



supporting voluntary agencies that
work with offenders and their families

Volunteering in Prison - A Resource Pack to support and train Voluntary and Community Sector Staff and Volunteers

**A report on the impact of the pack, based on 'Train the
Trainers' workshops held in Prison Service Areas, March to
November 2004**

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February 2005

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1. Summary of the Report on ‘Train the Trainers’ workshops held with Prison Service staff

- The resource pack was published by Clinks to support the training of volunteers working in prison. Written and produced in a flexible, easy-to-use and practical format, it has two sections: a Basic Training Course; and Sharing Good Practice. The course contains all that anyone training volunteers would need to run a workshop or course with exercises and photocopiable materials. The pack was launched by Paul Goggins MP, in January 2004.
- Twelve ‘train the trainers’ workshops were held in all Prison Service Areas in England and Wales, March to November 2004, for Prison Service staff so that they could experience and receive the training pack. These day training courses were funded by Area Offices and delegates attended from most prisons in each Area. Delegates were mainly Voluntary Sector Coordinators, Resettlement Managers or Officers, and some Training Managers. Delegates experienced the basic training as outlined in the pack, action plans were drawn up and delegates discussed how to take the work forward in their own establishments. The workshops were organised by Clinks Regional Project Managers and the training was delivered by Liz Dibb, National Trainer and co-author of the pack.
- The response to the training course and pack was overwhelmingly positive. Delegates liked the straightforward format of the pack and the clear, well-structured materials, and many felt that they would be able to deliver the training themselves in their establishments. They welcomed the informal learning style and relaxed atmosphere which encouraged group discussions and interactive learning. They welcomed the opportunity of looking at the prison regime through the eyes of a volunteer and felt they had a greater understanding of the contribution volunteers can make. Above all, delegates recognised the need for much better communication within and between prisons, voluntary agencies and volunteers.
- As a follow-up to each training day, letters were sent from Clinks to Area Managers, Resettlement Managers and Area Voluntary Sector Coordinators, with summaries of the course evaluation and action plans for their Area prisons. Letters were also sent to Governors of all the prisons attending the course, with copies to each delegate, with summaries as above. Delegates also received a summary of the ‘tips for trainers’ compiled on the day’s training, as well as a certificate of attendance referring to the course being Quality Assured by the QA Department at Training and Development, HMP Newbold Revel. Six months after each event, feedback forms are sent to delegates to find out how their action plans have been implemented. A summary will be compiled at the end of this process.
- Future plans include:
 - running similar workshops in 2005 with Voluntary and Community Agencies in each PS Area, thus complementing those already run with the Prison Service
 - repeating the training for PS staff to ensure continuity and sustainability in 2006
 - producing a ‘sister’ pack ‘Volunteering with Offenders in the Community’ in 2005, in a similar format, with new material and contributions from relevant agencies.

2. Recommendations

- There is still a need for a greater understanding of, and communication between, the Prison Service and the Voluntary and Community Sector. Although this is improving, the gap between the two cultures still exists and is a barrier to greater collaboration and effective working partnerships. This was exemplified by the way delegates were chosen to attend the course: most had been instructed to do so with little understanding in advance of what it entailed; a few had wanted to attend to help them carry out their role; and some felt that their attendance was inappropriate as they would not be able to carry out the training afterwards. Delegates also became more aware of their use of prison jargon and acronyms and this could confuse and misinform volunteers.
- Despite this the response to the day's training course was overwhelmingly positive. This enthusiasm and commitment expressed by delegates to the course and to the resource pack need to be translated into action. For this to happen, delegates need the support of Governors and Senior Management at their establishments to enable them to work with their colleagues and the voluntary agencies to set up training and support for volunteers. Most delegates, even those who had never delivered training, felt that they would be able to do so because of the format and structure of the pack. The easy-to-follow content and informal learning style of the training needs to be valued and seen as complementary to existing Prison Service security and awareness training.
- Voluntary Sector Coordinators in prisons need to have more dedicated time and status to enable them to carry out their role effectively. Based on the experience of those attending the courses, the picture ranged from prisons where VSCs had clear roles and duties, to those who had this remit added on to a Resettlement position, to those who were unaware who the VSC was and who had little knowledge of PSO 4190. Unless prisons give adequate recognition to the work of the voluntary sector and volunteers, and take the role of the VSC seriously, with proper support and resourcing, the crucial function of coordinating this work in prisons, producing Directories of agencies working in the prisons, drawing up partnership agreements and training and supporting volunteers, will be hindered.
- Similar 'train the trainers' workshops need to be run with voluntary and community agencies, Visitors' Centres, chaplains and statutory agencies using volunteers. Training volunteers is still patchy and needs to be more consistent. Some delegates argued that such training should be mandatory in the interests of all establishments and prisoners, and of all those working with prisoners. There needs to be a greater understanding by volunteers and voluntary agencies of Prison Service procedures and rules, and appreciation of the constraints under which PS staff operate. There is a need for more mutual respect and real understanding between the two cultures to enable more effective work with prisoners in meeting their needs and reducing re-offending.

