

St Giles

Turning a past into a future

St Giles' WONDER+ Final Report

To the Office of the Police and Crime Commissioner
for Norfolk (OPCCN) , March 2021



Contents

The Award	2
St Giles - Who we are	3
- Trusteed and Governance	4
- Staff	4
Referrals and Assessments	6
Client Engagement and Progression	11
Promotions, Achievements and Feedback	16
Evaluation	25
The Future of WONDER+	27
Thanks to the PCC	28
APPENDICIES	29
<i>Case studies, documents and feedback</i>	

The Award

St Giles were awarded £524,000 by the Office of the Police and Crime Commissioner for Norfolk (OPCCN) to deliver the WONDER+ Service from November 2017 to November 2020. Following some underspend in the initial mobilisation period and some additional funding secured, the delivery was later extended to run until March 2021. Wonder Plus falls under the OPCCN themes of Support/Reduce the demand on Criminal Justice Agencies, Rehabilitation of Offenders and Support/Reduce the demand on Front Line Policing.

The service is delivered in partnership with Future Projects with St Giles acting as lead partner. Both organisations have a shared ethos which believes that people best overcome their barriers when provided with individually tailored, 1:1 intensive support. Futures have supported the project through offering co-location for WONDER+ staff providing direct access to a range of interventions and services delivered from their premises. This included: Great Yarmouth transformational employment projects, Norfolk employment/personal support projects, Support Service in Norwich, Volunteering and skills development.

The WONDER+ service is a Whole System Approach (WSA) to rehabilitating female offenders and supporting women at risk of offending, funded by the Ministry of Justice, Norfolk Police and Crime Commissioner, Norfolk County Council Public Health and the Norfolk and Suffolk Community Rehabilitation Company (NSCRC).

WONDER+ builds upon a twelve-month pilot (known as 'WONDER' – Women Offenders in Norfolk Diversion, Engagement and Rehabilitation) which operated until 1 March 2018 in the Wymondham and Kings Lynn Police Investigation Centres (PICs).

This service is diversionary in approach and targeted intervention for qualifying female offenders, and women at risk of entering the Criminal Justice System (CJS). This service utilises a number of diversionary points including (but not exclusively) Community Policing, Police Custody, District Council based multi-agency early help hubs, victim's services, health services and other help and support networks for vulnerable women.

The outcome is the delivery of a community based holistic system of gender specific assessment, referral and support to meet the complex needs of this vulnerable client group. The service targets women residing in Norfolk who meet the following criteria:

- Aged 18 years or over and residing in the Norfolk local authority area, or of no fixed abode, presenting in Norfolk and:
- Detention or attendance by appointment at Police Investigation Centres (PICs) in Wymondham, Kings Lynn, Aylsham, Great Yarmouth and Bury St Edmunds, or
- Engaging with Operational Policing Teams and/or agencies based in Early Help Hubs across the county, or
- In receipt of support from another statutory or voluntary agency but requiring more specialist support in relation to offending behaviour or engagement with the criminal justice system.

The WONDER+ service fully integrated into the operation of WONDER from the 1st March 2018, ensuring a seamless continuation of service provision.

St Giles - Who we are

St Giles was founded in Southwark, London in 1962 to offer emergency relief to homeless people. Over the past 58 years St Giles has evolved to tackle new emerging needs - be that young people exploited by gangs, rising unemployment, increasing inequality.

We are now a national award-winning social justice charity that empowers people to build a better future for themselves who are held back by multiple and complex disadvantage including:

- Unemployment
- Criminal & Sexual Exploitation
- Homelessness
- Abuse
- Substance misuse
- Grown up in Local Authority Care
- Mental ill-health

Last year we supported 20,671 people across prisons, schools, hospitals, and community providing:

- SKILLS AND EMPLOYMENT HELP; 699 clients were supported into paid employment.
- HELP FOR YOUNG PEOPLE INVOLVED IN, OR AT RISK OF CRIMINAL EXPLOITATION; 1,378 clients were supported to safely exit gangs, reduce missing episodes and county lines activity.
- PRISON AND COMMUNITY-BASED SUPPORT FOR PEOPLE IN THE CRIMINAL JUSTICE SYSTEM: 16,294 clients provided with training & resettlement support across 35 prisons.
- SUPPORT FOR WOMEN, CHILDREN AND FAMILIES; we supported 4,459 women to overcome complex needs (homelessness, domestic-violence, substance-misuse and mental ill-health)
- SPECIALIST SUPPORT FOR ADULTS FACING COMPLEX BARRIERS; 5,578 clients were supported into more sustained housing.

Trustees and Governance

St Giles is a medium sized charity with around 350 employees and a turnover of over £10m. The Trust is governed by a board of 14 trustees, who hold office for a period not exceeding 3 years, with the option of standing for re-election for a further 3 years.

The board is supported by a standing Finance and Audit committee. The day-to-day management and leadership of the organisation is provided by the Chief Executive. An operational management structure is provided by the Director of Services, responsible for all service delivery across the Trust, and the Assistant Chief Executive/Finance Director, responsible for all central services including financial and office management.

Further specialist delivery management is provided by five Heads of Services, with specific portfolios and line management responsibility within these portfolios. These are: Head of Community Services, Head of Prison Projects, Head of Skills and Employment, Head of Human Resources and Head of Fundraising.

The Partnership that forms the WONDER+ Project has worked together throughout the lifetime of the project to manage performance. This has been achieved through regular Team meetings as well as quarterly review meetings with the OPCCN. Prior to the Covid outbreak a Steering Group was also in full operation which was chaired by St Giles and attended by relevant Stakeholders and Partners.

Staff

The model of staffing for WONDER+ consists of a Senior Link Worker, 3 Link Workers, and a Coordinator along with Management and Contractual oversight from the Regional Contract Manager for the East of England.

Senior Link Worker: Our original Senior Link Worker, Janine Haliley left her post in May 2019, having been recruited at the start of the project. Janine was instrumental in securing the referral pathways into Wonder Plus and commencing with our recruitment drive for volunteers. Janine was proceeded by Claire Kiely who had previously been employed a Link Worker within Wonder Plus. Claire was in the role for 17 months before leaving in November 2020. The role is now being delivered by Elizabeth (Lizzie) Kerrison. Lizzie started off as a volunteer with the Wonder Plus scheme, before progressing as a Link Worker and then to Senior Link Worker in January 2021. As a result, Lizzie has a fantastic understanding of all the roles within Wonder Plus and provides amazing support to volunteers and new starters.

Link Workers - During the lifetime of the project there have been several Link Workers recruited to provide support across the region. At the end point of the project, we have Claire Johns covering the East of the region (Claire has been in post since the start of the project). We have Lizzie maintaining a caseload across greater Norwich and some areas to the north as well as Tracey Stevenson who is providing cover to the West of the county.

As part of our onward funding (which is referenced later in this report) we have Cordelia Lemmon delivering in the greater Norwich area as a Link Worker funded through Project ADDER. Project ADDER stands for Addiction, Disruption, Diversion, Enforcement and Recovery and will be supporting those clients with specific substance misuse needs in the greater Norwich area who meet the threshold for Wonder Plus.

Coordinator - Miranda Webb has been in post since April 2018. Miranda is employed by our Partners Future Projects and is responsible for the initial first contact liaison with clients, allocation of caseloads and coordination of data for the entire project. Miranda provides a central point of contact for the service.

Volunteers - At the core of all St Giles service delivery is the use of volunteers, particularly those with lived experience who we recognize can empower our clients and bring an enhanced level of understanding as to the challenges they are facing. It was therefore our goal to have a regular volunteer presence throughout the lifetime of the Wonder Plus delivery.

Recruitment of volunteers has proved challenging which has been further exacerbated by the Covid outbreak and subsequent government restrictions for the final year of the project delivery. From discussions with volunteers, we are aware that some found the chaotic and changeable nature of the clients often quite challenging. To overcome this, we ensured that the volunteers were always closely supported by the Link Workers and were given regular supervision.

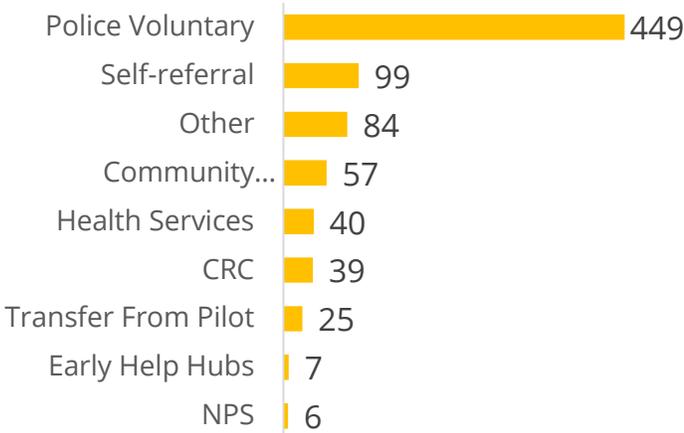
As a result of the challenges faced, we made the decision to focus our volunteer recruitment on key geographical locations in the county to ensure that there was presence in areas of most need (e.g. those areas with higher social deprivation). We also looked to recruit a smaller number of volunteers who could offer good availability and commitment to the project. We paired a volunteer with each Link Worker with the aim of that Link Worker then being able to send a steady flow of work to that paired volunteer.

During the lifetime of the project, we have had 5 committed volunteers who have worked alongside the Link Workers. Two of the volunteers have been ex-service users and have brought that level of understanding and lived experience that St Giles values so greatly. Our Senior Link Worker Lizzie also came to us via the volunteer route and therefore brings that firsthand appreciation of the needs of volunteers and what contribution they can make.

Referrals and Assessment

Referrals - pathways and numbers

Since commencement of the service, we have received 806 referrals to the service. As can be seen from the chart below, most of our referrals come via the Police Voluntary route (usually the PIC), but since in all cases the participation of clients is entirely voluntary, they are effectively all self-referrals.



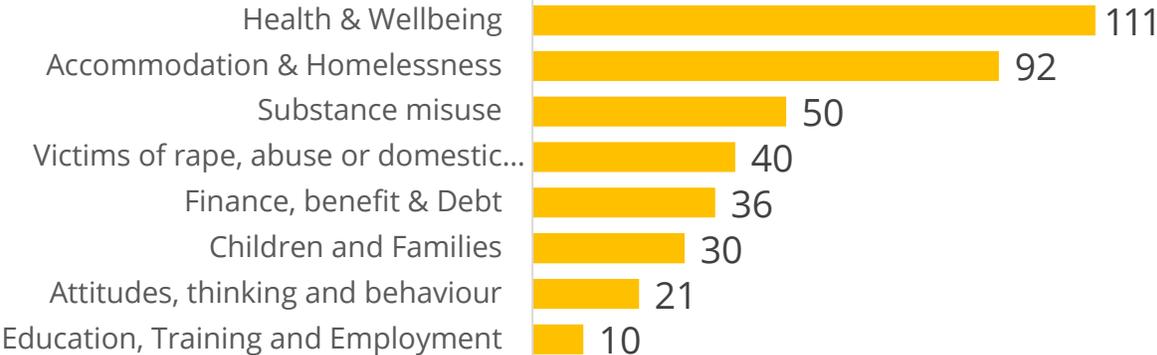
The initial assessment gives us a baseline measure of the position of the client at the start of their journey with Wonder+ and enables us to identify their primary and secondary needs to develop a support plan with them. The Link Workers use their judgment, based on the information obtained from initial assessments, to prioritise issues which may present harm, are urgent, or are clearly a priority for the individual.

