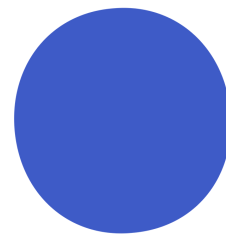




one small thing
IMPACT
REPORT
2021- 2022



One Small Thing's vision is a justice system that can recognise, understand, and respond to trauma. Our mission is to redesign the justice system for women and their children.



Foreword

2021-2022 has been a hugely exciting year for One Small Thing. As we gradually emerged from lockdowns, the team has not only expanded our reach via online and digital forums but began in earnest to deliver more face-to-face support, training and learning events.

We were delighted to welcome over 200 attendees from across the UK and overseas to our OST Live event, held in May 2021. The event, delivered via an online interactive platform, enabled us to share learnings and insights from experts, provide opportunities for cross sector and peer collaboration and, importantly, reflect on self-care and the impact COVID has inevitably had on ourselves and our teams.

One of our largest training programmes this year was developed alongside colleagues in the MoJ to support Probation Officers in trauma informed practice. Through this pilot we trained over 160 officers with a specific focus on improving the way Pre-Sentence Reports are approached and written.

In July, our team began supporting women with complex needs as part of the probation contract in Hampshire and facilitating more in person visits and events. Personally, I was delighted to get out and meet with colleagues again across the prison estates after a lengthy hiatus, given the restrictions that were in place during the pandemic.

We continue to frame our work around the core values of trauma informed practice and would not have been able to achieve the outcomes and impact outlined in this report without collaboration, and the brilliant support we have had this year. We embarked on our first corporate partnership with Vivid Housing, and took part in the Big Give women and girls fundraising campaign for the first time for Hope Street.

Hope Street, a residential community for women and their children and a much needed blueprint for change in the justice system, is getting ever closer to reality as we move towards completion this year.

It has been an eventful year, with a lot of change and uncertainty to process both nationally and globally and I am really proud of the adaptable and innovative team we have at One Small Thing and all they have been able to deliver to drive forward change across the justice system.



Edwina Grosvenor, Founder and Chair of One Small Thing

one small thing

One Small Thing's vision is a justice system that can recognise, understand, and respond to trauma.

Our mission is to redesign the justice system for women and their children.

How do we achieve this?

Influence

politicians and policy makers to encourage culture change across the justice system and the people who work within it.

Redesign

the way the justice system responds to women and their children in a way that can be replicated and scaled nationally.

Educate

prison residents to understand how trauma can affect them and equip them with the skills to respond; and train frontline staff to understand and respond effectively to trauma and adversity.

REDESIGN

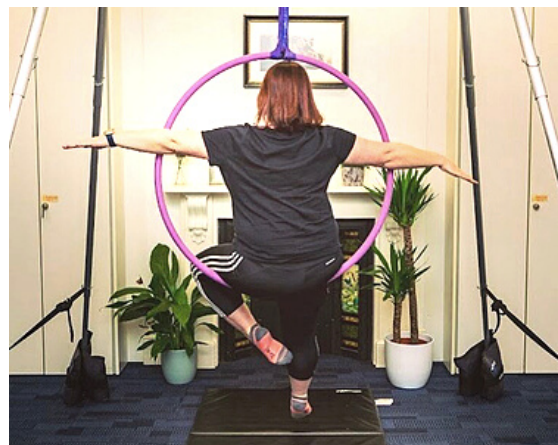
We **redesign** the way the justice system responds to women and their children in a way that can be replicated and scaled nationally.

One Small Thing's commitment to systemic change for women and their children in the justice system, has inspired us to build Hope Street.

Hope Street will pilot a new approach to working with women involved in the criminal justice system. From within a healing, trauma-informed, residential environment, women and children will have access to a range of specialist support. By taking a positive and compassionate approach, we aim to create a blueprint for change that can be replicated across the country and achieve better outcomes for women, their children and society.

Progress in 2021-22

- The structures of the Hub and residential building were constructed within the year and renovations of our first Hope House (supported move on accommodation) was underway.
- We recruited key roles within the team.
- We partnered with women's charity Advance and began frontline delivery with women on probation in Hampshire.
- We secured funding for Hope Street including via the Big Give campaign and charity partnership with Vivid
- After a rigorous, competitive process we appointed Southampton University working with Prison Reform Trust and EP:IC as our partner to deliver a 5 year longitudinal evaluation of Hope Street.



Our Impact with women

Our face to face work with women on probation began in July 2021 and we delivered...

