

Improvement Project Charter

Improvement Project Title: 10.1 Ensuring people on community sentences and liberated from prison have better access to services
Executive Sponsor (Chair of Outcome Improvement Group): Derek McGowan
Project Lead: Mike Hebden - Governor in Charge HMPYOI Grampian, Scottish Prison Service, Mike.Hebden@sps.pnn.gov.uk
Aim statement: To achieve an increase in the percentage of those individuals, aged 21+ and not subject to statutory throughcare arrangements, who access support services upon release from HMP Grampian by 2022.
Link to Local Outcome Improvement Plan: 10. 25% fewer people receiving a first ever Court conviction and 2% fewer people reconvicted within one year by 2026 Key driver: 10.1 Those who are convicted are supported to engage with relevant services and reduce re-offending
Link to Locality Plans There were no community ideas for improvement from the Locality Plans aligned to this project.
Why is this important: Research evidence shows that maintaining and building upon protective factors such as access to housing, healthcare, financial stability and professional support assists in improving desistance, and reducing recidivism and a return to custody, with all of the associated financial and human costs. For example, in 2017 49% of prisoners reported losing their accommodation whilst in prison and 35% said that they did not know where they would be staying when liberated. 6% of all homeless applications in 2016-17 were from prison leavers and repeat homelessness was at around 20%. It is recognised that stable accommodation can make a difference of over 20% in terms of reducing re-convictions, and people leaving prison are 3 times more likely to offend again without housing related support. It also makes good sense in terms of making the most of tax-payers money; with every £1 spent on housing related support saving more than £23 in justice costs associated with court and prison. An effective throughcare service improves access to and maintenance of these protective factors by providing both practical and emotional support for the client, acting as a bridge between custody and community. The Scottish Government report, "What Works to Reduce Reoffending: A Summary of the Evidence" notes, "An international review* into the elements of effective through-care suggested that successful transitions involve

contact with offenders while they are still in prison, continuity of contact in the community and for prisoners to be able to have input into the services that they receive”

*Malloch, M. et al. (2013) *The Elements of Effective Through-Care Part 1: International Review*.
 Scottish Centre for Crime and Justice Research

Whilst there already is a recognised throughcare support process in place to manage the transition from custody to the community locally, further improvements in this area will contribute to reducing the number of people and communities affected or harmed by crime; and support the goals of ensuring that people within Aberdeen feel safe and protected from harm, appropriately supported, and fully engaged as active, participating citizens.

The existing process for informing and offering access to voluntary support reports that a high percentage of people are ‘aware’ of what support is available. However, the subsequent take-up levels for accessing some services would suggest that the quality, timing and motivational support of this interaction could be improved.

The table below contains data relating to liberations from HMPYOI Grampian during the period September to December 2019, post suspension of the Scottish Prison Service’s Throughcare Support Service. This data shows that the number of eligible individuals declining / unable to access support in the community via throughcare service providers, averages at 56% for the last four months of 2019, which also informs the proposed direction of travel in relation to potential change initiatives;

2019	September	October	November	December
Total Number of Liberations	5	15	20	17
Number accessed voluntary support in the Community	5	9	6	5
Number declined / could not access voluntary support in the community	0	6	14	12

Measures: (How will we know if a change is an improvement?)

❖ **Outcome measures:**

- ❖ Access to support services upon leaving prison - an increase in the percentage of eligible people engaging with voluntary support upon release
- ❖ Access to Medical Services upon leaving prison – an increase in the percentage of eligible people registered with a GP within one week of leaving prison
- ❖ Access to housing upon leaving prison – an increase in the percentage of people being offered and accessing suitable accommodation
- ❖ Access to benefits/financial resources upon leaving prison – an increase in the percentage of eligible individuals receiving benefits 7 working days after leaving custody
- ❖ Signposting to health and wellbeing initiatives – an increase in the percentage of eligible people benefitting from a Making Every Opportunity Count conversation or intervention