The assessment records information based on the following nine Pathways i.e., Accommodation & Homelessness; Finance, benefit & Debt; Education, Training and Employment; Substance misuse; Health & Wellbeing; Attitudes, thinking and behaviour; Children and Families; Women involved in sex work; Victims of rape, abuse or domestic violence.

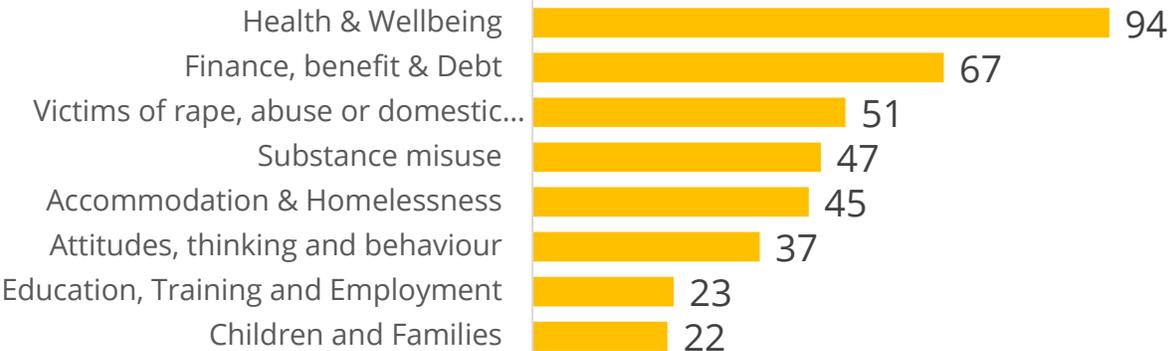
What is evident from the graph below is that health and wellbeing is the priority need for most of our clients. Case studies have been provided that highlight the work completed with clients within each area of need (these can be found in the Appendices).

It is important to note that whilst we have provided support to women involved in sex work, addressing this has not been identified as a priority need for any clients, but has been addressed through the support plan where required.

Needs Assessment – Primary Need



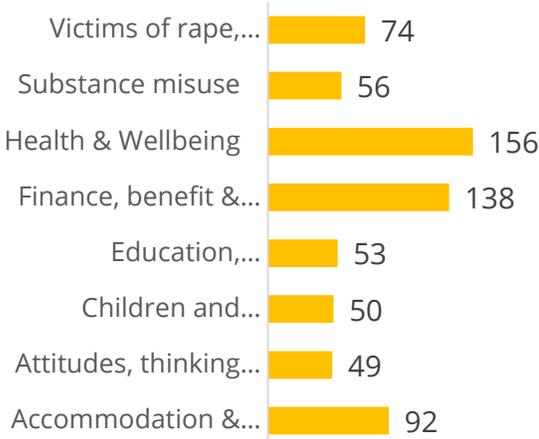
Needs Assessment - Secondary Need



The support plan involves identifying the steps/actions required to work towards achieving a positive outcome for the client – these can be relatively simple, or more complex, depending on the client’s individual situation and needs. We record and report on the positive changes and improvements made for our clients because of the work completed with them and the graph below shows the number of outcomes achieved during the period this report refers to.

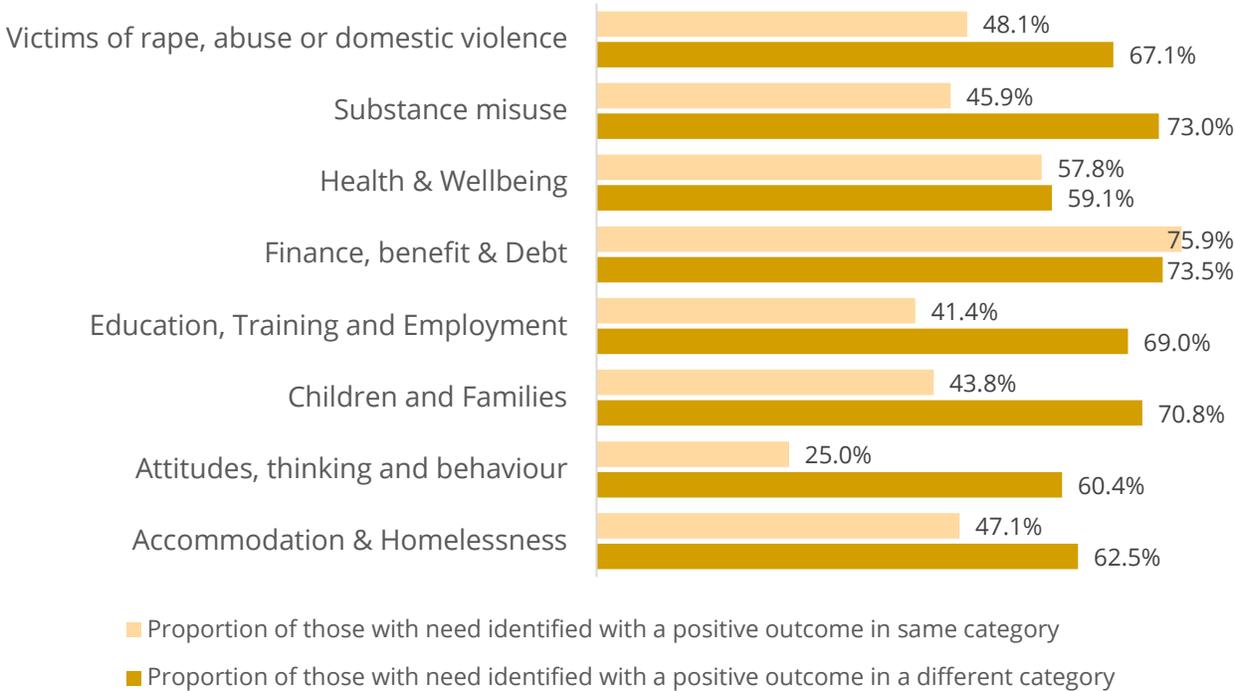
It is important to highlight that whilst the theme or pathway of support primarily links to the assessed needs of the client, due to the complexity of the women we work with and our commitment to providing a holistic

Number of clients with a positive outcome by type



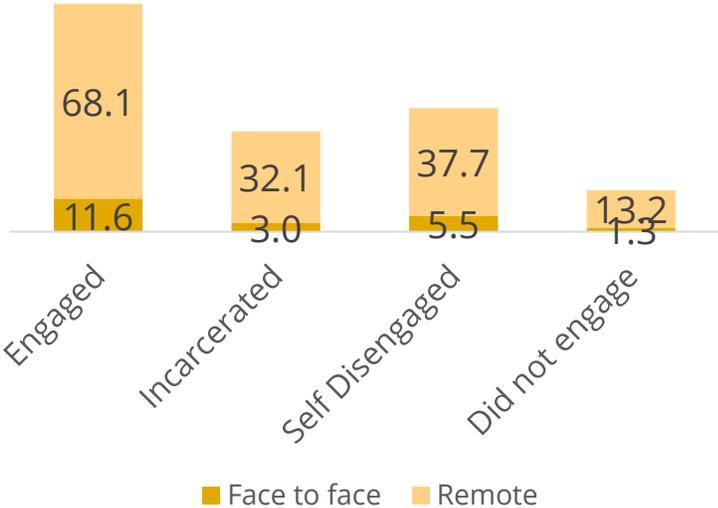
service, as their journey with us progresses we support our clients to make changes and improvements in other areas of their lives.

The graph below shows the proportion of women that have made changes in areas related to their assessed needs and in other areas of their lives.



Proportion of clients with positive outcomes by need and outcome type.

Support for our clients takes many forms including face to face/remote contact where the link workers skills and knowledge is utilized to provide direct support to the women. **The graph right** shows the average number and type of contacts per client.



Where we feel that specialized support is needed, we will link the client into other services, making use of the referral mechanisms available. 41% of engaged clients have been referred to other services and to date 404 referrals have been made to a wide range of services as demonstrated in the table below:

Service referred to	Number of referrals made
4 Women Centre; About with Friends; Age UK; Alcoholics Anonymous; Alzheimers UK; Ask Lily; Beeches medical practice; BPHA Housing Association; Break Even; Buddha Centre; CAN; Care & Repair; Carers Matter; Early Help Hub; EON; First Focus; GYROS; Herring House Trust; Howards Estate Agents; Huntingdon District Council; iCASH; Inside Out (Priory Centre); Jolly Dollies; King's Lynn & West Norfolk District Council; LGBT Project Norwich; Local Assistance Scheme; Magdalene Group; Mark Farnham Tae Kwondo; Matthew Project; Medicine Support; Nelsons Medical Centre; Norfolk Assistance Scheme; Norwich Courts; Pathways; Phoenix; Princes trust; Purfleet; Recovery College; Seagulls (Priory Centre); Sensory Support; RLSE Fund; Sure Start; The Feed; Under 1 Roof; Voluntary Norfolk; West Norfolk Homechoice	1 each
Access	23
Adult social Care Team	6
Anchor Project	3
BCKLWN	2
Better Together	2
Breckland District Council	2
Broadland District Council	2
CGL	30
CAB	5
Creative Arts East	3
Cruse Bereavement Care	6
Daisy	6
DWP	5
DIAL	2
Equal Lives	8
Family Action	2
Fire Service	2
Footsteps	10
Future projects	7
Genesis	2
Harbour Centre	16
Housing Options	5
Joy of Food	2
Just One Norfolk	3

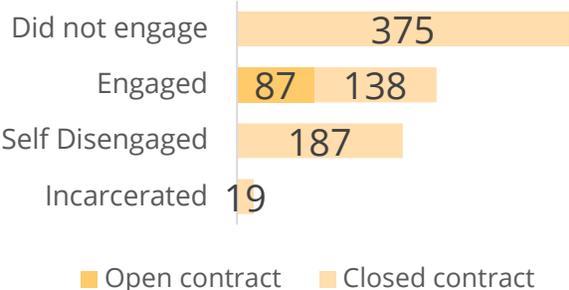
Leeway	23
Lighthouse	2
Merchants Place	2
Mind	11
Money Advice Hub	9
MPower (Ormiston Families)	14
NCLS	5
New Horizons	12
Norfolk Community College	2
Norfolk County Council	3
North Norfolk District Council	2
Norwich City Council	2
One to One Project	16
Pandora	28
Red Cross	2
Restorative Justice – Police	2
Salvation Army	3
Seetec	14
Shelter	2
Slimming World	1
Social prescribing	4
South Norfolk District Council	2
Step Change	5
Sue Lambert	5
Wellbeing Service	27
West Norfolk Advice Hub	2
West Norfolk Carers	2
WINDIS	5

Client Engagement and Progression

Of the 806 referrals we have received more than 50% have resulted in engagement and 19% of those clients have successfully completed their support plans; at the time of writing this report 87 women are actively engaging with the service.

