family members. Those successes are small but they mean so much.'

## Key facts and stats

According to probation, Nacro's accommodation support project in Lincolnshire made 'the PPO scheme successful, **stronger** and more effective'

Nacro provides support to youth justice practitioners, including an annual national youth crime conference which attracted **289** delegates

Nacro produced a **study** on voluntary and community sector involvement in integrated offender management (IOM)

Nearly **1,500** people benefited from Nacro's community projects

Watch Mark tell his story and hear more from PC Peter Horrocks at [www.nacro.org.uk](http://www.nacro.org.uk)



# Supporting prisoners

HMP Chelmsford, Essex

Grahame helps  
other prisoners  
find somewhere  
to live after  
custody



‘What Nacro does in prison is fantastic. Working for Nacro has allowed me to see how lucky I am.’ **Grahame**

### Prisoners: in-prison housing information, advice and support

He has presented in front of some of the world’s most successful businesspeople, but the young offenders in front of Grahame are a tougher audience to win over.

It’s their first day in prison. Many are scared, angry and they don’t want to be there. Grahame’s calm voice, though, seems to cut through all of that. ‘I know a little bit about what you’re going through,’ he says. ‘Are any of you in G Wing?’ A few hands go up and Grahame announces: ‘So am I.’

#### Peer support

With a middle-class upbringing, a good education and a former businessman himself, Grahame isn’t your average prisoner. His audience, at HMP Chelmsford’s resettlement centre, is surprised he’s one of them. But Grahame, a Nacro orderly at the Essex prison and the first person they see at the centre, is used to this reaction.

‘They ask me “How long have you worked here?” When I tell them I’m a prisoner like them, they say “But you’re so calm, I understand everything you say.”’

#### Assessing needs

On remand for six months, Grahame is awaiting trial for fraud. He has been trained and supported by Nacro and the prison as a ‘prisoner rep’ on the resettlement team. As part of the prisoners’ first day induction, it is Grahame’s job to explain the induction programme that each of them will follow. He also tells them about the information and advice they can get from the resettlement centre, such as help to get a prison job, to do basic skills training or with substance misuse.

Grahame also helps out at Nacro’s housing information, advice and support (HIAS) service. He sits down with every new prisoner to ask them about their housing



Supporting  
prisoners

situation outside. 'I get them to open up and listen. Then I give the information to Colm [the Nacro HIAS worker], I'm his number two,' says Grahame. 'But I'm not a prison officer, so they can relate to me.'

Once Grahame has had a chat with the new prisoner, Colm will assess their housing needs. If they've got a mortgage, he'll contact their bank to see if it's possible to delay payments, or if they're renting, he'll see if there are any arrears or debts. Then 12 weeks before they're due for release, Colm works with prisoners to ensure they have somewhere to live on the outside – a hostel, a local authority flat or supported



Grahame says prison has made him re-evaluate his life

housing. Thanks to Nacro's HIAS service, 95% of prisoners they've worked with at HMP Chelmsford since April last year left prison with accommodation to go to.

### Re-evaluating life

'For me what Nacro does in prison is fantastic,' says Grahame. 'Working for Nacro has allowed me to see how lucky I am; I have people on the outside. Many of these youngsters have been in and out of prison. They've got no support outside, no responsibilities, no interest in anything any more. They've got nowhere to go.'

When he is released Grahame would like to help by telling his story to young people at risk of offending. Prison and his involvement with Nacro have made him re-evaluate life. He thinks that projects like Nacro's HIAS can help others do the same.

'I was always able to walk into work and leave my problems behind,' he says. 'When I leave my cell, I can do that working for Nacro. I've got a different background but my life collapsed around me. I can get the message through that people can work to change their futures for the better.'

