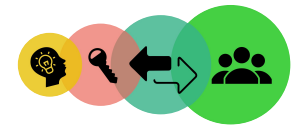
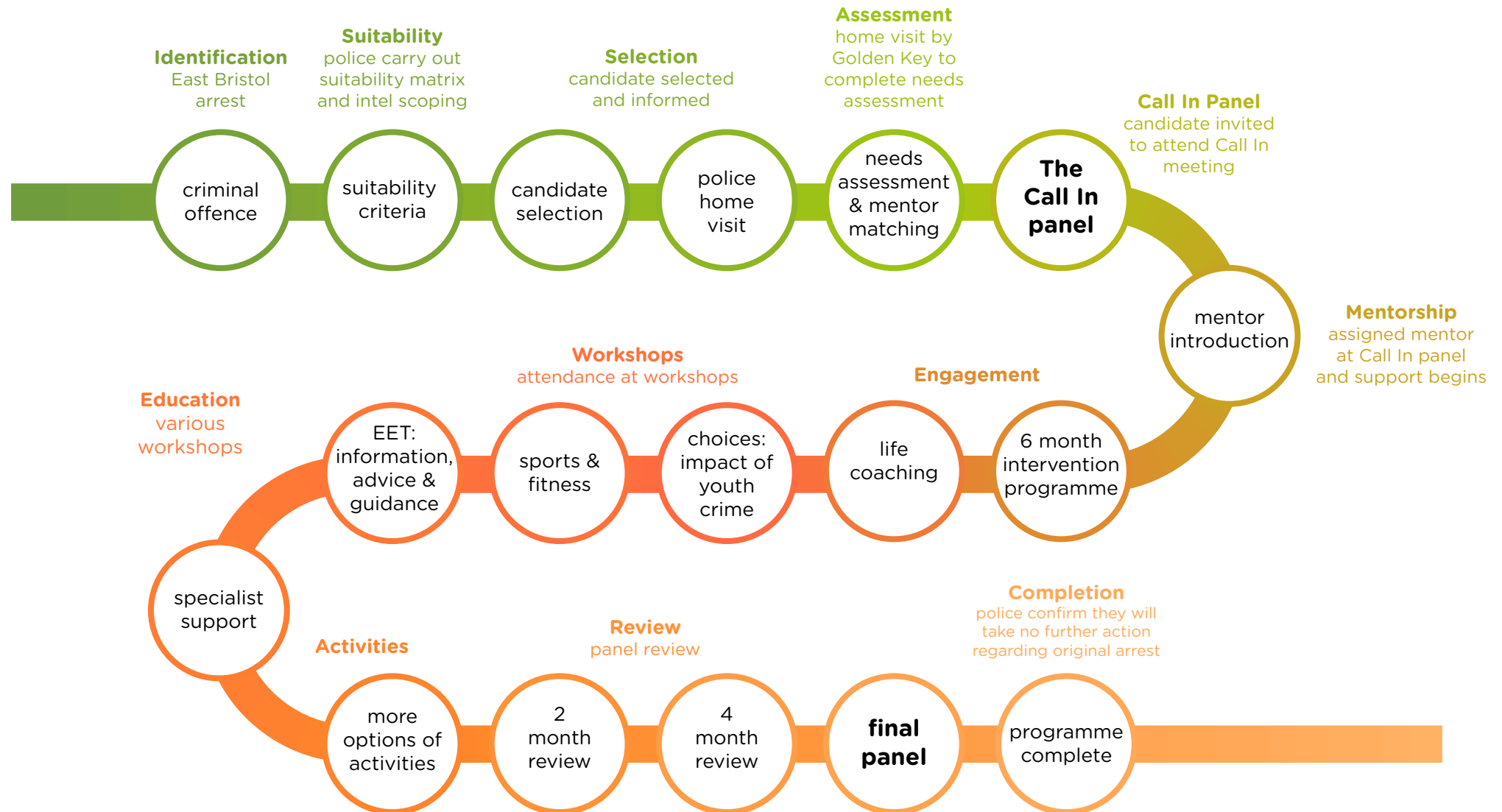
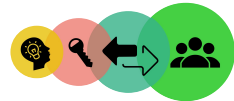


The Call In: the process



THE CALL IN PROGRAMME





THE CALL IN PROGRAMME

The Call In is a diversionary scheme aimed at reducing street conflict, drug related offending and recognising child criminal exploitation.

The project seeks to divert young people involved in drug related offending away from the cycle of criminality by giving them the opportunity to take part in an intense six-month programme of mentoring, learning and activities. Once enrolled on The Call In the young people are teamed up with paid mentors with an understanding of the type of issues they have faced and some with their own lived experience. The mentor role is to support young people's recovery from offending, using a person centred approach to build a trusting relationship and promote positive life changes.

This process diagram illustrates the pathway for young people who are enrolled on The Call In Programme.

The Call In is a partnership project between Avon & Somerset Constabulary, Bristol City Council and Golden Key, who deliver the programme.



Golden Key is a partnership between statutory services, commissioners, the voluntary sector and people with lived experience across Bristol. We work together to improve services for Bristol citizens with the most complex needs.

Our work focuses on those who have been identified as having complex needs. All our clients experience a challenging mix of homelessness, long term mental health problems, dependency on drugs/alcohol and offending behaviour.

By working closely with these clients, we are able to see the system through their eyes and pinpoint areas where it is not working. We use this information to identify the changes services need to make for the better, both strategically and operationally.

We are an eight-year project funded by the National Lottery Community Fund. Our work is continuously and independently evaluated. This is so lessons can be learned about how services can be improved for the most vulnerable - not just here in Bristol but across the whole of the UK.

We are bringing about change at every level - from the way we structure services to the way we run the city.

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