

P3 PERSPECTIVES



Leaving Care:

The challenges and rewards of working with young people

Restorative Justice:

An inside look at how victims and offenders benefit

P3 on the road with:
Lincolnshire's Street Outreach Team

Our Mission

To improve lives and communities by delivering services for socially excluded and vulnerable people, to unlock their potential and open-up new possibilities.

P3

CONTENTS

Welcome from Mark Simms..... 1

P3: who we are.....2

Leaving Care..... 3 - 4

Social media stars.....6

#WeAreVIP3.....7

Restorative Justice.....8

Case Study (RPT).....9

Street Outreach.....10 -11



P3 Perspectives is the new bi-annual newsletter from P3 Charity, bringing our supporters all the latest news and views from around P3's services.



Mark Simms

Our CEO

Our Mission

To improve lives and communities by delivering services for socially excluded and vulnerable people, to unlock their potential and open-up new possibilities.

Who we are

We're a charity and social enterprise, made up of passionate people, who care about people. We run a variety of services all across the UK, that aim to give everyone the chance to be part of the community they live in and feel connected to society. We think that everyone is unique, and with support and confidence can unlock their inner potential, opening up a world of possibilities.

The key areas that we work in are:

- Homelessness
- Mental health
- Employment, education & training
- Criminal justice services
- Youth services
- Children & play
- Community-based support & advice

Hello and welcome to the very first issue of P3's newsletter! I'm pleased and proud to bring you a snapshot of life at P3; from insights into our services around the UK, to perspectives on issues such as youth support, restorative justice and rough sleeping.

We want to enable everyone who uses our services to have a voice, which is why you'll find interviews with support workers who used to be P3 clients inside this issue, and in the case of Holly (p.6), an accomplished piece of creative writing which tells her story candidly and effectively.

We've also shone a light into a day in the life of one of our Street Outreach Teams (p. 9-10), who, time and again, show their dedication and perseverance to support people who have found themselves without a home and who are often confronted by barriers at every turn.

At P3, we're all about looking forward and seeing potential for change, even in the most difficult circumstances, so it only remains for me to wish you a happy and fruitful 2018 – and don't forget to look out for our next issue later in the year!

Leaving Care

Children growing up in the care system in the UK can be moved frequently between properties, and families, so that it can be hard to find stability. P3's Hillingdon and Chester services discuss the challenges and rewards of working with young people leaving care.

P3 has several services in the UK which specifically support young people between the ages of 16 and 18. Often, clients come to P3 after having been in the care of social services, either in a children's home, foster care or being supported by a social worker.

"You don't just go to one home – you go to many, so after the first one or two, the kids don't have that trust," says Support Worker, Ian Hathaway.

Ian works at P3's supported accommodation, Bedwell Gardens, in Hillingdon, which offers a smaller, more home-like environment than the larger hostels and homeless shelters, some of which house hundreds of beds.



"If I'm having one of my down days, I know I can always come downstairs and Ian will make me a cup of tea."

- Melissa, Resident at Bedwell Gardens

Melissa* is 17 and has lived at Bedwell for just over a year after an incident with the police. She has had a regular social worker since she was 5, due to her mum's mental health issues.

"Everyone knows everyone round here, so if you live in the bigger hostels, you're more likely to mix with the wrong crowd."

"I quite like the separation here – it's quiet and low-key, with more boundaries. If I'm having one of my down days, the staff help me to get through it, I know I can always come downstairs and Ian will make me a cup of tea and we can have a decent conversation."

"Hillingdon is actually one of the best boroughs for support services," says Esther Sebuliba, Support Worker at P3's Yiewsley Navigator, which offers drop-in appointments and floating support in the community for young people with housing issues.

"We work with other agencies like Asphelia, who offer traineeships, uniforms and other support to help young people get into work. Hillingdon Council also organises a Care Leaver's conference, and awards to recognise care leaver's achievements.

"Young people leaving care can get a grant to get their own accommodation, then social services will refer them to us and we can help them to set up things like bills.

"I worked with one client who'd been in the system since the age of 12. We referred him to a hostel where they did a breakfast club that offered support with CVs and getting onto Job Seeker's Allowance. He got a job at McDonald's and eventually worked his way up to become the manager. Now, I refer my clients to him if they are looking for work!"

Supporting all needs

Action for Children released a report in 2017 detailing that many children had been 'falling through the cracks' in social care because they were not deemed at high enough risk for support, stating that: "Without early help, these children are left in limbo."

