

# Working with other organisations

## Our approach

Working with other organisations is important to us. It often means we can achieve more than by working alone or we can help other organisations to achieve more themselves. For example, we:

- Regularly join forces with other advocacy charities to push for [changes to policy and practice](#)
- [Deliver training](#) to a range of service-providing organisations.

We also provide open-access to a vast amount of information and resources through [our websites](#). These websites are set up primarily to support people with convictions as part of the range of support we provide directly to individuals. However, we want as many people to benefit from our resources and we encourage organisations to use them as part of the delivery of their own work.

We are, however, seeing a rise in the number of enquiries from service-providers received by our helpline, which is set up and funded to provide support for individuals themselves. This document has been written for other organisations to clarify what support we can offer organisations and how they might access it.

## Our general approach

- The support that we provide to individuals is funded by charitable trusts and foundations, is targeted at responding to gaps in provision, and is generally over-subscribed.
- We are open to genuine partnerships and collaboration with other organisations.
- We are not a service-delivery organisation. We do not take government-funding to deliver such support. We do not compete to deliver contracts.
- We do not duplicate or replicate support that should be being provided elsewhere.

## Our support for individuals

### How we support people with convictions

- **We maintain two practical websites** - a [comprehensive self-help information site](#) that covers a wide range of issues that convictions can affect, and [a tool](#) that helps people to work out when their convictions become spent under the Rehabilitation of Offenders Act 1974.
- **We support two other websites** - an [online forum](#) for people to provide peer-to-peer support, and [theRecord](#), an online magazine that share stories and experiences.
- **We provide a peer-run helpline** where we deliver information & advice by telephone, email and letter. Through our helpline, we also take on a small number of cases.
- **We do not take formal referrals from other organisations.**

## Our approach to statutory agencies and contracted providers<sup>1</sup>

- Our support for individuals is not intended to replace what should be provided for by statutory agencies and contracted providers. For example, if an individual with convictions is unemployed, on probation and seeking support with writing a disclosure statement for when applying for work, we would expect probation, Job Centre Plus, Work Programme and National Careers Service to work together to provide the appropriate support.
- Statutory agencies and contracted providers are welcome to use our [information hub](#) and [other websites](#) to support them in providing information and advice to their client, as well [get copies of our materials](#). However, we do not take formal referrals to our helpline. Any inappropriate referrals will be logged and followed up with the relevant senior managers in the organisation.
- If you are unable to provide the support that this section expects your organisation to provide, you should ask that a senior member of staff in your organisations to get in touch with us to see how we can help.

## Our approach to independent support services<sup>2</sup>

- This will depend on the nature of your funding. We may ask you for more details about the service you are delivering. It's our job to make sure that we are not duplicating what others are funded to do.

## Our approach to referrals and signposting of individuals

- We do not take formal referrals from other organisations.
- If you think your role might involve signposting individuals to us, please contact us first to explain the types of circumstances where you think this might happen, so that we can advise whether and/or how this might work. Email [admin@unlock.org.uk](mailto:admin@unlock.org.uk) with the subject line 'Signposting enquiry'.

# Our services for service-providers & practitioners

## How we support service-providers & practitioners

- A key objective for Unlock is to work with other organisations so that they are better able to help their clients that have criminal records. We do this through providing training and support to practitioners and service-providers.
- For example, we [deliver a range of criminal record disclosure training sessions](#). We also [produce useful resources](#), as well as enable organisations to set up accounts to use our [disclosure calculator](#).

## Our approach

- Our independence and approach enables us to work across the board with a range of providers of services in a collaborative and non-competitive way.

## Supporting and challenging employers

### What we do

- We support employers in the fair treatment of people with criminal records. We work closely with larger employers that are looking to develop fairer and more inclusive 'whole organisation' policies and practice. We also challenge bad practice and push for improvements to the way that criminal record checks operate. We have a [project](#) which started in 2015, funded in part by the Esmée Fairbairn Foundation,

### Our approach

- We are working with key employer networks, such as Business in the Community and the Employers Forum for Reducing Reoffending. We are also working closely with some larger employers. [This project](#) uses the experiences of people with convictions as part of our engagement with employers. The work is charitably-funded – it is not commercially driven by charging for training.

## Our policy & campaign work

### What we do

- Our Helpline and Forum provide an ear to the ground on the problems that people face as a result of their criminal record. We collect evidence and undertake research into the barriers caused by criminal convictions. We advocate for a fairer and more inclusive society by working at a policy level with Government, employers and others.

### Our approach

- We work with a range of other like-minded organisations in achieving long-term change. Critically, our policy and campaign work is driven by the needs of people with convictions – we will always put their interests first.

## Any questions?

If you're interested in working with us, or have any questions about this document, email [admin@unlock.org.uk](mailto:admin@unlock.org.uk) or call 01622 320 705.

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<sup>1</sup> By this we mean criminal justice providers (e.g. prisons, the National Probation Service and Community Rehabilitation Companies, as well as contracted providers of these services) and community providers such as Job Centre Plus, Work Programme and National Careers Service.

<sup>2</sup> By this we mean organisations not funded to provide statutory or contracted services.