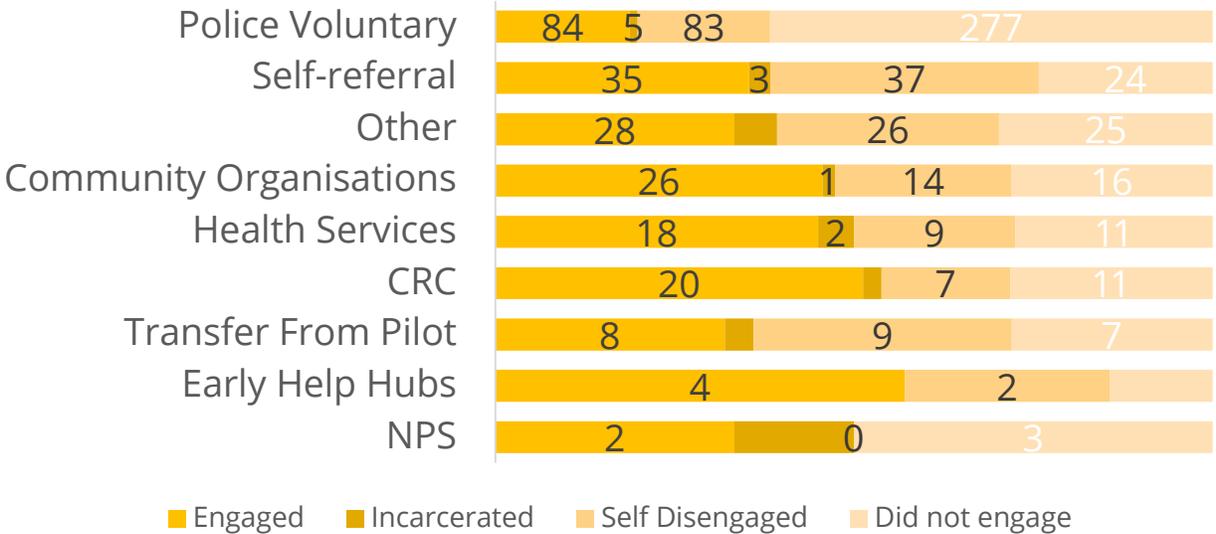
During the three-year delivery period 3518 face to face contacts have taken place and 23382 remote contacts (calls, texts, emails etc.) have been recorded. Face-to-face contacts take a variety of forms including 1-2-1 support sessions, attendance at court, support to access service etc.

Engagement status of referrals



The table below details the locations of meetings with clients. Most of our face-to-face contacts take place in community venues that are within the client’s locality and easy for them to access; the link workers ensure that the client feels comfortable with the chosen meeting place. Risk assessments are always completed to determine any potential problems that may occur when meeting clients and this will influence the decision about the safest place to meet for both worker and client; if a client is identified as being higher risk, then the link workers will pair up with another worker.

The graph below shows that clients who self-refer are most likely to engage with the service although, as previously mentioned, since in all cases the participation of clients is entirely voluntary, they are effectively all self-referrals.



Location	Number of meetings
Attending appointments at VCSE/Community locations	69
Public Spaces (1-1 meetings)	2743
PIC's	8
Home visits	580
Early help Hubs	7
Court	110

Justice Star Information

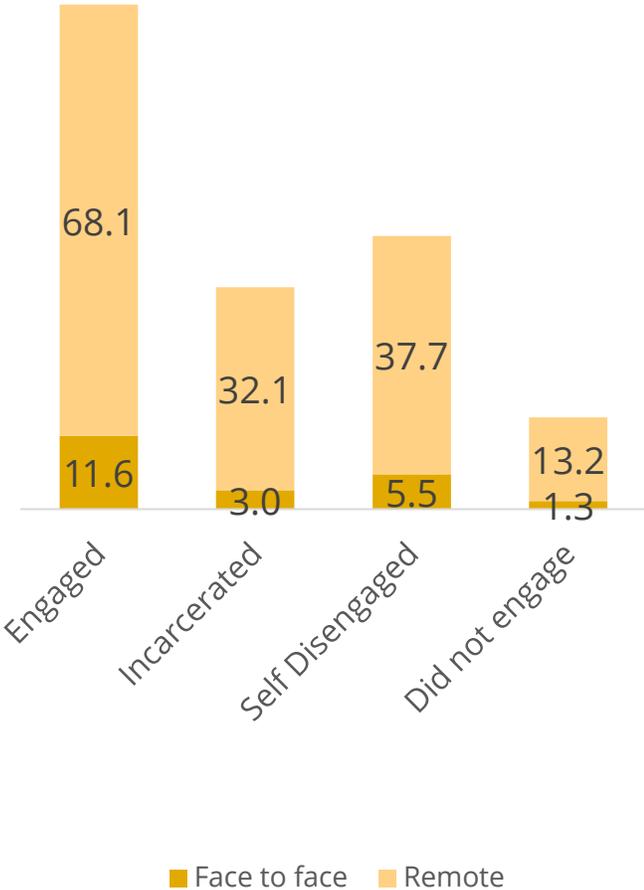
As part of our going assessment process, we use the Justice Star with clients to record their feelings and progress on the Journey of Change towards a crime-free life. The Justice Star is designed for use with people in the criminal justice system, whether in the community, on short custodial sentences or approaching release from custody.

Completing the Justice Star is meant to be a helpful process that stimulates and focuses discussion and provides a useful, shared basis for an action or support plan. It is a flexible tool that relies on the skills of the professionals using it, as well as on a degree of understanding and trust between service user and worker. The Star is designed to be used one to one – the aim is to have a genuine interaction and complete it collaboratively. The Justice Star is a way of tracking the client’s journey and finding out about their strengths and needs.

Link Workers have found that using the Justice Star tool with clients opens conversations and often use it as a motivational tool when clients are feeling that change is not happening quickly, or they have taken a step backwards in the journey. It is a great visual tool for clients to see the progress they are making and supports them to take responsibility for their own journey.

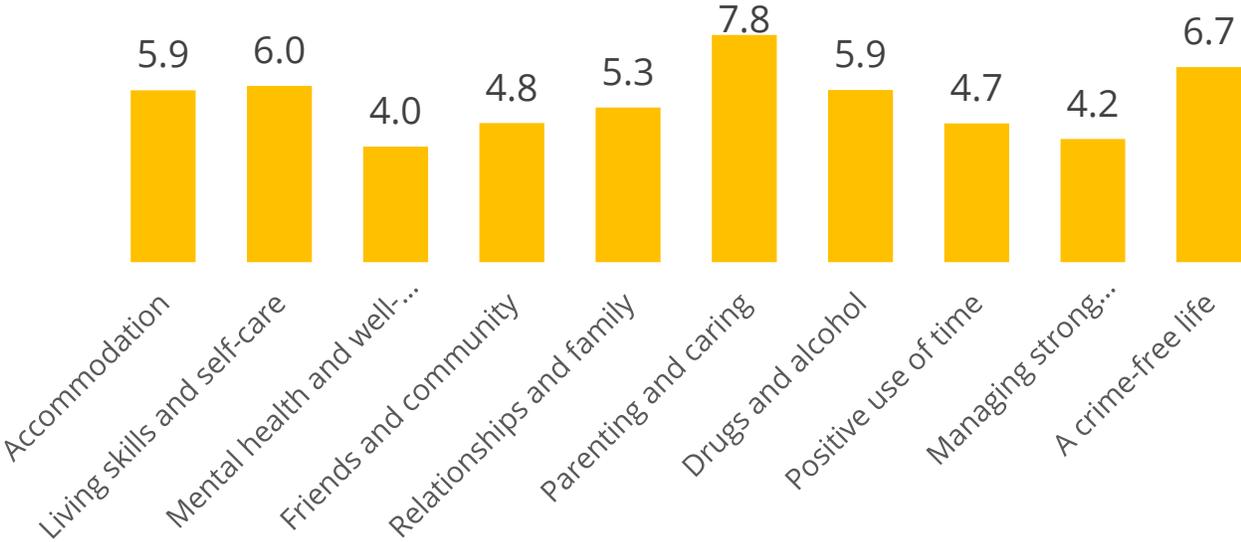
We aim to complete a Justice Star at the beginning of a client’s engagement and revisit it every three months, and again at the end of a client’s journey with us. The images below show the Justice Star chart and details about the scale used when identifying whereabouts on the Journey of Change the client is at the time.

Average number of contacts per client

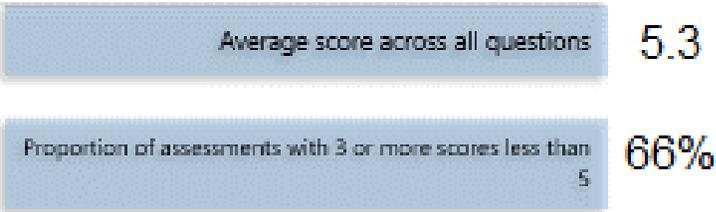


Journey of Change stage	Goals of support
Self-reliance (9-10)	At this stage a service user is doing well and is on track, so the main actions will be: <ul style="list-style-type: none"> • Keeping going • Building on the success to date • Focusing on the future Example: If a phone call needs to be made, the service user makes it independently.
Learning what works (7-8)	When service users reach this stage, the focus of support may include: <ul style="list-style-type: none"> • Celebrating their achievements • Helping them to reflect on how they have overcome barriers, and how they can learn from this • Supporting them to deal with difficulties themselves Example: if a phone call needs to be made, at this stage the worker may help the service user prepare for it and make sure they have all the information they need – and be nearby if it is a difficult call – but the service user makes the call.
Motivated and taking responsibility (5-6)	People at this stage are trying new things and may give up easily when they don't seem to work, so goals and actions may include: <ul style="list-style-type: none"> • Helping them to plan what they are going to do and develop strategies for themselves • Encouraging them to try new approaches and keep going when things go wrong Example: If a phone call needs to be made, at this stage the service user may make it but with the worker nearby to take over if it becomes difficult.
Accepting help (3-4)	People at this stage go along with some support but don't yet take the initiative. The worker's approach may include: <ul style="list-style-type: none"> • Demonstrating that, with their agreement, some of the practical things that concern them are improving or risks are being addressed • Recommending manageable actions and providing enough support for the service user to carry them out, for example, accompanying them to appointments • Through this, building trust and belief that change is possible Example: If a phone call needs to be made, at this stage it will be made by the worker but with the service user present and giving their consent.
Stuck (1-2)	Since people at this stage are not engaged or interested in changing, the focus could be on ensuring that they are safe and comply enough to avoid making things worse for themselves and on building a relationship with them. Actions may include: <ul style="list-style-type: none"> • Acting on their behalf as needed to prevent them missing court appearances, losing benefits, or suffering other sanctions or risks • Encouraging them to recognise the consequences of not changing their behaviour and to accept help Example: If a phone call needs to be made, at this stage it will be made by the worker alone.