- The Resource Pack and Training Workshops

2.1 The Resource Pack

The resource pack was published by Clinks to support the training of volunteers working in prisons. Written and produced in a flexible, easy-to-use and practical format, it has two sections: a Basic Training Course; and Sharing Good Practice. The course contains all that anyone training volunteers would need to run a workshop or course with exercises and photocopiable materials. It has six modules which can be used for a day's training course, or in shorter sessions as time allows, or to fit in with existing courses.

The pack was launched in London in January 2004 by Paul Goggins MP, Parliamentary Under Secretary of State for Correctional Services and received a very positive response, not only for its content but also for its design and structure. Prior to the launch, the authors of the pack, Liz Dibb and Roma Hooper, had held several discussions with Clive Martin, Director of Clinks about how to disseminate and publicise the pack after the launch. They were in agreement that the pack should not just be given to those who wished to purchase it if they had had no experience of training, but that 'train the trainers' workshops should be held across the country with the Prison Service and with Voluntary and Community Agencies where they would experience and receive the training pack. A letter (Appendix I) was sent to all Area Managers in the Prison Service, in November 2003, from Clinks asking for their support for this national training initiative to ensure that key staff in their prisons would be able to make full use of the pack. The response has been most encouraging and all Prison Service Areas have now been covered.

2.2 Train the Trainers Workshops in Prison Service Areas, March to November 2004

Twelve training workshops have been held in Prison Service Areas between March and November 2004, funded by Area Offices, with delegates attending from nearly all the prisons in each Area. Delegates have been mainly: Voluntary Sector Coordinators, Resettlement Managers or Officers, and Training Managers, with some Chaplains and some from Learning and Skills. The format of the day's course has followed the basic training as outlined in the pack, with delegates experiencing each module and then reflecting on delivering the training themselves with some 'Tips for Trainers'. At the end of the day evaluation forms have been filled in, action plans have been drawn up and delegates have discussed how to take the work forward in their own establishments, with support from each other, prison colleagues, voluntary agencies, Governors, Area Managers and Clinks. The aims of the day's course are:

- to become familiar with the training pack by going through each module
- to prepare participants to use the pack themselves as trainers
- to discuss how they will take the training forward and make action plans.

The workshops were organised by Clinks Regional Project Managers, Neil Moore, Paulette Annon and Sue Darby; the training was delivered by Liz Dibb, National Trainer and co-author of the pack

2.3 Prison Service Areas where Workshops have taken place:

West Midlands Area

HMP Blakenhurst

March 12th

Prisons attending: Birmingham, Stoke Heath, Brinsford, Hewell Grange, Shrewsbury, Featherstone, Swinfen Hall and Blakenhurst

3. Response to the training courses and to the resource pack

3.1 Introduction

The response has been overwhelmingly positive, not just to the day itself, but to the resource pack which delegates have found to be *“excellent and informative and easily delivered”* with materials which are *“clear and well-structured”*. Delegates liked the fact that it was *“easy to follow, methodical and user-friendly with quality in its simplicity”* They liked the *“straightforward format of the pack”* and felt that they would be able to deliver the training in their establishments, not only to volunteers but to their colleagues. *“It will prove useful for existing volunteers. Ideally I would like to deliver the training to all new volunteers and expand it to prison grades and other departments.”*

Everyone has welcomed the informal learning style and the friendly, relaxed atmosphere which has encouraged group discussions and interactive learning.

