

Revolving Doors Agency Impact Report 2016/17



Our top impact

A national Liaison and Diversion service is now a reality

Following a decade of campaigning by Revolving Doors and other partners, the Treasury has approved the roll out of Liaison and Diversion services nationally.

This is a huge win and means that, by 2020, people with multiple problems who come into contact with the criminal justice system will get appropriate help wherever in England they happen to be.

This allows people to receive the right mix of care for their individual needs, helping them to overcome their challenges and move on positively with their lives.

We co-wrote the operating model and supported its roll-out — helping commissioners and providers follow best practice and ensuring people with lived experience help govern the programme.

The first-ever NHS commissioned peer support model for Liaison and Diversion has been trialed

Working alongside the NHS and those with lived experience, Revolving Doors co-produced the new peer support model which has been developed and trialed in two pilot areas.

The idea and advocacy for peer support came directly from people with lived experience and has been championed by the Revolving Doors Lived Experience Team.

'Revolving Doors has deep knowledge of NHS England structures and commissioning, ensuring that lived experience can be used to maximum effect to inform and shape the design and delivery of services.'

NHS England Lead Commissioner

98% of Police and Crime Commissioners now recognise multiple and complex needs

We engaged with all of the 2016 intake of Police and Crime Commissioners asking them to focus on multiple and complex needs and young adults in their campaigns and police and crime plans.

The vast majority reflected our asks in their plans. Of the police and crime plans published in 2016/17, 95% identified both domestic violence and mental health as key vulnerabilities in their local areas, while 88% identified substance misuse.

Two thirds of police and crime plans recognised transition to adulthood or youth in their plans.



The services that we evaluated in 2016/17 have been accessed by over 1,000 clients

We work alongside services to help them improve what they do. All recommendations that we made in 2016/17 were accepted, and 81% of recommendations were adopted by service providers.

'We have gained a huge amount of insight through this work that has allowed us to question across health and social care about the right sort of interventions for this client group.'

Camden CCG Commissioner

Our policy impact



The government is now providing £28 million funding to pilot Housing First

As part of a coalition of organisations from across the third sector, Revolving Doors has championed the adoption of Housing First. This includes the Centre for Social Justice report Housing First, Housing-led solutions to rough sleeping and homelessness (March 2017).

This report emphasised the need to adopt a housing-led approach to end homelessness, with a specific focus on scaling up Housing First provision for people with multiple needs.

The government is now providing £28 million of funding to pilot the Housing First approach for entrenched rough sleepers in the West Midlands Combined Authority, Greater Manchester and the Liverpool City Region.

Our Rebalancing Act report is providing a catalyst for action in local areas

In the West Midlands and Cambridgeshire, action is now being taken to reduce health inequalities of people in contact with the criminal justice system.

In November 2017 a West Midlands Rebalancing Act event built on the 2016/17 joint publication by Revolving Doors Agency, Home Office and Public Health England. The event brought together over 70 people to discuss how crime prevention and the prevention of ill health can work together to end these inequalities, improve health and reduce re-offending rates.

'I have part-funded a secondment for one of our police superintendents to direct implementation of the Thrive mental health action plan, and this complements the work of West Midlands Police on Street Triage and a Liaison and Diversion service covering the entire Force... This is proving to be a successful umbrella for some excellent joint activities, starting to make a real difference to people's lives.'

David Jamieson, West Midland Police and Crime Commissioner

Our recommendations have been adopted by the Work and Pensions Select Committee

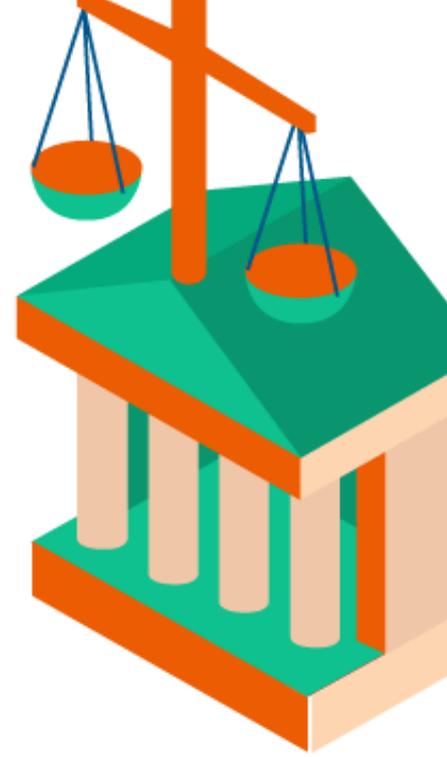
Our consultation responses are having real world impact. When the committee wanted to find out about support for ex-offenders, Revolving Doors lived experience forum members and staff were invited to give oral evidence. We advocated for more specialist support and our call was included in the final recommendations:

'I sometimes think of the world as giraffes and turtles. ...they see things from a different perspective and rarely speak on the same level. Today felt like the giraffes and the turtles spoke face-to-face, and the giraffes understood what the turtles had experienced.'