"It's making sure that the young people know the support is there and that they shouldn't be afraid to ask."

- Phil Yates, P3 Chester

P3 addresses this issue by offering supported accommodation for young people with low to moderate needs, such as Brook Street

in Chester, which is jointly staffed by social services during the day and P3 staff at night and weekends.

Support Worker, Phil Yates explains:

"If young people come here, they tend to be on their way to independent living with things like budgeting and managing their flat, more so than they realise sometimes.

"So it's about instilling confidence, that actually they can do it. One young person has just turned 18, is moving into their own place and about to apply for Universal Credit, so we've said, when you're ready to do that, come to us. It's making sure they know the support is there and that they shouldn't be afraid to ask."

**Name changed to protect client anonymity.*

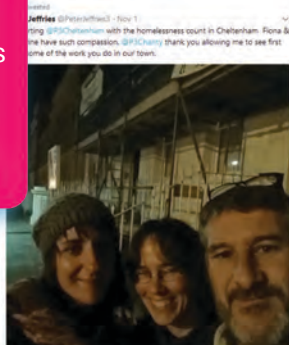
**'Revolving Door', ActionAid, 2017. www.actionforchildren.org.uk/whatwe-do/policy-and-research/supportfor-children-and-families/revolvingdoor*



Social Media Stars!

Top Tweets from 2017...

Councillor Peter Jeffries joined Street Outreach Workers Fiona and Catherine on the streets of Cheltenham, and talked about his personal experience of homelessness.



P3's Property Team put their thigh muscles to the test for Children in Need cycling nearly 492 miles and raising over £600!



RPT received a visit from the HRH the Duchess of Cambridge, who presented the team with a letter from herself, and Princes William and Harry, commending staff and volunteers on their support for survivors of the Grenfell Tower fire. The Duchess also spoke with young people and mums who attend RPT, and helped the Junior Club members set up for their Christmas party.



Amber Trust's Swanwick allotment has been renamed the 'Nature and Wellbeing Hub'. A peaceful space for people to nurture their mental health, activities range from growing vegetables to sell at local Derbyshire markets to building a greenhouse with the Men in Sheds DIY project.

... & the fab, life-affirming wolf dedicated to Suicide Prevention, now on Victoria St! @Wolvesinwolve @wlv_uni #supportlife



The launch of the Wolves in Wolves art project saw 30 wolf sculptures designed in partnership with the local community. P3 joined forces with the Suicide Prevention Stakeholder Forum and other organisations like the city council, to create the 'Support Life' wolf, a beautiful sculpture by local artist Alex Vann.



Our 2017 VIP3 (Valuing Involvement in P3) conference took a different approach, aimed at improving our services from the ground up, as P3 clients organised and delivered 32 workshops to better inform staff of their needs.

Supported by our dedicated Client Involvement team, clients gave staff pointers on subjects like improving customer service, empowering clients to tell their own stories and running effective client meetings, to take away and implement in their own services over the next year.

Seven clients shared their personal stories on the day, including Holly, who created the poem below as part of a confidence-building workshop ran with Everyman Theatre in Cheltenham.



The Village Gossip

At my mate's house in Newent
- a lad with a needle in his toe,
Pins on the floor, crack pipes on the side, boxes and
boxes of broken lighters,
'You used to call me a smackhead,'
the kid said. 'Now look at you.'

Centre of the village gossip.
My mum turned her back on me
That kid and my brother pointing and laughing.
'No better than the rest of us.'

Didn't know where I was going from day-to-day,
The only girl switching sofas,
Men fighting over me, giving me free drugs,
No showers, belongings all over,
Using a pink dressing gown as my blanket
- fog holes in it, but it smelt of me.

My mum come in, hadn't seen her for 3 years.
She read my notes saying I was on methadone.
'Now are you going to tell me the truth?'

I'm gathering my stuff back together,
Jolly, shiny, happy,
Making funny shapes, dancing in the kitchen
Or relaxing with Joe, the door locked,
Fresh flowers in the window,
Ornaments all round, TV on,
Drinking a cup of tea without a thought of drink
or drugs.

By Holly Maddox



Inside Look: Restorative Justice



Support Worker Jamie Willetts shares his personal experience of how restorative justice can benefit former offenders and victims.

Restorative justice brings those harmed by crime or conflict and those responsible for the harm into communication, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward.

