Toolkit: resources and further information
12. Interactive resources to use with your clients

Contents

- Checklist for IAG advisers
- Progress profile wheel
- Advantages and disadvantages of disclosing a conviction
- Learner training needs and action plan
- Learning journey travel line
- Progress to work action plan
- Skills-based CV template
- Advantages and disadvantages of self-employment
Checklist for IAG advisers

Key

A  I am confident about this and have established good practice.
B  I haven’t done much on this yet, but I know what I need to do and how to go about it.
C  I still need to do a lot of work on this.

<table>
<thead>
<tr>
<th>You and your client</th>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have the knowledge and skills to deliver effective IAG to clients who are ex-offenders, commensurate with my role.</td>
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</tr>
<tr>
<td>I am comfortable delivering IAG to people from this client group.</td>
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<tr>
<td>I understand why raising the level of participation in learning and skills and employment among this client group is an important policy issue.</td>
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<tr>
<td>I understand and can recognise the different barriers that my clients may face to engaging in learning and skills and employment.</td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>IAG issues and interventions</th>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>I know how to identify and prioritise client need, and where to find up-to-date information about local organisations to which my clients can be referred for specialist support.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I maintain an up to date directory of national and local contacts and other resources to support my work with clients.</td>
<td></td>
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</tr>
<tr>
<td>Robust signposting and referral mechanisms are in place for clients.</td>
<td></td>
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</tr>
<tr>
<td>I am aware of the range of learning and skills and IAG that clients may have received during their sentence, and could use this knowledge to support my work with them.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I can give my clients accurate and current information about when spent and unspent convictions need to be disclosed in learning and work contexts, and about the circumstances under which they may be required to undergo CRB checks.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I can advise my clients on the advantages and disadvantages of disclosing convictions in learning and work contexts, and provide guidance on the best ways of doing so.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I know where to signpost my clients for further information about disclosure and CRB checks.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I know what benefits and services my local Jobcentre Plus provides, including specialist provision for ex-offenders.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>I understand how participation in learning and work can affect my clients’ benefits, and can advise them on where to obtain specific financial guidance.</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
I have access to a range of tools for supporting effective needs assessment and action planning, and can use them effectively with clients.

<table>
<thead>
<tr>
<th>Supporting clients into learning and skills and employment</th>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have the skills and knowledge to make accurate assessments of my clients’ learning and skills needs.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>I can effectively match my clients’ needs to locally available learning and skills provision, including specialist provision.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am aware of the specialist techniques that are available to help develop clients’ motivation. I am either trained to use these techniques myself, or know where local provision exists to which clients who would benefit could be referred.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am aware of the various learning options that are available, and understand how different types of provision may be appropriate for different clients.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I know where to find out about funding.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I know how to find out which employers in my area are ‘friendly’ to ex-offenders, and am developing a directory of contacts.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I know how to support effective job search for my clients.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I could explain to employers the potential benefits of employing ex-offenders, draw on case study examples and signpost them to further sources of information. I could advocate for my client with a prospective employer.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I could advise my clients on sources of further information and specialist support for clients seeking to enter employment.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I could explain to a client the potential advantages of volunteering as a route into paid work.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I could advise my clients on sources of further information and specialist support for clients seeking to undertake voluntary work.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I understand the attractions of self employment for ex-offenders, and could explain the advantages and disadvantages to clients.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I could advise clients on sources of further information and specialist support in relation to self-employment, including issues around insurance.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Guide for IAG practitioners
Produced for advice-resources by NIACE and SOVA
Progress Profile Wheel

How to use the progress profile wheel

This is a visual aid to help clients and advisers see where the client is. It identifies a range of issues which may affect clients’ ability to learn and move into work including personal and financial issues, health issues and motivation. The aim is to help clients who may have multiple issues to address priorities. It may help them recognise that certain personal issues may best be addressed before moving into learning. It could also be used over a number of meetings to see where progress has been made. Like any assessment tool, it comes with a health warning: use sensitively. For some clients, there may be regression in some areas of their lives, e.g. drug use. There will be a need to point out areas where progression has been made, in order to develop a positive focus.
Progress Wheel

5 Positive strengths identified that could contribute to successful transition(s)
4 No issues identified which could hinder successful transition(s)
3 General issues identified
2 Significant and/or specific issues identified
1 Critical and/or complex issues identified

1 & 2 – Progress 2 work
3 – to be discussed
4 & 5 – Progress 2 independence
Advantages and disadvantages of disclosing a conviction

<table>
<thead>
<tr>
<th>Telling an employer</th>
<th>Not telling an employer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Advantages</strong></td>
<td><strong>Disadvantages</strong></td>
</tr>
<tr>
<td>The employer will see that they are trying to make a new start, and give them a chance.</td>
<td>If they tell the employer, they may not get the job.</td>
</tr>
<tr>
<td>The employer may have more respect for them if they are honest about their record.</td>
<td>It may take longer to get a job.</td>
</tr>
<tr>
<td>They will not need to worry that their employer may found out at a later date and sack them for not telling.</td>
<td>They will find it difficult to tell their employer about their record.</td>
</tr>
<tr>
<td>They cannot be prosecuted for not telling.</td>
<td>They may be anxious that colleagues might find out about their record.</td>
</tr>
<tr>
<td>They will not have to worry that someone else will tell their employer about their record.</td>
<td></td>
</tr>
<tr>
<td><strong>Advantages</strong></td>
<td><strong>Disadvantages</strong></td>
</tr>
<tr>
<td>They may get a job much more quickly.</td>
<td>Anxiety that their employer will find out anyway will always hang over them.</td>
</tr>
<tr>
<td>They need not worry about having to explain their conviction.</td>
<td>The employer might hear about their conviction from someone else.</td>
</tr>
<tr>
<td></td>
<td>If they are found out, they could be sacked.</td>
</tr>
<tr>
<td></td>
<td>If they are found out, they may be prosecuted.</td>
</tr>
<tr>
<td></td>
<td>If they are sacked, they will not get a good reference, and are likely to find it even harder to get a job in the future.</td>
</tr>
<tr>
<td></td>
<td>Being sacked may affect their entitlement to Jobseeker’s Allowance.</td>
</tr>
</tbody>
</table>

