

10th Sept 2009

BOURNEMOUTH THRESHOLD DIALOGUE

Where everyone learns
but nobody teaches

COMMUNITY DIALOGUE: BOURNEMOUTH

Thursdays 2pm – 3.30pm BCHA, St Paul's

Fair Treatment is always a delicate balancing act

Resettlement Pathway: Accom / Attitudes, Thinking & Behaviour

Participants: 11 Service Users, 2 BCHA & 1 Police

LEARNINGS

"I was kicked out of the night shelter, but was attacked and the person was arrested. It is going through court now. Why was I kicked out? It's not fair. I was in the nightshelter because of domestic violence. I'm not violent. I am appealing the decision with management."
(Service User)

"You were asked to leave and at first didn't. The assault on you happened outside which is being dealt with by the police. We must ensure that the day centre is safe and there is a zero tolerance approach towards all violence and aggression. Your appeal is being dealt with."
(Agency)

"It is not fair that my dog needs to be muzzled. It is not aggressive and shouldn't suffer because another dog attacked someone."
(Service User)

"This is a contentious and emotive subject. There will be a meeting like this soon with all dog owners to try and resolve this issue."
(Agency)

Sometimes we all pay for the behaviour of others

"It's not fair that people with no local connection can only access St Paul's for 15 nights. It should be open to all."
(Service User)

"B'mouth is an attractive destination with lots of treatment centres. There is a limited pot of money, without this policy the town would be inundated."
(Agency)

"The police and other services would be unable to cope and crime and disorder would rise as a result."
(Police)

Staff can struggle from the same frustrations as service users.

"I feel that the staff here are too busy to do proper support. It's fine if you want a bit of help or to phone the social or whatever, but you don't get help with major things like rent deposit; that seemed to stop suddenly."
(Service User)

"Time for support is something that has been looked at and will be changing. It can be difficult to spend quality time with people when it is chaotic or things are kicking off."
(Agency)

"In terms of the rent deposit scheme, that was stopped for a while, at short notice, due to limited funds from the council, money everywhere is tight."
(Agency)

Feedback is always listened to seriously even when it does not produce the desired results.

"It seems that the staff spend all their time doing paperwork, when they should be spending more time on the people."
(Service User)

"All the staff would prefer to be spending more time with clients. There is a lot of essential paperwork that we are required to complete, not to do so would affect our funding etc. We are looking at more flexible ways to deal with this so that more time can be spent directly with service users."
(Agency)



Bournemouth Threshold Dialogue brings Bournemouth offenders together in open conversation with the agencies responsible for their supervision and support. Dialogues are themed on the issues affecting re-offending. The process starts in custody and continues post-release in the community, emphasising support, challenge, responsibility and early intervention. Threshold Dialogue is supported by Bournemouth Safer and Stronger Communities Partnership.