During the lifetime of the project 224 clients have completed one assessment. **The graph below** shows whereabouts on the scale the client felt they were at the time of the assessment.

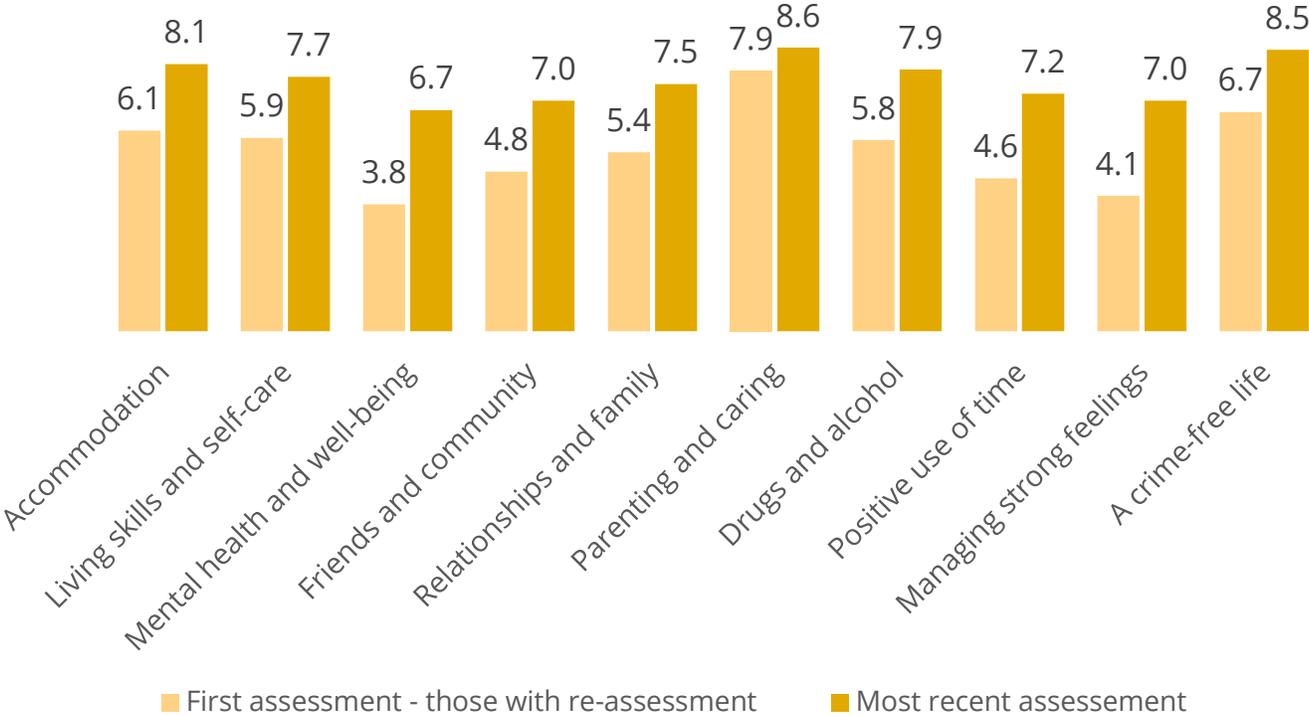


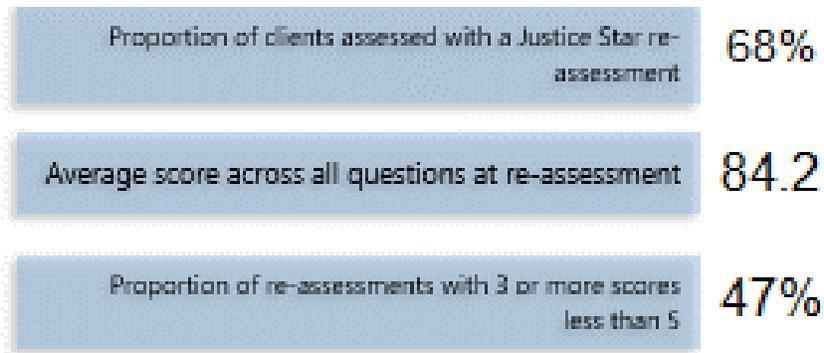
First Justice Star Assessment



At the time of writing 152 clients have completed more than one Justice Star assessment and the graph below shows that progress across all areas has been made by clients with a re-assessment. Managing strong feelings is the area in which clients feel they have made the most progress which reflects the support that link workers give to clients in their 1-1 sessions; listening with empathy, helping them to talk about feelings that may make them uncomfortable, vulnerable, or ashamed and giving them the tools to recognize those feelings and be able to express themselves appropriately.

Changes at re-assessment





Challenges - reporting and recording

We utilize the WONDER+ Management Information System (MIS) to manage and record client information. Link Workers are given initial training and ongoing encouragement and support from the Coordinator to ensure that it being used appropriately and effectively. All referrals received are initially contacted by the Coordinator within 48 hours of the referral being received to offer support from WONDER+. Once they have indicated their willingness to engage with WONDER+ and have been allocated a Link Worker we aim to complete an initial assessment within 3 weeks. Unfortunately, it is not always possible to complete an assessment with all clients within this time frame due to the multiple and complex needs of the women referred to us, and some clients disengage before an initial appointment can be arranged.

We record a lot of information about our clients and the work we carry out with them on our MIS, including personal information, assessments, contacts, case notes, action plans and outcomes. We have produced monthly reports from the MIS which have been provided to “Get the Data” to inform the Data Dashboard. It can be challenging for Link Workers to update the MIS in a timely fashion when their caseloads are high but regular dip sampling and data clearing are undertaken by the Coordinator to ensure that this does not become an issue. Link Workers are encouraged and supported to arrange their diary effectively to allow adequate time for admin.

We also utilise the Justice Star tool which enables us to record our clients’ feelings about their situation and the progress they are making – again we have provided monthly reports to inform the Dashboard. Initially uptake and utilization of the Justice Star was low amongst the team, but Link Workers are now fully on board with using this tool as they have been able to see the benefits it brings to the client in terms of motivation and action planning.

Promotions, Achievements and Feedback

During the mobilization of the service, we produced promotional material for Wonder Plus which included a postcard, poster and leaflet. All of these are aimed at clients and are distributed amongst various relevant locations including Police Investigation Centres (PICs), Early Help Hubs and The Courts. We produced a postcard to enable officers to have a small sized document that they could place in the belonging's lockers at the PICs for the women collecting their possessions at the point of release. Examples of these can all be found in the Appendices of this report.

Client Feedback

The ongoing consistently positive feedback we have received from clients throughout the lifetime of Wonder Plus has been one of our greatest successes and has helped evidence the impact of our work. Some examples of client feedback are provided below.

AW - *'Lizzie and Claire have been a life saver over the past 2 years. They were there throughout all of my needs- homelessness, domestic abuse, finances, court, social services.'*

AH - *'Overall it is fantastic and I wouldn't be where I am today without it. I clicked with Lizzie and felt comfortable, it takes a lot for me to be able to trust someone. Lizzie supported me practically and mentally, made me believe and encourage better life choices.'*

BG – *'Claire is really good, boosted my morale and confidence, she came into my life at the right time and supports me with everything and anything. Having her in my life makes me feel like somebody really cares'.*

BW – *'Gave me support when I came out of prison getting my benefits, got me PIP, always there for me and don't judge me and you never give up on me'.*

GS – *'Knowing Claire was always there and she cared. She helped me work through my shame at my offence and always offered amazing support and advice. It was great that meeting with her could be used as my RAR days. I know I can always refer back into WONDER+ and that really helps me knowing I can do this in the future should I need to'.*

LS – *'Just how you're always there, helped me financially when I needed to get to court, always someone to talk to. All the information you give is spot on and you chase everyone up and always do what you promise to do. I don't think I could have got through all this without you. You're always on the ball, you always respond to me really quickly and it's been fantastic having someone outside of the family I can talk to about everything, you've been amazing'.*

ES – *'Lizzie did not rush me and took time to talk to me. I only needed support every 4 weeks but she helped me emotionally and encouraged me when I was looking for work.'*

SB – *'Having found myself in custody, the police advised me of Wonder Plus to support me in this unfortunate situation. I was very nervous and embarrassed of my drink driving offence and terrified of the possible outcomes of sentencing. I met Lizzie in a community café where I instantly felt safe and at ease. She took the time to get to know me and understand my*

circumstances that led to my offence. Lizzie provided emotional and practical support throughout the court process, alleviating my fears by explaining the format of legal proceedings, being present throughout and reassuring my uncertainties. Lizzie continued to visit me after receiving my drink driving ban of 15 months. I needed help with relationship difficulties, finances and confidence in the community. I am now in a position to move forward with my life in a more balanced way. I am sincerely grateful for all that Lizzie has done for me. '

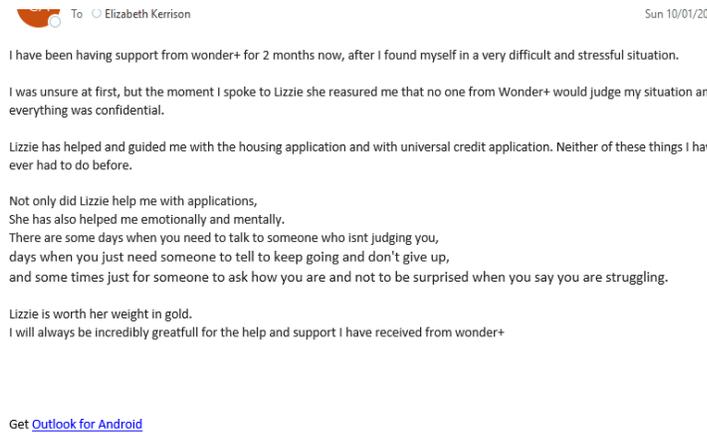
In addition to the above, many clients recorded sound clips for us, expressing their views about the service and really bring the impact to life, some examples of these can be heard in the link below;

<https://soundcloud.com/louiscstgilestrust>

We have also received sketches, notes and poems from clients which again go some way value WONDER+ has had in their lives.

Examples can be found here;

Example One; Email from Client



Example two; Letters from a client (sent from Prison) to her Wonder Plus Link Worker;

AG468DA B1-01 THURS 31st JAN 19
 Miss L. Burgess,
 HMP Peterborough,
 Saville Rd,
 Westwood,
 Peterborough,
 PE3-7PD.
 Hey Miss Jodie
 Thank you for your letter I received today that ment alot that you, av been thinking ov me and to say how well I done and I will do, as this is not the life for me its not about prison, many yrs ago (10) I wen my children, I signed over my guardianship, I lost my home it broke me and coming to prison & probation, appointments ment nothing to me but now, it mean everything, I want, need, gotta get mu life BK, But again your an amazing body thank, you & yr support it mean's the world, if possible Jodie when I come out can we meet & that coffee? as I still so want N need yr support piz let me no, even, with a date IM home on 1st March whoop woo h I cant wait to see my children, Mum, and my lovely Gorguss grandson, Podge Im herzing is in prison, But dont No as havent heard from him Im doing great, working clean drug test, Recovery, also detoxing from diazipsen, cant wait to hear from you, Take care see ya soon hopefully. I'll be OK, Also Richard cooper at council, Ive been getting help wid housing I gotta Thank AGAIN

Link Worker Response:

Thank you so much for your letter – you have no idea how much it made me smile. am so glad that you wrote back to me. To be honest, after what Podge said at court to me after you had been sentenced I didn't think you would reply to me ☺

Of course I was thinking of you – I enjoy working with you and watching you gain confidence, and self respect – it is a pleasure to be part of your successes.