“Well structured, well presented, relaxed workshop covering an important innovative way of moving forward in the area of resettlement”. They also welcomed the opportunity to give their own views - *“quite challenging but felt safe and able to contribute to discussions.”* *“The overall structure was well balanced; the relaxed style and presentation made it informative, but not heavy.”*

Prison staff have welcomed the opportunity of *“looking at the prison regime through the eyes of a new volunteer”*, thus deepening their understanding of the needs of volunteers and what support they can offer them. *“Seeing the other side - volunteering in prison, and being made aware that there is a definite need for training.”* Many acknowledged that they had been made to realise *“a perspective of what volunteers feel and require, most of which I as a prison officer take for granted.”*

Going through each module and actually experiencing the training course for themselves, through worksheets, discussions in pairs and in the large group, and through interactive exercises and using case-studies, enabled each delegate to become familiar with the pack. *“The way the module activities differed helped to retain attention, engage conversation and expand ideas and thinking.”* Being *“led through the pack”* and *“trying out exercises for myself”* meant that the pack was easy to follow.

Delegates found the *“giving of ‘tips for trainers’ in the 6 modules”* very useful as they would provide an aide-memoire for them, making them more confident to deliver the training themselves.

There were a few suggestions for improvements that could be made to the course, which were valuable. *“Need to build up confidence about delivering the training and may have to extend the course length to do this.”* It would have been helpful to have *“a brief summary of problems experienced by volunteers working in prison.”* There may be a need for *“refresher courses and updates.”* Prison staff were keen to know more about voluntary agencies and some felt that *“more handouts about voluntary organisations”* would have been helpful.

The training courses have been held in a spirit of goodwill and commitment. *“A great day, lots of fun but with serious and helpful discussions - I liked the fact that it was very interactive”* Prison Service humour has often lightened the discussions, but not detracted from the important issues under debate. There has been a recognition that Prison Staff should be careful not to use jargon

and acronyms, as these not only confuse and misinform volunteers, but may easily put them off. Above all, everyone has agreed that there needs to be much better communication within and between prisons, voluntary agencies and volunteers.

Action plans have been drawn up at the end of each day, covering a range of issues:

- find out more about voluntary agencies and volunteers in the prison
- carry out an audit of volunteers and agencies and produce a Directory
- draw up partnership agreements and update induction pack
- speak to volunteers to find out what training they've had and what they need
- train new volunteers and existing ones about the gaps in their training
- implement training and coordinate with Principal Officer
- liaise with Training Officers and Head of Resettlement and Chaplain
- invite specialist areas in the Prison to a Liaison Forum Meeting
- use the pack with volunteers and staff - a wider context for the pack
- find a co-trainer from a voluntary organisation to help deliver the pack
- contact Area Office about the coordination of area training
- cluster training with nearby prisons and deliver training with colleagues

Attached is the Yorkshire & Humberside Area course with flipchart notes, action plans, evaluation summaries and follow-up letters to Area Office and Prisons.

3.2 Follow-up to the training days

During the course of each training day 'Tips for Trainers' were compiled at the end of each of the six modules, and at the end of the day evaluation forms were completed and action plans drawn up. These were then summarised by the trainer as a record of what took place at each event. Letters have been sent from Clinks to Area Managers thanking them for supporting the training course in their Area, listing the prisons who attended and informing them of the extremely positive response to the course. Copies were also sent to Area Resettlement Managers and Area Voluntary Sector Coordinators. Attached to these letters were evaluation summaries and action plans for prisons in their Area.

Letters were also sent to the Governors of all the prisons attending the course, with copies to each delegate. Evaluation summaries and action plans for their prison were attached. Delegates also received a summary of the flipchart notes, including 'Tips for Trainers', as well as a certificate of attendance referring to the fact that the course has been Quality Assured by the QA Department at Training and Development, HMP Newbold Revel.