Source: SOVA

Guide for IAG practitioners
Produced for advice-resources by NIACE and SOVA
### Learner Training Needs & Action Plan

**Name:**

<table>
<thead>
<tr>
<th>Aspirations</th>
</tr>
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<tbody>
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<td></td>
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<table>
<thead>
<tr>
<th>Perceived Barriers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>
## Education and Training Details

<table>
<thead>
<tr>
<th>Learning Activity / Course</th>
<th>Country</th>
<th>Units taken (completed: Y/N)</th>
<th>Dates (from – to)</th>
<th>Awarding body/level</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

## Assessments

**Skills for life**

<table>
<thead>
<tr>
<th>Assessment</th>
<th>Level, e.g. Pre-entry, Entry 1, 2, 3, Level 1, 2</th>
<th>Notes/comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Literacy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Numeracy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information technology</td>
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<td></td>
</tr>
</tbody>
</table>

**Additional support needs (e.g. dyslexia)?**

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Guide for IAG practitioners
Produced for advice-resources by NIACE and SOVA
ESOL support needs?

Employment and Work Experience Details

<table>
<thead>
<tr>
<th>Employment Type</th>
<th>Employer Name and Address</th>
<th>Job Title</th>
<th>Dates (from – to)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

Guide for IAG practitioners
Produced for advice-resources by NIACE and SOVA
Other life skills/experiences

Language Skills  (List competency of all languages used in the following areas)

Speaking/understanding:

Reading/writing:

Fluent in English:  

Other details:
Next Steps Action Plan:

Short term

Medium term
Signed (Client)……………………………………………………………………………………………………… Date…………………………
Signed (Adviser)………………………………………………………………………………………………  Date…………………………
Learning Journey Travel Line

How to use the learning line

The learning journey travel line uses the metaphor of the learning journey in a visual format to raise clients' understanding of their options and find an appropriate course of study. It could help to give structure to and guide an interview, or be a useful starting point to a potentially difficult interview, both in telephone and face to face situations. Its aim is to give the client and adviser an overview of what needs to be considered when starting to engage in learning. It is not a comprehensive list, but aims to cover broad categories, including starting points, how clients want to learn, possible study skills and possible exit routes. It could be used with individuals or to prompt group discussion, and it could be used before filling out an action plan.
Learning Line

Starting Point

- What do you want to learn?
  - Any particular needs?
  - What holds you back?

- What skills do you need to brush up on?
  - Speaking
  - Listening
  - Writing
  - Maths
  - Reading

Study Skills

- Study Skills
  - Maths
  - Listening
  - Reading
  - Writing

- How?
  - E-Learning
  - Full Time
  - In a Group

Where next?

- College
- Eng / Maths Qualification
- IT
- Vol / Com Work
- Practical Skills
- Work

Looking for work?
New job?
Just left the criminal justice system?
PROGRESS TO WORK ASSESSMENT AND ACTION PLAN

Name ……………………………………………………………………………………………………… Date …

Employment History:

Assessment:

Skills for Life

<table>
<thead>
<tr>
<th>Assessment</th>
<th>Level, e.g. Pre-entry, Entry 1, 2, 3, Level 1, 2</th>
<th>Notes/comments</th>
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</thead>
<tbody>
<tr>
<td>Literacy</td>
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<td>Numeracy</td>
<td></td>
<td></td>
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<tr>
<td>Information technology</td>
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</tbody>
</table>

Additional support:

What additional support has been provided – for example, for dyslexia?

What ESOL support has been given?
## Qualifications:

<table>
<thead>
<tr>
<th>Learning activities/courses – started but not completed</th>
<th>Units completed</th>
<th>Level</th>
<th>Awarding body</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Learning activities/courses – completed</th>
<th>Achievement date</th>
<th>Level</th>
<th>Awarding body</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

## Training:

## Personal Qualities and Skills:

## List of personal barriers to training/education/employment:
Action Plan

Long Term Goals

1 ………………………………………………………………………………………………………………………………
2 ………………………………………………………………………………………………………………………………
3 ………………………………………………………………………………………………………………………………

Immediate Goals

These are my immediate goals –
the things I want to do as a priority

Date achieved

1 ………………………………………………………………………………………………………………………………
2 ………………………………………………………………………………………………………………………………
3 ………………………………………………………………………………………………………………………………
4 ………………………………………………………………………………………………………………………………
5 ………………………………………………………………………………………………………………………………
6 ………………………………………………………………………………………………………………………………

Signed (Client) …………………………………………………….  Date………………………
Signed (Adviser) …………………………………………………….  Date ………………………
Curriculum Vitae

