

# BeNCH Stakeholder Update: November 2015

## Significant Restructuring at BeNCH

In BeNCH we are currently working through significant changes to our operations and this update provides an outline of the key points.

Our frontline staff will be supporting our service users through these changes which will inevitably bring a certain amount of disruption - although we are all working hard to minimise any short-term difficulties.



CEO Neil Moloney

### 1. Changes to our Workforce

We are currently restructuring our workforce to achieve our target operating model by 31st March 2016. This is to ensure our staff are deployed to the right places to meet the needs of our service users which includes an increasing number of Through the Gate cases (i.e. those released from a short term prison sentence of 12 months or less). Another change in our workforce is the transfer of Finance, Human Resources, Communications and Information Communications Technology to our owner Sodexo.

New appointments are also taking place. I am delighted to announce the following colleagues have been confirmed as the Head of our Local Delivery Units:

- Doug De-St-Aubin, Bedfordshire
- Marie Prior, Northamptonshire
- Jo Curphey, Cambridgeshire
- John Hughes, Hertfordshire

We say goodbye and a heartfelt thank you to former Operational Director (Northamptonshire) Mary Geaney whom some of you have worked closely with.

### 2. Office Moves

BeNCH will be moving into new offices across the four counties by the end of 2015. We are pleased to announce the new addresses on the next page.

The biggest change is that we will have a central administrative **Hub** based in Huntingdon. This will host our case management function and serve as our Head Office and the base for corporate services staff.

**Local Management Centres** (LMCs) will be open to service users in a number of towns. LMCs will also have group work facilities for the delivery of our accredited programmes (e.g. Building Better Relationships, Thinking Skills Programme).

**Neighbourhood Centres** (NCs) will also be open to service users but will be smaller than LMCs.

## 2. Office Moves (continued)

We will be writing to each of our service users to explain they will have to attend a different office in the future and provide assistance for them as necessary. Through the skilled support of our staff, we will continue to ensure our high levels of performance and service.

Below is a list of the new office addresses. Telephone numbers will be released shortly.

Office	Town	Address
Hub	Huntingdon	Dryden House, St Johns Street Huntingdon, PE29 3NU
Local Management Centres	Peterborough	12-13 Adam Court, Newark Road, Peterborough, PE1 5PP
	Bedford	Suite G1A, G1B and the basement, 49a Bromham Road, West One, Bedford, MK40 2AA
	Hemel Hempstead	Unit 1, Waterhouse, Waterhouse Street, Hemel Hempstead, HP1 1ES
	Huntingdon	Brunel House, 1 Archers Court, Huntingdon, PE29 6XG
	Luton	Sceptre House (first floor), 7-9 Castle Street, Luton, LU1 3AJ
	Northampton	3rd Floor, South Suite, Acquilla House, St Giles Terrace, Northampton, NN1 2BN
	Stevenage	Argyle House, Argyle Way, Stevenage, SG1 2AD
Neighbourhood Centres	Kettering	Municipal Offices, Kettering Borough Council, Bowling Green, Kettering, NN15 7QX
	Cheshunt	Upper floor, Bishop's College, Churchgate, Cheshunt, EN8 9XD
	March	36 Broad Street, March, PE15 8TG
	St Albans	Floor 1 & 2, 10 Chequer Street, St Albans, AL1 3XZ
	Wellingborough	25A Silver Street, Wellingborough, NN8 1AY

### 3. Information Communications Technology (ICT)

As part of the move to new offices, new ICT equipment will be rolled out to our staff. One of the key advantages is the ability to allow more remote working. Plans are afoot for the introduction of kiosks in 2016 which will be of benefit to service users who have worked through to the latter stages of their Court Order or Prison Licence and allow our staff to spend more time with those requiring more attention.

### 4. Our Supply Chain

We are delighted to have a number of Supply Chain partners delivering key services across the area. Not all of the Supply Chain partners have started at exactly the same time but are all delivering their valuable services.

Our partners include:

- Bold Moves
- C2C Social Action
- Dawn Project
- Hacro
- Family Groups
- Langley House Trust
- Ormiston Families
- Sova Mentoring Services
- St Giles Trust
- St Mungos Broadway
- Stepping Stones

For a brochure providing more information about our supply chain, please go to our website:

<http://www.benchcrc.org.uk/what-we-do>

Please speak to your usual contact or Head of your Local Delivery Unit within BeNCH for any further information, particularly as to how it may affect you and your colleagues. Alternatively please do not hesitate to contact myself.

Neil Moloney  
Chief Executive  
BeNCH CRC