I have recently started working for P3 as a Support Worker in Gloucester, though I have, shall we say, a very colourful past. I was a prolific offender from the age of about 13, when I found out that my father wasn't my biological father. This made me very angry and dangerously vengeful. I was committing burglary and joy-riding from this point on. Once I had been to prison for a serious GBH, there was no punishment that I feared.

All this changed about seven or eight years ago when I was given the chance to take part in the pilot scheme for restorative justice.

I had broken into a flat and trashed it, looking for something that wasn't there. This flat was home to Lucy, a single mother trying her best for her five-year-old daughter. They both returned to their home to find it ransacked.

"The promises I made to Lauren spur me on, not only to never offend again, but also to do what I can to help others."

While I was serving my sentence at Gloucester prison, Lucy came to meet me. I had been coached about what to expect by my facilitator Sarah, but I looked at Lucy and couldn't look again. With time, I slowly lifted my head as I explained what I had done and why. Lucy then told me the effect this had had on her life. Lauren, Lucy's daughter, was deeply traumatised, suffering with nightmares, struggling at school and would not return home.

Hearing about the impact on my victim had a profound effect on me, not only in changing my life, but the real gem is that I was able to then help Lauren get over this and move on in her life. I agreed to write a letter to Lauren and to pay for the damage.

Both Lucy and Lauren are now my friends and they have both been able to put it behind them. The shame and the promises I made to Lauren spur me on, not only to never offend again, but also to do what I can to help others address their problems and help them to install change.

P3 have now signed up to a partnership with Restorative Gloucestershire where all accommodation-based support staff will have restorative justice training and be able to facilitate conferences where we can give our clients a chance to repair harm and conflict.

Rugby Portobello Trust

Casey's Story

Casey is 19 and has just started as a Support Worker at Rugby Portobello Trust (RPT), helping out with the same after school kids' clubs and youth groups that she joined herself, age 11.

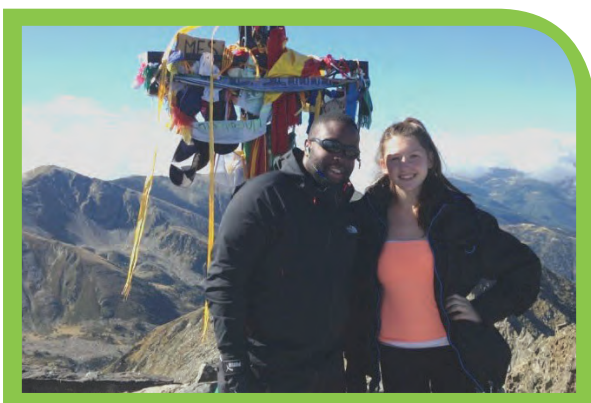
"Coming here was a place to go, somewhere where you're safe and there are people you can talk to."

Through onsite facilities like a gym, sports hall, music studio and training kitchen, RPT promotes healthy, positive ways for children and young people to socialise, learn and make the transition into adulthood.

"I used to have a problem at school when I saw other people getting bullied - I wanted to stick up for them but I didn't know how to control my anger. So when I came here they taught me different ways of managing it, like just walking out of the room and getting yourself away from the situation."

Casey has known Youth Services Coordinator Rupert Taylor (pictured with Casey) since she first came to RPT.

"I see a lot of myself in the younger kids now, watching them grow up and develop."



"When I started getting in trouble, when I was about 14, I used to come and speak to Rupert, tell him all my problems. He always used to find a way to either get me away from the wrong crowd or find me something to keep me busy. He helped me mature a lot. That's why I choose to come back here to volunteer."

"One thing I really appreciated RPT for was the summer trips. We used to do activities I'd never done before, things like archery and rock climbing, and last year we did a camping trip to an olive farm in the South of France. Things you wouldn't really be able to do if you don't have a car and everything is always really affordable so that as many children as possible can come."

"I went on a trip this summer as a volunteer and it was really good to see everyone enjoying it, you get a satisfaction out of it. I see a lot of myself in the younger kids - some of them I've known for a while now, so it's nice to watch them grow up and develop into the people that they are."

So what's next for Casey?

"I've always wanted to work with children. I want to be a child psychiatrist or a counsellor - I want to be able to help children that doctors aren't able to diagnose, just help them in a supportive way."



On the road with

Lincolnshire Street Outreach

P3's Street Outreach Team (SOT) responds to reports of people rough sleeping across Lincolnshire, aiming to support them to access accommodation options and exit the streets as quickly and safely as possible.