### Aaron's view

**'I would have loved to have done something like Grahame is doing when I was inside. His job can really help prisoners. You need someone to work with you on your housing and help you find somewhere to go. It's what you need most when you get out: a safe place to live.'**



**Colm Mangan, Nacro housing information, advice and support worker**

‘A chance. That’s what Nacro and the new resettlement centre at HMP Chelmsford give these guys. We work very closely with all the other agencies here and refer prisoners to them, if they have mental health issues or want some training, for example.

‘Grahame is brilliant: he frees me up to get on with my work finding prisoners somewhere to live when they get out. He’ll ask them things like why they can’t go back to their old address or to fill out a housing application to the council. It’s good he’s using his skills and education to help others.

‘I’m new to this job: I worked in the prison

service for seven years and was a prison officer on the wings for five. So I have a good understanding of the prisoners and their needs. This means I can find the best possible information for them and help them to move on. It’s challenging; there’s lots of red tape, waiting for decisions and strict criteria prisoners have to meet.

‘Housing advice is a vital part of resettling ex-prisoners. When they’ve got a roof over their head they have a sense of security. They tend to be motivated and get off down the job centre rather than reoffend. At the end of the day it’s up to them to keep a tenancy and I help them to understand that.’

## Key facts and stats

Nacro provided a resettlement service in 36 prisons in England and Wales, helping **16,000** prisoners

We trained **277** people, including 81 prisoners, to provide resettlement advice to prisoners

**28%** of enquiries to our mental health unit’s information service were from family members concerned about prisoners’ mental health

**96%** of prisoners seen by Nacro at HMP Stoke Heath were discharged into permanent accommodation

Find out more  
about Nacro’s  
work in prisons at  
[www.nacro.org.uk](http://www.nacro.org.uk)



# Moving on

Gillingham, Kent

Nacro helps  
young offenders  
adjust to life  
after custody



‘Some people just say things, but when [Nacro workers] Neil or Jemma say they’re going to do something, they do it.’ **John\***

### Ex-offenders: resettlement programme

Smoking weed, snorting cocaine, and robbing houses to pay for it. That’s what John’s life used to be about. He was bored. ‘I’ve always wanted money in my pocket, that was my problem,’ says the 18 year old. ‘I didn’t care about anything.’

John has been getting into trouble since he was eight, first at school and then with the police. His older brothers used to as well, and he thinks he was just taking after his family. Arrested for burglary in 2008, he spent seven months in Cookham Wood Young Offender Institution in Kent.

#### Someone to trust

A month before his release, John was introduced to Neil Hodgkins, a Nacro support worker on the prison’s resettlement programme. The Nacro programme runs for four weeks inside the prison and for six weeks back in the community. The idea, Neil says, is that young people have

someone they can trust inside who is still around when they’re released.

‘We help the young people prepare for the outside world,’ says Neil. ‘We look at things like how to manage your free time – one of the biggest risk factors for young people coming out of custody is having too much time to kill. We also cover things like how to join the library and use the computers in there, how to open a bank account, claim benefits or register with a doctor.’

When they’re released from prison, the young people come to the Nacro centre in Gillingham, two days a week for six weeks, and continue their work with Neil and another Nacro support worker, Jemma. The sessions are accredited by the National Open College Network, and the completed work can help them get onto a National Vocational Qualification (NVQ) or City and Guilds course at college.



\*Name has been changed

Moving on

Nacro worked with Cookham Wood to develop this resettlement programme, tailored to the specific needs of young offenders. It's a pilot project and has been running since Spring 2009. Its aim is to see three-quarters of the young people on the programme in a job or with a place at college or another training scheme after they finish – and the project is on track to meet its target.

The project is part of Nacro's network of provision in Kent, joining up and benefiting from its wide experience providing alternative education, advice and support and employment services to over 900 people each year.

**Time to focus**

Having the resettlement project to come to has helped John focus after his time in custody. 'It's good to have something to do during the week,' he says. 'This project keeps you out of jail and off the streets.'