Lived experience forum member on giving evidence to the Work and Pensions Select Committee

'All Jobcentres should have a specified person who specialises in helping ex-offenders into employment...Ideally the specialist should have experience of the prison system themselves'

Committee report



Our impact on services

Our Commissioning Together peer research is delivering improvements

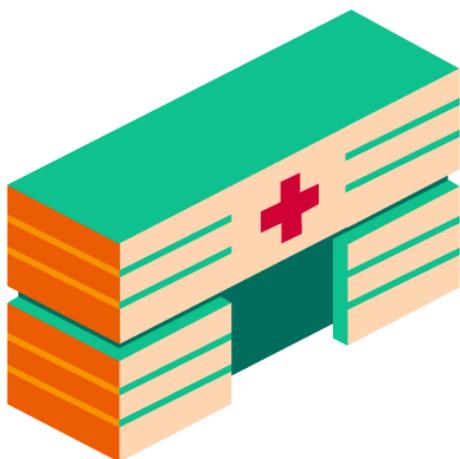
There is clear evidence that our work has led directly to improved local services and service pathways:

In Wandsworth

Our work resulted in a new criminal justice pathway for people with mental health needs, improved transitions between services, the secondment of a mental health practitioner and the redesign of the personality disorder pathway.

In Barking and Dagenham

Our peer research findings have strengthened co-commissioning of substance misuse and domestic abuse. We are driving the development of a new substance misuse specification that requires providers to address the needs of survivors of domestic violence and abuse.



'I would encourage any commissioner to work with this project if they have the opportunity... The recommendations are being implemented in full and have saved a significant amount of money at the same time.'

Commissioner in Wandsworth

'The commissioner takes things seriously and implements what he can... Integrated Offender Management has changed for the better for service users.'

Peer researcher

Our impact on people

Our projects help people with lived experience move on with their lives

Our evidence of progression shows we have been able to help them rebuild their confidence, develop new skills and engage positively in their local communities.

Moving into employment

One forum member with a criminal record has secured a post at a community rehabilitation company. Another has become a paid peer mentor at a drug rehabilitation centre. A forum member recently released from prison has been employed as a coordinator on a project supporting resettlement of prisoners.

Running community projects

One forum member has set up his own community interest company and has secured a contract with the local authority supporting young care leavers. In Liverpool, forum members have established a drop-in centre.

Establishing a lottery-funded self-help group

As a result of meetings brokered by Revolving Doors, a group of forum members have applied for the very first time to Big Lottery Awards for All to support further development of their mutual aid self-help group in Romford, Essex.



'Becoming involved with Revolving Doors Agency has been a turning point for me... We are able to look for holes in the system and fix them so that the next generation can feel positive about society.'

'Revolving Doors has given me the focus and determination to keep working on my recovery.'

Peer researchers



All through 2016/17 we've been expanding our reach



Over 18,000 new users visited our redesigned website



We've delivered over 20 speaking engagements, including national conferences on health, safeguarding, probation and women in the criminal justice system



8,719 Twitter followers, up 12% on 2015/16



We published 7 external reports



Our research network has brought together over 240 researchers from across the sectors and academic disciplines

And our impact is being recognised...

In 2016/17 we were shortlisted for the prestigious Guardian Charity Awards and the Social Enterprise UK Awards.

About Revolving Doors Agency

We are a charity that creates and shares research, influences policy and evaluates services to break the cycle of personal crisis and crime we call the Revolving Door.

We are not a service provider but our fresh thinking helps other organisations make a life-changing difference. Our work as a charity sets us apart because, unlike others, we don't just focus on any single problem. Instead, we look at the person and their whole spectrum of individual needs.

The experiences of those who have been through the system – and often been failed by it – are at the centre of everything we do. With their unique insights, they now play an active part in changing things for the better.

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