

Formative Evaluation of the Family Support In to Out Project

Year Two Report

On behalf of WYCCP and Jigsaw Visitors Centre

July 2019

Executive Summary

The 'Family Support In to Out' project is a joint project between West Yorkshire Community Chaplaincy Project (WYCCP) and Jigsaw Visitors Centre (Jigsaw). The overall aim of the project is to support ex-prisoners and their families in the community to prevent re-conviction, break the cycle of reoffending, minimise the impact of imprisonment on families and decrease the chances of inter-generational crime.

This second formative report, comments on:

- quantitative (including reducing reconviction to prison rate) and qualitative achievements
- the impact of the project on families
- the economic impact of the project

Expected outcomes for year two:

- 60 families assessed and 40 families supported in the community according to their individual needs by Jigsaw Family Workers and/or WYCCP volunteers.
- 30 prisoners who express interest in improving their family relationships are assessed and 20 are supported according to their individual needs by a WYCCP worker and/or volunteer.
- 20 new volunteers are recruited, trained and supported, access bi monthly additional training and are matched with a family or carry out administrative duties for the project.

Actual outcomes for year two:

- 35 families were assessed and 49 families were supported in the community, including some families who were assessed in year one.
- 18 prisoners who expressed an interest in improving family relationships were assessed and 33 were supported according to their individual needs, including men who were assessed in year one.
- 20 new volunteers were recruited, trained and supported, accessing bi monthly additional training and were matched with a family or carried out administrative duties for the project.

Achievements

The project met and exceeded its target for the number of families that were supported. It is successful in meeting its aim of providing a West Yorkshire region wide service as families from across different areas were supported.

Quantitative and qualitative data indicated the main areas of need and support for families were around emotional support, financial support, health needs and housing. Feedback from family service users via case studies, telephone interviews and questionnaires clearly demonstrate the positive impact of the project.

The target of recruiting, training and supporting 20 new volunteers was met. Changes to the induction process where Link Workers shadow WYCCP Resettlement workers working with men and then FSW's, has been effective for volunteers to learn principles of working in the community.

The counselling service continues to be an integral element of the project. During year two, there were four volunteer counsellors in post and 33 family service users received counselling.

A total of 33 family man service users received support from the project during year two, exceeding the target of 20. The majority of successful outcomes were recorded for accommodation. This correlates with assessments indicating this as a key need for family man service users.

The costs to families and agencies resulting from imprisonment, contributions made by volunteers, the impact of a reduction in reoffending and savings made as a result of the project were analysed to assign an economic value to the impact of the project.

Costs to families (including loss of earnings) who have used the project so far plus costs to the NHS and social services were taken into account to give an estimation of the total sum of savings to the

state and to families as a result of the service's outputs. This came to a total of £1,305,575 for year one and two.

The total amount of volunteering time contributed to the project during the project during year and year two was approximately 2,129 hours with a value of £30,310.

Data from year two indicated that there has been a significant and positive impact on reoffending rates amongst family man service users. Prior to being engaged with the project 76% (25) of men had reoffended. This dropped significantly to 28% reoffending at the end of the second year of the project.

The potential social value of the project has been assessed by comparing the estimated benefits to programme costs. A benefit to cost ratio above one indicates the potential social benefit exceeds the cost of the programme and demonstrates value for money in terms of delivering wider social and economic impact.

The total amount of savings from cost of not being in prison, the less units of crime committed, savings to family and savings from the value of volunteering, amounted to £2,398,310 during year two of the project. This was divided by the projects costs for this period to give a benefit cost ratio of 18.4:1 or that for every £1 spent on the project a saving of £18.40 is made.

Challenges

Forming a Family Service User Advisory Group has continued to be difficult as there has been insufficient resource to develop this.

There continued to be gaps in recruitment to the FSW posts. This challenge was addressed undertaking a short term internal recruitment process amongst WYCCP trained volunteers to fill the immediate gap and continue the support. They were supported by a WYCCP Resettlement Worker who was seconded part time to a FSW post. She supported the new workers. The post was externally advertised and the two temporary workers were successfully recruited in subsequent interviews.

Some families who had not used the project stated that they were not aware of the project and had not seen any information in the visitors centre. This is possibly because they are preoccupied with the visiting process.

Recommendations

Exploration of alternative methods for involving family service users to inform the Project Advisory Board, such as use of feedback from questionnaires, suggestions box, using the website to consult.

Consider developing a welcome information pack about the project that could be distributed in Jigsaw or on the 'e mail a prisoner' website.

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1 Introduction

1.1 Background to the project

The 'Family Support In to Out' project is a joint project between West Yorkshire Community Chaplaincy Project (WYCCP) and Jigsaw Visitors Centre (Jigsaw), funded by the Big Lottery Fund for three years from February 2017 to February 2020.

The overall aim of the project is to support ex-prisoners and their families in the community to prevent re-conviction, break the cycle of reoffending and minimise the impact of imprisonment on families. A further aim is to decrease the chances of inter-generational crime.

The overall outcomes of the project are:

1. 120 prisoners' families access intensive support in the community to reduce family breakdown, family members offending and increase family functionality.
2. 90 ex-prisoners with better chances in life who are less likely to reoffend as a result of increased family stability.
3. 60 more active citizens trained and working as volunteers to support families of ex-offenders

The expected outcomes and activities for year two of the project are outlined in further sections of this report.

1.2 Evaluation of Year Two

Originally, the outputs of the evaluation were to produce two annual interim reports with a final summative report to include the financial value of the project.

WYCCP and Jigsaw decided that it would be more pragmatic and beneficial to the project to include the economic impact assessment in the year two report. This would help support any funding applications that would have to be made at the start of year three to ensure continuity of the project.

This second report, comments and makes recommendations on: quantitative achievements including reducing reconviction to prison rates; qualitative achievements including the impact on families; and the economic impact of the project and Social Return on Investment during year two.

1.3 Methodology

The same methodology has been used as in year one and additionally the following methods have been utilised to gather qualitative data:

- Case studies provided by Family Support Workers (FSWs) on families who have engaged with the project.
- Telephone interviews with families who have accessed the project.
- Questionnaires from families who have accessed the project.
- Focus group with families who have not accessed the project.

2 Partnership between Jigsaw and WYCCP

This section will evaluate how the partnership between WYCCP and Jigsaw has developed over year two and review the recommendations that were made at the end of year one.

2.1 Summary of Recommendations from Year One

The following figure outlines the recommendations that were made in the Year One formative evaluation and whether they have been achieved at the end of year two.

Figure 1 Recommendations and outcomes from Year One

Governance		
	Recommendation	Outcome
1	The recruitment of service users to the Project	Not/ partly achieved

	Advisory Board, in particular families, should be prioritised in year two of the project. There will be a need to ensure there is representation of members who reflect the diverse needs of families and mechanisms for supporting families to participate.	There is currently no Family Service User Advisory Group in place. There has been insufficient resource to develop this due to gaps in recruitment of FSWs and focus on delivering the project. WYCCP and Jigsaw are working with other key stakeholders such as the Integrated Offender Management Team.
	Staffing and office accommodation	
2	There should be a system in place to ensure that the Jigsaw line manager for FSWs and FSWs are able to attend the weekly case management meetings on a regular basis, with the frequency to be decided according to work patterns and time resource available.	Achieved The Manager for Jigsaw is now leading on managing the FSW's, following a period of delegated line management from May 2017 – February 2018 to undertake and participate in a crucial tender process for Jigsaw. FSW's have been attending the weekly case management meetings more regularly during year two.
	Volunteers	
3	The number of hours contributed by Service User Link Workers working with family man service users for this project, should be identified to contribute to the future cost benefit analysis of this project.	Achieved Data provided on volunteer activity distinguishes between support provided to families and family man service users.
	Family service user referrals	
4	A plan of action should be developed and implemented with involvement from all project staff to increase the level of engagement of referrals. This could include increasing the number of referrals to the project, ensuring all referrals receive a formal recorded assessment and logging any reasons for assessments not being carried out or why referrals do not want to engage with the project.	Achieved There has been improved engagement by ensuring FSW's are available and visible in the Jigsaw Visitors centre to speak to families, especially at weekends when there are more first time visitors.
5	The significant number of families of sex offenders requiring support, indicates a need for further development of interventions to meet need, for example, training for staff and volunteers, developing a support group for families of sex offenders, extending the eligibility criteria for family man service users or developing a specific project for families of sex offenders.	Achieved Families of sex offenders are provided with support by the project plus additional support via the counselling service. All staff and volunteers attended bespoke training delivered by Reshape, on supporting families of people who have experienced sexual harm in June 2019.
	Family man service users	
6	A proactive approach to contacting agencies working with prisoners prior to release and ex-prisoners upon release, could help to increase the number of eligible family man service users, for example through regular phone calls and/or email updates with these organisations.	Achieved Referrals are received from Catch 22 and other agencies that work with prisoners.

Recommendations

- Exploration of alternative methods for involving family service users to inform the Project Advisory Board, such as use of feedback from questionnaires, suggestions box, using the website to consult.

2.2 WYCCP and Jigsaw Partnership

Staff stakeholder feedback indicates continued improvement in the development of the partnership between WYCCP and Jigsaw during year two. In August 2018, a workshop was delivered that provided an opportunity for all staff to meet face to face. It facilitated learning of both organisations and helped to build trust and understanding of organisational differences.

At the beginning of year two there continued to be some challenges to the recruitment and retention of FSWs. A newly appointed FSW commenced their post at the beginning of March 2018, however by the end of March 2018, both FSW's who were in post had resigned.

WYCCP and Jigsaw adopted WYCCP's method of recruitment for Resettlement Workers, where WYCCP Link Workers (volunteers) are invited to apply for the post of an Assistant Resettlement Worker.

A short term internal recruitment process was undertaken amongst WYCCP trained volunteers, to fill the immediate gap and continue the support. They were supported by a WYCCP Resettlement Worker who was seconded part time to a FSW post. She supported the new workers.

This contributed to the success of embedding the Link Workers into the role and meant that the WYCCP Resettlement Worker could explain the systems and processes involved in community outreach working and transfer this to the In to Out project. This worker had a clear understanding of how to work with family man service users, families and volunteers, of how case meetings worked and was also familiar with Jigsaw as an organisation. The volunteers' understanding of WYCCP and how they work in the community has also been key to in transferring this knowledge to working with families.

The FSW posts were advertised externally in September 2018 and five interviews with candidates were held. The two temporary workers were successfully recruited.

Summary

The majority of the recommendations from year one were achieved or partly achieved. The only recommendation that has not been achieved is the formation of a Family Service User Advisory Group with a recommendation for year three to explore alternative involvement methods.

At the beginning of year two there continued to be challenges to the retention of FSWs, with some gaps in recruitment. Utilising alternative and innovative recruitment methods achieved success for the project, with both FSW's still in post at the end of year two, demonstrating effective management of partnership working.

3 Quantitative and Qualitative Achievements for Family Service Users

3.1 Outcomes

The expected outcomes and activities for year two:

- 60 families assessed and 40 families supported in the community according to their individual needs by Jigsaw Family Workers and/or WYCCP volunteers.

The actual outcomes for year one:

- 35 families were assessed and 49 families were supported in the community, including those who were assessed in year two.

During year two, there was a total of 63 referrals made for family members. Of these, just over half (35) were assessed and had an initial spider assessment completed. The project therefore reached a target of assessing 58% of all referrals.

A total of 49 families were defined as 'active engaged in the community' and received 200 minutes or more of support during year two. This figure includes families who were assessed in year one and carried on receiving support in year two.

Of the 49 families, 42 families were recorded as receiving assessment using the spider tool, one family had outcomes only and 6 families had no spider assessment or outcomes recorded. A total of 38 families had their outcomes recorded.

Lack of recording of assessments or outcomes, include individual workers becoming accustomed to using the systems. Recording has improved since year one.

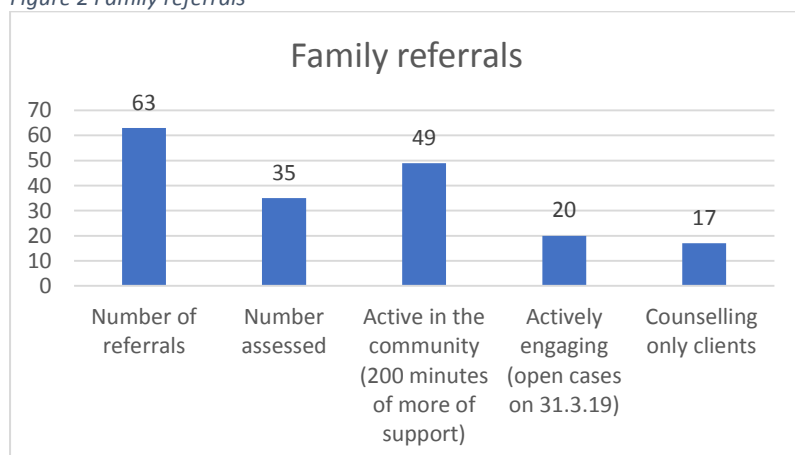
At the end of year two, on 31.3.19, there were 20 families on the caseload and actively engaging, including individuals who were accessing the counselling service.

A total of 17 people only accessed the counselling service during year two.

The proportion of referrals who have actively engaged with the project has increased in comparison to last year. In year one 35% of all referrals went on to actively engage with the project and in year two 56% of new referrals actively engaged with the project.

The reasons for not all referrals going on to receive an initial assessment and actively engaging with the project include: a referral is made but the family member does not want to engage any further or the family member might have had some interaction with workers but not enough to receive an assessment.

Figure 2 Family referrals

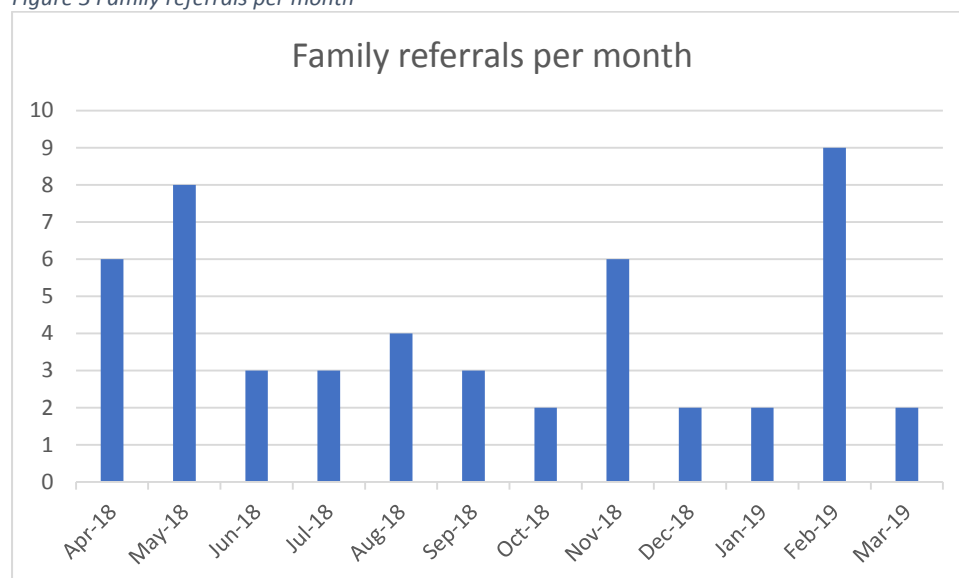


The figure below indicates the number of referrals received by month and on average, between February 2018 and March 2019, 4.5 referrals were received per month. There appears to be a higher number of referrals in March, May, November 2018 and February 2019.

During year two, the FSW's were more visible in Jigsaw Visitors Centre and may account for the increased number of family members who went on to receive support from the project.

During telephone interviews, one family member commented on how they found about the project directly from FSW's: *"[It] was a bit daunting to visit the prison. I looked at a member of staff and she had a friendly face"*.