He thinks it has helped him learn more about life. 'You need to learn this stuff so you can be out on your own; you need life skills,' he says. 'I know I don't want to go back into custody. I don't want to be stuck inside like a dosser, rotting away. I care much more about my family now – and I've told them. I want to get a job.'

John plans to get his forklift licence and work in construction. Having Neil and Jemma in his life has helped him think about the future. 'They're on the level,' he says. 'Some people just say things, but when Neil or Jemma say they're going to do something, they do it.'



Aaron hears how Nacro helped John think about his future

**Aaron's view**

**'I think this programme will help them, if not right now, then definitely in the future. John has the right attitude: he knows what he needs to do – look for a job and stay out of trouble – and now he's doing the right thing. He just needs employment and Nacro can help him get it. I never had anything like that when I was inside. It would have been useful to have that support.'**



**Mark Walsh, learning and skills development manager,  
Medway Youth Offending Team**

‘When young people are in custody, they have a very structured environment. They’re told when to take exercise, when they can get a book from the library and what time to go to bed. They don’t have to make decisions.

‘When they’re released, suddenly they have to organise themselves. The effect of losing that structure can be quite frightening. Without it, all too often they drift back to their original situations. They’re most at risk in the hours and days after release, not weeks or months: the first 72 hours are critical.

‘Relationships are really important too. All too often the relationships they form on the inside aren’t continued on the outside. If they have someone they’ve met in custody they can trust, such as a Nacro project worker, it makes a big difference.

‘What Nacro is so good at is developing and building those key issues of self-esteem, self-worth and confidence to help young people go on and take advantage of opportunities. It’s not just providing the programme, it’s providing the support and advice that help them develop and fulfil their potential.’

## Key facts and stats

**38,400** people contacted Nacro’s Resettlement *Plus* Helpline for advice, mostly about disclosing a criminal conviction

Nacro trained over **200** prison and probation staff in a new managing money course for prisoners

4,000 young people on Nacro’s entry to education programmes achieved **4,944** qualifications and over 1,500 went on to employment, further education or training

The Progress2Work LinkUp project in Sheffield worked with **250** adults with a criminal record – 40% obtained full-time employment and 44% completed training

**Hear more from  
Mark Walsh and  
Nacro volunteer  
Martin Romford at  
[www.nacro.org.uk](http://www.nacro.org.uk)**





## Positive choices

Flintshire, Wales

Nacro Cymru youth choices and skills for life

‘I don’t want to go back to my old ways. Everyone has a past, as long as you learn from it that’s the main thing.’ **Stuart**

**Watch Stuart tell his story and hear from his project worker, Andy, at [www.nacro.org.uk](http://www.nacro.org.uk)**



Stuart, 25, leans against the office doorway and points at the blue logo. That little sign, he says, changed his life.

It wasn’t one thing that led to Stuart becoming homeless. It never is. He’d split up with his girlfriend and was on probation for being violent during an argument – he was depressed and desperate. ‘I was wandering through town with nowhere to go, when I noticed the Nacro sign,’ he says. ‘I remembered a mate mentioning Nacro. He said they’d helped him, so I went inside.’

Stuart had stumbled upon Nacro Cymru’s Youth Choices and Skills for Life – a drop-in service for 16 to 25 year olds who need support and advice. Andy, a support worker at the service, explains: ‘Our main aim is to help people get on their feet and into education or employment.’

But not everyone Andy sees is ready to look for work or go to college. ‘If their basic skills or social skills aren’t up to being in environments with people they don’t know, we work with them to improve that,’ he says. Andy often starts his work with the

young people by looking at underlying issues such as homelessness, drugs and alcohol use or mental health problems. He puts them in touch with other local agencies that can offer specialist help, such as a drug intervention programme.

Three-quarters of the young people they see at Youth Choices report an improvement in their situation after being involved with the project. Last year 100 young people used the service and 65 went on to education, employment or training.