<Name>

Address:

Postcode:
Telephone number:
Mobile number:
Email address:

Profile


Key skills and abilities suitable for this post

•
•
•
•
•

Achievements

•
•
•
•

Employment details (paid and voluntary work)

Job title:
Employer’s name:
Town or city:
From: To:
Main duties:
•
•
•
Job title:
Employer’s name:
Town or city:
From: To:
Main duties:
•
•
•

Job title:
Employer’s name:
Town or city:
From: To:
Main duties:
•
•
•

Qualifications and training

<table>
<thead>
<tr>
<th>Date</th>
<th>Course</th>
<th>Qualification</th>
<th>College/provider</th>
</tr>
</thead>
</table>

Interests

References
1. Name:
   Address:
   Telephone:
   Relationship:
2. Name:
   Address:
   Telephone
   Relationship:
Advantages and disadvantages of self-employment

<table>
<thead>
<tr>
<th>Advantages</th>
</tr>
</thead>
<tbody>
<tr>
<td>No need to disclose convictions to prospective employers.</td>
</tr>
<tr>
<td>No need to explain gaps in employment history.</td>
</tr>
<tr>
<td>Independence.</td>
</tr>
<tr>
<td>Choice of what to do and when and how to do it.</td>
</tr>
<tr>
<td>Flexibility to work at a place and time to suit.</td>
</tr>
<tr>
<td>No boss or company hierarchy.</td>
</tr>
<tr>
<td>No office politics.</td>
</tr>
<tr>
<td>No worries about being sacked or made redundant.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Disadvantages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need to disclose conviction to obtain insurance.</td>
</tr>
<tr>
<td>Need for knowledge and skills to set up and run a business.</td>
</tr>
<tr>
<td>Need for funds for initial outlay.</td>
</tr>
<tr>
<td>Long working hours.</td>
</tr>
<tr>
<td>Low pay, especially during the early stages of the business.</td>
</tr>
<tr>
<td>New businesses are vulnerable until established.</td>
</tr>
<tr>
<td>No job security.</td>
</tr>
<tr>
<td>Lack of contact with work colleagues.</td>
</tr>
</tbody>
</table>
13. Directory of sources of further support

This directory includes details of referral agencies and also materials to support your wider professional development. It covers the following topics:

- Specialist contacts
- IAG resources
- Housing and homelessness
- Poverty and debt
- Mental health difficulties
- Drug and alcohol misuse
- Specific learning difficulties and disabilities
- Issues facing women
- Issues facing young people and families
- Information regarding the Criminal Justice System

### Specialist contacts

**Apex Charitable Trust Ltd**  
St Alphage House, Wingate Annexe, 2 Fore Street, London, EC2Y 5DA  
Tel: 020 7638 5931  
E-mail: jobcheck@apextrust.com  
Website: [www.apextrust.com](http://www.apextrust.com)

Provides employment advice, guidance and training courses to ex-offenders.

**Bridging the Gap**  
Bridging The Gap, PO Box 783, Croydon, CR9 1BT  
Tel: 0870 027 3091 / 0870 027 3092 / 0707 781 0056  
Email: info@btguk.org  
Website: [www.btguk.org](http://www.btguk.org)

BTG aims to help reduce re-offending by helping discharged prisoners settle into their communities after release. Working through a network of staff and volunteers, it can provide help with form-filling, explaining changes to the benefit system, pursuing accommodation options, finding free training opportunities, identifying employers who take on ex-offenders, preparing a good CV and developing interview skills.
**Citizens Advice Bureau**  
**Website:** [www.adviceguide.org.uk](http://www.adviceguide.org.uk)  
The website provides a directory of local offices with contact details.

Citizens Advice Bureaux provide free, confidential and independent advice to help people resolve their debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

**Chartered Institute of Personnel and Development**  
**151 The Broadway, London, SW19 1JQ**  
**Tel:** 020 8612 6200  
**Website:** [www.cipd.co.uk](http://www.cipd.co.uk)  

Information and resources for businesses thinking of employing ex-offenders.

**Clinks**  
**25 Mickelgate, York, YO1 6JH**  
**Tel:** 01904 673970  
**Email:** info@clinks.org  
**Website:** [www.clinks.org](http://www.clinks.org)  

A membership body supporting voluntary organisations working with offenders and their families.

**Crime Reduction Initiatives**  
**Tower Point, 3rd Floor, North West Suite, Tower Point, 44 North Road, Brighton, BN1 1YR**  
**Tel:** 01273 677019  
**Website:** [www.crinet.co.uk](http://www.crinet.co.uk)  

CRI works in both criminal justice and community settings providing integrated services in partnership with organisations in the statutory and independent sector including the police, probation, prison service, local authorities and health services.

**Jobcheck**  
**Jobcheck helpline:** 0870 608 4567  
**E-mail:** jobcheck@apextrust.com  

Provides confidential information and advice on a variety of issues that affect ex-offenders, for example, when a conviction becomes spent under the Rehabilitation of Offenders Act and the Criminal Records Bureau. It also advises companies about employing ex-offenders.