I know prison life is not what you want and that you want to change and have a good life. You will get your life back – you are doing all the right things!

I am so glad that my support is important to you, I really am. YES PLEASE as soon as you are out, let us pick up where we left off! Yes we can meet for that coffee for sure! Will you still not be allowed in retail places or can we actually go for a coffee in café Nero?! Superb if we can. Ok so you are released on the 1st March, so lets meet on the 4th March at Café nero at 1500hrs? Is that ok with you? Let me know. It will soon be here Leanne.

I am so sad to read that you haven't heard from Podge and that he may be back in prison – he was very upset when we left court. On the flipside, it made my heart sing to read that you are doing so well. Again I am SO proud of you. Clean drug tests (AMAZING) and detox from Diazepam (AMAZING)

L, you are doing so well – keep it up! Would be lovely to hear back from you.

What has been happening with Richard Cooper from the council? I will ping him an email to see if I can find out

All the best, Jodie.

Client Response:

14th Feb - 2019
 Hi Jodie ☺☺
 Thank you so much for replying to my letter I hope this finds you safe and well? Well I've been keeping to all appointments and working still everyday, its a little cleaning job, morning and evening it keeps me busy and the wedges I put on the phone to mum and the kids everyday. I've giving up smoking as we all have done in here im vaping! dont mind if that. Thank-you for saying ur proud of all the work we been doing. And id love to meet for that coffee. so 4th March the Cafe Nero, at 3.00, Cool ☺ I've not got my phone number as podge had my phone when I went to court but I guess I'll get another cheap one as soon as I can. I think Kim will be my probation officer again also. podge is in prison, I thought it was funny why he hadnt pick up my phone and live some

on a inter prison call with him yesterday which he payed for - it was nice to hear from him, hes clean and doing well hope he keeps this up too. on the day im released ive got probation and gotta go to the council as we've done a duty to refer form. Been told here st giles trust that they can help with temporary housing like a BNB something like that I'll set up a payment plan also. im so glad ive still got your support thank you so much. But im running outta paper now but im doing great N out in a few days but ill see you soon. Take care
 ☺ LOVE N RESPECT
 A
 = X =

Link Worker Feedback

Our Link Workers are key to the delivery of Wonder Plus, providing that consistent presence for our clients throughout their journey. Below are some reflections from the Link Workers;

“The key to the success of WONDER+ has been our relationships with other professionals, we are the pin in the middle to encourage multi-agency working, to open doors for the client to access specialist support. Sometimes they can have too many professionals involved and this itself brings challenges because the client can feel suffocated and passed around. This also causes trauma again for the client because they are having to repeat their story over and over again. As a service there truly isn’t anything we cannot help with, this is how we can reach those that are excluded. Because we are a non-statutory service, the clients have a choice to engage, and frequently those that have previously never engaged with other services will with us. We are not here to judge, force or to tell them what to do, but to empower, encourage and give them knowledge, skills and confidence that they need to move forward independently away from criminal activity or risks.”

Lizzie Kerrison - Senior Link Worker

“As a Link Worker my role is refreshing and empowering, it enables me to work with women who have often at times been let down by services in the past and often have issues around trust. Working in a trauma informed way it helps me to understand the barriers that these ladies have towards housing, employment and finances allowing me to gain their trust and see them grow in confidence and achieve what they once thought was impossible.”

Cordelia Lemmon - Link Worker

“Working with clients that choose to work has been so rewarding. As a new Link Worker I’ve found that building a rapport with my clients from the outset is key. I have found that my clients are amazed by the support we offer and take great comfort in knowing that they are not judged as to why they’re in the predicament they have found themselves in. Because we are client driven and not statutory, then the clients are more open and honest which enables us to support them better. Most are overwhelmed with the support we offer and feel better in themselves as they realise they are not on their own. Showing our clients the way forward immensely helps those that didn’t know what to do to make their lives better. Seeing positive attitudes and results in our clients makes our job so worthwhile”.

Tracey Stevenson - Link Worker

Promotions and Achievements:

There have also been wider, project successes during the lifetime of the project.

WONDER+ was shortlisted for a Community Award by the Howard League of Penal Reform. The annual awards celebrate the country’s most successful community projects which encourage desistance from crime and keep people out of the criminal justice system by providing other proportionate, effective interventions to help reduce the risk of reoffending.

From a funding perspective, St Giles were able to secure funding from April 2018 to March 2020 for a full-time member of staff through our Footsteps Project (funded by the Tampon Tax Fund) which provided one member of staff working across two key areas (Kings Lynn and Norwich) to provide more intensive support to those women experiencing mental health and complex

needs. Our Footsteps staff member was able to work closely alongside the Link Workers to provide that additional support to those more vulnerable clients. Via the Footsteps post, we were also able to offer a range of therapeutic group work activities which helped the women to develop their social skills as well as learn something new such as a craft or hobby.

Below are some photos taken from one of the art groups of the work created by the women.



Feedback received by our funders indicated recognition and appreciation of the impact the sessions were having with clients. The below extract was received from our funders at the Tampon Tax Fund Office following a quarterly data submission:

“It's been wonderful to read your report. Your staff are obviously doing brilliantly in Norfolk and having lots of positive impact there You have such an array of workshops at the Women's Group - it's great you can put on so many different sessions to appeal to different people. It sounds like you've got some fantastic sessions planned for the coming quarter which is brilliant. The group sounds like it's really flourishing!”

During the lifetime of WONDER+, St Giles was also fortunate to train several its staff in Trauma Informed Approaches. This training led to the organisation developing its own casework model for all staff, ensuring that all our projects were underpinned by the same Trauma Informed Practices. A standardised practice guide was developed to help staff understand the model.

The Trauma Informed practice group was attended by members of Wonder Plus, ensuring that these practices ran through all our client interactions. Refresher training has been delivered throughout the lifetime of the project to ensure all new staff and kept abreast of the need to remain a Trauma informed organization.

We were also able to conduct Trauma Informed “Walk Through” of all the St Giles spaces to ensure that the spaces in which we see our clients are compliant with Trauma informed guidance around safe spaces. Whilst St Giles offices are located outside of Norfolk, this proved a useful exercise when considering the spaces, we arrange to meet clients.

There have been other achievements centred on the Promotion and Communications for Wonder Plus which have served to create greater awareness around the service and create a media platform. In October 2019, The Association for Police and Crime Commissioners (APCC) launched its prevention campaign with WONDER+ being a very prominent spot in their campaign literature (being the first project showcased). An extract from the social media campaign can be seen below;



More recently, we took part in an International Women's Day event on 8th March 2021 which was hosted by St Giles and chaired by one of our Patrons. The focus of the event was "Choose to Challenge" with several inspirational female speakers, talking about their own experiences overcoming adversity. One of the Wonder Plus clients even designed a poster to mark the occasion (page over).

The event was promoted widely by St Giles as well as the OPCCN on social media platforms and attended by 140 people from across the UK. St Giles chose to showcase some of its female focused work, including Wonder Plus. The team were able to provide some case studies of clients they had

worked with and share some success stories.

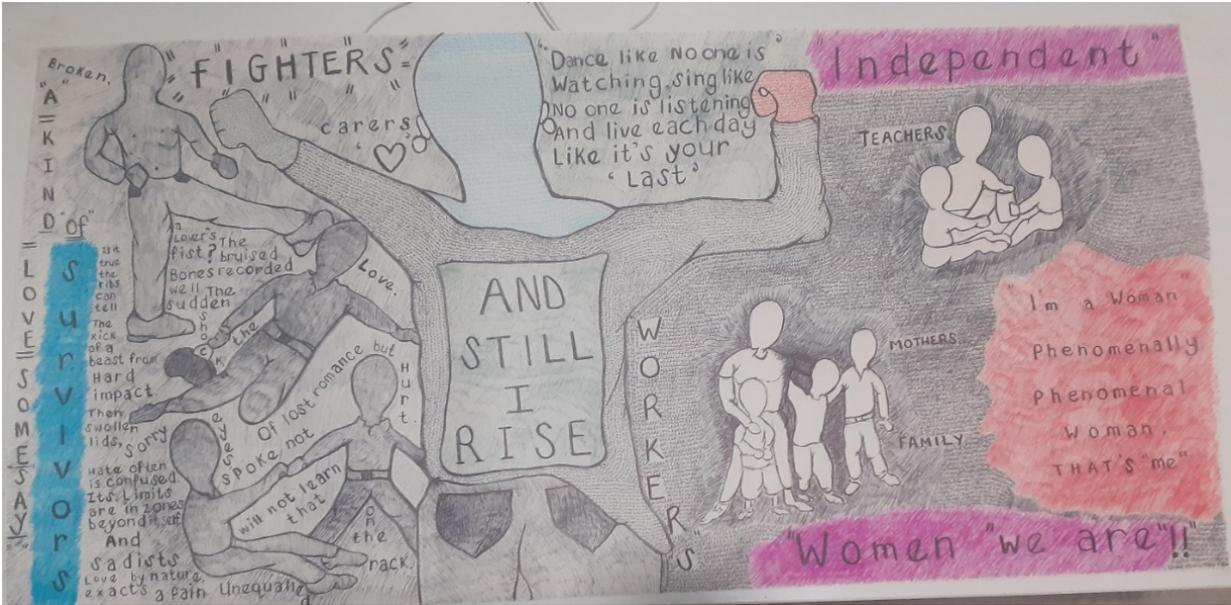
An example of some of the feedback received following the event is provided below;

"To hear of the inspiring work done by the teams and to hear success stories in these Covid times when we can question our abilities to support those vulnerable young people who need our support. I was impressed by the tenacity shown by the teams and that I too can continue to make a huge difference - even if we don't always feel we are. So very inspiring! Thank you."

"Amazing work from the WONDER+ team. Thank you for being 'the pin in the wheel' for so many of your clients."

"Thank you for sharing WONDER+ team! I can only imagine the patience, effort, and compassion that went into supporting your client -- so grateful to hear your experiences."

As part of the recent Election Campaign for the new Police and Crime Commissioner in Norfolk, the OPCCN has been preparing for their arrival. As part of this process, a briefing day for all candidates was held on March 25 with the aim of introducing them to the full extent of the role and its statutory functions, commissioned services, policies, finance arrangements and ways of working. The OPCCN arranged for two short films to be made for use as part of the presentations on this day, with one film focused on commissioned services. St Giles was approached to take part in the commissioned services film, specifically to focus on the WONDER+ programme. Two members of the St Giles team gave interviews, whilst others supported in



helping to create B-roll footage to run alongside the interviews.