18 Coffee mornings with women

4 Music groups with women

8 Aerial Fitness classes with women

For a total of **106** attendees

We provided individual support for...

48
Women

Which includes tailored support for women facing multiple disadvantage and housing issues

What do women say about our support?



I just want to thank you so much for helping me and caring like u have... I don't know what I'd do without you and Vicky, I'm so grateful...

I wanted to take this opportunity to say thank you for everything that you did for her. You were a huge part in bringing her out of her isolation by getting her to re-engage with society and attending the Coffee Morning... We know how difficult things had been for her but you provided her with that belief that things could change. The important thing is that she knew that and she was grateful. (Feedback from an Offender Manager)

I'm so glad I signed up to [Aerial Fitness] because it helps in more ways than one. I come straight from seeing my children which usually results in me feeling different types of feelings... doing aerial fitness really helps boost my mood, it takes my mind off things... I laugh while doing it, especially with others... it's good fun... and I'm actually rather good at it too... it really boosts my confidence and it reminds me that I can do something if I put my mind to it.



EDUCATE

We educate prison residents to understand how trauma can affect them and equip them with the skills to respond; and train frontline staff to understand and respond effectively to trauma and adversity.

Becoming Trauma Informed

One Small Thing is striving for change in the justice system and wider community, to shift the question away from 'what's wrong with them?', towards 'what happened to them?'. We aim to change people's lives for the better, one small thing at a time.

In Prisons

One Small Thing has been working with the women's prison estate to deliver a gender specific Becoming Trauma Informed (BTI) programme since 2015, and in 2018 rolled out a specific curriculum for the men's long term high secure estate. The programme includes:

- The establishment of BTI leads within in prison who lead the work locally, delivering out on the agreed action plan and managing a local Guide Team who provide governance and oversight of the work.
- Training on Becoming Trauma Informed for all staff at all levels and
- A six week Peer Led Trauma Intervention - Healing Trauma (women), Exploring Trauma (men)

In 2021-22 we added to this support by producing Guided Self-Soothing Exercises that were broadcast by Wayout TV across the prison estate. Wayout TV is in 65 prisons with an audience of around 45,000 viewers. It was also used on The Content Hub, the MoJ's secure platform to support prisoner wellbeing. DVD's and CDs of the resources were also sent.

We also produced and shared a 'Pocket Guide' to Trauma, a written resource for all staff to have as a reminder of the fundamentals of a trauma informed approach.

In 2021-22...

389

prison staff trained including...

237 completing BTI Training

115 Completing BTI Train the Trainer

37 completing Exploring Trauma Training

Measuring impact

Keen to understand how prisons are applying the knowledge acquired through our training and support, in 2021-22 we continued to collect data from participating prisons to establish the overall position of their BTI work. To support the data gathering exercise, with prisons coming out of the restrictions put in place because of the pandemic, in October 2021, we reintroduced our prison visiting schedule for the Women's Estate.

Findings from the women's estate included....

66

86%

of prisons responding said that BTI had had a positive impact on safety including reducing violence and self-harm.

Staff have additional skills and think more about how to calm and de-escalate. They respond to incidents using a trauma informed approach and adapt their behaviour in their day to day working.

Feedback from responding prison

Staff are more aware of how to approach residents and understand what they may have been through. They can deal with situations differently due to being aware that many residents have experienced trauma in various forms.

Feedback from responding prison

89%

of prisons responding said that the BTI programme has had a positive impact on staff.

...residents feel more understood, also improved relationships between residents and staff..

We consult with residents to understand what being trauma informed means to them. Residents have access to trained dedicated Trauma Co-ordinators. Residents feel safer in custody.

Feedback from responding prisons

73%

of prisons responding said that BTI had a positive impact upon prison residents.

Justice and Community Sector Training

We train staff in organisations to develop an understanding of the dynamics and process of trauma, to inform practice and system change. Our training courses have three primary objectives:

- To help staff to help staff better understand the effects of violence, abuse, and trauma on men and women.
- To provide opportunities for skill enhancement.
- To give staff the opportunity to reflect and learn more about themselves.

In 2021-22 we trained...

1,015 Participants on trauma informed practice

“

'This was one of the best training days I've been on, enjoyed the different agencies present and the encouragement and responsiveness to our discussions.'

'I would include this in all my work - to forward to colleagues and encourage this to form part of supervision for staff and for managers to recognise the needs of the workforce.'



Including...

162 probation officers responsible for writing pre-sentence reports across the country, on trauma informed practice.