**Inside Out Trust**  
**Hilton House, 55-57a High Street, Hurstpierpoint, Sussex, BN6 9TT**  
**Tel:** 01273 833050  
**Email:** info@iotrust.plus.com  
**Website:** [www.inside-out.org.uk](http://www.inside-out.org.uk)  

Activities for offenders and ex-offenders to help them integrate into the community.
<table>
<thead>
<tr>
<th>Organization</th>
<th>Address</th>
<th>Tel.</th>
<th>Email</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Careers Advice Service</td>
<td>Tel: 0800 100 900</td>
<td>Website: <a href="http://www.direct.gov.uk/careersadvice">www.direct.gov.uk/careersadvice</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National Association for the Care and Resettlement of Offenders (NACRO)</td>
<td>169 Clapham Road, London, SW9 0PU</td>
<td>Tel: 020 7840 6464 (Resettlement Helpline)</td>
<td>Email: <a href="mailto:helpline@nacro.org.uk">helpline@nacro.org.uk</a></td>
<td>Website: <a href="http://www.nacro.org.uk">www.nacro.org.uk</a></td>
</tr>
<tr>
<td>New Bridge Foundation</td>
<td>27A Medway Street, London, SW1P 2BD</td>
<td>Tel: 020 7976 0779</td>
<td>Email: <a href="mailto:info@newbridgefoundation.org.uk">info@newbridgefoundation.org.uk</a></td>
<td>Website: <a href="http://www.newbridgefoundation.org.uk">www.newbridgefoundation.org.uk</a></td>
</tr>
<tr>
<td>Prisoner Education Trust</td>
<td>Ground Floor - Wandle House, Riverside Drive, Mitcham, Surrey, CR4 4BU</td>
<td>Tel: 020 8648 7760</td>
<td>Email: <a href="mailto:info@prisonerseducation.org.uk">info@prisonerseducation.org.uk</a></td>
<td>Website: <a href="http://www.prisonerseducation.org.uk">www.prisonerseducation.org.uk</a></td>
</tr>
<tr>
<td>St Giles Trust</td>
<td>64-68 Camberwell Church Street, Camberwell, London, SE5 8JB</td>
<td>Tel: 020 7703 7000</td>
<td>Email: <a href="mailto:info@stgilestrust.org.uk">info@stgilestrust.org.uk</a></td>
<td>Website: <a href="http://www.stgilestrust.org.uk">www.stgilestrust.org.uk</a></td>
</tr>
<tr>
<td>The Prince's Trust</td>
<td>18 Park Square East, London, NW1 4LH</td>
<td>Tel: 020 7543 1234</td>
<td>Website: <a href="http://www.princes-trust.org.uk">www.princes-trust.org.uk</a></td>
<td></td>
</tr>
</tbody>
</table>
UK charity that helps young people, including ex-offenders, overcome barriers and get their lives working through practical support including training, mentoring and financial assistance. Offices throughout the UK.

**Unlock – The National Association of Ex-Offenders**  
34a High Street, Snodled, Kent ME6 5AG  
Tel: 01634 247350  
Email: enquiries@unlock.org.uk  
Website: www.unlock.org.uk

Supports ex-offenders and serving prisoners to overcome social and financial exclusion.

**Women in Prison**  
1a Aberdeen Studios, 22 Highbury Grove, London, N5 2EA  
Tel: 020 7226 5879  
Website: www.womeninprison.org.uk

Women in Prison (WIP) is a charity working with women at risk of going to prison, in prison and after release to promote their resettlement, personal development, education and training.

**IAG Resources**

Email: ca-advice-resources@lsc.gov.uk  
Website: www.advice-resources.co.uk

advice-resources is the national one-stop shop for careers professionals. Set up in 2004 by the Learning and Skills Council (LSC) to provide tools, guides, directories and fact sheets for information, advice and guidance advisers to help their clients.

**Connexions**  
Tel: 080 800 13219  
Website: www.connexions-direct.com

Youth support service for 13-19 year olds and for those with learning difficulties to 25. The service is managed locally by Connexions Partnerships that bring together all the key youth support services. For information about a local service see website.

**Department for Innovation, Universities and Skills**  
Sanctuary Buildings, Great Smith Street, London, SW1P 3BT  
Tel: 0870 000 2288  
Email: info@dius.gsi.gov.uk  
Website: www.dius.gov.uk

Range of information on priorities in the field, including basic skills and lifelong learning.
**Jobcentre Plus**  
**Tel:** 0845 6060234  
**Website:** [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)  

Provides services to offenders in custody and in the community. Check website for local offices.

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**Learning and Skills Council**  
Cheylesmore House, Quinton Road, Coventry, CV1 2WT  
**Tel:** 0845 019 4170 (National office)  
**Tel:** 0870 900 6800 (LSC helpdesk)  
**Email:** [info@lsc.gov.uk](mailto:info@lsc.gov.uk)  
**Website:** [www.lsc.gov.uk](http://www.lsc.gov.uk)  

Responsible for taking forward the skills agenda including offender learning.

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**matrix**  
EMQC Ltd is responsible for the Assessment and Accreditation of organisations to the **matrix** Standard and acts as the Accreditation Body. You will need to contact EMQC Ltd if you would like further guidance on using the **matrix** Quality Mark.

EMQC Ltd, Pentagon House, Third Floor South Wing, Sir Frank Whittle Road, Pentagon Island, Derby, DE21 4XA  
**Tel:** 01332 866 902  
**Email:** bookings@emqc.co.uk  
**Website:** [www.matrixstandard.com](http://www.matrixstandard.com)  

The quality standard for organisations delivering information, advice and guidance services to adults.

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**National Guidance Research Forum**  
**Email:** guidance.research@gmail.com  
**Website:** [www.guidance-research.org](http://www.guidance-research.org)  

Website promoting research and evidence-based practice in guidance. Includes Labour Market Information.