Figure 3 Family referrals per month



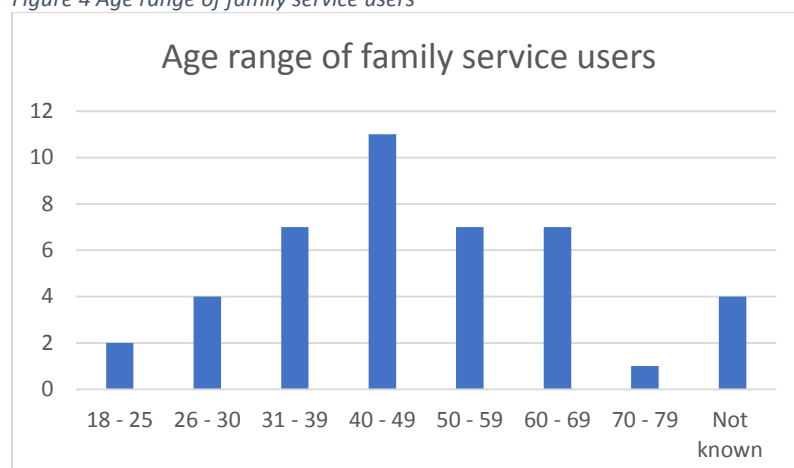
3.2 Demographics of family service users

The data below provides information on the demographics of 49 family service user referrals who actively engaged with the project and received 200 minutes or more of support.

Age range

Of the 49 family service users engaged with, just over one quarter (27%) were aged between 40 and 49. There was an even spread of service users in the 31-39, 50-59 and 60-69 age groups. The lowest number of family members worked with were in the 18-25 (2) or 70-79 age bracket. Overall, referrals are being received from families across the age ranges.

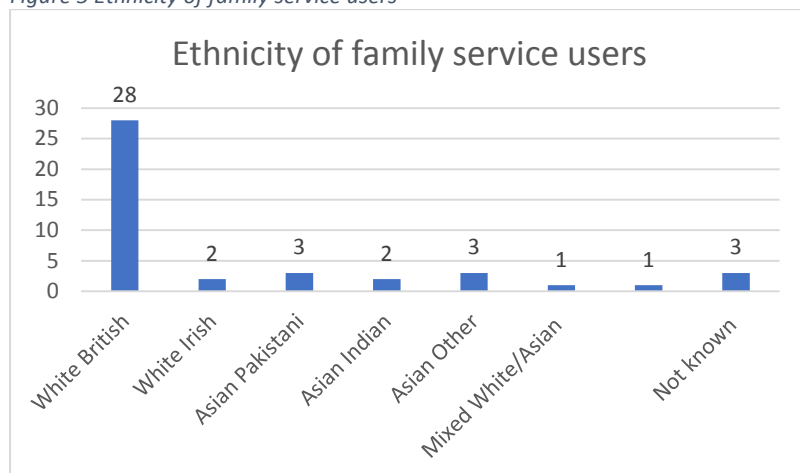
Figure 4 Age range of family service users



Ethnicity

Of the 49 family service users engaged with, the majority, 65% were White British. 19% (8) of people worked with were from an Asian background either Pakistani (3), Indian (2) or Asian Other (3). Two people were from a mixed background and no referrals were received from families from a Black ethnic background. Being that black men are 26% more likely to be remanded in custody than white men¹, it would be expected that more referrals could be expected from families of black men.

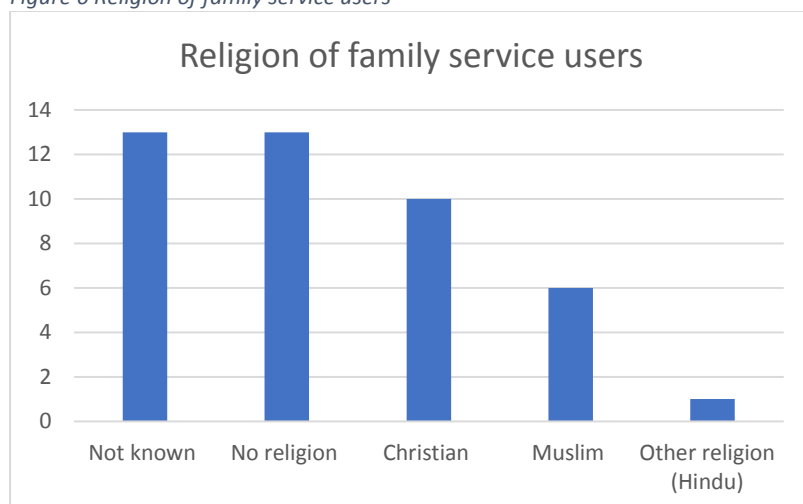
Figure 5 Ethnicity of family service users



Religion

The religion of family service users for just under one third (30%) and another 30% (13) stated they had no religion. Of the family members whose religion was recorded 23% were Christian, 14% were Muslim and 2% of other religion (Hindu).

Figure 6 Religion of family service users

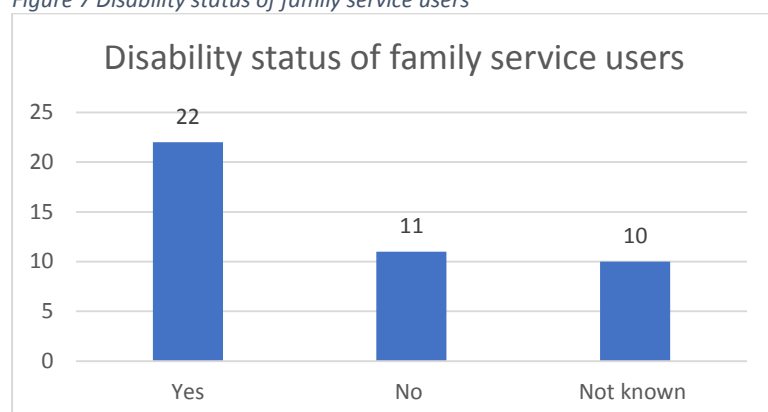


Disability status

Data on the disability status of families indicates that just over one half (51%) regarded themselves as being disabled. Just over one quarter (26%) did not have a disability and status was not known for 10 people (23%). Although further data was not provided on the type of disability, this indicates that a significant number of referrals could have support needs in relation to their disability.

¹ Prison Reform Trust (Autumn 2018) *Bromley Briefing Prison Fact File* Prison Reform Trust
www.prisonreformtrust.org.uk

Figure 7 Disability status of family service users

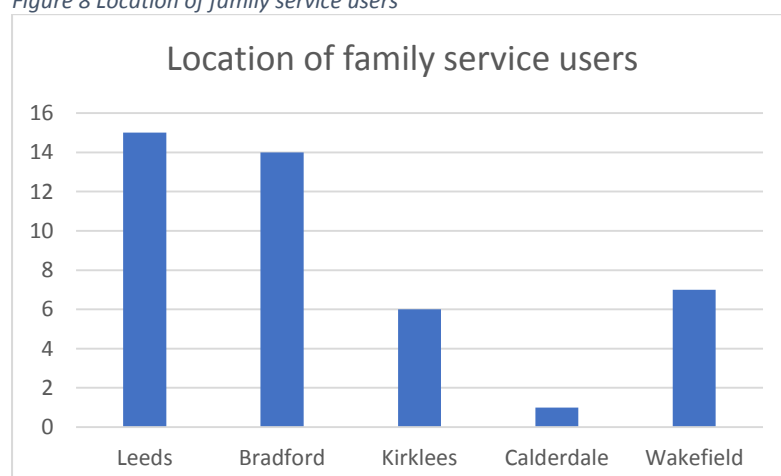


Location

Referrals were received from all areas across West Yorkshire with the highest proportion from Leeds (35%) and Bradford (33%). The fewest number of referrals were from the Calderdale area (2%). This indicates that on the whole families are being referred and accessing the project from across West Yorkshire.

Qualitative data indicates that family members receive support in the areas that they live and are helped to access local services. This is a unique and valuable aspect of the project in that it reaches a large area and services are tailored to need.

Figure 8 Location of family service users



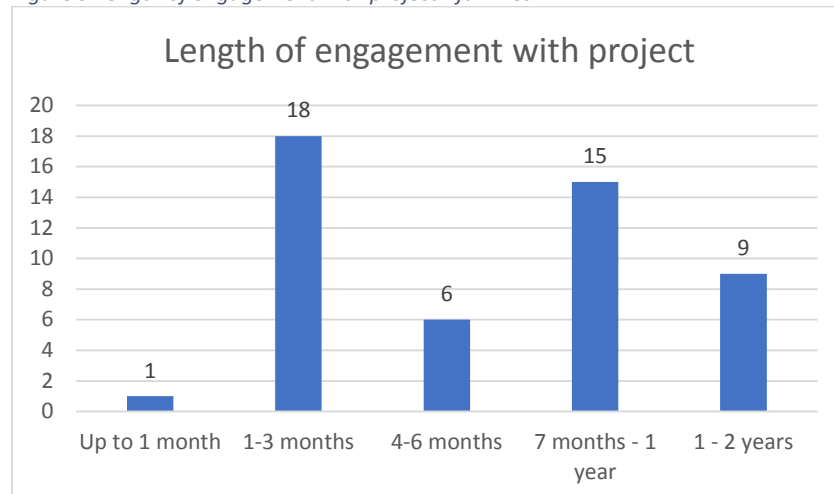
Length of engagement with programme and contact time

Data was provided on the length of engagement with the project and contact time for 49 families. Over one third (18) engaged with the project for between 1-3 months and just under one third (15) engaged for between 7 months and 1 year. A significant number (9) received support from the project for over 1 year and up to 2 years.

This indicates that most families using the project require both short term and long term support depending on their circumstances and that there is a need for the project to be flexible. Reasons for the requirement of support over a long period of time include; over lengthy benefit claims, appeals and/or housing applications or having a number of needs that cannot be addressed all at the same time.

The figure below provides a breakdown of the time spent with families and indicates that the majority of families that engaged with the project required and received up to 600 minutes of support.

Figure 9 Length of engagement with project - families

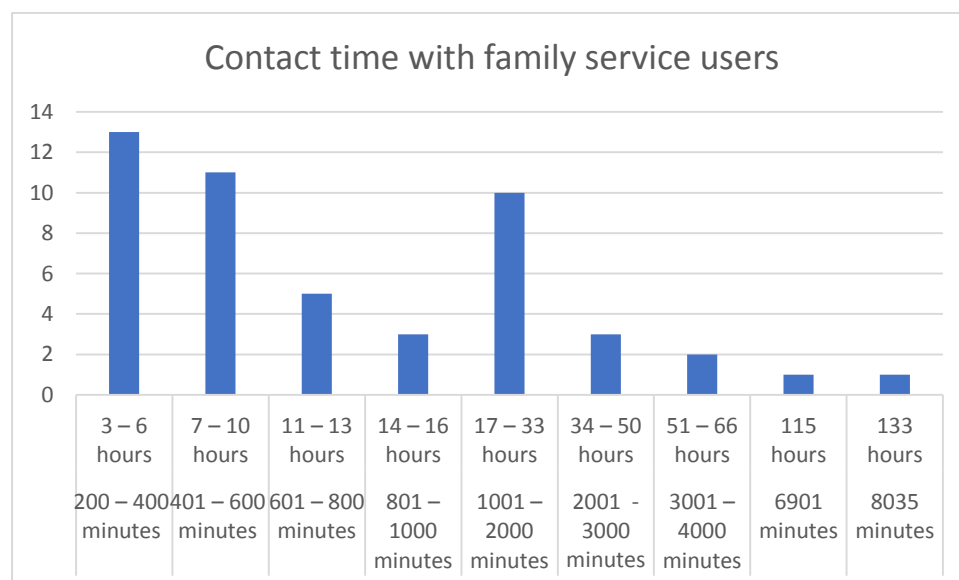


Contact time

Contact time was provided for 49 families. A total of 59,044 minutes, equivalent to 984 hours or 140 working days (based on a 7 hour day) of contact time has been provided by FSWs to these families.

Figure 10 Contact time with family service users

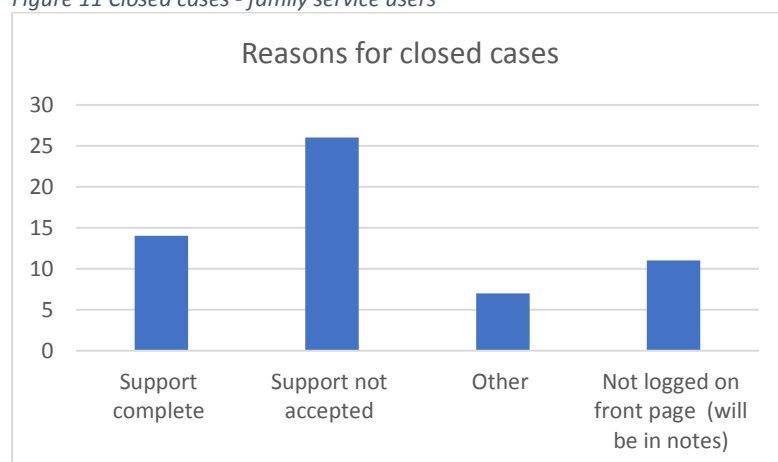
Contact time in minutes	Contact time in approximate hours	Number of family service users	%
200 – 400 minutes	3 – 6 hours	13	27%
401 – 600 minutes	7 – 10 hours	11	23%
601 – 800 minutes	11 – 13 hours	5	10%
801 – 1000 minutes	14 – 16 hours	3	6%
1001 – 2000 minutes	17 – 33 hours	10	20%
2001 - 3000 minutes	34 – 50 hours	3	6%
3001 – 4000 minutes	51 – 66 hours	2	4%
6901 minutes	115 hours	1	2%
8035 minutes	133 hours	1	2%



Closed cases

A total of 69 cases were closed during the period 1st February 2018 to 31 March 2019. Over one third (38%) were closed as support had been provided and completed and just under one third (21) closed due to further support not being accepted. The remaining 32% (22) were closed for 'other' or reasons not known as it had not been recorded.

Figure 11 Closed cases - family service users



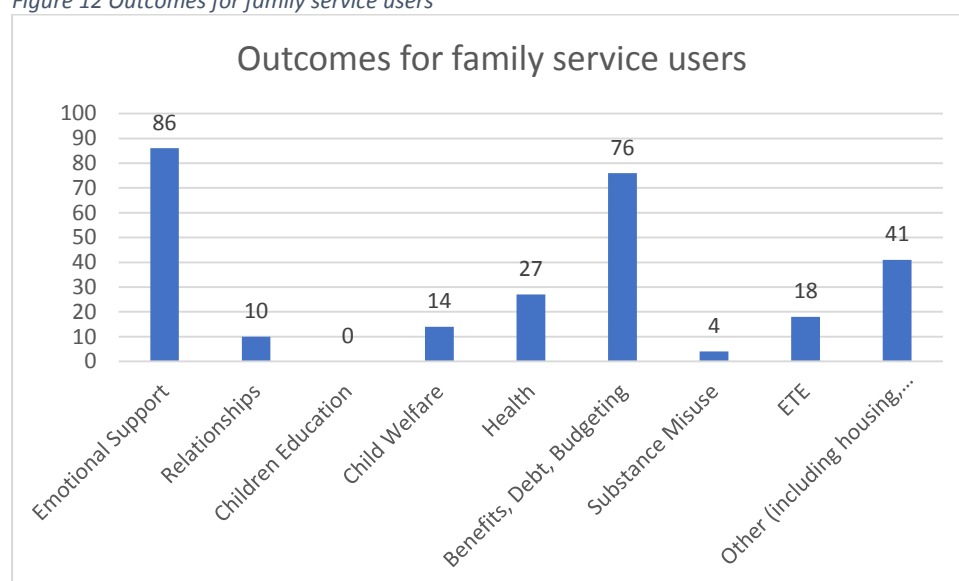
Outcomes for families

The figure below shows the outcomes that were recorded on the database for families who received support from the project. The outcomes reflect the tasks, activities and support given by FSW's to families under each of the support needs. A total of 38 families had outcomes recorded for them, although this does not mean that outcomes weren't achieved for all families that engaged with the project.