Communications Team for reference if readers would like to have sight of this.

The purpose of the films was to give the PCC candidates an introduction to some of the work carried out by partners of the OPCCN, some of the services that are commissioned and supported by the OPCCN and to help demonstrate the breadth and scope of work carried out and supported by the OPCCN across the county.

Multi-Agency Working

One of the main successes for WONDER+ has been the level of interagency working that has taken place over the lifetime of the project. Operating as a "Whole Systems Approach" has meant that the team have been able to work collaboratively with other agencies to ensure that the women are supported across the wide range of pathways.

Showcasing WONDER+ in this way enabled both the OPCCN and St Giles to talk openly and meaningfully about a service that supports women who are victims of abuse and exploitation themselves, but who may be seen by others only through the lens of being a perpetrator of crime. The intention is that the films will be continue to be used, on the OPCCN website and social media channels, whilst St Giles is keen to look into opportunities to use WONDER+ footage on its own channels.

Link Worker Multi Agency Feedback:

Throughout the lifetime of the project the Link Workers have tried to be creative in how they support our clients, working alongside other agencies to achieve the best possible outcomes. Below are some examples of how this has been achieved:

The whole WONDER+ Team felt privileged to be asked to be involved with this and are really proud of the end result. The film is held internally by the OPCCN

"In the last year in particular, I have worked collaboratively well with the Operational Policing Team (OPT) based in Broadland. We have a handful of mutual clients where

we have worked together to try and reduce the clients risky/offending behaviours. Most of the clients have a community protection notice (CPN) which has been at risk of escalating to a community behaviour order (CBO). In some cases, the CBO had been ordered with conditions such as the client engaging with specialist services for drug and alcohol misuse. With the OPT, I have encouraged the clients to engage with these services and helped with basic needs such as clothing and food to improve their wellbeing.”

“Many of our clients have children and due their lifestyle choices they are under child protection or child in need plans with social services. Clients don’t tend to work with them well and feel that they are against them which results in them not cooperating with plans. With my support, I can attend the professional meetings to support the wellbeing of the client but to also make sure they are processing the information correctly and able to remain calm. Having my presence also enables them to feel safer and listened but to also highlight the positive changes they are making as a parent.”

“I have a fantastic relationship with my local mental health service (Eastern Recovery Team) as most of my clients have severe mental health issues and we communicate re clients, any concerns etc. This works really well keeping clients as safe as they see the value of Wonder Plus and the work we do with the clients. I am able to call them should I see a decline in a client’s mental health as I can usually spot the signs which enables them to get help much quicker as mental health trust my judgement and take it seriously. The Mental Health team are

really good at keeping me updated and any concerns re any mutual clients.”

“I have good close working relationship with Probation and we have agreed that our Wonder Plus appointments can count towards the client’s ‘Rehabilitation Activity Requirement’. Often Probation Officers will call me if a client is going to breach as they know a quick call from me to the client means they will then get in touch with their Probation Officer and the breach is stopped.”

“One meeting consisted of NHS workers, recovery workers (CGL) and a representative from a women’s aid charity. The client no longer has access to her children who are with the ex-partner yet he continues to use coercive behaviour towards her to see the children, she is also alcohol dependent which then has a major impact on her health which resulted in a number of visits to the hospital over a few weeks. During the meeting we discussed ways to move forward with the client and ensure that services were not overlapping each other. She has also been charged with a large fraud against her mother and again it was discovered that she had not been fully honest about this charge to everyone (including myself) having played down the amount that she actually stole. It is apparent that all services still need to work with her and that she needs to be aware that we are all talking and that we all want the best outcome for her.”

At management level, we have also maintained a high level of interagency working throughout the lifetime of the project to ensure consistency and quality assurance.

In the first half of the contract (prior to the Covid outbreak) St Giles chaired a steering group which was attended by a range of partners and stakeholders including Norfolk Police, public health representatives, HMPPS, CRC and the NHS. The group focused on the mobilization of the project as well as updates on issues such as referral numbers, success stories and data pertaining to the delivery. It was responsible for securing many of the pathways and referral routes into the services as well as evaluating the initial impact of the project.

More recently, members of our Senior Management Team have formed part of the Female Offender Strategy Group for Norfolk which looks at improving outcomes for female offenders as well as tackling the underlying causes of offending. The Regional Manager has also maintained a presence at the County Reducing Reoffending Board which is chaired by the OPCCN which aims to bring agencies together to work in partnership to reduce reoffending and protect communities in the county.

Evaluation

During the lifetime of the project WONDER+ has been subject to two separate evaluations. The first being an external evaluation, undertaken by Crest Advisory (UK) Ltd initially at the interim stage in August 2018 and then again in September 2020.

More recently a qualitative evaluation was completed in March 2021 by the OPCCN.

This used case study examples, coding clients using qualitative thematic analysis techniques against twenty coding categories.

Both reports found evidence that the women referred to WONDER+ often had multiple, overlapping complexities in their lives, such as a history of experiencing domestic abuse or sexual violence, insecure housing, poor mental health, debt, drug or alcohol misuse, limited family support, and interaction with Children's Services.

Many of these women had not accessed or been offered support at the initial point of their trauma and their problems had compounded over time as their past experiences continued to impact on their lives and the choices they made. The women valued having a single point of contact to offer them support and guidance in accessing multiple support and advice services, both statutory and voluntary.

The women who engaged with WONDER+ reported they had more confidence, were better able to keep appointments, were better at self-care and had renewed interest in hobbies, vocational pursuits and employment. They were also less likely to reoffend and have reduced future need for

other public services, meaning WONDER+ was cost effective for the taxpayer. The women displayed remarkable resilience and capacity to turn their lives around when they were offered the right support, with patience and an awareness of the individuality of the women's lives two key factors in the project's success.

The key findings from the reports were:

- **Most referred women were contacted by a WONDER+ worker within 7 hours of the referral, and there was a correlation between early face-to-face contact and future long-term engagement levels, with relationships needing to be formed between client and link worker before meaningful engagement could happen.**
- **The women explained that being accompanied to referrals and having phone calls made on their behalf made "a significant difference" to them.**
- **The qualitative review found that 15 of the 20 women in the case studies examined had experienced 4 or more significant traumas or challenges in their lives, suggesting many women may have further needs beyond the primary and secondary ones identified in the quantitative study.**

- **Qualitative analysis revealed strong associations between: mental health issues and being a previous victim of domestic abuse; insecure housing and debt; limited family support and mental health issues; experience of domestic abuse and having children put into care; and drug and alcohol misuse and experience of domestic abuse.**
- **Justice Star assessments were used during WONDER+ intervention to measure women's needs and vulnerabilities in ten categories, with scores ranging from 1-10 (10 being 'no need').**
- **72% of women who completed Justice Star assessments had scores of less than 5 in three or more categories.**
- **44 women completed follow-up Justice Stars, with their average Justice Star score rising to 7.9/10, compared to an initial 5.5/10.**
- **The most significant improvements were in the categories of 'mental health and wellbeing' (from 2.8 up to 6.7/10, an increase of 3.9), 'managing strong feelings' (from 3.7 up to 7.1, an increase of 3.7), and 'positive use of time' (from 4.1 up to 7.3/10, an increase of 3.2). These categories are traditionally considered to be difficult to address.**
- **Get the Data's cost benefit analysis of WONDER+ examined savings made by reducing offending, by reducing victimisation, and by reducing the need for Children's Services engagement.**
 - **WONDER+ was found to reduce reoffending by approximately 8.7% for women who fully engaged.**
 - **The final analysis found that for every pound spent on WONDER+, between £2.60 and £3.55 were returned in economic and social costs – with a reduction in demand on Children's Services due to fewer mothers going into custody a key factor in cost-savings.**
 - **Qualitative data indicated a reduction in court sentences and sentence lengths had been achieved by WONDER+, leading to further savings and reduced demand on the CJS.**

The Future of WONDER+

Going forward, St Giles has been fortunate to secure future funding from the OPCCN and Norfolk County Council Public Health via Project ADDER for the year 2021/2022. This funding has been strengthened by a contribution from St Giles' Women's Services Fund making a total of £180,313.44 to enable the service to be operational for another year.

The outcome will be the continued delivery of a community based holistic system of gender specific assessment, referral and support to meet the complex needs of this vulnerable client group.

St Giles will continue to operate the WONDER+ scheme in partnership with a worker provided by NR5 Project trading as Future Projects along with our Link Worker funded through Norfolk Public Health, via Project ADDER.

We are confident that this partnership will continue to grow in strength and provide ongoing positive outcomes for the vulnerable women of Norfolk.

Thanks to the PCC

St Giles would like to extend their thanks to the OPCCN for their support and ongoing guidance throughout the delivery of Wonder Plus.

A special thanks in particular go to Vicky Day who, in her role as Head of Prevention and Rehabilitation for the OPCCN, has been supportive, a fantastic source of knowledge and encouragement throughout.

APPENDICES

Case studies, documents and feedback

CASE STUDY EXAMPLES:**Case Study one - FBD Pathway**

Summary of case: Client was referred through the PIC after having been arrested for assaulting a police officer. She is 19 years old, working two part time jobs and is at college 3 days a week; lives with her mum.

The reasons for the referral to your agency and the basis for this being allocated to you.

It was her first offence and she wanted support with court as she was terrified about it.

Individual circumstances, accommodation, income, social and economic factors, family and supports, etc.

She has an educational plan that was put in place after she was sectioned, she attends a foundation course there, she really enjoys it and has 100% attendance. She had just quit her 2 jobs as she was struggling with doing it all but was worried about money. Things have been so bad recently that they haven't had any gas so she couldn't have a shower or bath and was worried that people thought she smelled, they have also been struggling to afford to eat.

A dysfunctional relationship with her mum, it appears that my client feels responsible for looking after her Mum, the home they live in together but hasn't been looking after herself, she has taken on all the worry and feels she has no one to turn to when it gets too much for her. There are no other family in the area.

Assessment: Initially it was to simply support through the court procedure however her mum did call me to inform me that my client has a history of severe mental illness which resulted in her being sectioned when she was 16 and that she was worried about her daughter as she appeared to be struggling again but wasn't asking for help.

After our initial assessment there was text contact but every time we arranged to meet she would cancel. I persevered much more than I normally would as I felt she really needed our help. She finally admitted to me that she was worried about crying and making a fool of herself in public. We agreed to meet in her home.

Plan: My client disclosed she was struggling with all aspects of her life and felt overwhelmed, she had quit her job as she wasn't coping but felt financially responsible for her mum. She has very low self-esteem and lacks confidence in her own abilities.

The plan was to apply for universal credit and get her looked after by Alex who deals with vulnerable people at Great Yarmouth job centre, this means that she would only ever deal with Alex and could contact her with any issues, they also in turn let me know if they are ever concerned about my client. This would help her financially so that she could for the time being concentrate purely on college which she loves and feels supported there.

To go to the doctors together as she struggles with what to say and feel like she is a burden, this would be for mental health issues and medical issues.