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**nextstep**  
**Website:** [www.nextstep.org.uk](http://www.nextstep.org.uk)  

Provides information and advice about learning and work to adults over 20. Check website for details of local offices.
## Housing and homelessness

### Addaction
Addaction Central Office, 67-69 Cowcross Street, EC1M 6PU  
Tel: 0207 251 5860  
Email: info@addiction.org.uk  
Website: www.addaction.org.uk

National charity offering help and support to people affected by drug and alcohol misuse. Offers services to homeless drug users.

### Shelter
88 Old Street, London, EC1V 9H (Regional Offices)  
Tel: 0808 800 4444.  
Email: info@shelter.org.uk  
Website: england.shelter.org.uk

Help and support for housing and homelessness.

### Women's Link
Tel: 020 7248 1200 or 020 72475325 (ex- offenders)  
Website: www.womenslink.org.uk

Housing advice service run by women for single women without children. Advice and referrals on finding accommodation, for women prisoners and ex-offenders on accommodation. Produces a range of leaflets and booklets on accommodation and hostels.

## Poverty and debt

### Citizens Advice Bureau
Website: www.adviceguide.org.uk

Can provide advice and support on financial matters. Check website for local offices.

### Jobcentre Plus
Tel: 0845 6060234  
Website: www.jobcentreplus.gov.uk

Benefits advice – check website for local offices.

## Mental health difficulties

### Mind
15-19 Broadway, Stratford, London, E15 4BQ  
Tel: 020 8519 2122  
Email: info@mind.org.uk  
Website: www.mind.or.uk

Mind is the leading mental health charity in the UK.
### Nacro Mental Health

Mental Health Unit, Nacro, 169 Clapham Rd, London, SW9 0PU  
**Tel:** 020 7840 6718  
**Email:** mentalhealth@nacro.org.uk  
**Website:** [www.nacro.org.uk/mhu](http://www.nacro.org.uk/mhu)

Nacro Mental Health provides a range of development, information and consultancy services for practitioners and agencies that work with offenders with mental health difficulties. It aims to support the development of effective policy and practice in relation to their care and treatment.

### Turning Point

New Loom House, 101 Backchurch Lane, London, E1 1LU  
**Tel:** 020 7702 2300  
**Email:** promserv@turning-point.co.uk  
**Website:** [www.turning-point.co.uk](http://www.turning-point.co.uk)

Support for people with serious problems related to alcohol, drugs, mental health and learning difficulties – check website for local services.

### Drug and alcohol misuse

#### Addaction

Addaction Central Office, 67-69 Cowcross Street, EC1M 6PU  
**Tel:** 0207 251 5860  
**Email:** info@addiction.org.uk  
**Website:** [www.addaction.org.uk](http://www.addaction.org.uk)

National charity offering help and support to people affected by drug and alcohol misuse; offers services to homeless drug users.

#### Adfam

25 Corsham Street, London, N1 6DR  
**Tel:** 020 7553 7640  
**Website:** [www.adfam.org.uk](http://www.adfam.org.uk)

National charity for family and friends of people with drug and alcohol addiction.

#### Alcohol Concern

First floor, 8 Shelton St, London, WC2H 9JR  
**Tel:** 020 7395 4000  
**Fax:** 0202 7395 4005  
**E-mail:** contact@alcoholconcern.org.uk  
**Website:** [www.alcoholconcern.org.uk](http://www.alcoholconcern.org.uk)

National charity providing information for local services.
<table>
<thead>
<tr>
<th><strong>Drug Strategy</strong></th>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.drugs.gov.uk">www.drugs.gov.uk</a></td>
</tr>
<tr>
<td><strong>Website for drug professionals, and others interested in the drug prevention strategies.</strong></td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th><strong>Turning Point</strong></th>
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<tbody>
<tr>
<td><strong>New Loom House, 101 Backchurch Lane, London, E1 1LU</strong></td>
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<tr>
<td><strong>Tel:</strong></td>
<td>020 7702 2300</td>
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<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:promserv@turning-point.co.uk">promserv@turning-point.co.uk</a></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.turning-point.co.uk">www.turning-point.co.uk</a></td>
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<tr>
<td><strong>Support for people with serious problems related to alcohol, drugs, mental health and learning difficulties – check website for local services.</strong></td>
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<table>
<thead>
<tr>
<th><strong>Specific learning difficulties and disabilities</strong></th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Adult Dyslexia Organisation</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Ground Floor, Sector House, Minet Rd, Loughborough Estate, London, SW9 7TP</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Tel:</strong></td>
<td>020 7924 9559 (helpline)</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:dyslexia.hq@dial.pipex.com">dyslexia.hq@dial.pipex.com</a></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.adult-dyslexia.org">www.adult-dyslexia.org</a></td>
</tr>
<tr>
<td><strong>Work relates to adults with dyslexia (including in employment). Runs support groups and provides a helpline, provides training and tuition, and lobbies on behalf of adults with dyslexia.</strong></td>
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<table>
<thead>
<tr>
<th><strong>British Dyslexia Association</strong></th>
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<tbody>
<tr>
<td><strong>98 London Road, Reading, RG1 5AU</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Tel:</strong></td>
<td>0118 966 8271</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:helpline@bdadyslexia.org.uk">helpline@bdadyslexia.org.uk</a></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.bdadyslexia.org.uk">www.bdadyslexia.org.uk</a></td>
</tr>
<tr>
<td><strong>Provides advice to teachers and employers on dyslexia issues; provides training for teachers; runs a helpline for individuals on dyslexia; has information on local associations; and approves specialist training qualifications for teachers.</strong></td>
<td></td>
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<tr>
<th><strong>British Institute for Learning Disabilities</strong></th>
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<tr>
<td><strong>Campion House, Green Street, Kidderminster, Worcestershire, DY10 1JL</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Tel:</strong></td>
<td>01562 723 010</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:enquiries@bild.org.uk">enquiries@bild.org.uk</a></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.bild.org.uk">www.bild.org.uk</a></td>
</tr>
<tr>
<td><strong>Information training and other services especially for people with learning disabilities in the UK.</strong></td>
<td></td>
</tr>
</tbody>
</table>
Care
9 Weir Road, Kibworth, Leicester, LE8 0LQ (Central office.)
Tel: 0116 2793225
Website: www.care-ltd.co.uk
Email: info@care-ltd.co.uk