Data on outcomes indicates that the greatest number of outcomes were in relation to emotional support, financial support and then health needs. Outcomes recorded under the 'other' category included support for housing needs, signposting referrals, assistance with taxi's to court and guidance on prison visiting procedures. One third (14 out of 41) of outcomes were for support in relation to housing needs.

This correlates with staff stakeholder feedback, spider assessments and the identified needs and support provided that were highlighted in the case studies and during telephone interviews.

Figure 12 Outcomes for family service users



3.3 Family Spider Assessment Data

Data was provided from the spider tool assessments for a total of 42 family members for whom assessments had been carried out.

Of these, 11 (26%) families only had an initial assessment carried out and data on both initial and most recent or exit carried out was provided for 31 families. Additionally, data was provided on length of engagement and contact time for seven families.

The data presented below shows the scores that families gave in relation to their needs under each of the headings, during the first assessment and their most recent or final assessment. Case study examples of support given by FSWs and the project is described under each heading to demonstrate qualitative achievements and successful outcomes.

The following factors should be taken into account with regards to the analysis of the data from spider assessments:

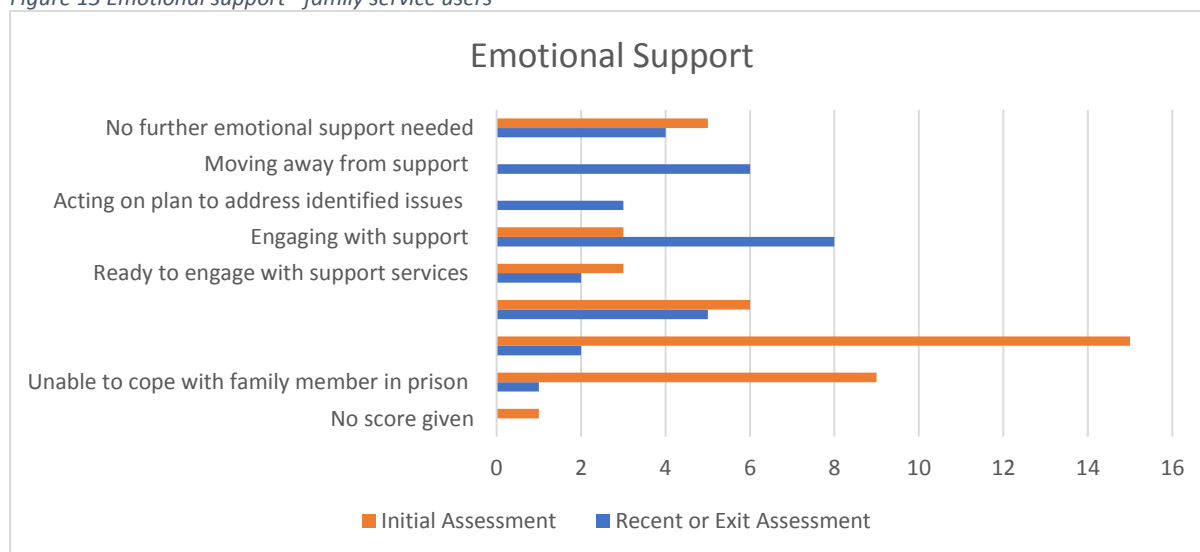
- Where a score of 0 or no score is given, it is difficult to assess whether there has been any movement either up or down in scores. In some cases, a score of 0 was given which indicates that a statement was not chosen.
- People may not always answer fully during the initial assessment. As the relationship and trust develops, families are likely to be more open about their needs. Consequently, although some scores can appear to have a negative trajectory, it is possible that it is a positive indication of the supportive relationship that is developing between workers and families.
- Not all families worked with received an interim and/or exit assessment.

Emotional support

During the initial assessment, the majority of family service users (71%) (30) stated that they were unable to cope, finding it difficult or required emotional support due to their family member being in prison. Twenty one families (68%) who had follow up assessments indicated higher scores suggesting that they were accessing support and there had been an improvement in their emotional needs being met.

There were 86 outcomes recorded for emotional support. Out of the 10 case studies, 7 people were referred to the counselling service.

Figure 13 Emotional support - family service users



Case study B

The main area of need for this client was emotional support; her brother had been severely ill whilst in prison, recovering from a critical operation on release and her son was also in prison. She felt

overwhelmed with stress from supporting family members, including helping to look after grandchildren and working part time. During the telephone interview, the client reiterated that worrying about her brother and son was making her poorly, stressed and that she was not sleeping and was feeling run down.

The FSW facilitated communication with her son's probation officer to inform them of her wishes regarding aspects of her son's living arrangements upon release and that WYCCP could also support him upon his release. Her daughter was also referred to the project for support around her own emotional needs due to her uncle and brother being in prison, employment needs and health needs. This demonstrates how several members of the same family can benefit from project.

During initial assessment the spider score was 3 - "Needing support due to family member being in prison" and the last assessment was 7 - "Moving away from support".

"I put everybody else before myself and Jigsaw came along and made sure I was being looked after".

Case study C

The client stated they felt lonely, isolated, had many anxious thoughts and experiencing stress and depression. She does not have family here in UK, although she has family that she speaks to on the phone abroad. She had previously been a carer for husband and found that was negative thoughts would arise when sitting at home alone. She was supported by a Family Link Worker who she saw almost weekly whilst waiting for counselling and felt she could talk to openly about her feelings. She was referred for counselling and had almost weekly counselling sessions for 6 - 7 months. She stated that having the counselling gave her the motivation to attend a course to learn how to use computers and volunteer.

"It makes a lot of difference to me as didn't have any support. I was a carer 24/7 and isolation was my biggest problem".

Case study D

This client experienced anxiety, depression and paranoia due to substance use (heroin) and didn't feel that she was getting sufficient support for her mental wellbeing. She had previously received support from an organisation called "Early Help" in Bradford and was rereferred in the hope she would be allocated the same worker with whom she had made progress with. Unfortunately, the worker had left and the client did not feel comfortable about seeing a new worker. Therefore, she received weekly emotional support from the Family In to Out project.

During the initial assessment the client scored 2 for her emotional needs - "Finding it difficult to manage with family member in prison". At the most recent assessment the client scored 4 - "Ready to engage with support services".

Case Study F stated that had known for a long time that she needed support but didn't feel she could access help from elsewhere because of the stigma attached to prison. She feels she can talk freely and doesn't feel judged by anyone at Jigsaw.

"All Jigsaw staff are invaluable, I don't know what I would have done without them".

Case study I was struggling to cope emotionally and mentally and was finding difficulty visiting her son because of her own illnesses. Through a referral to Age UK she now has a befriender through their befriending service. She has also been referred to a counselling project in her area as she couldn't get to the service at Jigsaw due to mobility difficulties.

Children's education

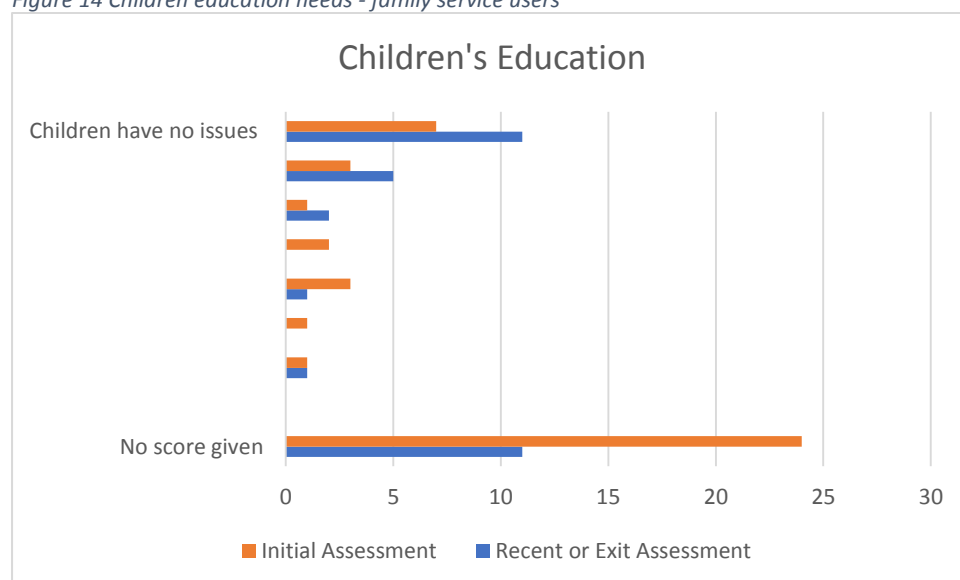
During the initial assessment, 43% of (18) family members gave an indication of needs in relation to their children's education. Over one third, 39% (7) stated that their children had no issues with regards to school and 22% (4) were receiving some kind of support. The remaining 39% (7) stated that their children were having some issues with school. The majority (57%) of scores for children's

education were 0 or no score given, which may suggest that these family members may not have had children who were in education.

Five out of 18 (28%) spider assessments indicated that there had been movement from children having behaviour issues or problems at school to engaging with interventions or having no issues.

There were no outcomes recorded for children's education, so this might suggest that changes had been as result of support and interventions provided by the school or other agencies.

Figure 14 Children education needs - family service users



Case study D The client's daughter was receiving support at school and rated 6 on the spider assessment "Children having problems at school but receiving/accepting support at school". At the client's request, the FSW made contact with her daughter's school support worker to enable a connection and joint working between the two agencies. One outcome has been that the school have been able to provide further support in the form of food parcels.

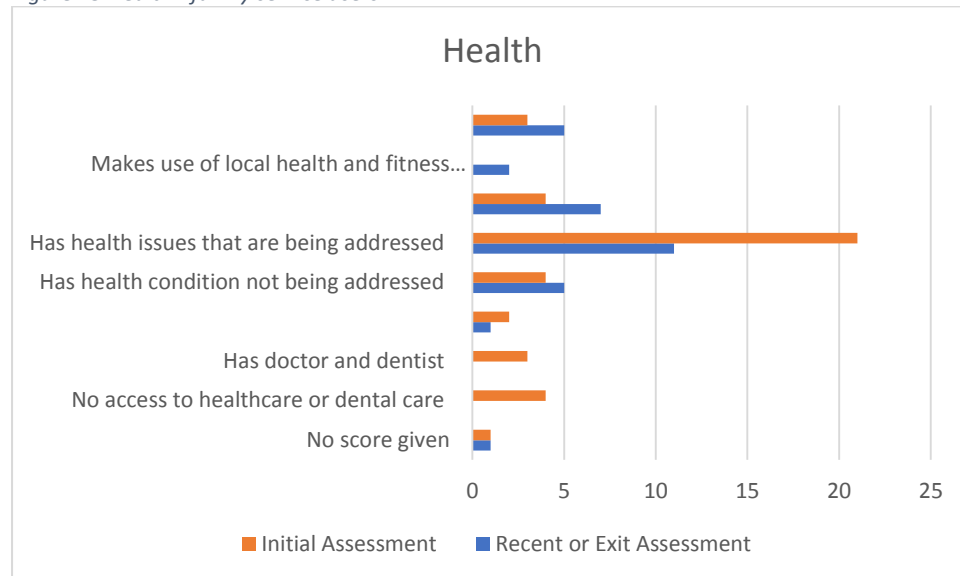
Health

Health needs are significant for family members. Of the 41 family members who gave an initial score for their health needs, the majority (61%) stated they had health issues which were being addressed or were receiving support for. One quarter (10) family members had no access to healthcare or conditions that were not being addressed.

Spider assessments for thirteen families indicated that there had been an improvement in health needs. Three people moved from having no access to healthcare or dental care to having their health issues addressed (1 to 5). Three people moved from having health conditions that were not being addressed to either having them addressed or accessing services. Four people who had health issues indicated they were accessing specialist support.

There were 27 outcomes recorded under health.

Figure 15 Health - family service users



Case study A indicated during the initial assessment that they had “No access to healthcare or dental care” and various physical and mental health problems including back and neck pain, sciatica, breathing problems, anxiety and depression. The FSW helped her to ask her GP for a physiotherapy referral and is assisting her to find a dentist who is empathetic to people who have phobia of visiting the dentist. The client also wanted help to lose weight and improve her health and the FSW found an introduction to exercise class at her local leisure centre.

Case study B Although health needs were not identified during the initial assessment, it transpired that the client wore dentures but was not registered with a dentist and hadn’t had a dental appointment for over 12 months. The FSW helped to register with her dentist.

In early assessment the spider score was 3 - “No medical or dental treatments in the last 12 months” and the last assessment was 5 – “Has health issues that are being addressed”.

Case study H has been supported by the FSW to attend hospital appointments for a brain and MRI scan and results.

“Wouldn’t have known what to do and where to go and wouldn’t have known the support I could have got”.

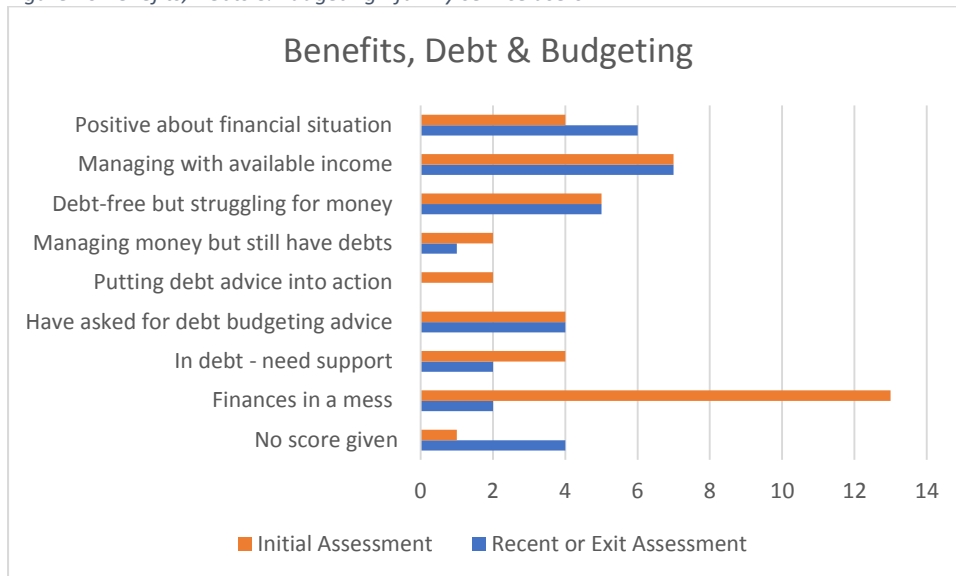
Case study I has COPD and it was difficult for her to get from the Jigsaw Visitors Centre to the Visitors Centre in the prison, due to distance and a hill. She was supported by FSW’s and Jigsaw to be able to book straight into the prison visitors centre.

Benefits, debt and budgeting

Of the 41 family members who gave a score in relation to their finances, the majority (62%) indicated that they had issues with finance and were in some kind of debt.