### A safe place to stay

For Stuart, this Nacro centre was a refuge at a real low point in his life. 'I'd been sleeping in the station and walking the streets,' he says. 'I'd come in to Nacro to warm myself up. Then I'd use the phone there to constantly ring the council and hostels looking for a place to stay.'

Andy helped Stuart get a place in a hostel in Flint, north-east Wales. He was there for about six weeks but got into a fight with another resident. 'At that time I was doing a lot of drugs and I lost it,' says Stuart. 'I got picked up by the police for not sticking to my court order and was put on a tag for three months. Things got complicated and I got remanded in custody for five days.'

Stuart says he didn't use to worry about the consequences of his actions. 'I used to just think "To hell with it; so what if I get in trouble with the police?" Now, I say to myself "No, Stuart, you can't." Any more and I'll be looking at prison. I couldn't cope. Five days locked up in a little room was torture.'

### Family future

Stuart has a very specific motive for staying out of trouble. She's six years old. Stuart's daughter lives with his parents, but it is her that is responsible for him trying to steer clear of drugs. 'If I took drugs again, that would be it, my mum wouldn't let me see her,' he says.

Because the Youth Choices project is part of Nacro's wider services, Stuart has now found a place in Nacro housing in Chester. 'The support workers in the house are brilliant,' he says. 'They're helping me a lot.'

Having support from Nacro has helped Stuart turn his life around – he has somewhere to live and a job as a chef. He's also got involved with charity events and met new people. 'I don't want to go back to my old ways,' says Stuart. 'I hate the way I was. Everyone has a past, as long as you learn from it that's the main thing. And I have.'

## Julie Shepherd, Nacro youth choices volunteer

'No two drop-in sessions are the same here. We might get a lad come in and say his mum is kicking him out. I'd get on the phone and try to find him somewhere to stay. Another young person might want help filling in a job application. Some are living on the streets, but others are at home with their parents. All of them see us as someone they can talk to, in confidence.'

'Being a volunteer is a great experience for me personally, and I think we volunteers can play a vital role. We listen to the young people, get them to open up, and help them to feel better about themselves. We can give them a little nudge in the right direction and show them they're worth more than they think, that there's something out there they can do.'

'Where I live, there's nowhere for the young people to go and nothing for them to do. So there's a lot of antisocial behaviour. We don't want to see young people going further down that route to criminal behaviour. With Youth Choices, we're putting a safety net in place to help stop that happening.'

## Key facts

**365** people were housed by Nacro Cymru and a further 840 used the Rhyl night shelter

Over **2,300** people used our other Welsh services – from tackling a drug problem to preparing for work

Around **60%** of service users were referred from another Nacro Cymru project, benefiting from our wide range of services within Wales

Our Youth Offending Unit provided **research** and training to youth offending teams across Wales – from the use of mental health services, to outreach and substance misuse services

## Dewisiadau positif

Sir y Fflint, Cymru

### Dewisiadau leuentid a sgiliau bywyd Nacro Cymru

Mae Stuart, 25 oed, yn pwyso yn erbyn drws y swyddfa ac yn pwyntio at y logo glas. Mae'r arwydd bychan hwn wedi newid fy mywyd, meddai.

Ni un peth yn unig a achosodd Stuart i fod yn ddigartref. Mae hynny'n wir hefyd am y rhan fwyaf o achosion. Yr oedd wedi gwahanu oddi wrth ei gariad, ac yr oedd ar brawf am ymddwyn yn dreisgar yn ystod ffrae – yr oedd yn isel ac wedi cyrraedd pen ei dennyn. 'Roeddwn yn crwydro o gwmpas y dref heb unman i fynd, pan sylwais ar arwydd Nacro,' meddai. 'A dyma fi'n cofio clywed ffrind yn sôn am

Nacro. Dywedodd eu bod wedi ei helpu, felly es i mewn.'