Support for people with learning disabilities in their daily lives. Check website for local offices.

Dyslexia Action
Park House, Wick Road, Egham, Surrey, TW20 0HH
Tel: 01784 222300
Website: www.dyslexiaaction.org.uk
Email: info@dyslexiaaction.org.uk

National charity providing services and support for people with dyslexia and literacy difficulties. Services are available from 26 local centres.

Mencap
123 Golden Lane, London, EC1Y 0RT
Phone: 020 7454 0454
Website: www.mencap.org.uk
Email: information@mencap.org.uk

Mencap is a learning disability charity working with people with a learning disability and their families and carers.

Issues facing women

Women's Aid Federation of England
Head Office, PO BOX 391, Bristol, BS99 7WS, England
Tel: 0117 944 44 11 (general enquiries only)
  0808 2000 247 (helpline service)
Website: www.womensaid.org.uk
Email: helpline@womensaid.org.uk

National charity providing nationwide network of over 500 services to support women and children facing domestic violence.

Women in Prison
1a Aberdeen Studios, 22 Highbury Grove, London, N5 2EA
Tel: 020 7226 5879
Website: www.womeninprison.org.uk

Women in Prison (WIP) is a charity working with women at risk of going to prison, in prison and after release to promote their resettlement, personal development, education and training.
Women's Link
Tel: 020 7248 1200 or 020 72475325 (Ex-offenders)
Website: www.womenslink.org.uk
Housing advice service run by women for single women without children. Advice and referrals on finding accommodation, for women prisoners and ex-offenders on accommodation. Produces a range of leaflets and booklets on accommodation and hostels.

Issues facing young people and families.

Childline
Tel: 0800 1111
Website: www.childline.org.uk
National free helpline for children and young people in danger or distress.

Family Rights Groups
The Print House, 18 Ashwin Street, London, E8 3DL
Tel: 0800 731 1696
Email: office@frg.org.uk
Website: www.frg.org.uk
Advice and support for families whose children are involved with social services.

YMCA England
640 Forest Road, London, E17 3DZ
Email: mail@raineronline.org
Website: www.ymca.org.uk
A Christian charity that has projects supporting young people in prison and after release. Check website for regional offices.

Rainer
Rectory Lodge, High Street Brasted, Kent, TN16 1JF
Tel: 01959 578 200
Email: mail@raineronline.org
Website: www.raineronline.org
Rainer offers under-supported young people a range of services.

SOVA
SOVA Head Office (contact for projects in London & South East Region, South West and for national enquiries)
1st Floor, Chichester House, 37 Brixton Road, London, SW9 6DZ
Tel: 020 7793 0404
Email: mail@sova.org.uk
SOVA Regional Office (contact for projects in West Midlands, Yorkshire & Humberside, North West)
St. Silas House, 18 Moore Street, Sheffield, S3 7UW
Tel: 0114 270 3700
Email: [sheffield@sova.org.uk](mailto:sheffield@sova.org.uk)
Website: [www.sova.org.uk](http://www.sova.org.uk)

Runs a range of national projects providing advice and support to young people.

**Youth Justice Board for England and Wales**  
11 Cateret Street, London, SW1H 9DL  
**Tel:** 020 72713033  
**Email:** [enquiries@yjb.gov.uk](mailto:enquiries@yjb.gov.uk)  
**Website:** [www.yjb.gov.uk](http://www.yjb.gov.uk)

Non-departmental public body which aims to prevent offending by children and young people. Details of regional offices are available on the website.

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**Information regarding the Criminal Justice System**

**Crime info**  
**Website:** [www.crimeinfo.org.uk](http://www.crimeinfo.org.uk)

Website provided by the Centre for Crime and Justice Studies (CCJS) at King’s College London.

**Criminal Justice System**  
**Email:** [public.enquiries@homeoffice.gsi.gov.uk](mailto:public.enquiries@homeoffice.gsi.gov.uk)  
**Website:** [www.cjsonline.gov.uk](http://www.cjsonline.gov.uk)

Introductory information on the CJS.