<ul style="list-style-type: none"> ❖ <u>Planning & preparing for release</u> – an increase in the percentage of eligible people being offered the opportunity to discuss and develop a plan for release, involving one or more of the above elements • Process measures <ul style="list-style-type: none"> ❖ An increase in the percentage of people engaging with throughcare services following introduction of the new preparation for release information pack compared to before. ❖ An increase in people’s awareness and satisfaction with throughcare services post implementation of all change ideas ❖ Number of staff trained to provide information and motivate people to take up the available services ❖ Number of peer mentors, with lived experience of the process contributing to the process • Balancing measures <ul style="list-style-type: none"> ❖ To be identified
<ul style="list-style-type: none"> • Change ideas (What changes can be made that will result in improvement?) <ul style="list-style-type: none"> ❖ Bring forward commencement of engagement pre-release to increase quality of awareness and motivation to engage ❖ Engage with throughcare service providers and users to develop a co-produced, in-house media strategy within the prison to improve quality of awareness and motivation to engage ❖ Develop a comprehensive preparation for release information pack ❖ Create a multi-agency hub(s) in the community, which will increase the percentage of eligible people able to receive personal support from throughcare service providers in accessing relevant services in the community ❖ Provide a direct transport link between the prison and identified service hub(s) in the city ❖ Develop and deliver a training and awareness package which provides staff with the necessary information and techniques to inform and motivate potential service users to engage ❖ Increase the role of peer mentors within the process; to increase motivation and support based on ‘lived’ experience
<p>Potential risks and/or barriers to success & actions to address these</p> <ul style="list-style-type: none"> ❖ Since the initial project outcomes were agreed the temporary suspension of the Scottish Prison Service Throughcare Support Service (TSS) has resulted in a significant reduction in available resource for this work within the area, which may impact upon the scope and ability to improve beyond historic performance within the identified timeframe. Baseline data from 2016-2018 reflects the presence of 6 full time Throughcare Support Officers in the community. Levels of performance post-suspension of the TSS have reduced and therefore a more relevant starting point for measuring future progress would be to use the data from September to December 2019 as the baseline. ❖ Availability and access to suitable accommodation space for basing service hub(s) within the city.

- ❖ Limited capacity of throughcare service providers to assist the number of people who require personal support and motivation to attend interviews and facilitate a smooth transition to the community.

Project Team:

Team Lead – Mike Hebden

Project Manager – Eilidh Smith

Practitioners:

Housing – Mary Rose Peteranna, Graham Gardner

Benefits – Martin Morley

JSWS - Pat Szydłowska

MEOC – Shamini Omnes

Primary Healthcare – Steve McMaster, Gillian Robertson

Throughcare Services – Karen Watson & Jim Hume

Subject Expert Treatment Services – Simon Rayner

Improvement Coach – Yvonne Leathley

Community Ideas for Improvement Evaluation/Status

No community ideas from the Locality Plans were aligned to the Project.

Outline Project Plan

Project Stage	Actions	Timescale
Getting Started (Project Score 1-3)	Form team and hold workshop to analyse existing local data, identify change ideas and agree outcomes.	February 2020
Designing and Testing Changes (Project Score 4-7)	<ul style="list-style-type: none"> Regular team meetings to carry out the Plan-Do-Study-Act cycle in respect of change ideas. Continue to collect and analyse relevant data. Initiate survey of user satisfaction with throughcare service prior to changes Develop media strategy and preparation for release info pack Develop training and awareness package for staff Increase the role of peer mentors within process 	<p>March 2020 – December 2020</p> <p>Ongoing</p> <p>March 2020</p> <p>June 2020</p> <p>June 2020</p> <p>May 2021</p>

Implementing and sustaining changes that demonstrate improvement (Project Score 7-10)	Implement successful 'tests of change' and continue to monitor and measure performance.	May 2021 – March 2022
Spreading Changes (Project Score 9-10)	Share and apply any change ideas and improvements with other SPS sites where Aberdeen City clients are in custody.	December 2021 – March 2022