Six months after each event, each delegate is contacted by letter, with a feedback form to find out whether they have been able to carry out the action plans, how the pack has been used in their prison, with whom and when, and how this has impacted on the training of volunteers and voluntary agencies. A summary will be compiled when all the feedback forms have been sent back to Clinks.

3.3 Sales of the Pack to Prison Chaplaincies and to Alpha Advisers

The resource pack has also been sold to some agencies who already deliver training. The Prison Chaplaincy bought 150 packs which were sent to all Prison Chaplaincies, with an accompanying letter informing them of the availability of training. Alpha for Prisons bought 50 packs which were sent mainly to their Advisers in the regions, who train teams to run the Alpha course in prisons.

3.4 Future Plans 2005

- Train the Trainers workshops will be held in 2005, starting in February, with Voluntary and Community Agencies in each PS Area, complementing those workshops already held with the Prison Service. Invitations will also be sent to Visitors' Centres, Chaplains, and some statutory agencies who use volunteers. Prison Service Areas have agreed to allow use of their training centres and to provide lunch. A pilot workshop has already been held in York on June 2nd 2004 for voluntary agencies in the Area of Yorkshire & Humberside, which was very successful, despite short notice.
- To ensure continuity and sustainability, some Prison Service Areas have indicated that they would like the training day to be repeated for PS staff so that more than one person from each prison would be able to deliver the training, but also because of staff changes and mobility. These may be held in 2006.
- Clinks has now secured funding from the Allen Lane Foundation and the Probation Boards Association for the production of a 'sister' pack 'Volunteering with Offenders in the Community'. This would be produced in a similar format to the present pack and would include: a Basic Training Course, using some existing modules, changing and adding others; and Contributions from agencies already working with and training volunteers eg Probation Boards, Mentoring Agencies, and Community Chaplains. Research will begin in January 2005, with feedback forms sent to a range of organisations working with offenders in the community, to find out what training already exists, where the gaps are and what is needed. This will be followed by interviews with key people and organisations to inform the development of the pack. An editorial group will be set up to monitor progress and comment on the drafts and final copy. It is intended that the pack will be launched in November/December to coincide with 'Year of the Volunteer'. Liz Dibb and Roma Hooper, co-authors of 'Volunteering in Prison' will undertake the work and the project will be managed by Malcolm Thomson, NOMS/VCS Strategic Partnerships Development Project, at Clinks.

4. Report of a Train the Trainer workshop

The following are the delegate programme, participants' evaluation and evaluation summary of a Train the trainer workshop:-

Volunteering in Prison : Training the Trainers

Yorkshire & Humberside HMP Lindholme May 7th 2004

4.1 DELEGATE PROGRAMME

Aims:

- To become familiar with the training pack by going through each module
- To prepare participants to use the pack themselves as trainers
- To discuss how they will take the training forward and make action plans

9.00 **Coffee/tea and Registration**

9.30 Introduction and Welcome

10.00 Module One : Introduction to Volunteering

10.30 Module Two : How the Prison Service Works

11.00 **Coffee**

11.15 Module Three : Working Together, Volunteers and Prisoners

11.45 Module Four : Examining Attitudes and Values to Crime and Justice

12.15 What do you think so far? General discussion. 'Tips for Trainers'

12.30 **Lunch**

1.30 Module Five : Handling Difficult Situations

2.00 Module Six : Prisoner Support Services

2.30 General discussion re the training course, structure, using the materials
Check through 'Tips for Trainers' and complete

3.00 **Tea**

3.15 Look through Section Two together and discuss main points

3.30 What next?

Discuss action plans in pairs : pool ideas in the group and record on flipchart.
Complete evaluation sheets

