
To: North Strathclyde Community Justice Authority

On: 12th June 2015

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Heading: The Low Moss Public Social Partnership

1. Summary

1.1 The Low Moss Public Social Partnership (PSP) commenced in April 2013. (see background information).

1.2 The PSP is currently funded until March 2017, and is being evaluated throughout its operation. Although still at a relatively early stage, an interim report has been prepared summarising some of the findings to date.

1.3 Overall views of the PSP model and its early implementation and impact are very positive, with a shared view and early evidence to suggest that the PSP is “making a difference” to service users and to throughcare service provision in Low Moss.

1.4 The individual outcomes with the highest proportion of service users suggesting improvement (in each case half, or almost half of service users) are: criminal activity (i.e. a reduction in this); social functioning; living situation; psychological well-being; and engagement. Although a lower proportion than the other outcomes, over a third of service users have also reported improvement in health and substance misuse.

Progress to Date (May 2015)

- **Detailed Service Design and Piloting:** Piloting of the Prisoner Support Pathway is well underway. A detailed Service Design was developed, which coordinates the delivery of services to offenders from third and public sector organisations, supported by dedicated case workers and peer mentoring. The staff teams are in place and most of the required systems, protocols and working practices are now embedded in the organization. Crucially, the PSP team is jointly staffed by third sector staff and prison officers, with third sector

partners allowed significant access deep into the prison to engage and work with individuals – the duty system allows access into halls as late as 8pm. This has led to considerable change in the working relationships and culture of all of those involved. It should be noted that substantial financial support has been provided by the Scottish Government, the Robertson Trust and the Big Lottery Fund to enable the pilot to be carried out over 3 years.

- **Building an Evidence Base:** The PSP continually collects data from service users and monitors outputs to ensure that the PSP is making progress and that there is a significant evidence base in place to drive future sustainability. This has been recently reviewed by external evaluators as part of an interim evaluation. The initial results suggest that the PSP is having a highly positive impact on the lives of those it works with. The PSP has delivered support to a far greater extent than was initially expected during the design phase.
- **Delivering beyond expectations:** As a snapshot, between April 2014 and February 2015, 571 referrals were received of which 206 received a full support package from the PSP and 365 received a brief intervention or duty support. As of 19th March 2015 the service had an active caseload of 198 service users of whom 104 were being supported in the community, 78 being supported within the prison, and 16 were in the process of assessment. 57% of referrals between May 2013 and June 2014 were self-referrals, clearly evidencing the impact the PSP is having on individuals' willingness to seek support.
- **PSP Activities:** During the pilot period to date the PSP supports service users through a large number of different activities which include liaising with other agencies, information about dealing with substance misuse, family support, housing support, outreach, homelessness, recovery plan support, housing liberation support and pre liberation support. These activities are carried out on a personalized basis, providing a positive impact on service users.
- **Quality of Life outcomes:** The PSP also monitors and evaluates individual 'distance travelled' in relation to agreed service outcomes. Outcomes reviews are a joint process involving an individual and their key worker and are carried out at least monthly in prison and as often as possible in the community. Significant improvements have been seen in all quality of life outcomes measured: Criminal Activity, Engagement, Living Situation, Physical Health, Psychological Wellbeing, Social Functioning and Substance Misuse. Social functioning represents the highest improvement rate of all outcomes at 55% and is defined in the PSP outcomes guidance as 'improved capacity to participate and be valued in society (i.e. how a person relates to others)'. This definition includes a person's ability to participate in society via work, training or education and to form positive pro-social relationships.

1.5

<u>1st April 2014–31 March 2015</u>	Total	<u>1st April 2014–31 March 2015</u>	Total
Engaged in Prison	301	Engaged in Community	227
Engaged in Prison from NSCJA	86	Engaged in community from NSCJA	62
East Dunbartonshire	4	East Dunbartonshire	1
West Dunbartonshire	35	West Dunbartonshire	25
Argyll & Bute	1	Argyll & Bute	1
Renfrewshire	44	Renfrewshire	34
Inverclyde	2	Inverclyde	1

1.6 As with the in-prison support, service users in the community (and those who had been liberated previously and returned to custody) stated that they had found the ongoing community support very helpful, including:

- Access to support with both practical and emotional issues (e.g. assisting with appointments and ensuring that they did not feel alone and isolated).
- Not only face to face meetings, but also the provision of regular support by phone (calls or texts), to know their worker was there and to talk through any concerns.
- Support that was independent of family, friends and other service providers.
- The wide range of issues with which support could be provided.
- The approach of the PSP worker.
- Continuity of worker (in prison, through the gate and in the community), as well as their willingness to “stick” with a service user and to “go the extra mile”.