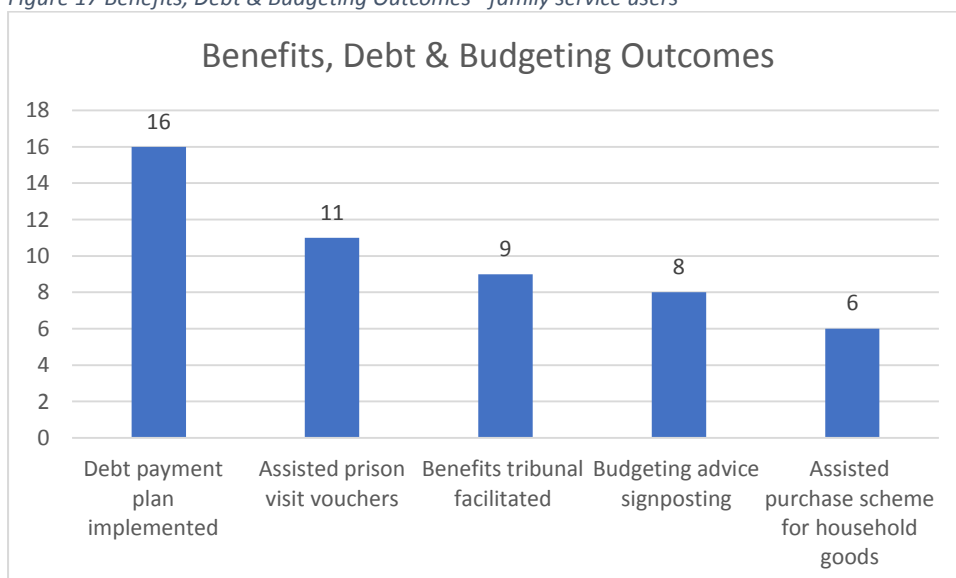
Eighteen of the spider assessments indicated that there had been some improvement in finances. Thirteen people indicated they had gone from finances being in a mess and needing support to being debt free or struggling for money or being positive about financial situation. Five people moved from asking for debt advice or putting advice into action to being debt free, managing their money or positive about financial situation.

Figure 16 Benefits, Debts & Budgeting - family service users



There were 76 outcomes recorded under budgeting, debt and finance. The figure below gives a bit more of a detailed breakdown of some of the outcomes for support provided under benefits, debt and budgeting.

Figure 17 Benefits, Debt & Budgeting Outcomes - family service users



Nine out of the eleven case studies indicated that they had received help with their finances.

Examples of help received include:

Two people were helped in relation to medical assessments for ESA. **Case study A** was assisted to complete ESA appeal forms following an unsuccessful medical assessment. **Case study G** was accompanied by the FSW to attend her medical assessment appointment as she struggles with walking and is not keen on going to places alone. Additionally, she was assisted to apply for PIP and a disability travel pass which has made a great difference to her finances.

Case study B had been summoned for a court appearance due for council tax arrears and missed payments on payment plan and for housing benefit arrears dating back 5 years and was also 6 weeks

behind for current housing rent. At the same time, she was sending postal orders to two family members in prison and daughter also financially dependent on her.

The FSW helped the client to get a reduction by half in monthly council tax payments. She was unaware that she could apply for Universal Credit to top up her wage. The project helped her apply for this and when successfully awarded, she was able to pay off some of her debts. Although the client was still struggling financially due to some outstanding debts and supporting her brother, there had been some improvements.

The client moved up the spider assessment from 3 – “Have asked for debt and budgeting advice” to 5 – “Managing money but still have debts”.

Several clients were supported and shown how to complete the Assisted Prison Visits form to help them cover the costs of these, particularly when they are living in different parts of West Yorkshire. A volunteer meets **Case study C** in her local library which is out of the Leeds area to help her with this.

Several clients were helped to transfer household bills and rent agreements from their partners to their own name. **Case study C** needed help with finances as she got into arrears with rent, council tax and other utility bills as they were all in her husband's name. The FSW helped her to contact housing and council tax offices and transfer all the bills into her name.

Case study I was helped to get single persons discount for council tax as her son was no longer living with her.

"I didn't know I could get this, it never occurred to me."

Case study D was helped to secure an Assisted Purchase Payment to buy an electric cooker as due to other debts and financial problems could not afford.

Case study E has learning difficulties and her partner was previously responsible for finances. A Family Link Worker see her on a regular basis to help her establish payment plans with the council and utility suppliers and to help build her confidence to this independently.

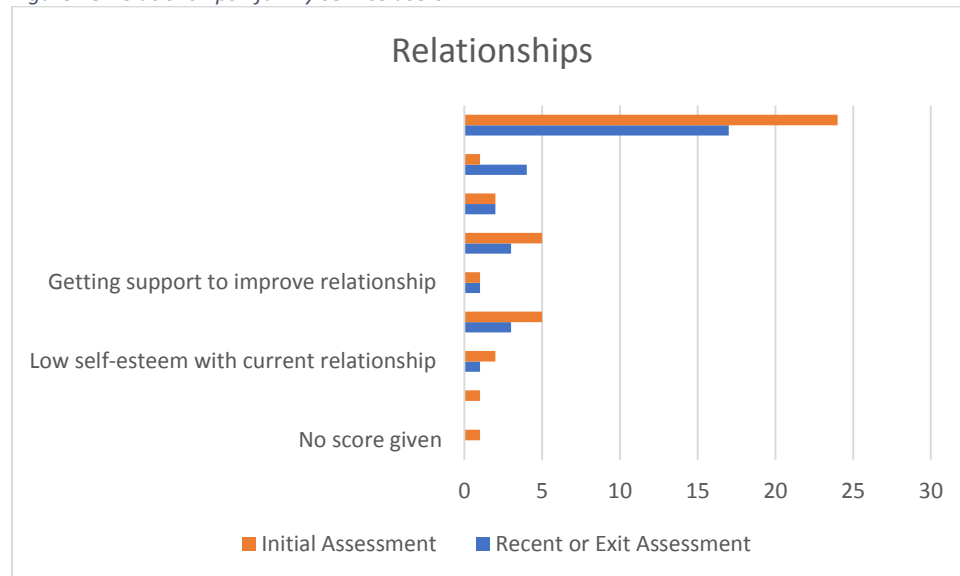
Relationships

During the initial assessment, 59% (24) of family members stated they had stable, confident relationship with their family member in prison. Only eight family members (19%) indicated that there was no meaningful relationship or there were issues with their relationships.

For families who had both an initial and subsequent assessment there was indication of improvement for eight families. Four people stated that they wanted support to improve their relationship and moved to indicating that relationship with family members was better.

There were 10 positive outcomes recorded under relationships.

Figure 18 Relationships - family service users



Case study D During the initial assessment the client scored 1 for relationships – “No meaningful relationship with family member” as she did not have many friends and wasn’t speaking to her older children. The client stated that she wanted to feel more confident and that she struggles to trust people.

Since working with the Family In to Out project the clients’ relationship with her brother has also improved and she has received support from the FSW to build this relationship further. Another outcome has been that the client decided she no longer wanted physical contact with her friend who referred her as she recognised the negative effects of this relationship and how it affects her own progress.

Case study E This client did not have needs regarding her relationship with her husband in prison. However, it came to the attention of the Family Outreach Team that her adult son who lives with her, had been verbally and physically aggressive towards her. The project made a referral to the adult safeguarding team to receive support from the Adult Social Work team.

There were several examples from the case studies where families were supported with regards their relationships with family members in prison due to their concerns and worries about the family member being in prison. Confidentiality procedures mean that families are not able to contact healthcare and other prison departments directly to relay any concerns they may have.

The project has been able to communicate these concerns in a number of cases and consequently led to the family member in prison receiving the appropriate care and reducing stress and worry for families.

Case study B *"Just needed support and someone to talk to. Kept an eye on my brother for me...always there if had any concerns and I was having an off day. They would check on him for me and give me feedback on how he was, so I wasn't worrying about him".*

Case study F had concerns about her son and found that when she contacted the prison they were like a 'blank wall'. Her concerns were mainly around healthcare as her son has Asperger's syndrome and mental health problems and she unable to get a response from healthcare. She was able to speak to Jigsaw who then relayed information to healthcare and they were her only link to her son getting some help. They are unable to tell her anything but she feels better that someone knows.

"They have always been so compassionate and always understood where I am coming from and done all they could".

Additionally, Jigsaw facilitated being able to see son in a different room from the normal visits that take place in a larger noisier room.

"When my son is ready to come out – WYCCP will be really important".

Case study I The main needs of support for this client were in relation to concerns about her brother regarding his medication for mental health problems and his substance use. She learned from her brother that he was been given all his medication in the morning rather than three times a day. This meant that he became very disorientated as he was taking his antipsychotic and sedative medication at the same time.

The FSW contacted agencies within the prison to raise the client's concerns and in particular the mental health team. This gave her some piece of mind that someone was acting on her behalf and that her brother was safe and well.

The FSW were also able to support the clients around the stress and strain she was feeling as she felt like she was carrying a lot it and didn't want to worry her parents with the details. She felt that she had an outlet to vent her anger and frustration and that she had someone to listen to her and not judge her.

"They were there to help me, they are not given enough credit."

Questionnaire respondent A *"I feel supported and less alone. On two occasions my support worker helped alleviate anxiety in regards to my husband's health by putting me in touch with (prison) chaplaincy."*

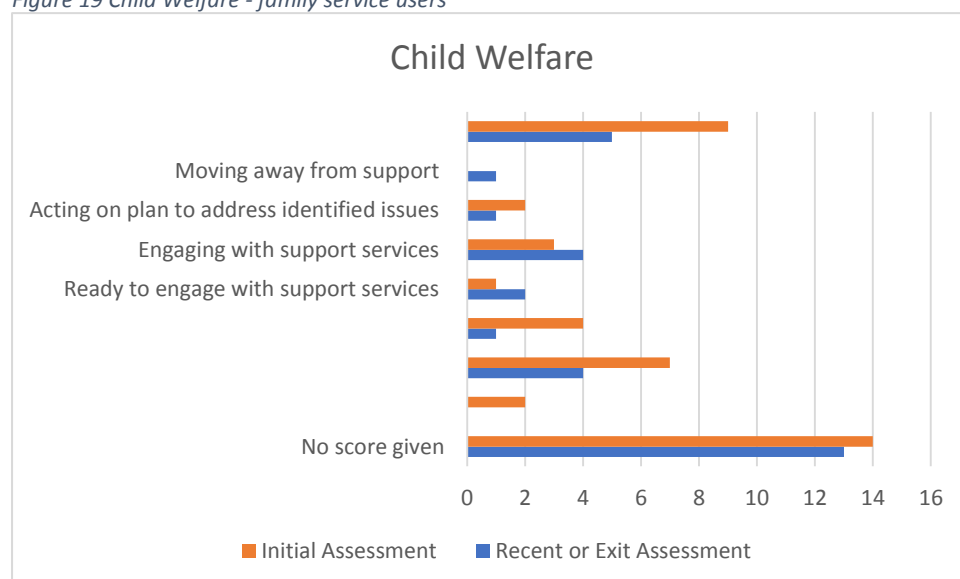
Child Welfare

Of the 28 families that indicated a score in relation to their children's welfare, just under one third (9) stated that there were no issues and their children were coping well. However, just under a half (13) stated their children were finding it difficult with family member being in prison and needed support.

Six families had initial and then a subsequent spider assessment that indicated there had been movement from children finding it difficult to cope or needing support because of family member in prison to either engaging with support services, acting to address issues or children coping with family member in prison.

There were 14 outcomes recorded under Child Welfare.

Figure 19 Child Welfare - family service users



Case study D

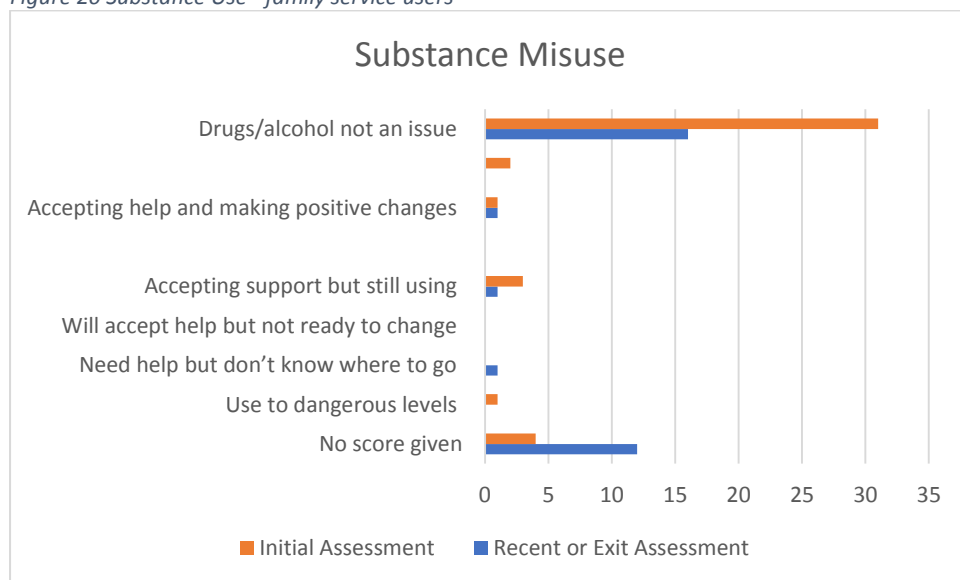
During the course of support to this client, an anonymous report was made to the project, suggesting that the client's home may be unsafe for her daughter as there was openly displayed drug paraphernalia and the house was unclean. The Family Outreach team decided to log this as safeguarding report through HMP Leeds to help ensure that if the child was at risk, that immediate support could be offered and to keep them as a family unit. This demonstrates how the project provides support to all family members and ensures safeguarding of both adults and children.

Substance misuse

On initial assessment, the majority of families, 81% (31) stated that drugs and alcohol were not an issue for them. Four family members (11%) indicated that they had needs around drug and alcohol use. One family member indicated they had moved from "accepting support but still using" to "accepting help and making positive changes".

There were 4 positive outcomes recorded under substance misuse.

Figure 20 Substance Use - family service users



Case study D

The client rated 4 for this need "Accepting support but still using" and stated that she wanted to stop using drugs to improve her own and her daughter's life. Although she did not want to be referred for a methadone prescription or other services, the client feels that through the support of the project she has been able to maintain more control over her drug use. She has been making the choice to prioritise buying food and taking her daughter out.

In relation to this, the client decided that she would like to move away from the area she was living in as there were triggers in relation to her drug use. The FSW supported her to contact her housing provider and she is now on an urgent waiting list to be moved out of the area.

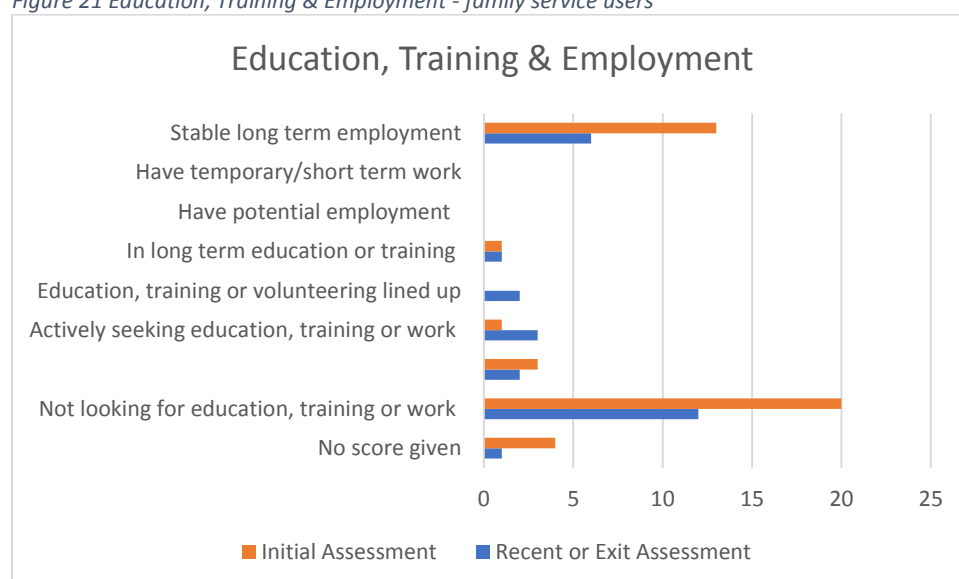
Education, Training and Employment (ETE)

Of the 38 families who scored against statements for ETE during the initial assessment, just over half (20) stated they were not looking for education, training or work. Over one third (14) were employed or in long term education or training.