4.30 **Close**

4.2 Evaluation Of Yorkshire And Humberside Area Training Day Hmp Lindholme, May 7th 2004

Clinks North East, North West, Yorkshire & Humberside Project: Neil Moore

Trainer and co-author of the pack: Liz Dibb

Flipchart Notes

1 EXPECTATIONS

- * Learn more about the voluntary sector
- * What effect this will have on my job in training
- * To learn about a more structured way of supporting volunteers
- * A better understanding of volunteers
- * How to incorporate into existing induction packs
- * How to tailor it to High Security estates
- * Understand the pack and then deliver it
- * Working together
- * Improve volunteer induction by using the pack
- * How to promote the voluntary sector

2 TIPS FOR TRAINERS (gathered from participants)

Module One: Introduction to Volunteering in Prison

- * Keeping on track
- * Catering for all needs - encourage them to ask questions
- * No jargon
- * Keep it relevant and at the right level
- * Give them time to air concerns
- * Make it participatory - talk about their expectations
- * Ensure a comfortable, relaxed, safe environment
- * Where to run the course? Inside or outside the prison?
- * How many people? 12 or so is a good number
- * Have a co-trainer
- * Don't overload and use different methods

Module Two: How the Prison Service works

- * Make sure that the information is true, accurate and up-to-date
- * Need an organisation chart - meaning of job titles
- * Need to recognise different ranks

- * Need to identify contact named person/s and contact telephone numbers
- * Reassure vols that they don't need to know answers - they constantly change
- * Steep learning curve when going into prison either as a vol or staff
- * Update local knowledge
- * Don't be afraid to ask questions/ not a test
- * What trainers don't know they will find out
- * P.O. stereotype - most are very helpful
- * Not all people working in prisons are PS staff eg Probation

Module Three: Working Together, Volunteers and Prisoners

- * Who are the voluntary agencies, where and what they do?
- * Be clear about volunteers/ the voluntary sector/ the statutory sector
- * Compile a directory of agencies if not already done
- * Who is the volunteer responsible to?
- * Input of voluntary and community groups, based inside or outside the prison
- * Need for a clearly defined role as a volunteer - don't be apologetic

Module Four: Examining Attitudes and Values to Crime and Justice

- * Controversial Statements:
 - volunteers/ PS staff might feel vulnerable doing this exercise?
 - stress that there are no right or wrong answers, just individual views
 - state at the beginning that ideas shared amongst the group are confidential
 - the exercise might be difficult to do but is worth it as it challenges views, but must be sensitive to personal experiences; offer support if necessary afterwards
- * Give volunteers a realistic (but not over the top) overview of prisoners - be honest.
- * Trainers should not give their own opinions but stand outside the group
- * Value everybody, especially if they are alone in holding an opinion - bring them back into the discussion and the group
- * Don't let discussion re each statement go on too long

Module Five: Handling Difficult Situations

- * Boundaries - strict; reporting procedures
- * Knowing who to go to for advice and who to pass information on to
- * Ask volunteers for their definition of confidentiality
- * Get examples of prison forms and location and fill in practice form
- * Be prepared for prisoners to shock/smooth talk and to be angry
- * Don't be afraid to be afraid and don't be afraid to ask for help

Module Six:

- * Ask Training Dept or know where to find information - security and fire
- * Make sure volunteers know you are there for them; Care Team available
- * Ongoing support - liaison group meetings twice yearly
- * Chat from Governor to make volunteers feel part of the 'system'
- * Tour of the prison, as prisoner would see it, to orientate the volunteer

3 GENERAL COMMENTS RE THE TRAINING COURSE

- * There's a lot of content in the course - may be better over 2 half days
- * Cluster days might be better - different tutors may have to split volunteers by prison to answer questions and get information re individual prison
- * Perhaps 2 trainers could share presentations, possibly different categories of prisons would also show differences and that not all prisons are the same
- * Accreditation of tutors useful; would like a certificate of attendance from Clinks
- * All felt they could go back and deliver the training

4 ACTION PLANS

Doncaster: Geraldine Smith, Voluntary Sector Coordinator

- make volunteers aware of the training by letter or email
- set up a provisional training day for existing volunteers
- trainer needs accreditation if possible

