

PROJECT CHARTER: WIDER SUPPORT FOR FAMILIES

Improvement Project Title: Wider Support for Families
Executive Sponsor (Chair of Outcome Improvement Group): Angela Scott, Chief Executive, Aberdeen City Council
Project Lead: Pam Simpson, Manager, Family Centre & Help Hub, HMP Grampian
Aim statement (What are we trying to accomplish? Over what time? Numerical target for improvement?) To increase the number of family members of people in HMP Grampian and HMYOI Polmont who received appropriate and timely support from Families Outside, Family Centre & Help Hub (Action for Children), and Alcohol & Drugs Action by 20% by March 2019. (Baseline to be gathered using a Common Questionnaire)
Link to Local Outcome Improvement Plan: The primary Community Justice driver in the CPA LOIP is: “Effectively managing and supporting people in the Criminal Justice System to reduce the likelihood of their reoffending and improve outcomes for these individuals, their families and communities”. Additional activities in the underlying Delivery Plan include: “Joint working arrangements are agreed in relation to support for families of people involved in the Criminal Justice System”.
Business case (Benefit to clients/ stakeholders/ residents?: Are costs reduced now or in the future by addressing this issue?) Families caught up in the Criminal Justice System face a process of grief and stress throughout the course of arrest, trial, and imprisonment and release. They often have difficulty getting the information and support they need to make them feel in control during periods of crisis and stress. An estimated 20,000 children each year in Scotland are separated from a parent by imprisonment. This means that each year more children in Scotland experience a parent’s imprisonment than a parent’s divorce. (Scottish Government Justice Analytical Services 2012, extracted from SPS Prisoner Survey). Providing support for family members, and promoting positive family relationships, can impact on levels of reoffending, and on future outcomes for children. Data from the previous ‘Support for Families’ project, which finished at end March 2018, showed that the improvement activity had led to the achievement of the Aim of the project (To increase the number of family members of people in the Justice System in Aberdeen receiving support from Families Outside by 100% by end March 2018). This project aims to upscale and widen improvement activity to increase support for families earlier in the Justice System and to wider services, including the use of multi-agency awareness-raising sessions, and cards/posters to advertise support available. Other Change Ideas are innovative in taking a collaborative approach across three key partners.
Measures: (How will we know if a change is an improvement?) Improving Outcomes <ul style="list-style-type: none">• Numbers of family members of individuals in HMP Grampian and HMYOI Polmont indicating they received appropriate and timely support from three key partners (<i>using Common Questionnaire</i>)• Number of family members experiencing improved outcomes as a result of support

received

Awareness-raising

- Number of multi agency training/awareness raising sessions/ Numbers attending multi agency training sessions
- Numbers of services disseminating leaflets/posters/cards
- Numbers of helpline contacts received by three key partners (from i) family members & ii) professionals)
- Number of family members of people detained in HMP Grampian and Polmont receiving support prior to first visit – actual or virtual
- Number of family members receiving support/information at point of arrest and Court
- Numbers of views of YouTube clip (Likes, Shares, etc)/Number of organisations hosting YouTube channel link

Focus on Children and Young People

- Number of children feeling less anxious about a prison visit as a result of an intervention (eg YouTube clip, support from professionals)
- Number of children of prisoners (including Looked After Children) experiencing improved outcomes (*Families Outside to measure this?*)

Collaborative Working between 3 key agencies

- Number of referrals/signpostings between three key partners (*process/data measurement mechanism to be agreed*)
- Numbers of staff from three key partners feeling confident to refer individuals on to the other key partners

Change ideas (What can we do that will result in improvement?) (*ie new/innovative ways of working*)

Awareness-raising

- Regular multi agency training sessions provided by three key services (including focus on Police, Health Visitors, Education and Community Development staff, Aberdeen Bar Association, & G4S)
- Regular specific training for prison staff, including Booking Line and peer mentors, with particular focus on giving info to family members with children
- Leaflets/posters/cards including information about three key agencies (including QR Code on leaflet (can be scanned by smart phones))
- Poster at bus stop outside Court & on back of Court toilet doors
- Pop-up banner – 3 key services – in Atrium at Court, at High Court, at prison, etc
- YouTube channel/clips about family issues/support
- Role of solicitors (*to be developed*)
- Role of Police/Referral at point of arrest (*to be developed*)

Focus on Children and Young People

- Mechanism for improving support/links in relation to LAC (*to be developed*)
- Appropriate pre- and post-visit feedback mechanism for children
- Further Ideas to be developed, based on feedback from children/young people

Collaborative Working between 3 key agencies

- Common questionnaire (Survey Monkey?) for use across 3 key agencies

- Inter partner referral protocol (ie to/from 3 key agencies)
- Joint regular staff awareness training/practitioner sessions (3 key agencies)

Potential Barriers and Considerations:

- Resourcing for promotional material
- Potential lack of buy-in/engagement from staff who don't think this is part of their agenda (*being addressed by targeting of awareness-raising sessions*)
- Ensuring compliance with GDPR/information sharing requirements
- There are prisoners based in other prisons – this project is prioritising families of young people in Polmont, and prisoners in HMP Grampian (Potential for the learning to be upscaled/spread)

Project Team:

Pam Simpson, HMPG Family Centre
 Lindsay Jessiman, Families Outside
 Cat Govan, ADA
 Susan Morrison, ACVO
 Christine McLean, CFine
 Stephen Gray, SPS
 Vicky Stables, Police Scotland
 Martyn Styles, Family Member
 Gary Dawson, SHMU
 Riognach Armstrong, Apex
 Val Vertigans, Community Justice Officer

Fiona Hendry, Scottish Courts & Tribunals
 Service
 Amanda Montgomery, Police Early
 Intervention Worker
 Gill Strachan, Priority Families
 Liam McAllister, Aberdeen Bar Association
 Dave Black, GREC
 Lorissa Gordon, Virtual Head Teacher
 Rep from Aberdeen Children & Families
 Social Work
 Rep from Criminal Justice Social Work