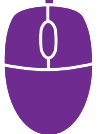
Yr oedd Stuart wedi taro ar draws Dewisiadau leuentid a Sgiliau Bywyd Nacro Cymru – gwasanaeth galw i mewn ar gyfer pobl ifanc 16-25 oed sydd angen cymorth a chynghor. Meddai Andy, gweithiwr cefnogi gyda'r gwasanaeth: 'Ein prif nod yw helpu pobl i gael trefn ar eu bywyd ac i fanteisio ar addysg neu ddod o hyd i waith.'

Ond nid yw pawb y bydd Andy yn eu gweld yn barod i chwilio am waith neu fynd i'r coleg. 'Os nad yw eu sgiliau sylfaenol

neu eu sgiliau cymdeithasol yn ddigon da i'w galluogi i ymdopi â sefyllfaoedd gyda phobl nad ydynt yn eu hadnabod, yr ydym yn gweithio â hwy er mwyn eu gwella,' meddai. Bydd gwaith Andy gyda phobl ifanc yn dechrau drwy edrych ar ystyriaethau sylfaenol fel digartrefedd, defnydd o gyffuriau ac alcohol neu broblemau iechyd meddwl. Mae'n eu rhoi mewn cysylltiad ag asiantaethau eraill a all gynig cymorth arbenigol, megis rhaglen ymyriadau cyffuriau.

Mae tri chwarter y bobl ifanc maent yn dod i gysylltiad â hwy yn y rhaglen Dewisiadau leuentid yn dweud eu bod yn gweld

**Gwylwch Stuart yn adrodd ei stori a gwrandewch ar ei weithiwr prosiect, Andy, yn [www.nacro.org.uk](http://www.nacro.org.uk)**



Dewisiadau  
positif

gwelliant yn eu bywyd ar ôl eu cysylltiad â'r prosiect. Y llynedd defnyddiodd 100 o bobl ifanc y gwasanaeth ac aeth 65% ohonynt ymlaen i addysg, cyflogaeth neu hyfforddiant.

### Rhywle diogel i aros

I Stuart, yr oedd canolfan Nacro yn lloches ar adeg yn ei fywyd pan oedd pethau'n anodd dros ben iddo. 'Yr oeddwn wedi bod yn cysgu yn yr orsaf ac roeddwn yn treulio'r diwrnod yn crwydro'r strydoedd,' meddai. 'Byddwn yn mynd at Nacro i gynhesu. Yna byddwn yn defnyddio'r ffôn i ffonio'r cyngor a hosteli dro ar ôl tro yn y gobaith o gael rhywle i aros.'

Cafodd Stuart help gan Andy i ddod o hyd i le mewn hostel yn y Fflint, yn y Gogledd Ddwyrain. Bu yno am ryw chwe wythnos ond yna bu'n rhaid iddo adael ar ôl bod yn ymladd â phreswlydd arall. 'Ar y pryd yr oeddwn yn defnyddio llawer o gyffuriau ac mi gollais fy mhen yn lân,' meddai Stuart. 'Cefais fy arestio gan yr heddlu am dorri amodau fy ngorchymyn llys a bu'n rhaid i mi wisgo tag am dri mis. Aeth pethau'n fwy cymhleth, a chefais fy nghadw yn y ddalfa am bum niwrnod.'

Dywedodd Stuart nad oedd yn arfer malio dim am ganlyniadau'i weithredoedd. 'Roeddwn yn dueddol o feddwl. "I'r diawl â phawb a phopeth. Beth yw'r ots os wyf yn mynd i drwbl efo'r heddlu?" Yn awr rwy'n dweud, "Na, Stuart, elli di

ddim". Unrhyw drafferth eto ac mi fyddai'n wynebu carchar. Allwn i ddim ymdopi â hynny. Roedd pum niwrnod o dan glo mewn ystafell fach yn uffern i mi.'