'I will use these approaches when interviewing - the techniques to help a person cope when discussing trauma were also very helpful.'

'Having shared with colleagues and listened to their own experiences I feel more grounded. This is how the probation service used to be. Hopefully we can get this kind of supportive environment back.'

”



Trauma Informed Quality Mark

The Quality Mark provides a robust set of national standards to recognise and celebrate good practice in trauma-informed work. The Quality Mark has three different levels of achievement:



Bronze: Trauma Aware. Organisations have an understanding of trauma and its impact and organisational plans are in place to implement trauma informed practice.



Silver: Trauma Informed. Trauma informed practice is implemented across the organisation's culture, practice, environment and individual needs and well-being are prioritised.



Gold: Trauma Responsive. Extensive trauma informed working practices are embedded, and user voice is alongside strategic decision-making; the organisation promotes the recovery of individuals and is a centre of excellence.

Progress in 2021-22

13

Organisations started the Quality Mark

'What a way to end the year!!! Such fabulous news to share with everyone before we close for Christmas! Thank you for your assistance throughout. We have plastered it over all our comms as we are really proud to have achieved it! The team are really pleased too.'

Helen Downey, Operations Manager from Hampton Trust who were awarded with their Silver Quality Mark in December 2021

3

organisations achieved Silver Trauma Informed award

1

organisation achieved Bronze Trauma Aware award

46

Participants attended new Working with Trauma Quality Mark Information Sessions. We launched these sessions to support organisations to find out more about the Quality Mark and whether it is suitable for them.



Trauma Informed Network

One Small Thing's UK-wide Trauma Informed Network gives practitioners the opportunity to meet colleagues from a range of organisations and sectors to reflect, share challenges and find solutions to embedding trauma informed practice.

Working in the Justice and Community sectors supporting those who have experienced trauma is hugely important and rewarding, but we know it can also take its toll on staff wellbeing and mental health.

Through our regional trauma informed networks, professionals have a vital space to reflect with others outside of their organisation about their work and find new solutions to challenges they face.



Progress in 2021-22

214

Attendees at our Regional Trauma Informed Networks - remote and in-person

'I left this workshop feeling really elated and optimistic about the future for people we are working with. There are so many passionate people that really want change. Excellent workshop.'

Participant Sept 2021

This meeting has inspired me to...

'Gain more information and knowledge to inform my practice.'

'Talk to colleagues about working towards the Trauma Quality Mark.'

'Champion a trauma Informed approach.'

'To share this with the team and invite them to future events'

'To create space to think and reflect more.'

One Small Thing Live

OST Live 2021 took place on 20 May. We heard from a range of experts including Dr Stephanie Covington, Dr Bob Johnson and Sarah Hughes Chief Executive of the Centre for Mental Health. Content centred on the overarching theme of the five trauma-informed values: Safety, Trustworthiness, Choice, Collaboration and Empowerment. We were delighted to engage with over 200 delegates, and the online platform enabled participants to interact and connect on the day.



Analytics from the event platform tell us...

220 Attendees at OST LIVE 2021

“ Forever learning from One Small Thing, am holding on to the fact that everywhere can always improve, it's not hopeless **”**

447 on demand views (number of times sessions were rewatched in the 4 weeks after the event)

“ I am inspired to reaffirm and realign my practice of self-care as an integral part of my work with others. **”**

376 page views on the platform after the event from 22 May - 18 June (people accessing our resource pages)

INFLUENCE

We **influence** politicians and policy makers to encourage culture change across the justice system and the people who work within it.

Progress in 2021-22

Increasing capacity

- We recruited a Head of Policy, Research and Influencing who has led on our influencing strategy and developed our organisational positioning and policy priorities.
- We recruited a Women's Involvement Advisor, Lilly Lewis, who has been using her lived experience of the justice system to feed into our policy and strategy work, including publishing a new regular blog.

Engaging with Stakeholders

- We met with MoJ and senior prison staff and Governors in person including visiting 23 prisons.
- Our new Head of Policy, Research and Influencing started building networks by attending 35 policy meetings or events.
- We were invited to join the new Governmental expert group on women and the criminal justice system and attended the first meeting in March 2021.

Contributing to National Policy

- We responded to Government consultations including the [Prison Strategy White Paper](#), and partnered with Crest to produce research on [maternal imprisonment](#).

It is important to include voices of women who have been to prison in this strategy, as they can understand what changes would actually help. If you have not spent a day in custody, it is very hard to fully imagine the impact this has on your family, your children, your mental health, your housing situation and financial anxiety.