**The Court Service**  
Customer Service Unit, 5th Floor, Clive House, Petty France, London, SW1H 9HD  
**Tel:** 0845 456 8770  
**Email:** [customerservicecshq@hmcourts-service.gsi.gov.uk](mailto:customerservicecshq@hmcourts-service.gsi.gov.uk)  
**Website:** [www.hmcourts-service.gov.uk](http://www.hmcourts-service.gov.uk)

**HM Chief inspector of Prisons (HMCIP) for England and Wales**  
HM Inspectorate of Prisons, First Floor, Ashley House, 2 Monck Street, London, SW1P 2BQ  
**Tel:** 020 7035 2136  
**Website:** [inspectorates.homeoffice.gov.uk/hmiprisons](http://inspectorates.homeoffice.gov.uk/hmiprisons)

Produces reports on Prisons.

**HM Prison Service**  
Parliamentary, Correspondence and Briefing Unit, HM Prison Service Headquarters, Cleland House, Page Street, London, SW1P 4LN  
**Website:** [www.hmprisonservice.gov.uk](http://www.hmprisonservice.gov.uk)

Website for the Prison Service containing wide range of information and statistics.
| **Howard League of Penal Reform** | 1 Ardleigh Road, London, N1 4HS  
**Tel:** 020 7249 7373  
**Email:** info@howardleague.org  
**Website:** www.howardleague.org |
<table>
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<tr>
<td>Independent body working for reform of the penal system.</td>
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</table>

| **Independent Monitoring Board** | The IMB Secretariat, 2nd Floor, Ashley House, 2 Monck Street, London, SW1P 2BQ  
**Website:** www.imb.gov.uk |
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<tr>
<td>Independent ‘watchdog’ for prisons. Regional contact details are available on the website.</td>
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</tbody>
</table>

| **Prisons and Probation Ombudsman** | Ashley House, 2 Monck Street, London, SW1P 2BQ  
**Tel:** 0845 010 7938  
**Email:** mail@ppo.gsi.gov.uk  
**Website:** www.ppo.gov.uk |
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<tbody>
<tr>
<td>Investigates individual complaints about prison and probation services.</td>
<td></td>
</tr>
</tbody>
</table>
14. Glossary

Advice (LSC Definition for Contracting Purposes.) The provision of advice about learning and work over and above the provision of information, usually conducted on a one-to-one basis. This may require explanation of some of the information provided, how to access and use information, and identifies the need for and location of follow-on services, including in-depth services such as career guidance.

Anti-Social Behaviour Order Anti-social behaviour orders (ASBOs) are court orders which prohibit the perpetrator from specific anti-social behaviours. An ASBO can ban an offender from:

- continuing the offending behaviour;
- spending time with a particular group of friends;
- visiting certain areas.

ASBOs are issued for a minimum of two years.

An ASBO is a civil order, not a criminal penalty – this means it won’t appear on an individual's criminal record. However, a breach of an ASBO is a criminal offence.

Bail Where a person has been formally charged but is released from custody. There may be conditions attached to the bail such as compliance with certain requirements.

Caution A Police Caution is a formal warning given by or on the instructions of a senior Police officer. A Caution can only be given to an adult who has admitted guilt for an offence. The Police Caution is administered where that person could have been charged or prosecuted for the offence (but isn’t) and is only given for minor or less serious offences.

The Police Caution is recorded on the Police National Computer and can be taken into consideration by the court if that person is convicted and sentenced for a further offence.

Career The sequence of a person’s work experience over time.

Charge A formal accusation against a person.
<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Codes of Practice</td>
<td>Codes published by the Criminal Records Bureau that set out the requirements with which organisations using disclosure material must comply.</td>
</tr>
<tr>
<td>Community Punishment Order</td>
<td>Also known as community service. A community punishment order is a sentence of the court. Offenders work unpaid for up to 240 hours on local community projects under close supervision. This can be combined with a community rehabilitation order.</td>
</tr>
<tr>
<td>Community Rehabilitation Order</td>
<td>A community sentence that involves regular contact with the probation service for between 12 months and 3 years. This may also include attending an offender behaviour programme to tackle the reasons why the crime was committed.</td>
</tr>
<tr>
<td>Conviction</td>
<td>When a person has been found guilty of an offence in court, the conviction appears on the offender’s criminal record.</td>
</tr>
<tr>
<td>Criminal Record</td>
<td>A person’s offence will still remain on the Police National Computer even after it has become spent – it will not be deleted. The record contains details of convictions, cautions, reprimands, final warnings etc.</td>
</tr>
<tr>
<td>Criminal Records Bureau</td>
<td>The Criminal Records Bureau (CRB), an Executive Agency of the Home Office, provides wider access to criminal record information through its Disclosure service. This service enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially that involve children or vulnerable adults. The CRB was established under Part V of the Police Act 1997 and was launched in March 2002. Organisations wishing to use the service can ask successful job applicants to apply for one of two types of check. These are called Enhanced and Standard Disclosures.</td>
</tr>
<tr>
<td>Custodial Sentence</td>
<td>A Custodial Sentence is where your liberty is restricted, through a prison sentence or stay in a youth justice centre.</td>
</tr>
<tr>
<td>Discharge</td>
<td>The offender is found guilty of an offence, and the conviction appears on the criminal record but either no further action is taken at all (absolute) or no further action is taken as long as the offender does not offend again in a certain period (conditional).</td>
</tr>
<tr>
<td>Disclosure</td>
<td>A document that lists an individual’s criminal convictions and any other relevant information.</td>
</tr>
<tr>
<td>Dispersal Prison</td>
<td>High security prison. There are a number of high security prisons around the country which are used to disperse prisoners who need the highest levels of security, rather than keeping them all in one place.</td>
</tr>
<tr>
<td>Electronic Monitoring (Tagging)</td>
<td>A person on bail, curfew order or home detention centre at the end of the prison sentence has an electronic tag. This is worn on the ankle or the wrist and notifies monitoring services if the person is absent during curfew hours.</td>
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<td>--------------------------------</td>
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<tr>
<td>Estate (Prisons)</td>
<td>HM Prison Service refers to its prisons as estates.</td>
</tr>
<tr>
<td>Guidance</td>
<td>(Guidance Council Definition.) An in-depth interview or other activity conducted by a trained adviser which helps clients to explore a range of options, to relate information to their own needs and circumstances, and to make decisions about their career (i.e. their progression in learning and work). It may or may not include psychometric assessment.</td>
</tr>
<tr>
<td>Information</td>
<td>(LSC Definition for Contracting Purposes.) The provision of information on learning and work, without any discussion about the relative merits of the options, through: printed materials (such as leaflets), audio-visual materials (such as DVDs/videos), computer software (on CD or via internet), and verbal information to the service user on a face-to-face basis or via a telephone or web-based service.</td>
</tr>
<tr>
<td>Learning Difficulty or Disability</td>
<td>(Under the Learning and Skills Act 2000.) ‘A person has a learning difficulty if he/she has a significantly greater difficulty in learning than the majority of persons his/her age, or has a disability which prevents or hinders him/her from making use of facilities of a kind generally provided by institutions providing education or training of young persons of his/her age.’</td>
</tr>
<tr>
<td>Licence</td>
<td>Period after release from custody spent under the supervision of the probation service, often with conditions attached. Breaking the conditions of the licence may result in a return to custody.</td>
</tr>
<tr>
<td>Life License</td>
<td>Applicable to an offender sentenced to life that has served their minimum sentence. Operates the same way as a licence but remains in force for the rest of their natural life.</td>
</tr>
<tr>
<td>National Offender Management Service (NOMS)</td>
<td>NOMS includes a number of organisations, in particular the prison and probation service, and is putting a system in place to deliver end-to-end management of offenders.</td>
</tr>
</tbody>
</table>
OASys is a risk and needs assessment tool. It assesses the likelihood of offenders being re-convicted and the risk of harm they pose to other people and themselves.