### Dyfodol y teulu

Mae gan Stuart un rheswm da iawn i gadw'n glir o drwbl. Mae hi'n chwe blwydd oed. Mae merch Stuart yn byw gyda'i rieni, ond hi sy'n gyfrifol am ei ymdrech i beidio mynd yn ôl at gyffuriau. 'Petawn yn cymryd cyffuriau eto, byddai hynny'n ddiwedd arni. Ni fyddai fy mam yn fodlon gadael i mi ei gweld eto.'

Gan fod Dewisiadau leuenctid yn rhan o wasanaethau ehangach Nacro, mae Stuart bellach wedi cael lle yn un o gartrefi Nacro yng Nghaer. 'Mae'r gweithwyr cefnogi yn y cartref yn wych,' meddai. 'Maent wedi helpu llawer arna i.

'Mae cefnogaeth Nacro wedi helpu Stuart i wyrdroi ei fywyd - mae ganddo rywle i fyw a swydd fel cogydd. Mae hefyd wedi bod yn gysylltiedig â digwyddiadau elusennol ac mae wedi cael cyfle i gwrdd â phobl newydd. 'Nid wyf am fynd yn ôl i fy hen ffordd o fyw,' meddai Stuart. 'Roeddwn yn casáu fy hun fel yr oeddwn yn arfer bod. Mae gan bawb ei orffennol, ond y peth pwysig yw eich bod yn dysgu o'ch gorffennol. Yr wyf i'n sicr wedi gwneud hynny.'

## Julie Shepherd, gwirfoddolwraig dewisiadau leuenctid Nacro

'Mae pob sesiwn galw i mewn yn gwbl wahanol. Efallai y daw bachgen atom a dweud fod ei fam yn ei droi allan o'r cartref. Byddaf wedyn yn dechrau ffonio i chwilio am rywle iddo aros. Efallai bydd person arall yn chwilio am help i lenwi ffurflen gais am swydd. Mae rhai'n byw ar y stryd, ond mae eraill yn byw gartref gyda'u rhieni. Maent i gyd yn ein gweld fel rhywun y gallant ddod atynt am sgwrs, yn gyfrinachol.

'Mae gwirfoddoli'n brofiad gwych i mi'n bersonol, ac yr wyf yn credu y gall gwirfoddolwyr wneud gwaith holl bwysig. Yr ydym yn gwrando ar y bobl ifanc, ac yn ceisio'u hannog i fod yn agored, a'u helpu i deimlo'n well amdanynt eu hunain. Gallwn roi proc bach iddynt i'r cyfeiriad iawn a dangos iddynt eu bod yn werth mwy na maent yn feddwl, a bod rhywbeth allan yna yn y byd mawr y gallant ei wneud.

'Yn yr ardal lle'r wyf yn byw, does unman i bobl ifanc fynd na dim byd iddynt ei wneud. Felly mae llawer o ymddygiad gwrthgymdeithasol yno. Nid wyf am weld pobl ifanc yn mynd dim pellach ar hyd y trywydd hwnnw a throi at ymddygiad troseddol. Gyda Dewisiadau leuenctid, yr ydym yn gweithio i geisio sicrhau na fydd hynny'n digwydd.'

## Ffeithiau allweddol

Lwyddodd Nacro Cymru i gael cartref i **365** o bobl a defnyddiodd 840 arall y lloches nos yn y Rhyl

Defnyddiodd dros **2,300** o bobl ein gwasanaethau eraill – o fynd i'r afael â phroblem gyffuriau i baratoi ar gyfer gwaith

Cafodd oddeutu **60%** o ddefnyddwyr gwasanaeth eu cyfeirio gan brosiect Nacro Cymru arall, yn cael budd o'n hystod eang o wasanaethau yng Nghymru

Darparodd ein Huned Troseddwy'r Ifanc **ymchwil** a hyfforddiant i dimau troseddwy'r ifanc ledled Cymru – o ddefnyddio gwasanaethau iechyd meddwl, i wasanaethau yn y maes a gwasanaethau camddefnyddio sylweddau