Subsequent spider assessments indicate that one family member moved from not looking for ETE to actively seeking opportunities. Two people went from needing support to having education, training or volunteering lined up and one person was successful in obtaining stable long term employment.

There were 18 positive outcomes recorded under education, training and employment.

Figure 21 Education, Training & Employment - family service users



Case study A had limited computer skills and no internet access. The FSW took her to Keighley Healthy Living Centre to sign up for a beginner computing course.

Case study C was previously working but left due to a combination of back pain and to care for her husband. The client wanted to look at work options again as she was no longer required to care for her husband and was also as lonely at home. She initially joined an IT course which helped her to get out of the house more then moved on to doing a careers course. She is now volunteering for an organisation that promotes better healthcare for South Asian people.

"The help that I got I want to give it back to the community. The help I got from Jigsaw and the volunteer has also helped to motivate me to volunteer."

Case study F was previously a carer for her son and recently had to transfer to Universal Credit and look for part time work. She has been supported by a FSW to find work and is currently volunteering at a food bank and has also applied to be a volunteer at a local resource centre.

Other outcomes

Housing and accommodation issues are also a significant need for families and data indicates that one third (14 out of 41) of outcomes were for support in relation to housing needs.

Case study G has numerous physical health problems and was living in a two bed flat. The FSW supported her with her housing application on 'Choose and Move' and to get her banding and priority changed on medical grounds. She now lives in a bungalow. She also received support from a charity to get a new bed and now has an orthopaedic mattress.

"Have had access to organisations that I wouldn't do normally. The support that I've had is absolutely unreal, I can't thank her enough. I don't know what I would have done without her."

Case study J has COPD and other health problems. Her son who is in prison, has helped care for her since he was young. She was living in a three bedroom house with stairs. The FSW assisted her to complete a housing application and she now lives in a bungalow which has made a big difference to her. The FSW referred her to Age UK who have assisted her with referrals for physiotherapy, walking aids and adaptations in the bathroom.

"They've been a godsend to be honest". "Have had more help from the support workers than I've ever had from the NHS."

Reducing family breakdown, other family members offending or increasing family functionality

In order to evaluate how the project had helped to reduce family breakdown, family members offending and/or increase family functionality, FSW's were asked to highlight this in case studies and family members were asked during related telephone interviews.

Case Study B

Stated that the service has made a difference as:

"I felt on my own dealing with everything they did. Tried my hardest to do my best, keep them on the straight and narrow...I wanted help before they went to prison", and also stated that: "Don't know how families who haven't got support manage. I'm seeing that they don't manage and they end up back in prison."

She hopes that support her son gets from WYCCP will stop him reoffending. A WYCCP Resettlement Worker has talked to her about an organisation that can help her son with work and that her son *wants* to work but that his record prevents him. She hopes the support that her son gets now will make a difference to him reoffending. She also talked about other people she knew that were going through what she is going through and that they *"want their kids to go on the right road but they need help"*. Her brother also separately receives support from the WYCCP Resettlement Team.

The view from the FSW supporting this family is that the project has helped them to liaise with other support services that have been actively supporting the clients' brother and her son. Therefore, as a unit they have been able to create a net of support for the family to utilise. By creating this foundation of support, the family bonds have been strengthened and they are having positive effects on their life. These positive changes will hopefully encourage the clients' family member to not reoffend because they have a greater access to services that are will to support them as a family.

Case study D The FSW described how the client chose to reduce her ties with her long term friend who was in prison as she was aware of the negative effects of this relationship on her substance use and also on her day to day life with her daughter. The FSW highlighted that by removing contact with her friend who was a repeat offender, she is also removing herself from the influence of crime.

Case study E The project has helped the client to plan a budget that allows her and her son to visit her partner in prison which has helped to create some emotional stability in the family and helped mother and son to get along.

Case study G The client told her FSW about her son's problems and her son received support from WYCCP on his release and helped him to access accommodation.

"Without the support from Ron (WYCCP) and Courtney we would have been stuck in a rut".

Case study I was asked if the service helped to improve family relationships, she answered, *"Yes it did. He was getting support in prison and he will still get support when released. I think it's brilliant."*

Case study J stated that she had a good relationship with her brother anyway but that the project helped to take the pressure off her and she felt reassured that there was someone else there.

"I don't think I would have done it without them. Every single one of them [project workers] listened to me and took time out and always asked me how I was. You can see that they really care. They don't get enough credit. A lot of people would be lost without them. They always kept in touch. That communication was imperative for me for my brain to switch off."

Better access to and interaction with appropriate support services

One of the outcomes of the project is for families to have better access to and interaction with support services that are appropriate for their needs and that they may not have normally had contact with or difficulty accessing. Feedback from families include:

Case study G The client saw a poster about autism in Jigsaw Visitors Centre and that specialist help can be requested from the prison if their family member has autism.

"Getting to know about things that wouldn't normally do".

"Yes definitely. I wouldn't have approached them [other services] before - because of my state of my mind. I wouldn't have known where to begin.

"Support that I've got has made a difference to my mental health. It gives "piece of mind". I'm not as worried".

Feedback on the project in general

Telephone interviews and questionnaires indicate that the project had made a big impact on families and they have found the support invaluable.

"It's a very good service, I have had a very positive experience. I have built good relationships with my support worker and volunteer and I am grateful for their help and the positive impact they've had on my life. I'd give them 5 stars". **Questionnaire A**

Case study B

"Your organisation means a lot to everyone".

"Don't know where I would be without them".

"Lovely to know if you've got someone in prison, you've got someone to talk to and nice to know that somebody is there, that is understanding and ordinary like yourself".

Case study F

"All Jigsaw staff are invaluable, I don't know what I would have done without them".

"Dread to think what would happen without them (Jigsaw)".

When asked the difference it has made service to relationship with family member in prison – *"Yes it has made a difference, if didn't have help from Jigsaw, wouldn't be able to put on a better face".*

Case study J

"Would really hate to think it [the project] would stop because it is really needed." "Without their help I don't know where I would be. Anybody that get's their help is lucky."

Feedback on additional support needed

Families are asked via questionnaires whether there is anything else that the project could have done that would have been helpful. Responses included:

"I would appreciate if there was someone to contact outside office hours, as my support worker can only be contacted during a certain time and I don't have contact details of my volunteer."

Questionnaire respondent A

"If possible in the future, to put together template letters for dealing with officials at the prison."

Questionnaire respondent B

Consideration could be given to providing families with template letter examples for contacting agencies and organisations. This facility could be made available to all families including those who may not require more intensive support.

Focus group with families not using the Family Support In to Out project

A focus group was carried out with 10 family members who were not or had not used the Inside to Out project to gain an understanding if there were any gaps in the project or if anything could be done to engage with and gain referrals. The following feedback indicates responses to questions to prompt discussion.

What do you know about the Family Support In to Out project? All family members in the group stated that they had not heard of the Family In to Out Support project and stated that they had not seen in posters in Jigsaw Visitors centre as they are usually so busy getting checked in and dealing with their children that they do not always take in the information that is displayed.

One participant suggested that it might be useful to have information about the project on the 'email a prisoner' website.

When asked '**What would be the best way to be informed about the project?**', some participants said that it might be useful to be given a welcome pack that had all relevant information in and that could be digested at home in their own time or on the website. Several said that information came through their partners as they usually have access to more information.

Participants were asked if '**there were any reasons they might not want to access the project?**'. Answers were varied and included:

- Don't need the support as it had become the norm.
- Received support from their family.
- Didn't want their whole life revolving around the prison and that they felt so much of their time was already taken up by family member in prison.
- Work full time so didn't feel they had the time.
- Don't want to feel like someone feels pity for them as they knew their partner was committing an offence.

Recommendations

- Consider developing a welcome information pack about the project that could be distributed in Jigsaw or on the 'email a prisoner' website.

Summary

The project assessed 58% (35 out of 63) of all family referrals. A total of 49 families received 200 minutes or more of support. The proportion of referrals who have actively engaged with the project has increased in comparison to last year, from 35% to 56%.

Demographics of the family service users worked with indicates that the project is working with families from across the age ranges, different religious backgrounds and from all the regions across West Yorkshire. Just over half of family members were disabled and referrals were received from all ethnicities except people from a Black background.

Data indicates families require both short and long term support depending on their circumstances and that there is a need for the project to be flexible in this respect.

The greatest number of outcomes were in relation to emotional support, financial support and then health needs. Outcomes recorded under the 'other' category included support for housing needs,

signposting referrals, assistance with taxis to court and guidance on prison visiting procedures. One third of outcomes were in relation to housing needs.

Qualitative data clearly demonstrates the positive impact of the project on families, the difference it has made to lives and how highly they value the project. Main areas of support and therefore impact were in relation to emotional support including referral to counselling; help to communicate with the prison in relation to their family member leading to reduction in stress and worry and assistance with finances.

4 Quantitative and Qualitative Achievements for Family Man Service Users

4.1 Outcomes

During year one of the project WYCCP contacted the Big Lottery Fund to request adjustment to the outcomes for family man service users and halve the targets from 60 to 30 for number assessed and 40 to 20 for the number who are supported.

Expected outcomes for year two: 30 prisoners who express an interest in improving family relationships are assessed and 20 are supported according to their individual needs by a WYCCP worker or volunteer.

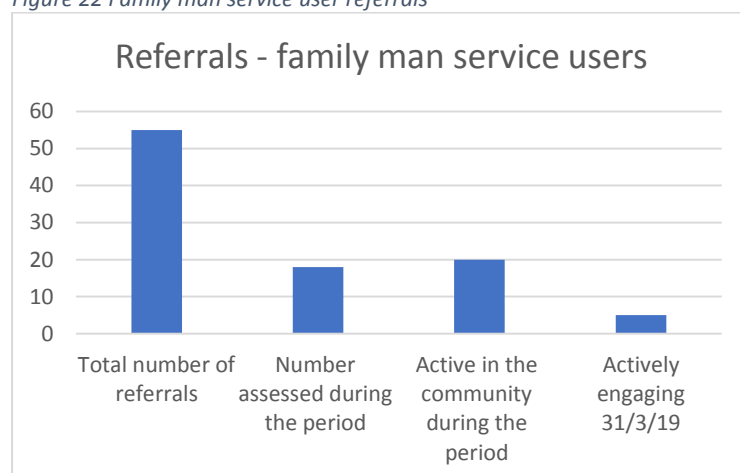
Actual outcomes for year two: 18 prisoners who expressed an interest in improving family relationships were assessed and 33 prisoners were supported according to their individual needs, including men who were assessed in year one.

Referrals

There was a total of 55 referrals for family man service users. Of the 55 referrals made, 29 (53%) were eligible for the project. A total of 33 family man service users received support from the project during year two, receiving 60 minutes or more of support. Twenty family man service users (69%) received 200 minutes or more of support from the project.

A total of 18 new family man service users, 62% of eligible referrals were assessed using the spider tool. At the end of year two, on 31 March 2019, five family man service users were actively engaging in the project and receiving support.

Figure 22 Family man service user referrals

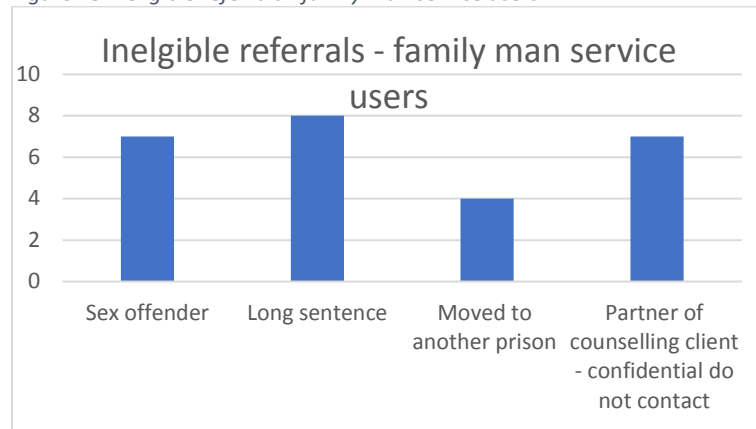


Ineligible referrals

A total of 26 men, just under half (47%) of referrals did not meet the eligibility criteria of the project. Of these, 31% (8) were serving a long sentence, 27% (7) were sex offenders, 27% (7) could not be contacted as partner was receiving counselling and 15% (4) had moved to another prison.

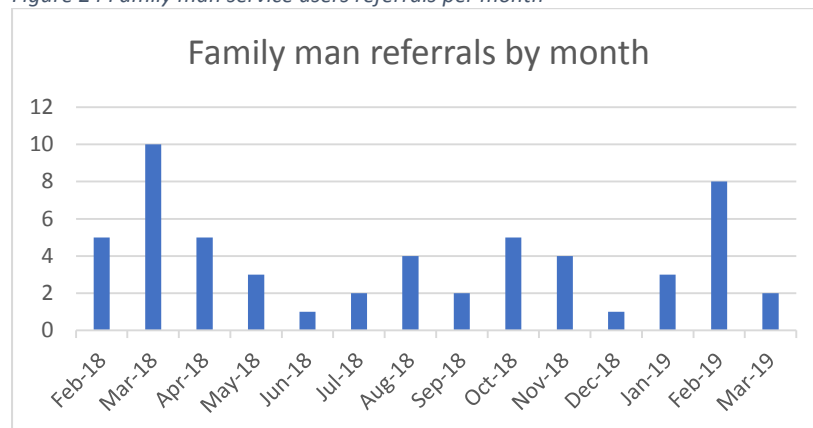
Although no further support can be offered to the ineligible referrals who are sex offenders, WYCCP Resettlement Workers or volunteers meet with family man service users who are serving long sentences or on remand to provide interim support and signposting.

Figure 23 Ineligible referrals - family man service users



The figure below shows the number of referrals by month and indicates that the number of referrals ranged between 1 and 10 per month, an average of 4 per month, with a higher number of referrals in March 2018 and February 2019.

Figure 24 Family man service users referrals per month



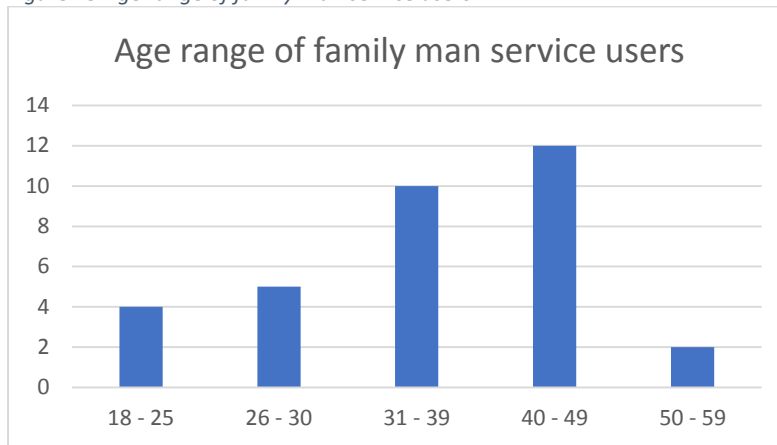
4.2 Demographics of family man service users

Quantitative data was provided on the demographics, where available, of 33 family man service users who received support and actively engaged with the project between 1 February 2018 and 31 March 2019.

