



Better Advice For All - Insight Panel Member

Unlock and the Better Advice For All Project

Unlock is a leading national charity dedicated to supporting people with a criminal record. Our work focuses on breaking down the barriers that criminal records can create, particularly access to employment, education, housing, and other opportunities. Each year, our helpline responds to around 10,000 enquiries, and our website attracts nearly 1.5 million visitors, providing trusted information, advice, and support.

A criminal record can have a lasting impact, and this impact is often felt most acutely by individuals from marginalised communities. This includes people from ethnically minoritised backgrounds, those who are neurodivergent, individuals living with mental health conditions, and people with lower literacy levels.

Thanks to funding from the National Lottery, we have recently established a network of organisations that work directly with these communities. We are offering free training to improve the quality of advice and support their front-line staff provide to individuals with criminal records.

The role

We are now looking to set up an Insight Panel made up of around 10 individuals who have a lived experience of the criminal justice system. As an Insight Panel member, you will provide a vital voice in shaping Unlock's information, advice and support services.

Key tasks

- Share insights into the unique challenges faced by individuals from marginalised communities.
- Offer personal experiences and reflections on what is effective (and what isn't) when seeking advice and support related to a criminal record.
- Review how written information is presented on Unlock's website, and suggest improvements to make it more accessible and inclusive.
- Provide feedback on Unlock's current services, highlighting any gaps or areas for development.
- Collaborate in co-designing new approaches to improve the accessibility of Unlock's information, advice, and support and help evaluate the impact of these changes.
- Work alongside fellow panel members who bring diverse perspectives and lived experiences.



Who we're looking for

We are particularly interested in hearing from people with a lived experience of the criminal justice system who also identify with one or more of the following:

- Are from an ethnically marginalised community.
- Have English as a second language.
- Have experience of mental health challenges.
- Are neurodivergent.
- Have literacy support needs.

We acknowledge that individuals bring diverse, intersecting identities and experiences. We're committed to fostering an environment where every Panel member feels respected, supported, and empowered to contribute fully

What we'll offer you

- Reimbursement for your time spent attending meetings or completing specific tasks.
- A comprehensive role specific training programme.
- Networking opportunities,
- The chance to be part of a movement that challenges stigma and promotes second chances.

Time commitment

We understand that everyone has different availability, and we're committed to being flexible. Together, we'll agree on a level of involvement that suits you. This could include:

- Quarterly panel meetings (held online)
- Occasional consultation sessions on specific projects
- Remote review of materials and resources
- Participation in research activities
- Optional networking and learning events

What matters most is that your involvement feels sustainable, meaningful, and mutually beneficial.

Ready to make a difference?

If you're interested in using your experience to help improve services for people with criminal records, particularly those from marginalised communities, we'd love to hear from you.

To find out more, please contact:

Email: BAFA@unlock.org.uk / Evan.Davis@unlock.org.uk

Phone: 07842 936 156