

# USER VOICE

ONLY OFFENDERS CAN STOP RE-OFFENDING

A photograph of two men sitting at a table in a meeting room. The man on the left has a beard, tattoos on his arms, and sunglasses on his head. The man on the right is wearing a patterned scarf. They are both looking towards the camera. In the background, other people are seated at tables.

**MARK JOHNSON**  
**FOUNDER / CEO**

# THE PROBLEM: FILTERED VOICE.



COMMISSIONER

SERVICE  
PROVIDER



SERVICE  
USER

## CURRENT SITUATION

Service user voice heard by commissioner through agenda of service provider



COMMISSIONER



SERVICE  
USER



SERVICE  
PROVIDER

## IDEAL SITUATION

Service user voice heard directly by commissioner who changes service provision

# THE PROBLEM: GLASS CEILING.

DECISION MAKERS – PROFESSIONAL EXPERIENCE



FRONTLINE WORKERS – LIVED EXPERIENCE

# THE PROBLEM: US v THEM.

## SOCIETY FEELS FRUSTRATED WITH THOSE WHO RE-OFFEND

Repeating cycles of behaviour

Not engaging with rehabilitation  
services



## PEOPLE WITH CONVICTIONS FEEL MARGINALISED BY SOCIETY

Rehabilitation services which are often  
inaccessible and unhelpful

A system that doesn't value their input



**WHATEVER THE TRUTH, WE WONT REDUCE CRIME UNLESS WE  
DEAL WITH THIS DIVISION**





## OUR CORE BELIEF.

Rehabilitation only happens when everyone in the criminal justice system shares responsibility for transforming the 'us vs. them' division into real collaboration





## WHO WE ARE.

- Over 85% staff have lived experience
- Council model: service users representing the voice of nearly 1 in 4 people in prison and on probation
- Projects from Northumberland to The Isle of Wight
- Impact – improved services and more active citizens



## WHAT WE'VE DONE.

### **NHS England**

*Spice: The Bird Killer - what prisoners think about the use of spice and other legal highs in prison*

### **HMI Probation**

*Thematic inspection of services for women who offend*

### **Centre for Mental Health**

*Input into Mental health and criminal justice*

### **HMI Probation**

*Input into all Full Joint Inspections of Youth Offender Services*

### **Ministry of Justice**

*Valuing volunteers in prison*

### **Noms**

*Prisoners Views of self-inflicted deaths and self-harming in prisons*

### **Harris Review**

*Safety first: what service users think about vulnerability and safety in custody*

### **Justice Committee**

*A service user response to The Justice Committee's inquiry into prison: the purpose and effectiveness of prisons*

### **Royal College of Physicians**

*Physical Health of Prisoners*



How can we work  
together to change  
lives for a safer  
London?

USER  
VOIC

## IMPACT STATS.

For individuals:

- 84% improvement in self confidence
- 76% less likely to reoffend
- 60% more likely not to use drugs/alcohol

For services:

- 10% reduction in breaches
- Prison adjudication cost saving of £535,999
- 40% reduction in the use of force





**CURRENT STATE OF THE SYSTEM  
& WHAT NEEDS TO CHANGE.**