Age range

The age range of all family man service users engaged with the project indicates that 12% (4) were aged 18-25, 15% (5) were 26-30, 30% (10) were 31-39, 37% (12) were 40-49 and 6% (2) were aged between 50-59. There were no family man service users aged 60 and over.

Figure 25 Age range of family man service users

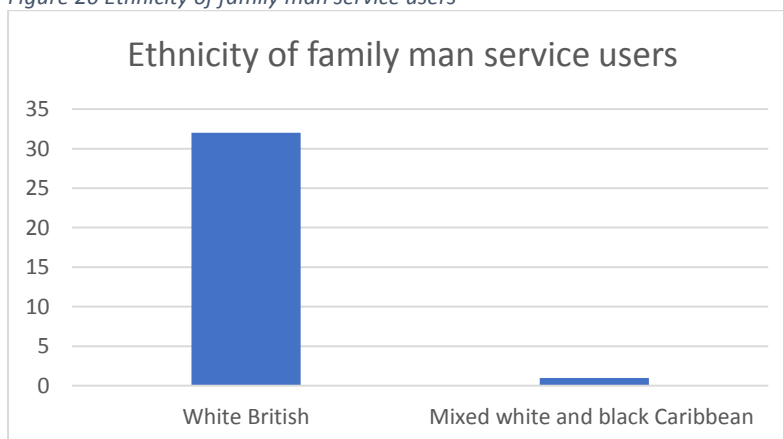


Ethnicity

In 2018, one quarter (26%) of the prison population was from a minority ethnic group².

Almost all (97%) of the family man service users who actively engaged with the project were White British and the remaining 3% (1) was Mixed White/Caribbean.

Figure 26 Ethnicity of family man service users



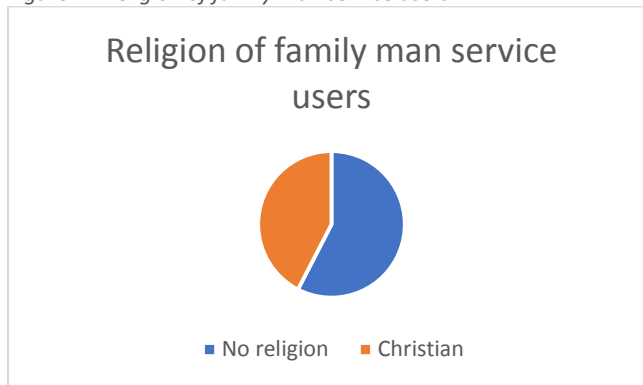
Religion of family men service users

In December 2016, just under half the prison population was of a Christian faith (48.5%), 15% were Muslim prisoners and just under one third (31.5%) stated they had no religion.

Of the 33 service users who actively engaged with the project, over half (58%) stated they had no religion and the remaining 42% were Christian.

² Table 1.4 Ministry of Justice (2018) Offender Management Statistics Quarterly: April to June 2018, London. Ministry of Justice

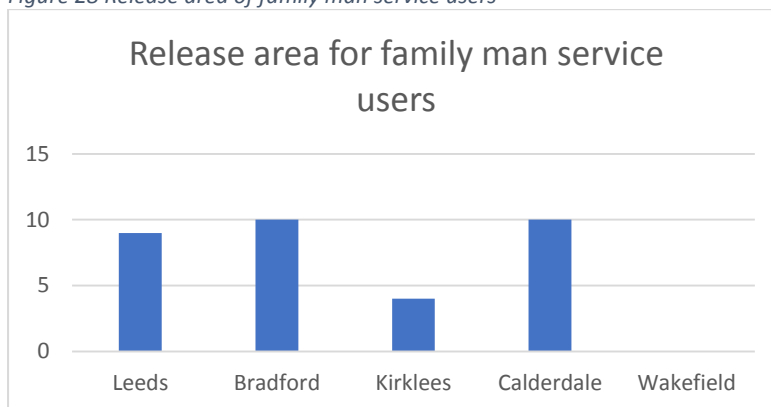
Figure 27 Religion of family man service users



Release area

Of the 33 service users who actively engaged with the project, just under one third each (10) came from the Calderdale and Bradford areas, 27% (9) from Leeds and 13% (4) from Kirklees. No service users were from the Wakefield area.

Figure 28 Release area of family man service users



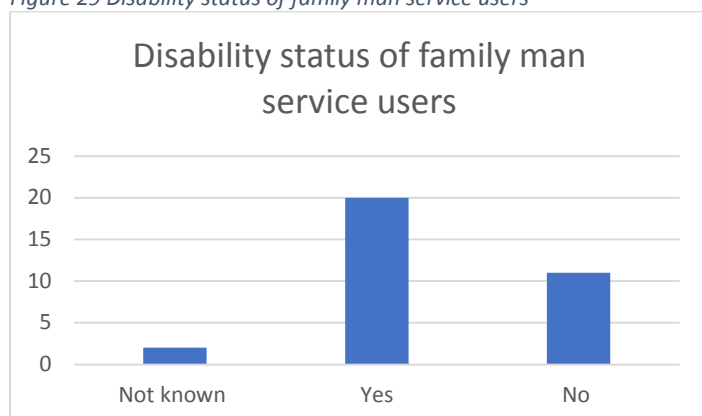
Disability status of family men service users

Just over a third (36%) of prisoners are estimated to have a physical or mental disability, compared with 19% of the general population.³ 11% of prisoners are estimated to have a physical disability, 18% have a mental disability and 7% have both.

Of the 33 family man service users who actively engaged with the project, 61% (20) were recorded as having a disability, one third (11) were not disabled and status was not known for two service users. Data indicates that a high proportion of service users have a disability and higher than general prison population prevalence.

³ Prison Reform Trust, (2016). *Bromley Briefings Prison Factfile, Autumn 2016*. London: Prison Reform Trust.

Figure 29 Disability status of family man service users



Number of times in prison

Data indicates that just under a quarter (8) of family man service users who engaged with the project were in prison for the first time and 21% (7) had been in prison at least 10 times or more. All other referrals had previously been in prison between 2 and 12 times. This indicates that the majority of family man service users accessing the project have been in prison multiple times.

Further discussion of this data is provided in Chapter 6 in the Economic Impact Assessment.

Figure 30 Number of times in prison

No of times in prison	Number of family man service users
First time	8
2	5
3	1
4	2
6	2
8	1
9	1
10	5
12	1
17	1
20	4
21+	2
Total	33

Contact time and length of engagement

Data was provided on contact time and length of engagement with the project for the 33 family man service users who engaged with the project in year two. The majority of service users received up to 600 minutes of support. In total, family man service users received 18,025 minutes, approximately 300 hours or 43 working days (based on 7 hour days) of support from the project.

Figure 31 Contact time with project - family man service users

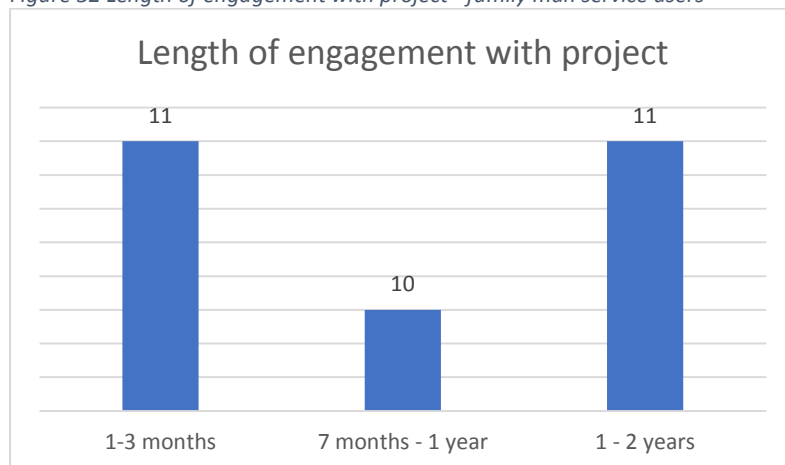
Contact time	Contact time in approximate hours	Number of family man service users	%
60 – 200 minutes	1 – 3 hours	13	39%

201 – 400 minutes	4 – 6 hours	9	27%
401 – 600 minutes	7 – 10 hours	5	15%
601 – 800 minutes	11 – 13 hours	1	3%
1001 – 2000 minutes	16 – 33 hours	2	6%
2001 - 3000	34 – 50 hours	3	9%

Length of engagement

Of the 33 family man service users who engaged with the project, data was provided on length of engagement for 32 men. Just over one third (11) engaged with the project for 1 – 3 months, 10 men for four months to 1 year and the remaining 11 men had been engaged for over 1 year.

Figure 32 Length of engagement with project - family man service users



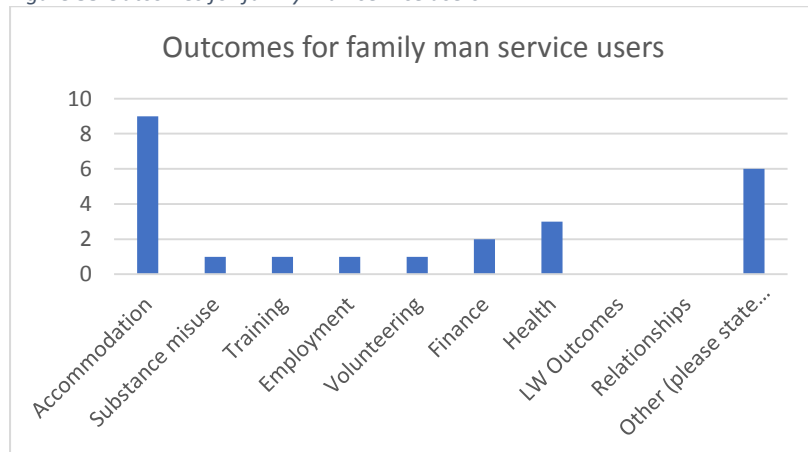
4.3 Spider assessment data for family man service users

Data was provided for on the initial spider assessments carried out for 31 family man service users. Data on an initial and most recent assessment was provided for twelve (39%) family man service users.

Outcomes for family man service users

The figure below indicates the outcomes that were recorded for family man service users who actively engaged with the project. The majority of successful outcomes were recorded for accommodation and correlates with spider assessments. A significant number of outcomes were recorded under the 'other' category, including help with getting furniture and white goods, acquiring a mobile phone to finding a vet.

Figure 33 Outcomes for family man service users



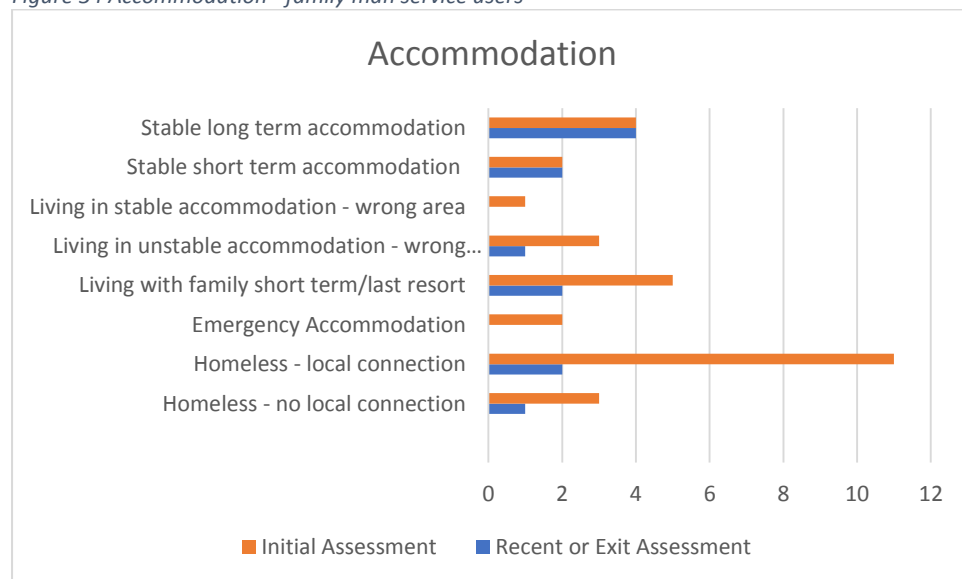
Accommodation

Initial assessments for family man service users indicates that accommodation is a significant issue with over three quarters (24) stating they had unstable accommodation or were homeless. Only 19% (6) stated they had stable short term or long term accommodation.

One third (4) of men who had a follow up assessment moved from being homeless to securing either stable short term or long term accommodation.

There were 24 outcomes recorded for accommodation.

Figure 34 Accommodation - family man service users



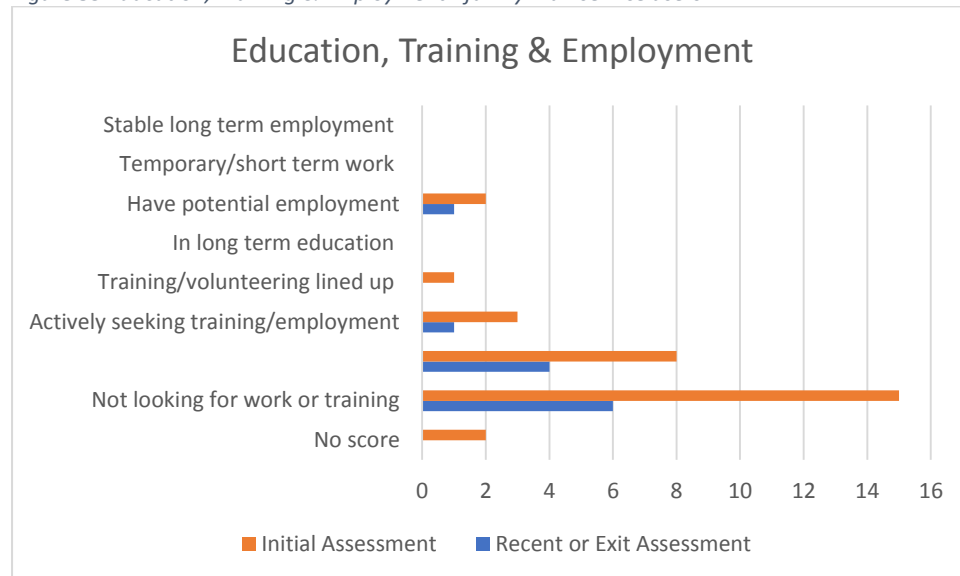
Education, Training or Employment (ETE)

On initial assessment, just under half (15) stated they were not looking for ETE opportunities. Over one third (9) stated they wanted support or were seeking ETE opportunities. Three people had potential training, volunteering or employment options lined up.

One quarter (3) family men who had follow up assessments had moved from not looking for any to ETE opportunities to stating they would like support.

There was one outcome recorded for employment.

Figure 35 Education, Training & Employment - family man service users



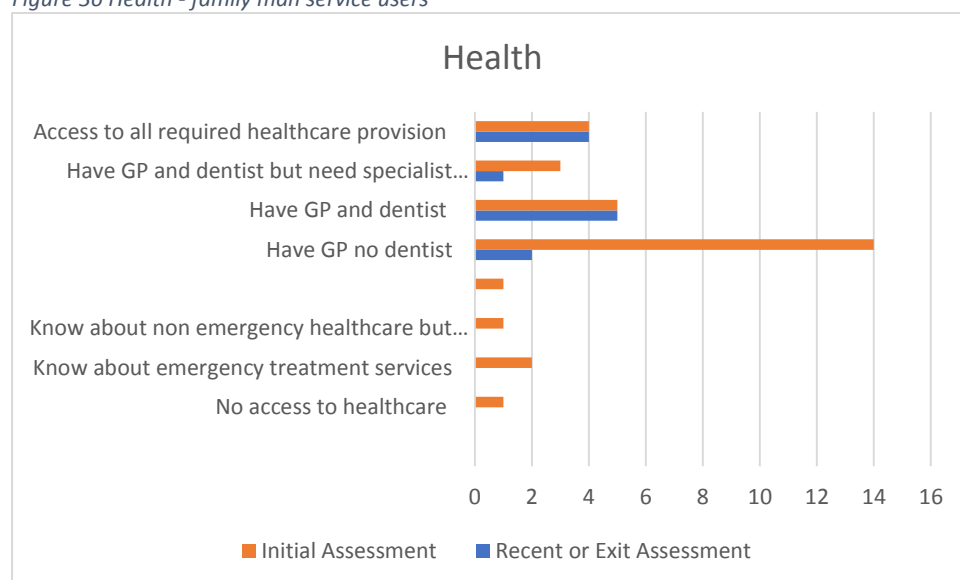
Health

During initial assessment just under half (14) stated that although they were registered with a GP, they had no dentist. Nine people (38%) had access to a GP and dentist or access to all healthcare provision.