Lilly Lewis, Women's Involvement Advisor, quote taken from her blog on the Prison Strategy White Paper



Justice Podcast

Our bi-monthly podcasts provide a platform to explore issues related to the justice system and what should be done to bring about positive change. Guests in this period have included Sandra Fieldhouse women’s lead for prison’s inspectorate (pictured with Edwina) and Nicole Jacobs, Domestic Abuse Commissioner.



There are different causes of offending for women, their experience of life can be very different. We don't want women to go into prison and just get re-traumatised and then passed out the door again.

Sandra Fieldhouse women’s lead for prison’s inspectorate on JUSTICE.

Digital Reach

Our digital channels are an important tool for influencing public conversation and sharing our work with decisionmakers - whether that be through responses on Twitter to the latest reports and current events, or through our blog and JUSTICE episodes hosted on our website.

In 2021-22 we saw...



Looking Forward

I am very proud of the huge leaps forward the team have taken this year, expanding our reach and impact across all three of our work streams of **Redesign**, **Educate** and **Influence**. We want to continue to build on this into 2022/23.

Our ambition to **redesign** the justice system for women and their children has got so much closer to becoming a reality, with the capital build of our Hope Street residential hub progressing well and on track to complete in 2022. The crucial work the team in doing to support women on probation in Hampshire team is informing our delivery and partnership strategies and plans in readiness for welcoming women to Hope Street in early 2023.

Equity, diversity and inclusion is an ongoing priority for One Small Thing, and our work around this is feeding into our recruitment and induction plans for the growing team at Hope Street.

We will continue to grow our **educate** work to reach more practitioners across the Justice and Community Sectors. Sharing good practice in trauma informed and gender responsive practice through our training, events and networks remains central to our work, as well as allowing organisations to review and benchmark their own practice with our Working with Trauma Quality Mark.

Our **Influence** team will focus on raising the key issues affecting women and children in the justice system to push for systemic change, alongside conducting and sharing more research and learning with the sector.

We want to thank all our partners and funders for the support they have given us over the last year and look forward to working with many of you as we move into this next exciting chapter for One Small Thing.



Claire Hubberstey, CEO, One Small Thing



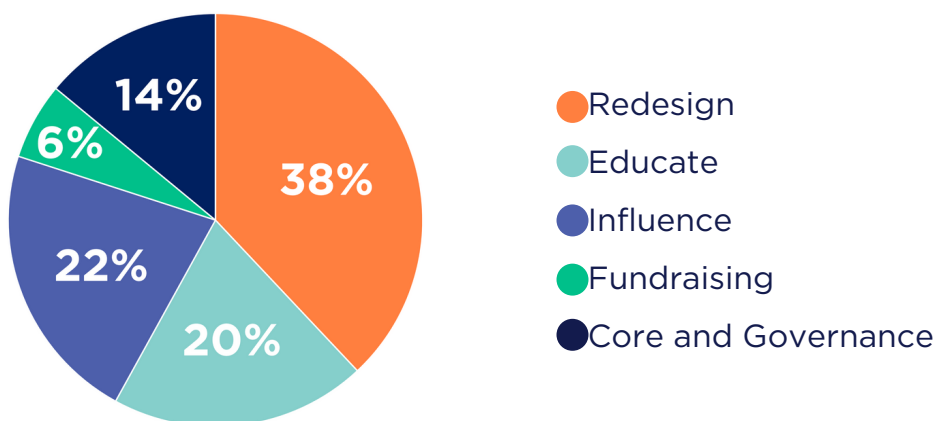
Finance section to be included upon completion of audited accounts.

FINANCES AND FUNDRAISING 2021/22

Total Income 4,264,185



Total Expenditure 1,171,827



Capital Investment - Hope Street 3,175,247

74% of income received invested into our Hope Street Capital Project

Thank you to all our supporters and funders over the year, including support for our educate and influence work from The Julia Hans & Rausing Trust.

We are grateful for the generous support for our Hope Street project from George Cadbury Fund, Garfield Weston, VIVID Housing, The Sainsburys Family Trust, The Band Trust, Ministry of Justice, The Dulverton Trust, J Leon Philanthropy Council, and our Major Donors.



one small thing

C/O We Work,
New Kings Beam House
22 Upper Ground
London SE1 9PD



hopestreet_ost



OSTCharity



One Small Thing

www.onesmallthing.org.uk

ONE SMALL THING is a registered company limited by guarantee (Company No. 11516337), VAT Registration Number 369768327,
Charity Number 1180782