# Finance



Hard at work in Gillingham, one of Nacro's 300 projects across the UK

**Nacro works hard to ensure the money it receives from generous individuals, trusts, foundations, companies and statutory funders is used efficiently and effectively to support our projects and to reduce crime.**

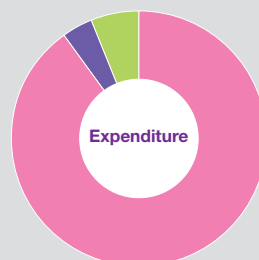
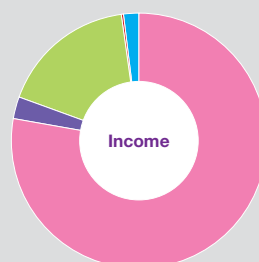
Thank you to all who have been able to support our work over the last year. You have made it possible for us to work with almost 90,000 people across England and Wales.

This page gives you an 'at a glance' view of how much Nacro earned and was awarded, and where that money was spent. It summarises Nacro's audited accounts, which include those of Nacro Community Enterprises (NCE), Nacro's housing association.

If you would prefer to see a fuller version, Nacro's complete accounts can be downloaded from our website or you can request a copy from our publications team.

Please email [publications@nacro.org.uk](mailto:publications@nacro.org.uk) or call 020 7840 7219.

## Income and expenditure 2008/09



### Income breakdown

Statutory sector contracts and grants	<b>£46,412,000</b>	[77.9%]
Trust, company and individual donations	<b>£1,725,000</b>	[2.9%]
Earned income	<b>£10,122,000</b>	[17.0%]
Investment income	<b>£308,000</b>	[0.5%]
Other	<b>£1,038,000</b>	[1.7%]

### Expenditure breakdown

Services with direct beneficiaries	<b>£53,853,000</b>	[91%]
Development and training services for criminal justice agencies, policy and public affairs	<b>£2,065,000</b>	[3%]
Governance, human resources, IT, finance and administration	<b>£3,463,000</b>	[6%]
Fundraising	<b>£48,000</b>	[0.1%]

### Total income and expenditure

Income	<b>£59,605,000</b>
Expenditure	<b>£59,429,000</b>
Operating surplus	<b>£176,000</b>
Other recognised losses	<b>(£5,070,000)</b>

### Fund balances

Unrestricted, general funds	<b>£1,595,000</b>
Restricted funds	<b>£14,592,000</b>
Endowment funds	<b>£192,000</b>
Pension reserve	<b>(£12,108,000)</b>
<b>Total</b>	<b>£4,271,000</b>

A photograph showing Paul Cavadino, an older man in a dark suit and red tie, looking at a young woman in a dark blue uniform. They are in a workshop or garage, with a car's engine bay open in front of them. The woman is pointing at something in the engine. The background shows various tools and equipment.

‘Nacro provides direct support to 90,000 every year.’

Paul Cavadino, outgoing Nacro chief executive

# Looking back



## Paul Cavadino, Nacro chief executive 2002-2009

Ever since its formation Nacro has worked to reduce crime by creating opportunities for disadvantaged, marginalised people – both offenders and people at risk of offending – to turn their lives around. In 2008/09, we have made further solid progress towards our aim of reducing crime and resettling offenders.

In 2008/09 Nacro has:

- Provided accommodation and support to 4,500 people in housing and floating support schemes
- Provided education and training to over 11,000 learners in our learning and skills centres
- Provided resettlement advice and help to 16,000 serving prisoners through our prison-based resettlement workers
- Worked with 16,000 young people in our preventive youth inclusion and youth activity projects

- Advised 38,000 people on resettlement issues through our Resettlement *Plus* Helpline.

The extent of Nacro's work is now dramatically different from when I first joined the organisation 37 years ago as North East regional organiser. Then we had around 30 staff covering the whole of England and Wales. Today we have 1,500 staff providing direct help to around 90,000 service users each year.