One quarter (3) of men who had a follow up assessment moved from having no dentist to accessing one.

There were 14 outcomes recorded under health.

Figure 36 Health - family man service users



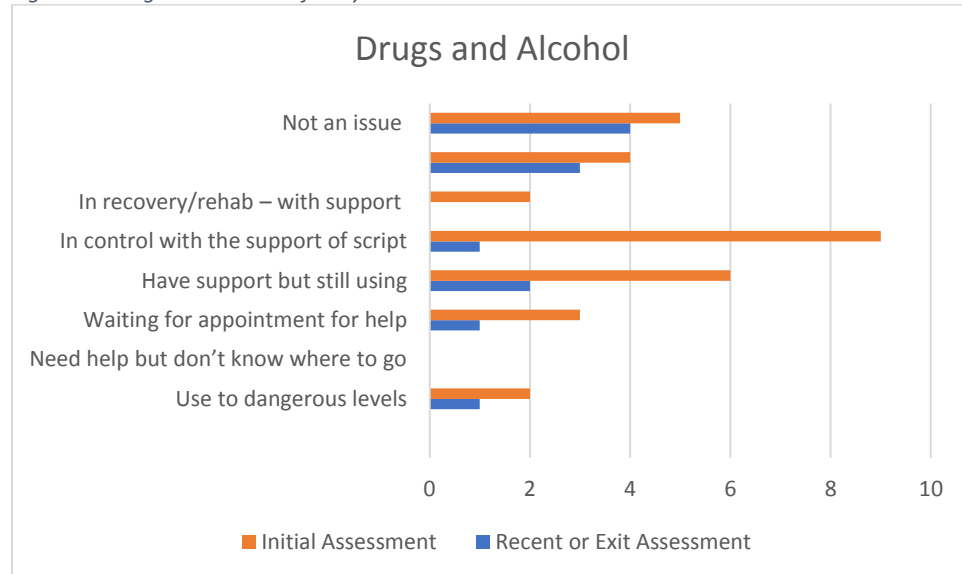
Drugs and alcohol

On initial assessment, the majority of family man service users indicated that there either were or had been issues with drug and alcohol. Just over one third (11) said they were still using drugs or alcohol and six people were waiting for support. Just under one half (15) were in control of their drug use with support of a script, rehabilitation or had previous issues and felt in control.

There were two men who indicated there had been an improvement in that they had moved from using at dangerous levels to having support and still using or from using to being in control of their drug use.

There were 3 outcomes recorded under substance misuse.

Figure 37 Drugs and Alcohol - family man service users



Debt and finances

On initial assessment, six people stated that their finances were in a mess or in debt. Just under one third (10) either had debts or struggling for money. Just over one third (11) were managing with their income or positive about their financial situation.

Four family men indicated on follow up assessment that they had moved from finances being in a mess or in debt to managing their money better.

There were 30 outcomes recorded under finance.

Figure 38 Debt and Finances - family man service users

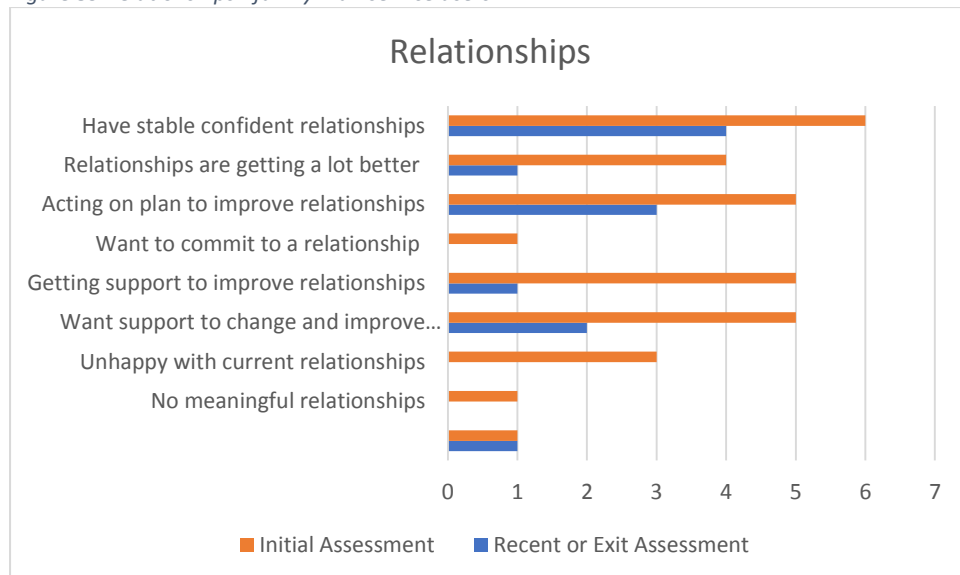


Relationships

During initial assessment just under half (15) of family man service users stated that either they wanted or were getting support or acting on a plan to improve relationships. Ten people also indicated that their relationships were already improving or they had stable relationships.

There were no outcomes recorded under relationships.

Figure 39 Relationships - family man service users

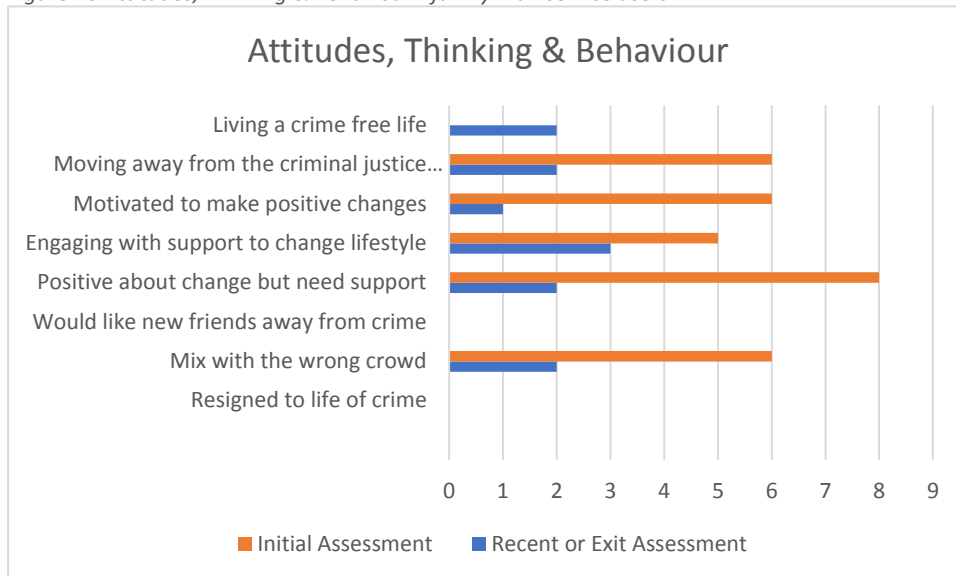


Attitudes, Thinking and Behaviour

During initial assessment the majority (61%) of family man service users stated that they were positive or motivated about making changes to their lifestyle. A small number (6) stated they were still mixing with the wrong crowd.

On follow up assessment there had been positive movement for 5 family man service users who had gone from wanting support to stating that they were moving away from the criminal justice system or living a crime free life. There were no outcomes recorded under ATB.

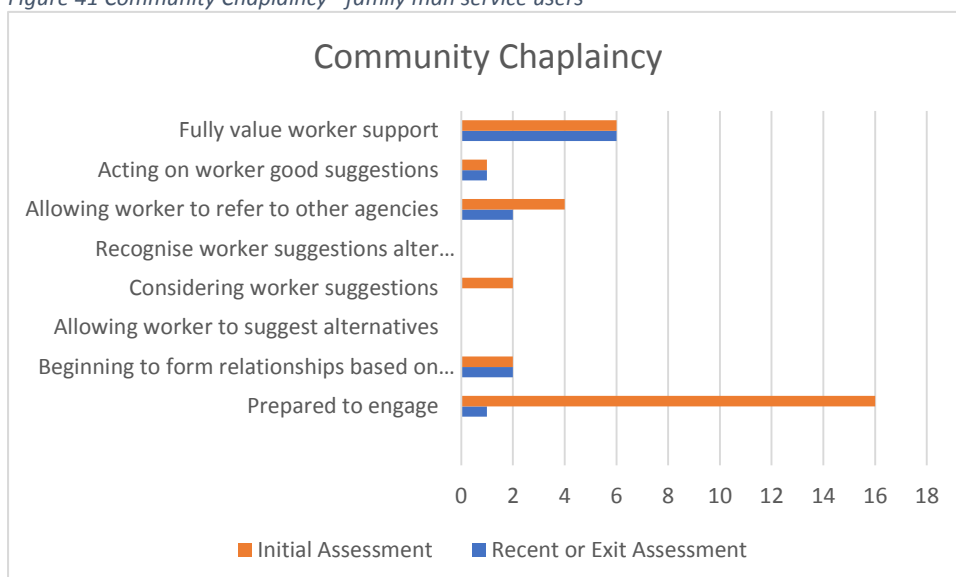
Figure 40 Attitudes, Thinking & Behaviour - family man service users



Community Chaplaincy

During initial assessment, seven family man services users were actively considering or acting on worker suggestions or being referred to other agencies.

Figure 41 Community Chaplaincy - family man service users



Qualitative achievements

Case study J's brother received support from WYCCP on release for help with benefits and his accommodation. WYCCP helped him to acquire private rented accommodation and to apply for housing benefits and ESA. Additionally, they supported him to access drug and alcohol services and liaise with probation. The client talked about how she appreciated the WYCCP worker keeping in touch with him every day and that he will get support for however long he needs. He has now been allocated a volunteer to assist him further. When asked if the project had helped to gain better access to appropriate support services, the client said:

"Yes definitely. It affects the family because we could see him struggling. It's good to get the right support he needs."

Case study K is linked to case study D and demonstrates how the project has supported the whole family unit. This family man service user is 56 years old and he was referred to the project whilst he was on remand.

Health needs He previously had cancer and chemotherapy and radiotherapy treatment. A side effect of radiotherapy is necrosis of the bone which is spreading and causing ongoing multiple infections, chronic pain and disintegration of the bones resulting in significant disfiguration. He stated that he didn't feel he was receiving the help and support needed for the management of his illness through the prison and healthcare. WYCCP wrote a letter to his surgeon stating concerns over his worsening condition, which led to him being admitted to hospital for assessment and surgery for several weeks.

WYCCP have been an integral link between the criminal justice system, the offender's solicitor and hospital to enable him to be discharged from hospital and bailed to his address rather than back to custody.

The service user was given a three year sentence which his solicitor appealed given his terminal health condition. He was granted a conditional discharge on medical grounds with reports from prison healthcare professionals and hospital specialists being taken into account.

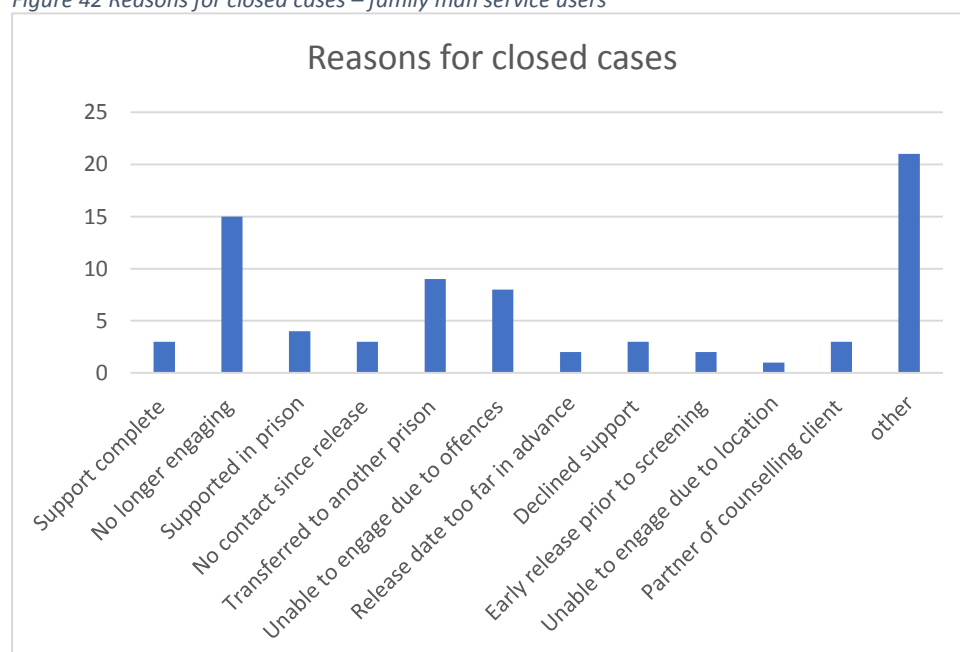
WYCCP have supported him with ongoing health care and referrals for specialist home and healthcare. In addition to support around housing issues, benefits, budgeting and banking.

This case study is a good example of how the male service user is accessing support through WYCCP throughout their sentence and into the community with practical and emotional support.

Reasons for closed cases

A total of 74 cases were closed during the reporting period. A small number (3) were closed as support had been completed. One fifth (15) were closed as they were no longer engaging with the project. Other main reason for closure were related to eligibility for the project including: unable to work with due to offence type, transferred to another prison, early release or release date in advance.

Figure 42 Reasons for closed cases – family man service users



Summary

Just over half (29) of the of the 55 referrals were eligible for the project. A total of 33 family man service users received support from the project during year two, exceeding the target of 20. The majority of men engaging with the project were aged between 18 and 49, almost all were White

British and just under two thirds were recorded as being disabled. Service users had release areas from across West Yorkshire

The majority of successful outcomes were recorded for accommodation and correlates with spider assessments which indicate that a key need for family man service users are in relation to accommodation, followed by health and then finance.

Qualitative data from family service users reflects a great deal of the impact of the project on the family unit as a whole and particularly for the family man service user whilst in prison in relation to healthcare needs.

5 Volunteer contribution to the project

Expected outcome for year two:

20 new volunteers are recruited, trained and supported, access bi monthly additional training and are matched with a family or carry out administrative duties for the project.

Actual outcome for year two:

20 new volunteers have been recruited, trained and supported, access bi monthly additional training and are matched with a family or family man service user or carry out administrative duties for the project.

The project has continued to use WYCCP's well developed volunteer programme to recruit, train and manage volunteers, known as Link Workers, to provide support to family members. Link Workers also provide support to ex-prisoners including family man service users.