Everthorpe: Phil Goldsmith, SO Resettlement

- identify volunteers needing training
- identify existing training
- set up training with support from Area Manager and Governor

Full Sutton: Colin Saxon, Training Manager

- identify needs of existing volunteers
- cluster with other prisons
- course needs to be accredited

Hull: John Spencer, SO Training

- identify who the volunteers are
- identify their needs and what training they've already had
- accreditation and support from Area Manager needed

Leeds: Angie Palmer, OCN

- feedback to line manager and to training unit
- find out what training volunteers have had
- who will deliver the training

Lindholme: Monica Clarke, VSC and Tony White, PO Resettlement

- speak to Training Unit
- identify needs of the volunteers
- hand over to new Voluntary Sector Coordinator

Moorland: Malcolm Hince, Training Manager

- discuss with VSC
- include voluntary sector into existing training
- use pack with volunteers and staff - a wider context for the pack

Newhall: Diane Gott, Training Manager

- feedback to training committee
- get support from Governor and Area Manager
- explore different avenues eg KPTs and Health and Safety

Northallerton: Kevin Marley, Voluntary Sector Coordinator

- identify gaps in training for volunteers eg Prison Visitors
- prepare future induction programmes for staff and voluntary agencies
- hold bi-annual meeting with the voluntary sector

Wakefield Dave Smith, Training Dept

- identify current voluntary staff
- try to recruit volunteers - difficult because of prisoners being sex offenders
- use the pack with new staff

Wealston Rev Frank Fletcher, Chaplain

- identify volunteers needing the training
- discuss in chaplaincy group and talk to line manager
- possibly cluster with other prisons

Wolds Stuart Slessor, Resettlement

- see line manager re who will deliver the training
- get approval for the course
- talk to VSC re voluntary agencies attending the course in York

4.3 Evaluation Sheet Summary, Yorkshire and Humberside, May 7th 2004

1. Please comment on the overall structure of the workshop, style, presentation

Came over positive, interactive and very well structured - easy to understand the booklet

Good overall course content that indicates the aims of the voluntary sector and how their needs can be met by establishments

Very well presented in a manner which was relaxing and informative

Well structured, participative and easy to follow

Well structured and informative

Well structured. Timing about right - pace

Generally good

Very good. Right length. Good interaction

The structure was good with the modules breaking up the topics and the day. The module activities differed helped to retain attention, engage conversation and expand ideas/thinking

It was pleasingly varied with good practical plain English - well earthed in common sense

Well presented and appropriate - very effective

2. What did you find most useful?

Different ideas and procedures in other establishments. The training pack - easy to follow

Modules 3 and 4

Layout of the presentation booklet

Made me aware of my own lack of knowledge. Informed me of issues from a volunteer's point of view. Aware of issues and processes in other prisons

All aspects were useful

Getting to know how different it was in other prisons and the problems they face

Trying out the exercises

Good layout of course content

Listening to the input from each establishment

Trying exercises out for myself

Sharing information with other establishments

Hearing of good practice in other establishments

Doing the exercises and 'tips for trainers'

3. What improvements could be made to the course?

It could be held over 2 half days. Should be accredited

A brief summary of problems experienced by volunteers working in prison

Accreditation through CDQA at Newbold Revel

Add in Module 1, not to forget victim support, which often gets overlooked.

The purpose of the course could be made clearer. Many candidates said that they did not know what to expect or if they were the most suitable candidates

Modify it to suit your own establishment

None overall. Well balanced.

Some issues may differ according to the types of establishments

The Module 4 exercise could have been done without asking for reasons. The learning point was only to show that people have differing views

Should be held over 2 half days

4. How might you use the training pack in your prison, with whom, when?

What are your plans to do this in the coming months ?

Will discuss with training staff and use the training pack

As part of the Induction programme. Refresher via voluntary sector meetings

Every time a new volunteer group or person starts at the establishment in an induction week.

Whenever enough new starters are about for this presentation to take place.