The county has seen a steady increase in rough sleeping: 100% over the last four years. It's a similar picture to many parts of the UK, where factors like cuts to social welfare, and lack of affordable housing have affected the issue.

Despite the challenges, since Lincolnshire's Street Outreach Team began in 2015, they've already been directly responsible for helping over 380 people to exit the streets.

Street Outreach Workers Andy Lee and Lauren Gilbertson often

start the day at 5am, in places like Skegness, responding to reports from members of the public, and referrals from other agencies.

**"At the end of the day, we stick up for the people that no one else will."
- Andy Lee, Lincolnshire SOT**

Rough sleeping sites in the seaside town span a surprising and often dangerous range of places, from disused railway lines to round the back of the tea-rooms aimed at Skegness' influx of summer tourists. P3 also works with local organisations like the fire brigade, informing them when they find vulnerable people in potentially hazardous sites.

One man slept in one of the brightly-painted seafront shelters for the best part of two years.

He had a history of mental health difficulties and violent behaviour, but is now one of P3's success stories, Andy explained:

"The mental health team had stopped engaging with him. Eventually we got a team of doctors to come out and assess him, they sectioned him immediately. He spent just under a year in hospital, and we managed to work with East Lindsey Council to set up a planned release into accommodation. He's now got his own place in Horncastle."

Across in Lincoln, the other members of the SOT Dan Duffield and Jake Weston talk about how they engage with challenging clients. It's a sensitive process, which can take several meetings to build trust; it's not always as straightforward as offering the chance of accommodation.



Street Outreach Worker Jake Weston in Lincoln

"You've got to assess each person individually, offer them a coffee, leave them our number to call." Jake says.

"You want them to know we're on their side," agrees Dan. "We also have street buddies, [volunteers] – one is a palliative care nurse, another speaks Polish, which comes in handy when there's a language barrier."

"As well as offering direct support, the Street Outreach Team plays a vital role in ensuring that we provide our clients with a voice."

**- Jonny Goldsmith
Operations Manager,
Lincolnshire**

If clients engage with the team, then as well as exploring accommodation options locally, they have funds to help reconnect people to other areas where they have accommodation and support networks available to them, both in other parts of the UK and around the world. Since 2015, the team have helped people to return to family in places as far away as Poland, Latvia, Bulgaria, Estonia, Tenerife and Lithuania.

Lincolnshire's Operations Manager, Jonny Goldsmith added: "As well as offering direct support, the Street Outreach Team plays a vital role in ensuring that we provide our clients with a voice that allows us to feedback to local authorities and other relevant

partners, ensuring they are aware of the challenges faced by our clients. A result of this is Action Lincs, recently launched with £1.3 million of Social Impact Bond funding. An exciting new project, this will work with 120 of Lincolnshire's most entrenched rough sleepers over the next three and a half years."

Although clients with complex needs can end up going round and round the system, P3 doesn't give up on anyone. As Andy says:

"It might be someone who's had 16 chances, but the next one might just be the one. At the end of the day, we stick up for the people that no one else will, the people that need someone to advocate for them."

P3 In Pictures

P3

"Working with P3 has been great, I have had my eyes opened as to how difficult, yet rewarding it can be to work with such a chaotic group of clients. I have gained so much confidence within my placement both working alongside clients and different services."

Vicki Palmer, Justice Volunteer, Portsmouth



VOLUNTEERS A 'VALUED PART OF THE TEAM' IN P3 JUSTICE SERVICES



NEW P3 STREET OUTREACH CARS ACROSS THE UK!

"The cars have had a surprising impact on raising awareness - it's a bit of a running joke as they're so bright, people are always saying 'I saw you in the car the other day!' More importantly, when people who are rough sleeping see the cars, they know it's us, they know help is on the way."

Ray Donaghue, Senior Street Outreach Worker, Gloucestershire



"I'm so pleased Artemis House was recognised in Erewash in Bloom's Best Community Area award this October, for the second year in a row! We had lots of generous donations from local businesses like Collyers Nurseries and all the staff and clients who helped transform the garden over the summer thoroughly deserve this. The clients really enjoy having somewhere peaceful to gather their thoughts."

Katrina Brocklehurst, Senior Support Worker, Artemis House



GARDEN TRANSFORMED AT DERBYSHIRE SUPPORTED HOUSING