An introduction to us

Participating in a **positive** future
The Durham Tees Valley Community Rehabilitation Company (CRC) is an operating company of Achieving Real Change in Communities (ARCC).

ARCC is a consortium of members from the public, private and third sectors across the North East. It aims to deliver high quality, local services to local people and has significant experience in probation services, housing, social care, public protection, mental health and employment and skills. ARCC’s partners have 19,000 staff and deal with almost 400,000 people.
Welcome to Durham Tees Valley Community Rehabilitation Company (CRC)

The Durham Tees Valley Community Rehabilitation Company (CRC) was launched in June 2014 and is one of 21 companies across England and Wales, set up to supervise and work with participants in the community, helping to protect the public from harm, reduce reoffending and to rehabilitate participants.

Building on the successful and excellent track record of the Durham Tees Valley Probation Trust, the CRC was created by the Government’s ‘Transforming Rehabilitation’ agenda.

We deliver a wide range of interventions and programmes. Our vision is to enable people to participate in a positive future. This will assist those participating with us to help them develop, influence their future and help them understand the impact of their crime on victims and local communities. It also ensures they can access the support and opportunities they need to turn their lives around.

We are responsible for supervising around 4,000 participants throughout the Durham Tees Valley region (see opposite).

The Durham Tees Valley CRC believes in the ability of individuals changing their lives and supporting them to make our communities a safer place for everyone to live. We are responsible for enforcing the Order of the Court and also for challenging participants about their behaviour. We have many success stories where we have helped participants to reintegrate into society and base our interventions around researched evidence based practice in to what works best. This also ensures better value of public money.

We will use our experience to further develop our services and deliver the best results for each individual and the communities we serve. We will continue to grow by using innovative techniques, embrace current research and consult with our stakeholders.

This leaflet gives you an overview of Durham Tees Valley CRC and our objectives.

Bronwen Elphick
Chief Executive

www.dtvcrc.co.uk
Where we operate

The following map shows the geographical area that Durham Tees Valley CRC operates throughout.
Strategic Priorities

The strategic priorities for DTV CRC reflect the importance of reducing reoffending, protecting the public, maintaining high standards of quality service delivery and developing an organisation capable of operating effectively within a new context. In the 22 months operation to the start of this business plan, DTV has shown tremendous tenacity and resilience and achieved a great deal in terms of transformation and compliance within a new contractual framework. It is also important to note, that whilst this plan spans the next three years, unless the Ministry of Justice reaches stability in its own approach to the CRC contracts, we will need to annually review how we achieve these priorities. Our priorities currently align to the CRC contract with the MoJ, plus NOMS commissioning intentions for the NPS and reinforce the collaborative strength of partnership working with stakeholders to achieve positive change for our participants and thereby safer communities. These priorities reflect our ethos of doing the right thing and commitment to providing a rehabilitative environment for our participants. They will be regularly reviewed as we progress into contract years 4, 5 and 6 by the CRC Board and Executive team.

Our priorities

1. Reduce reoffending through enabling the people we work with to participate in a positive future for themselves and the wider community.

2. Ensure safe operational delivery which reflects a focus upon public protection in every case.

3. Provide appropriate strategic leadership and management in order to build organisational capacity and capability to deliver excellence.
Meet our contractual obligations and deliver against targets to maximise income and create a sustainable future.

Maximise the combined strength of partnership working to reduce reoffending and protect our communities.

Maximise opportunities presented for business growth and development in key criminal justice arenas and beyond where appropriate.
Working in partnership

The Durham Tees Valley CRC recognises the value of working in partnership and will continue to promote, maintain and build relationships that enhance the ability of communities to reduce reoffending and improve lives.

We provide services throughout the Durham Tees Valley region that meet local needs and promote the view that participants are citizens and can add to society. Wherever community resources can provide, in partnership with the CRC, a holistic solution to reducing reoffending this methodology will be deployed.

We maintain positive relationships with partners, including the Police and Crime Commissioner, Police, Prisons, Community Safety Partnerships and the National Probation Service in order to maintain and develop approaches such as the Integrated Offender Management approach and Restorative Justice.

We utilise our commercial acumen in order to expand the scope of the Durham Tees Valley CRC to deliver contracted services to others where we can find synergies and support the delivery of our vision. We have established an 'Interface Team' that holds responsibility for ensuring effective and quality services are promoted and sustained.
Engaging with stakeholders

The Durham Tees Valley CRC recognises the need for strong links with stakeholders and will actively engage at all appropriate levels to ensure our strategies and delivery methods are appropriate, understood and contribute to wider aims and objectives.

We recognise the critical importance of having strategic links to the aims and objectives of the Police and Crime Commissioner and Community Safety Partnerships. We will contribute to the formulation of cross-agency strategies and will listen to and consult with stakeholders and use the media to ensure wide community engagement.

We recognise the importance of the National Probation Service and Courts in the initial assessment of participants and their sentencing. We will provide information about the range of interventions offered by the CRC and give regular feedback to both organisations in order that they are assured of both quality and relevance of the services offered.
Delivery through Vision and Value

We pride ourselves upon our values and how we deliver is as important to us as what we deliver. The actions and behaviours of all colleagues in DTV CRC are underpinned by six core organisational values -

- Belief
- Teamwork
- Respect
- Inclusivity
- Flexibility
- Trust

Our ethos is driven by ‘doing the right thing’ and our approach to service excellence places the participant (offender) at the heart of the rehabilitative journey and aims to protect communities by locating the solutions to offending within those communities themselves. Our approach is informed by the latest academic research around the process of desisting from crime and evidence based practice into reducing reoffending, and incorporates a strong commitment to continuous learning and the evaluation of our effectiveness.

Our intention is to deliver through vision and value for all – be that colleagues, communities or participants. We will do this by learning, growing and improving together, keeping the participant at the heart of what we do and ensuring an excellent level of DTV customer service.
A positive impact

A recent survey highlighted the positive impact our work has on participants. Here are the results:

- **93.6%** of participants said their probation officer generally tells them of the reasons behind their decisions.
- **91.6%** of participants said they agree goals together with their probation officer.
- **97.1%** of participants said they get on well with their probation officer.
- **92.5%** of participants said their probation officer is interested in their lives.
- **91.8%** of participants said their time on probation is well organised.
- **95.2%** of participants said their probation officer was interested in what they had to say.
- **91.1%** of participants said their probation officer has made them feel that change is possible.
- **90.9%** of participants said their probation officer made them realise that how they behave is not the best way.
- **95.4%** of participants said their probation officer always sets a good example.

Survey conducted in May 2017.