It identifies and classifies offending-related needs, such as lack of accommodation, poor educational and employment skills, substance misuse, relationship problems, and problems with thinking and attitudes.

From these assessments, sentence plans are drawn up within OASys to manage and reduce these risks and needs.

OASys has been developed jointly by the Prison and Probation Services to provide a ‘seamless’ service for the assessment of offenders throughout sentences, whether in community or prison.

Offender
An individual who has been convicted of committing a crime.

Probation
See Community Rehabilitation Order.

Probation Service
The National Probation Service for England and Wales (NPS) is the law enforcement agency that supervises offenders in the community – those subject to court orders and those released on licence from prisons.

Rehabilitation
Work to enable offenders to put crime behind them. This often involves tackling the specific reasons for the offending (e.g. drug use, lack of understanding of victims’ feelings) as well as dealing with other factors which are known to help people lead crime-free lives – education (basic skills), housing, employment, and parenting skills.

Rehabilitation period
A rehabilitation period is a set length of time from the date of conviction. After this period, with certain exceptions, an ex-offender is not normally obliged to mention their conviction when applying for a job or obtaining insurance, or when involved in criminal or civil proceedings.

The length of the rehabilitation period depends on the sentence given – not the offence committed. For a custodial sentence, the length of time actually served is irrelevant. Custodial sentences of more than 2½ years can never become spent.
The Rehabilitation of Offenders Act 1974 enables some criminal convictions to become 'spent', or ignored, after a 'rehabilitation period'. However some jobs are exempt from the act. This includes work that involves access to children, young people, the elderly, disabled people, alcohol and drug misusers and the chronically sick. In such cases organisations can ask the applicant for details of a conviction irrespective of whether they are spent or unspent.

Remand in Custody
A defendant who is imprisoned whilst awaiting trial.

Re-settlement
The re-integration and re-housing of an offender after release from custody.

Restorative Justice
An approach which seeks to put right the harm caused by the offence. This may involve a meeting between the offender and victim, with a mediator, where the victim can tell the offender how the offence has affected them and the offender can try and put things right.

Sentence
If a defendant in a court case is found guilty of a crime, a judge or magistrate will decide on a suitable punishment. This is called 'sentencing'. There are four sentencing options: discharges, fines, community sentences and imprisonment.

Spent Conviction
A conviction that no longer has to be declared by an individual as the rehabilitation period has expired.

Suspended Sentence
A custodial sentence that will not take effect unless there is a subsequent offence within a specific period.

Unspent Conviction
A conviction for which the rehabilitation period has not ended.

Youth Offending Team
There is a YOT in every local authority in England and Wales. They are made up of representatives from the police, probation service, health and education services, as well as drugs and alcohol misuse and housing officers. The YOT is responsible for co-ordinating the work of youth justice services.
15. References

Adult Learning Inspectorate *Talisman: the newspaper for adult learning*, issue 55, October 2006


DfES (2004) *The Offenders’ Learning Journey – Adult Offenders*


LSC / NIACE (2007) *Mapping Staff Competence and Capacity to Deliver IAG Services to Adults*.

NACRO – series of good practice leaflets and guides – [www.nacro.org.uk](http://www.nacro.org.uk)