Summary: It has been three appointments since she started seeing me again, she has a mental health referral and her medical issues being dealt with, the doctor recognised that she needed continuity of care and has agreed to see her on regular basis ensuring that appointments will be available for her when she needs them, personally contacting the doctor for an appointment if needs be.

She is now getting universal credit and has one contact at the Job Centre that will assist her if she needs it. This helps enables her to concentrate on her education with less worry around her financial circumstances.

My client now feels supported, I can see her confidence growing and is starting to feel better equipped to deal with situations and face them head on. .

The care package now in place enables my client to know that she has named contacts for both her health and financial needs, which enables her to cope better in situations that she previously would have avoided. I'm so glad I didn't give up trying to get her to meet me again as I feel her situation would have deteriorated.

Case Study two - Family and Relationships Pathway (Parenting)

A summary of the case. Referred from CGL, previous offending including prison sentence for fraud. Currently accessing support from CGL, smokes heroin 3-4 times a month and is prescribed methadone. Has anxiety and depression. Single parent with 5-year-old son. Has secure tenancy and supportive parents.

Assessment Was feeling alone and isolated and had had previous interventions from Children's Services. Client was not feeling confident in parenting as ex-partner had previously taken the lead with parenting as she had been debilitated by severe anxiety and depression and would lock herself away from the world.

Ex-partner was displaying some quite controlling and coercive behaviour and is alcohol dependent. She had previously been the victim of domestic violence for which that partner was imprisoned for the assault on her.

Was not feeling confident to move forward with the offer of attending Emerging Futures with CGL and couldn't even begin to fill in the paperwork for this, as felt too

overwhelming and was still on occasion smoking.

Plan Gave details of Surestart Centre but Client did not feel confident in large groups, so gave details and log in/password for www.justonenorfolk.nhs.uk so that she could complete the Solihull parenting course online, in her own time, and without the pressure of others being around. This website also has advice and tips on all aspects of parenting of children of different ages. Agreed that a referral would be made to Daisy Programme, the domestic abuse support service covering Dereham to see what support they may be able to provide, for both the trauma of past violence and current ex's behaviour. Agreed that she would bring Emerging Futures paperwork to next appointment and I would help her complete this as it could prove beneficial to her recovery.

Intervention Client started a My Confidence Course which was provided by Daisy Programme and I agreed to meet her at the venue for her first session. She used the website to gain some tips and advice on how to improve her parenting for her son.

She was enrolled on the Emerging Futures programme by CGL and again I met her at the first session, however Client did not feel that this was beneficial to her recovery and felt that the My Confidence Course was enough for her at present.

Summary Client has completed the My Confidence Course, she has improved her confidence in her parenting skills. She is no longer using Crack and is lowering her methadone prescription. She is hoping to become a peer mentor with St Giles Trust.

Case Study three - Accommodation Pathway

A brief summary of the case. L was referred to us via the pilot scheme with Julian Support. She had recently been released from HMP Peterborough June 2018 for child neglect and I picked her up as a client. She had NFA and considerable debt. Issues with ASB also.

Background information: L had considerable rent arrears and council tax arrears that she had not addressed for many years. She also had no fixed abode and was sofa surfing at her now ex boyfriend's Grandad's property. The local Housing authority were seeking police support to remove her from the property as the Grandad had health issues and L and her daughter M had several pets which were aggravating the man's health. The property was only a 1 bed accommodation, and the grandad was sleeping in an armchair so that the women could have the bedroom. Due to my contacts at the LHA, I was given time to work with L and try to move her on.

She was a very angry lady and had no respect for people in authority. She had experienced a domestically abusive relationship and later discovered that her partner at the time, was sexually abusing her daughter. The court case was heard and they deemed L guilty of knowing what was going on and failing to protect her daughter

Assessment: L is extremely organised and intelligent but very misunderstood due to her temper and inability to stay calm in any conversation with a professional. We had meetings with the LHA, the local council and the historic LHA's that she had arrears with. She agreed that she would start paying them all an amount so that the long-term goal to apply for the housing register could be realised. She understood that the payments

needed to be regular and consistent. L continued to pay these arrears/debts without any issues. She simply needed someone to help her make the phone calls to get the repayments in place. When I questioned her about her payment several months later, she told me that as one debt was paid off, she had automatically increased a different debt as she knew it would be paid off quicker.

Due to the DV previously, I involved her with Leeway, she worked well and completed the programmes. I also signed her up for a 4 session Anger Management course which she completed and a First Aid, Joy of Food and a Self-confidence course. She took these all head on and was awarded her certificates for successful completion.

Intervention: L knew that she needed to do all of the above. She was focused and ready to change. When her CRC intervention ended in June 2019, she was so proud of the journey that she had made and knew that she was on the verge of obtaining a property. We applied to the local housing register and she was granted a bidding number. Although she hasn't been successful in obtaining a LHA property she is in her own accommodation, privately rented.

We also applied for PIP and I attended her assessment with her – she was awarded enhanced on both counts. She was so relieved that finally she had money to support herself rather than scrimping and scraping.

Summary: I have recently closed L's case as she no longer needs Wonder intervention. She has an income, no debts, her own accommodation and hasn't reoffended since she has been released which is now over a year. She said that she has very different mind-set now on life.

Case Study four - Physical Health Pathway

Client MC – Severe breathing difficulties and constant chest infections affecting everything she did, not seeing the doctors for a diagnosis as felt she was never listened to and also had problems keeping appointments, made appointments together. We went to the appointments together and if I couldn't go, I would text the day before to remind her, then that day and also check she had been. Through the doctor we were based to the Spirometry nurse for tests, she referred to doctor with suspected COPD, referred to hospital who she is now under for COPD, given inhaler and been closely monitored. Although this will never go away, she feels much better for the inhalers.

Case Study Five - Women Involved in Sex Working Pathway

Client RS, RS has a slight learning difficulty and very complex behaviours. When I first started working with her, she was contacting men through a swinger site and meeting these men for sex and accepting gifts/money, she did not see this as sex working. She also disclosed that a "friend" would send a taxi to get her to take her to his friends on the pretense of drinking together but then would refuse to pay for her to get home unless she slept with someone, I believed he was taking money from these men but could not prove it.

I referred her to the Phoenix Project as I thought this was exploitation, she was assessed but was found to fully understand what was happening and the consequences when she agreed to meet these men and so did not meet their criteria. I did a lot of work with her talking through what it meant when you accept money for sex, and she has now

stopped this altogether and blocked any men messaging her asking for sex. I did do a referral to Leeway for domestic abuse as this same man although not her boyfriend has assaulted her and he is financially abusing her but she did not engage. I work very closely with RS and local agencies involved with her to help keep her safe, this is an ongoing case.

Case Study Six - Domestic Abuse Pathway

I have been working with S since June last year. S is a heavy drinker and was suffering emotional abuse from her partner. She had no real friends in Great Yarmouth and was not in touch with any family so had no support network around her.

S wanted said she wanted to leave but was finding it difficult as she has a dog that she was not prepared to leave or get rehomed, she would rather suffer the abuse.

Often, we would just go for a walk and have a coffee and talk. I also tried to encourage S to pursue her interests of photography and standup comedy and working to try to help her get life back as I felt this may help give her the confidence to leave. Her partner was a very heavy drinker, has COPD is diabetic and took drugs. He was often hospitalised, harassed her relentlessly when he was drunk which was most of the time.

His abusive and erratic behaviour increased dramatically very quickly; I tried my best to gently encourage S to leave but she just couldn't bring herself to do it. We had some very difficult conversation where I expressed my concern that things were escalating so badly, I felt she was in serious danger. I watched her change from a strong, confident person to a shell of her former self. I tried repeatedly to get her counselling,

support, refuges which she initially wanted then changed her mind every time in the hope that things would get better.

After a particularly bad assault he was arrested and bailed on the conditions that he did not contact or go near S, he repeatedly broke these bail conditions and was repeatedly arrested, this resulted in there being a MARAC who I liaised with.

S was in fear but didn't want to be pushed out of her home by him despite me and the police trying to get her to leave. The final incident resulted in him repeatedly hitting her in the face with a broken wine bottle whilst saying "nobody else will want you after this", S had to have her face stitched back together. I don't mind admitting that when she sent me a picture from the hospital of her injuries, I burst out crying as they were absolutely horrendous.

S decided to move back to Glasgow and Wonder supported her with the petrol costs. I have continued to support S over the phone as it was agreed it would not be right to just end contact after everything she had been through, she is in a refuge with her dog and has her friends around her. S is going to have to have plastic surgery for the injuries on her face but will still be scarred for life, she is receiving mental health support to deal with the trauma, she finds it difficult to leave the house and will not look in a mirror if she can help it. She also suffers severe headaches.

I am helping her at the moment to add to her victim statement for court as she is only now coming to terms with just how badly she has been affected both physically and emotionally and I am going to go to court on the day of sentencing, so she feels she has someone representing her there.

Although I was unable to actually get her away from the situation WONDER+ was the one constant whilst she went through all this

as she quite literally had no one she could turn to in Great Yarmouth and she didn't tell any of her friends in Glasgow what was going on despite me telling her she should.

S has an inbuilt mistrust of the police but she told me that she could not believe how amazing they were after the serious assault. This has been a particularly harrowing case for me since I watched this situation escalate knowing that it was not going to end well and feeling helpless to do anything about it other than continue to support S. But what matters is how S felt and she said Wonder had done more for her than anyone has ever done before, and she could not have got through this without us.

Case Study Seven - ETE Pathway

Referral/presenting issues; T came to us voluntarily via the police. She was a victim of domestic abuse- violent, emotionally and sexually by her ex-partner, he was a lot older than her. She was arrested for burglary, ABH, common assault and possession of cannabis, this involved her ex-partner and his sister.

T also misused substances which included alcohol, prescription drugs, cocaine and amphetamines daily.

Background information: T had stolen some of her ex's belongings, including a PlayStation 4. She took the items for revenge as he had stolen her phone. She also got into a scrap with his sister regarding this which resulted in being arrested for ABH and common assault. T has given her ex's items back to him, however he still has her phone but the police have not taken any action on this. T had refused to get her ex into trouble for the abuse she received because she was frightened of him and still loved him.

Assessment: During assessment, T was very honest and open about the abuse she went through with her ex and her substance use which she also said was out of control, said she did not want to do it but needs it. Because of her substance use she lost her full-time job at a call centre but kept her part time job at a local pub. T had become very anxious and stressed because of the abuse she received which escalated her substance use. She could not go a day without it.

Her ex-partner has continued to stalk and harass T, she has been working with Leeway who had been helping her with reporting this who also carried out Claire's Law which alerted a history of horrific abuse towards other women he had been in relationship with.

T lives with her mum and stepdad who are very supportive of her.

T's key risks and needs were alcohol, drugs and being a victim of abuse with the perpetrator still harassing her. Our action plan was for her to continue to engage with Leeway and for me to refer her to CGL to get help with her substance misuse. We also discussed employment and training as I felt that if T was occupying her time positively, it would reduce her use and her heartache of her ex-partner.

Plan: Contact Leeway as T had not been able to contact her worker Janet for a while, We did this and she now sees them on a weekly basis.