Since I became chief executive in 2002 Nacro has increased the number of service users we help by 225%, doubled the number of young people involved in our preventive programmes, tripled the number of serving prisoners who receive resettlement help from Nacro and quadrupled the number of people given advice by our helpline. We have made progress in promoting equality and diversity

across all our activities, winning the British Diversity Award and achieving a place three years running in the top five of Stonewall's Workplace Equality Index.

These results are a tribute to the enormous dedication and commitment of our staff, volunteers and trustees. Their work has a double payoff. First, it helps 90,000 people every year – people like Aaron who has helped to put together this annual review – to make something positive of their lives and to avoid wasting them in criminal activity. Secondly, by reducing offending it reduces the loss, damage, injury and distress suffered by victims of crime.

I am immensely privileged to have played a part in Nacro's achievements over nearly four decades. I wish the new chief executive, Paul McDowell, every success in building on these achievements and in taking Nacro on to the next stage of its successful development.

# What next for Nacro?



## In conversation: Aaron talks to new Nacro chief executive Paul McDowell

**Before I got involved with this annual review, I had no idea how many different things Nacro did to help people. Has anything surprised you about Nacro?**

For the last few weeks I've been up and down the country visiting Nacro projects, and the biggest thing that stands out to me is the incredible people. The Nacro staff and volunteers I've met are all amazing, committed, hard-working people. They deal with service users with incredible patience and friendliness and really understand their problems. I didn't realise just how inspired I would be by Nacro's work and its people.

**What can you personally bring to Nacro?**

I bring more than 19 years of criminal justice experience, lots of contacts, understanding and empathy. But most importantly, I bring a strong commitment to the principles that underpin Nacro – we work to reduce crime by changing lives.

**What challenges do you think the organisation is facing?**

The biggest challenge we face is the economic climate. We know that charities suffer in a recession and we need to make financial viability our number one priority. It will mean making tough decisions on costs and really focusing our attention on our areas of expertise.

**Are there any other challenges?**

The need to raise Nacro's profile – among politicians, commissioners, the media, as well as service users.

**Yes, people who need Nacro's help aren't always aware of it. It's a shame.**

Well, we can do something about that. In some areas there's good awareness of some services – we will make sure everyone who needs us, wherever they are, knows about all we can offer.

**What stamp do you want to leave on Nacro?**

When I leave I would like everybody in and around the criminal justice system, up and down the country, to know Nacro and to understand what we do. I would like staff to feel confident that the future of the organisation is financially viable and that the ethos of our organisation is retained. Whichever government is elected next year, I want to see more politicians and policy makers coming to Nacro for our view and to influence the direction they take. We have an unparalleled expertise in the delivery of effective responses to antisocial behaviour and offending, tested through the running of our services.

As well as influencing policy, I want to see us winning contracts and delivering services to people who most need them. In that way, we can change even more people's lives.



# Thanks

Nacro would like to thank the service users, staff, volunteers and partners who contributed to this review and appeared in the photographs.

A special thank you to all the projects featured:

- Manchester – Miles Platting, Ancoats and Newton Heath youth inclusion project
- Bradford – Intensive supervision and surveillance programme and Bradford Youth Offending Team
- Macclesfield – Prolific and other priority offenders (PPO) programme
- Essex – HMP Chelmsford housing information, advice and support (HIAS) service
- Kent – Gillingham resettlement programme
- Wales – Flintshire youth choices and skills for life
- South London – Education and employment

And our special thanks to Aaron Mountfield for sharing his story and all his hard work on this project, and Michelle Feery, his Nacro support worker.

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## **Nacro**

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Above: Aaron Mountfield travelled around the UK to help Nacro put together this annual review

Find out more  
about Aaron and  
Nacro's work on  
our new website  
[www.nacro.org.uk](http://www.nacro.org.uk)