1.7 Service users themselves identified improvements in the following areas:

- Greater stability and confidence.
- Stress reduction / feeling calmer and more settled.
- Improved anger management.
- Improved family relationships (e.g. better communication; more trust; less stress).
- Renewed contact with family members (e.g. access to children, or renewed contact with parents, partners etc.).
- Awareness of, and involvement in more family activities.
- Support to (or alongside) a partner or other family members

1.8 Wider Outcomes

Use of the PSP approach has delivered a number of key benefits to those organisations involved in the PSP and, most importantly, those who have accessed support through the pathway. These have included:

- **A simpler, more innovative service** - The collective knowledge of the PSP partners provided key insight into offender needs and what the local community can provide to help eliminate 'blockers' in the existing service delivery model and to support the move towards more innovative service delivery.
- **Diverse Provider Market** - The PSP has provided a structure and control mechanism, which providers could engage with and freely participate in developing a new service knowing that they had clearly articulated the boundaries of the relationships to ensure provider developed Intellectual Property was not at risk. Through this structured knowledge sharing and partnership working, it has increased the number of viable providers who are delivering beneficial services to Low Moss Prison and the depth and effectiveness to which they are providing it.
- **Positive impact on individuals** - The interim evaluation has shown that evidence of a positive impact on individuals is beginning to emerge. By the summer of 2014 those interviewed by the evaluators were able to provide some qualitative evidence and case study examples of early outcomes in terms of their own service provision. The service users themselves who were interviewed were also clearly able to discuss their own experiences in detail, and to provide their views of the impact of the PSP on them. There was a generally shared view that the PSP is beginning to make a positive difference to individuals' lives and to the means of service delivery across its operational area. Across all individual outcomes, as noted above, data suggests that more service users considered their circumstances to have improved than to have worsened.
- **Iteration through Piloting.** The piloting phase of the Prisoner Support Pathway is allowing a robust period of testing before tendering. This means that the partnership is able to identify and address strategic, operational, and governance challenges in a safe environment, whilst ensuring that the pathway continues to develop to meet increasing demand and to effectively assist each individual to access and benefit from the range of supports they require.

Future ambitions

The PSP pilot is well underway, and work will continue to develop the service and gather evidence that the Prisoner Support Pathway delivers considerable benefits to service users and the partner organisations involved, and as a result has a positive impact on reoffending rates. This evidence will be used to construct a business case for the future sustainability of the PSP once funding for the pilot comes to an end. Therefore, the PSP leadership are now focused on identifying and engaging those stakeholders who benefit from the PSP's work and who may be in a position to fund the ongoing delivery of the pathway.

While it is too early to comment on the impact of the PSP on longer term desistance, there is positive evidence of improved engagement with support services among service users. There is evidence of some personal changes in offending behaviour, and positive personal stories of progress. Of the service users liberated to date, 15% have been returned to custody, although this is likely to rise over time.

2. Recommendations

2.1 Members are asked to note the Report.

3. Background

3.1 The new Low Moss Prison opened in 2012 replacing the older prison accommodation that had previously occupied the site. It has capacity for 700 prisoners, with a population made up primarily of convicted short-term and remand prisoners from the North Strathclyde and Glasgow Community Justice Authority areas (CJAs) but with a significant number of prisoners from across the Central Belt.

Reducing reoffending is a priority both locally and nationally. As a result the Leadership within Low Moss Prison and the CJAs chose to engage with the third sector in a Public Social Partnership (PSP). With the support of Ready for Business through the Scottish Government's 'Developing Markets for Third Sector Providers' programme, the Low Moss Prison Prisoner Support Pathway PSP was developed. This represents an innovative approach to service redesign resulting in a step change in the way reducing reoffending is tackled both in Low Moss and in the community. Following the development of the Low Moss PSP, a further six mentoring PSPs were created through the Reducing Reoffending Change Fund.

4. Implications of the Report

4.1 Equality & Human Rights

The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Authorities website.