Refer to CGL, this was completed, and T is now engaging with them, seeing them on a weekly basis in Thetford.

Look at education related to herbal medicine and plants, this was completed, she attended a short course for planting at Wymondham Library and enrolled onto a higher education course at Norwich City College to gain qualifications that lead onto University.

Intervention: Helping T contact leeway has now improved access with the support that is needed regarding her being a victim of domestic violence and the continuous harassment/stalking she is still receiving. They have now taken legal action towards him, currently looking at placing a non-molestation order.

T now has a key worker at CGL who she sees on a weekly basis and goes to the support groups which she says are very helpful. T has not used prescription drugs, amphetamines, or cocaine for 2 months nearly 3 now. Her alcohol and cannabis use are now only a weekend "thing", she is very proud of herself as I am too.

T is now in full time education at Norwich city council which she is "loving". She is finding it very interesting and has made new friends too. She now has a goal of completing this course and going onto university to do a nursing degree.

Summary T is still waiting to see what she will be charged with from her arrest, this is our next plan where I will be attending the interview with her at the police station. She is very anxious about this and worried about the impact the charges may have on her future. The police have taken some time for this incident which has not helped T's mental health as it plays on her mind. Not knowing the unknown and trying to get T to keep focused has sometimes been a struggle, however being able to talk to me where I will provide reassurance and positivity has kept her with a balanced mind set.

Liaising with Leeway has worked really well in regard to T being aware of the abuse she was a victim of and helping her take legal action against him.

T's biggest achievement so far is stopping cocaine, amphetamines, misuse of prescription drugs and dramatically reducing her cannabis and alcohol use. This has also been achieved in a small space of time, engaging with CGL and entering full time education where she has also made new friends has influenced this. Using her time in a positive way and realising she can do things independently.

T is now looking at a positive future by attending college to gain relevant qualifications for her to go onto a nursing degree at university.

Publicity Documents:

As referenced in the report, please see below the publicity documents created for Wonder Plus. These have been used throughout the delivery to promote the service and raise awareness amongst service users and professionals, these include a promotional leaflet, poster and postcard.

MEET THE TEAM

Link Workers – The team consists of two full time Link Workers and a part-time Link Worker working in the PICs, courts and local community.

Link Workers engage and build working relationships with local service providers to ensure they are equipped with local knowledge to be able to link you into appropriate services.

Senior worker – The senior worker offers additional support to service users and Link Workers, offering specialist knowledge and understanding across the region.

Volunteers – Each Link Worker will be supported by volunteers (some with lived experience) who will work alongside service users offering additional practical and emotional support.

Coordinator – The coordinator is based at Futures Baseline office. Their role is to act as a central point of contact and allocate referrals.

Contract Manager – The manager oversees the delivery of the service.

NEXT STEPS

To find out more about the programme, please contact:

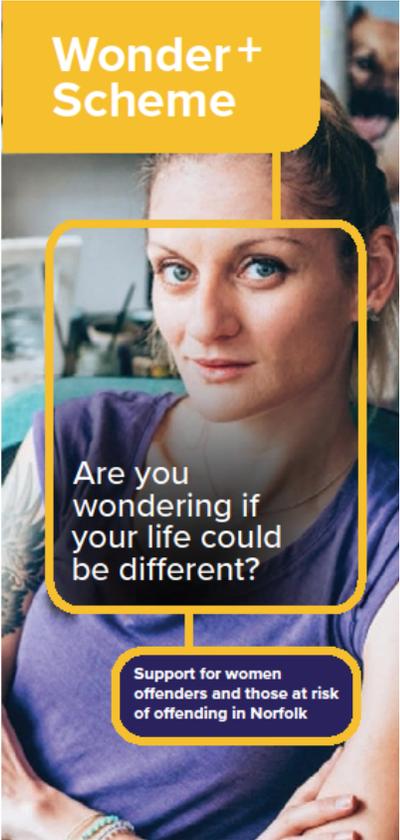
Contract Manager
Norfolk and Suffolk St Giles
T: 01603 327 881
E: wonderplus@sgt.cjism.net

Wonder+ is run in partnership with

T: 020 7703 7000
E: info@stgilestrust.org.uk
W: stgilestrust.org.uk

StGilesTrust
 StGilesTrust

St Giles is a registered charity No 801355.
St Giles head office, 64-68 Camberwell Church St, London SE5 8JB.
www.stgilestrust.org.uk © St Giles 2019



Wonder+ Scheme

Are you
wondering if
your life could
be different?

Support for women offenders and
those at risk of offending in Norfolk

WE TAILOR OUR SERVICE TO YOUR NEEDS:

- Mental wellbeing
- Housing
- Assistance with appointments
- Practical support
- Education, training and employment
- Safely exiting sexwork
- Building positive relationships

If you would like to speak with us, please contact the team on:

T: 01603 327 881
E: wonderplus@sgt.cjsm.net



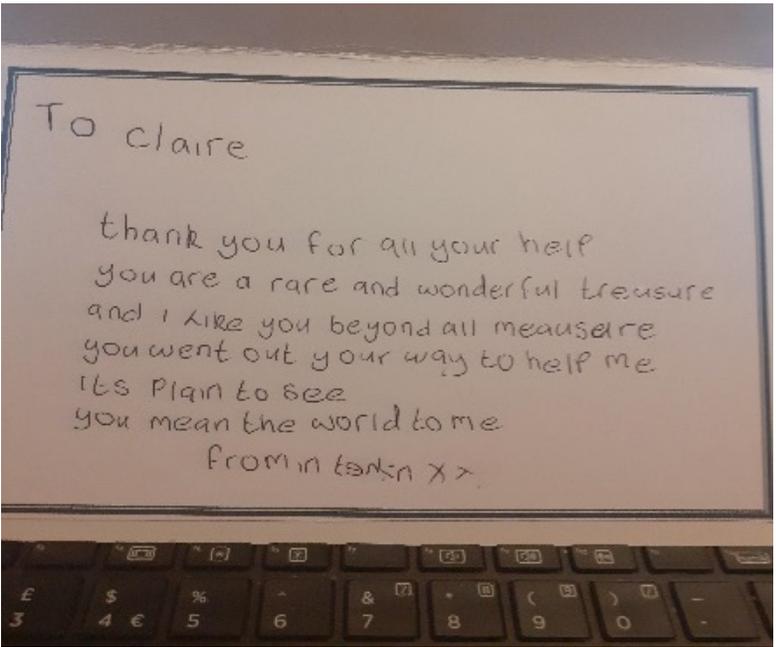
St Giles is a registered charity No 801 355.
St Giles head office, 64-68 Camberwell Church St, London
SE5 8JB. www.stgilestrust.org.uk © St Giles 2020



Wonder+ is run in partnership with

Client Feedback:

Client thank you card:



Client thank you letter:

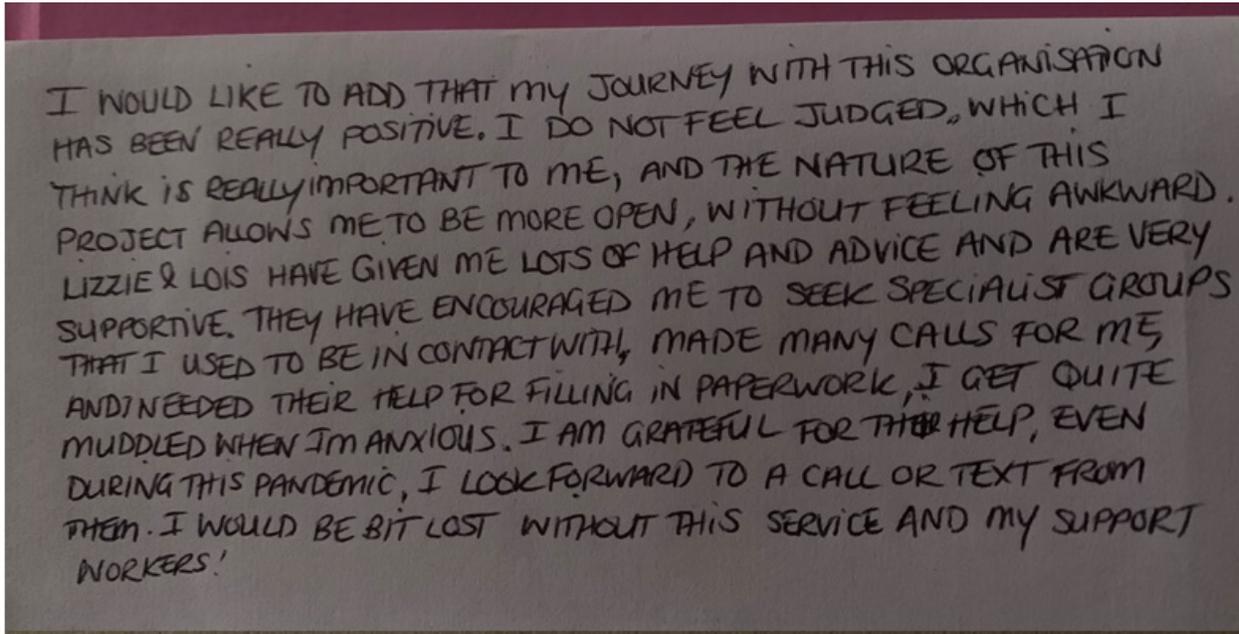
To
"Whom it may concern"
Not for the eyes "👁️👁️" of "Lizzie "The Brain Kerrison"
Cos i might be saying something nice!!

My experience with Wonder over the last 2 years has been very positive.
Lizzie "The Brain Kerrison" has been a positive and amazing support.
Having not engaged with mental health services properly for the last 5 years.
Lizzie has encouraged me to engage at times with them she has liased with them for me. she has try to give me coping strategy to help with my moodswings, frustration and outbursts of anger.
she has supported me when i've come in to contact with police and the court system.
I live on my own have no family support system and without Lizzie support i would of spiralled completely out of control.

Though things are still very difficult.
Lizzie is still working to get me the right support and help.
I know Lizzie is not "forever"
"She is a gift and will go on to help and support many others"
And will go to do bigger things "I know"
And my other support has been my lovely Miranda, who is always at the end of the phone or at bedside (when open).
She is always a great support and comfort to me. "But she will not go on to do bigger things"
"Cos she old"
They are both the best.

I'm very grateful they have been around because I really don't think I would still be here or locked up somewhere.
So Love and Thanks to them both!!

Feedback statement from client;



Text messages from clients;

MB 22/10/2020 - *Thank you for doing your job great, it's so good to know that you don't need to struggle alone x*

MC 25/11/2020 - *Thanks for all your help so far, and in advance for any more help you'll no doubt give me. I really appreciate everything you have done for me. I couldn't have been given a better, Kinder, nicer support worker if I'd done interviews myself lol.*

Please look after yourself during all this, esp. for your daughter's sake, but also (selfishly) for ours too. Xxxx

KF - *Hope you are well, im doing ok, I will never forget your help and thought I would let you know that x (this was sent to me by a client a while after we completed her support plan and I closed her)*