Feedback to training committee. Ensure that ALL volunteers come through Training unit to allow modules to be included in standard induction

To develop my role within the training dept. It could be used for all new staff not just volunteers

In line with the Training Unit to run along with the (already in place) induction package

Take it to Resettlement meeting to check out how we can take it forward. Should/could be used for all people starting in prisons

Use with new Prison Visitors, WRVS, IMB - as necessary. Cluster

This training pack may be incorporated into the induction programme. I will be asked to deliver a presentation to the meeting next month.

Liaise with the training dept to offer training and development

Difficulties envisaged with lack of numbers of volunteers starting at once. Clustering training partly a solution

To organise and run this course for all voluntary workers coming into the prison

I may use it with chapel visitors as a group sometime in the summer

I will use the pack as opportunities arise. May be at my next Vol Sec Coordinator's meeting

5. What support will you need from inside and outside the prison to help you?

Volunteers to be able to address management with joint training programmes

Management support to send the message that volunteers should all receive the same standard and levels of training

Availability of candidates. Contact with outside agencies to keep up to date.

Support from everyone who has volunteers coming into the prison to make sure that everyone comes on the course.

Training dept and Clinks.

Time to deliver - from inside.

A contact point to be able to obtain support or advice.

5. APPENDIX I - Letter to Area Manager

To Area Manager

Yorkshire & Humberside Area

Dear -----

'Volunteering in Prison' Train the Trainers Seminar

Yorkshire & Humberside Area HMP Lindholme May 7th 2004

Thank you for supporting this training course in your area and enabling representatives from your prisons to attend and familiarise themselves with the training pack. These courses are currently being rolled out in all Prison Service areas so that prison establishments may use the training pack to train and support the activities that volunteers undertake within establishments. It is hoped that this will promote more effective practice, safer working and contribute to a more dynamic volunteer force within establishments. The response to the training course and to the pack has been extremely positive, reflected in the attached evaluation summaries and action plans.

In your area, the following prisons attended: Doncaster, Everthorpe, Full Sutton, Hull, Leeds, Lindholme, Moorland, Newhall, Northallerton, Wakefield, Wealston and Wolds. A letter is being sent to each Governor, as well as to the delegate who attended the course. Evaluation summaries and action plans will be sent to the Governors, with full summaries to each delegate. A certificate of attendance will also be sent to delegates. We are currently negotiating the accreditation of the course by HMP Newbold Revel, as a CDQA (Curriculum Development Quality Assurance), which should happen shortly. This will then be forwarded to delegates.

Again, thank you for your support

Yours sincerely

Clive Martin

cc Area Resettlement Manager and Area Voluntary Sector Coordinator

Attachments: Evaluation Summary and Action Plans

6. APPENDIX II - Letter to Governor

To the Governor
HMP Doncaster

Dear -----

'Volunteering in Prison' Train the Trainers Seminar

Yorkshire & Humberside Area HMP Lindholme May 7th 2004

Thank you for sending Geraldine Smith, Voluntary Sector Coordinator, to attend the above training course and experience the course as published in the training pack. We hope that he found the training useful and will be able to carry out the action plans and utilise the training pack with volunteers and voluntary agencies in the prison. These courses are currently being rolled out in all Prison Service Areas so that prison establishments may use the training pack to train and support the activities that volunteers undertake within establishments. It is hoped that this will promote more effective practice, safer working and contribute to a more dynamic volunteer force within establishments.

The response to the training course and to the pack has been extremely positive, reflected in the attached evaluation summaries and action plans. These are also being sent to Geraldine Smith, as well as flipchart notes taken during the course of the day, which include 'Tips for Trainers' for each training module. A certificate of attendance is also being sent to delegates. We are currently negotiating the accreditation of the course by HMP Newbold Revel, as a CDQA (Curriculum Development Quality Assurance), which should happen shortly. This will then be forwarded to delegates.

Agreed action plans for your prison were:

- make volunteers aware of the training by letter or email
- set up a provisional training day for existing volunteers
- trainer needs accreditation if possible

Again thank you for your support. We will be in touch at a later date to follow up the action plans and to monitor progress.

Yours sincerely

1 Clive Martin

cc Geraldine Smith, Voluntary Sector Coordinator