

Charter 10.5 Supporting People Liberated from Prison

Improvement Project Title: Supporting People Liberated from Prison			
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Aim statement: To achieve an increase in the percentage of non-statutory prisoners (aged 21+) who are offered and access relevant voluntary support on release from HMP Grampian by December 2021.			
Link to Local Outcome Improvement Plan:			
Stretch Outcome	Key Drivers	Improvement Project Aim	Key Improvement Measures
10. 2% fewer people reconvicted within one year of receiving a community or custodial sentence by 2026	10.2 Ensuring people on community sentences and liberated from prison have better access to services	Increase % of non-statutory prisoners (aged 21+) who are offered relevant voluntary support on release from HMP Grampian by 2021.	<ul style="list-style-type: none"> % of non-statutory prisoners who received relevant voluntary support on release from HMPYOI Grampian. (Baseline data: 16/17: 65% & 17/18: 70%) % registered with a GP % having suitable accommodation (Baseline data: 16/17: 66% & 17/18: 73%) % had a benefits eligibility check prior to release % had a Making Every Opportunity Count conversation (Baseline data Oct 17/Mar 18: 13%)
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 individuals declining / unable to access support in the community via throughcare service providers averages at 19% 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	47	52	53	68
Number accessed voluntary support in the Community	9	24	16	15
Number ineligible for voluntary support in the community	24	20	30	40
Number declined / could not access voluntary support in the community	14	8	7	13

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 being offered and taking up any form of 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 people being offered and taking up a benefits eligibility check prior to release

- Signposting to healthier lifestyles – an increase in the percentage of eligible people being offered and engaging in a Making Every Opportunity Count conversation
- Planning & preparing for release – 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

- 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

Change ideas (What changes can be made that will result in improvement?)

- 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

Potential risks and/or barriers to success & actions to address these

- 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 – Maryrose Peteranna
 Benefits – Carol Hughes
 MEOP – Dr Linda Leighton-Beck
 Primary Healthcare – Steve McMaster
 Throughcare Services – Karen Watson
 Subject Expert Treatment Services – Simon Rayner
 Improvement Coach – Yvonne Leathley

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 	March 2020 – December 2020 Ongoing March 2020 June 2020 June 2020 August 2020

Implementing and sustaining changes that demonstrate improvement (Project Score 7-10)	Implement successful 'tests of change' and continue to monitor and measure performance.	January 2021 – September 2021
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.	September 2021 – December 2021