Achievements

There has been some learning from year one which has been implemented and contributed to more successful use and retention of volunteers during year two:

- Small changes have been made to the induction process. All volunteers shadow WYCCP Resettlement workers working with men, to gain an understanding of the principles of working with service users in the community. Volunteers who express a desire to work with families, then go on to shadowing FSW's, allowing them to transfer skills and knowledge they have gained, to working with families. Often volunteers who wanted to work with men find they prefer to work with families.
- Volunteers shadowing FSW's must participate in the interventions and activities that take place in the Jigsaw Visitors Centre. This ensures they have greater knowledge, understanding and experience of the wider services available to families.
- The Volunteer Manager and Coordinator are able to better prepare and manage volunteers' expectations of the Family Link Worker role, for example, explaining that it can be slower to build trust with family members.
- FSW's are heavily involved on the family training day of the induction process for volunteers.
- An added advantage of having previous volunteers as FSW's is that they have been through the process and understand the experience of volunteers. The FSW's are positive about using volunteers and how they can support the project, have trust in them and utilise them to their full capacity. Consequently, there has been greater opportunity for family shadowing for volunteers.

Feedback from the staff stakeholder group indicated that there has been greater buy-in to the project this year from volunteers which has been crucial to the success of the project.

5.1 Formal training provided to Link Workers

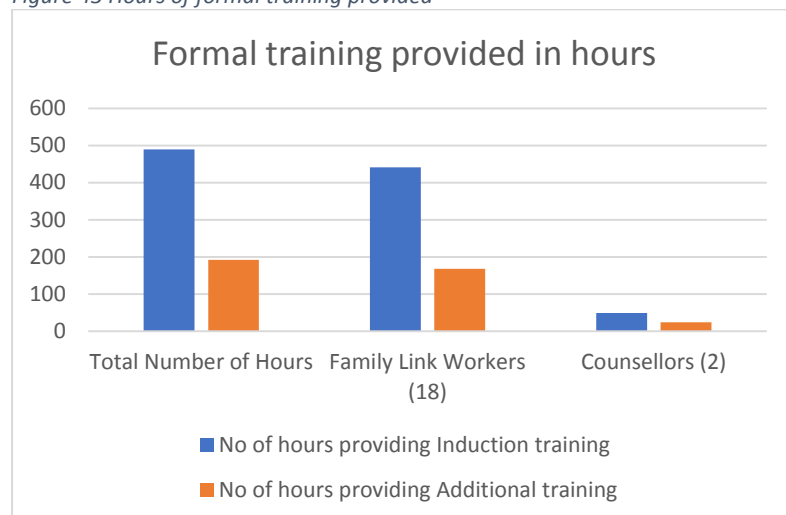
Quantitative data was provided on the training completed by Link Workers and counsellors and the time they have contributed during year two of the project.

All potential volunteers undertake a formal programme of training. The induction training consists of a three hour assessment, three full days of training from 10 a.m. - 4 p.m. and three hour training on completing assessments totalling 24 hours.

A total of 682 hours of formal training has been provided to Link Workers and volunteer counsellors of which 490 hours (72%) have been spent on the induction training and 192 hours (28%) on additional training.

Link Workers have received 609 hours of training in total 89% of all training provided and counsellors received the remaining 73 hours of training (11%).

Figure 43 Hours of formal training provided



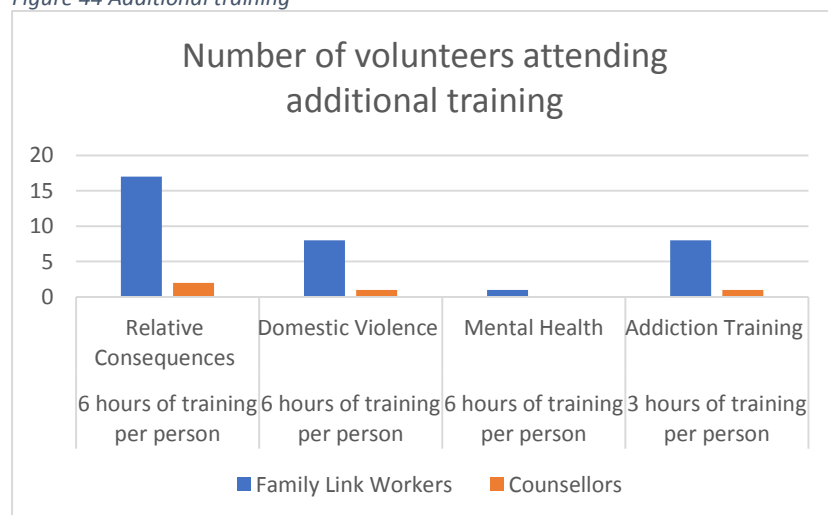
During year two there have been two Induction training sessions delivered to a total of 20 volunteers, consisting of 18 Link Workers and two counsellors.

Of the total number of hours of induction training, 441 hours (90%) were spent on training Link Workers and 49 hours (10%) training counsellors.

Seven sessions of additional training were delivered covering the following topics: Relative Consequences; Domestic Violence, Addiction Training and Mental Health. A total of 192 hours of additional training was delivered. Link Workers received 168 hours (88%) and counsellors received 24 hours (12%).

The figure below indicates the total number of attendees for each course and the number who were Link Workers and counsellors.

Figure 44 Additional training



Qualitative achievements

Qualitative data on how volunteers have assisted families include:

"My volunteer has helped me with booking visits and help with claiming expenses; she has also sorted out other benefit issues and has given me the emotional support I needed to get through this difficult time. Without this support I wouldn't be able to cope, the help that I have received is irreplaceable." **Questionnaire Respondent A**

"Shauna (volunteer) helps with bills and arranging payment plans. Job searches. GP visits – Shauna helps me to understand what the doctor has said." **Questionnaire respondent D**

Case study C – A Family Link Worker met this client on a weekly basis at a library in her area to assist her to submit electronic prison visit forms.

Case study E – sees a Family Link Worker on a weekly basis who assists her with budgeting and job hunting. The volunteer has helped her to establish payment plans with utility suppliers and the council and rectify benefit claims.

5.2 Time contributed by volunteers

Over a 14 month period between 1st February 2018 and 31st March 2019, Link Workers have spent a total of 842.70 hours working with service users of the Family Support In to Out project, whether they are families or family man service users.

A total of 398.50 hours (47%) contributed was spent working with family man service users and 444.20 hours (53%) were spent supporting families. This time includes travel, estimated shadowing time (based on 8 three hour shadowing sessions (this is the minimum LWs do) and estimated admin time based on LWs spending equal time on admin as contact time.

A total of 13 volunteers left the project for employment in year two of the project.

5.3 Counselling service

The counselling service has continued to be fully utilised during year two. Staff stakeholder feedback indicated that the counselling service addresses one of the main needs for families around emotional support. Feedback from service users in case studies and telephone interviews corroborates this. Volunteer counsellors report that they feel very much a part of the project.

The service works well as families can see the counsellor after their visits. Counselling is adapted to needs of service users, for example a client who was 20 years old and had special needs had his counselling sessions in the children's room as he felt more comfortable there.

There has been a total of four volunteer counsellors in post during this period, two of whom were newly inducted and trained.

Between 1 February 2018 and 31 March 2019, there have been a total of 33 people referred for counselling and 169 hours of counselling provided.

One questionnaire (**Questionnaire respondent C**) was provided on feedback from a client who used the counselling service and comments included:

"Claire (the counsellor) was non-judgemental, empathetic and listened to my journey".

When asked what made the WYCCP/Jigsaw counselling service different from other services, the response was:

"Warm atmosphere, pleasant surroundings, very person centred approach. I have valued and appreciated the sessions especially when I have felt overwhelmed."

Questionnaire respondent D stated *"Angela (FSW) referred me to counselling which I think helps a lot."*

Summary

The project met the target outcome of recruiting, training and supporting 20 new volunteers. Small changes have been made to the induction process. All volunteers shadow WYCCP Resettlement workers working with men, to gain an understanding of the principles of working with service users in the community. Volunteers who express a desire to work with families, then go on to shadowing FSW's, allowing them to transfer skills and knowledge they have gained, to working with families.

The counselling service continues to be a key part of the project in terms of providing emotional support to family service users.

Qualitative data indicates the impact and importance of volunteers, both Link Workers and counsellors on families and their economic impact is discussed further in the next chapter.

6 Economic and Social Cost Benefit Analysis

To understand and assign an economic value to the impact of the project the following elements and outputs of the project have been analysed:

- The costs to agencies and families resulting from imprisonment (year one and two).
- The savings as a result of the services provided by the Family In to Out Support project (year one and two).
- The contributions made by volunteers (year one and two).
- The impact of the reduction in reoffending rates (year two).

Data from year two forms the main focus of the analysis for the following reasons:

- The project was fully up and running in year two offering a truer indication of the services delivered, number of beneficiaries of the project and resulting value of the project when fully funded and operational.
- Data for reduction of reoffending rates was not provided for year one.
- Gaps in recruitment during year one.

Comparisons have been made between year one and two where available data makes this possible.

For year one of the project, data was provided from 1 February 2017 – 31 January 2018. For year two of the project, data was provided from 1 February 2018 to 31 March 2019. It was decided that data would be provided for the longer period of time of 14 months in 'year' two as the project was fully operational, providing richer data of values achievable from a fully funded project. Additionally, the economic impact assessment was moved from the year three evaluation report to year two.

6.1 Savings as a result of the work with families and family man service users

This section will look at the number of families and family man service users that the project has worked with and allocate the costs of the project to place an economic value on the project.

The total costs of the project in year one and two have been applied to give a value to the number of families and family man service users that have been worked with. Projects costs include salaries for all workers involved in the project, training and management of volunteers and overheads.

The cost of the project for year one (2017/18) was £117,201. This cost is allocated to both families and family man service users who 'actively engaged with the project' and received 200 minutes or more of support. In year one, this was 27 families and 12 family man service users.

For the purpose of this assessment, it will be assumed that resources were allocated evenly to each case, whether that be a family or family man service user. Therefore, 69% (£80,869) of the budget was allocated to families and 31% (£36,332) allocated to family man service users.

In the 14 months of 'year two' (2018/19), the cost of the project was £129,966 (the £110,244 allocated to year two plus two months budget allocation from year three). Using the same assumptions as year one budget allocation, the 49 families would have been allocated 60% (£77,980) of the budget and the 33 family man service users 40% (£51,986).

Family work

The following economic impact assessment uses as a benchmark, data from the 2007 report 'Poverty and disadvantage among prisoners' families' by Smith, Grimshaw, Romeo and Knapp.⁴ This study explored the experiences of poverty and disadvantage among the family members and partners of

⁴ Smith, R., Grimshaw, R., Romeo, R., Knapp, M. (2007). *Poverty and disadvantage among prisoners' families*. Joseph Rowntree Foundation.

prisoners. The data from this study is referenced by Lord Farmer's 2017 report⁵ on the importance of families in reducing reoffending and intergenerational crime.

The Smith report includes the cost to agencies and families resulting from imprisonment only and does not estimate any longer-term costs to society. The costs of lost earnings and the inability to work outside the home (in so far as this could be reasonably linked to the imprisonment), were based on the best estimate of the gross median wage of all employees in the UK from the Office of National Statistics (ONS) in 2004.

For the purpose of this evaluation, annual inflation rates have been applied to the 2004 monetary figures in the Smith et al (2007) report, to establish costs for the Family Support In to Out project in both year one (2017/18) and year two (2018/19). According to the ONS composite price index for this period, cumulative inflation increased by 45.95% and 49.57% respectively.

Costs of Imprisonment

Family and friends are the most important factor in enabling successful resettlement for prisoners on release from prison.⁶ Reoffending rates are 21% higher for people who said that they had not received family visits whilst in prison compared to those that had.⁷ Research suggests that having good family ties can reduce the likelihood of re-offending by 39%. Children's futures are also heavily influenced by family circumstances with 63% of boys with a convicted parent going on to offend in later life.⁸

However, arrangements to help maintain and strengthen family ties are not given sufficient priority or resources.⁹ The impact of imprisonment and separation disrupts all aspects of families' lives. Finances are reduced through loss of prisoners' income and women leave paid work to care for children.

Smith (2007) calculated that in 2004, over a six month period, loss of income to the family averaged £6,200.¹⁰ Moreover, the average additional costs to families and relatives were £175 per month and over a six-month period the costs to the NHS was £4,690 and to Social Services, £4,930.

For the benefit of establishing comparators for costs in 2017/18 and 2018/19, the 2004 costs have been annualised and inflation rates applied in Figure 45.

Figure 45 Costs of imprisonment to families and services for families

Annualised in £s	2004	2017	2018
Inflation	-	45.95%	49.57%
Loss of earnings	12,400	18,098	18,547
Cost to families	2,100	3,065	3,149
Cost to NHS	4,690	6,845	7,015

⁵ Farmer Lord (2017) *The Importance of strengthening prisoners family ties to prevent reoffending and reduce intergenerational crime* Ministry of Justice August 2017 accessed at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/642244/farmer-review-report.pdf

⁶ Criminal Justice Joint Inspection (2014). *Resettlement provision for adult offenders: Accommodation and education, training and employment*. London: HM Inspectorate of Prisons.

⁷ Brunton-Smith I. and Hopkins, K. (2014). *Prisoners' experience of prison and outcomes on release: Waves two and three of SPCR*. London: Ministry of Justice.

⁸ Ministry of Justice and Department of Children, Schools and Families (2007). *Reducing re-offending: supporting families, creating better futures A Framework for improving the local delivery of support for the families of offenders*. Crown Copyright.

⁹ Farmer, M. (2017). *The importance of strengthening prisoners family ties to prevent re-offending and reduce Intergenerational Crime*. London: Ministry of Justice and HM Inspectorate of Prisons (2016) *Life in prison: contact with families and friends*. London: HMIP.

¹⁰ Smith, R., Grimshaw, R., Romeo, R., Knapp, M. (2007). *Poverty and disadvantage among prisoners' families*. Joseph Rowntree Foundation.

Cost to social services	4,930	7,195	7,374
Total		35,203	36,085

Although these costs are illustrative rather than conclusive, by identifying the additional costs to families of prisoners and to the services for families of prisoners, a truer cost of imprisonment can be calculated. Smith (2007) calculated that by including the costs to the families, NHS and social services, the published annual cost of imprisonment in 2007 would rise by almost a third from £37,500 to £49,200.¹¹

We would argue that loss of earnings to the families could also be included. This would result in the actual cost of imprisonment in 2017 in England and Wales, more than doubling from £38,042 per place, to £73,245.

Applying national data to the Family Support In to Out service

To establish the value that can be placed on the service provided to family service users of the Family Support In and Out project, the costs to families and to family services is multiplied by the number of families supported in both year one and year two of the project (2017/18 and 2018/19). As year two data was provided over 14 months, the benchmark figures for 2018/19 were multiplied to 14 months instead of the 12 months in year one (2017/18).

The following figure gives a total sum of savings to the state and to families from the service's outputs.

Figure 46 Costs of imprisonment to families and agencies and savings as a result of Family Support In to Out project

Annualised in £s	2017/18 (per person)	In to Out Project – Year One	2018/19 (per person @14mths)	In to Out Project – Year Two (over 14 months)
Number of families		27		49
Cost to families	3,065	82,755	3,674	180,026
Cost to NHS	6,845	184,815	8,184	401,016
Cost to social services	7,195	194,265	8,603	421,547
Total costs per person	17,105		20,461	

¹¹ Smith, R., Grimshaw, R., Romeo, R., Knapp, M. (2007). *Poverty and disadvantage among prisoners' families*. Joseph Rowntree Foundation.

Total cost per month	1,425		1,705	
Savings as a result of In to Out services to families		461,835		1,002,589
Costs of In to Out family services		80,869		77,980
Total savings to state and families		380,966		924,609
Monthly savings to state and families		31,747		66,044

Additionally, families shouldered costs from the loss of income. In year one (2017/18), this would have totalled £488,646 to the 27 families over 12 months and in year two (2018/19), the 49 families would have lost £1060,270 collectively in income over 14 months. Whilst it cannot be argued that the Family Support In to Out project could have prevented this loss of income, 28% of its 276 recorded outcomes were from addressing benefits, debt and budgeting (see figure 12), suggesting that this was a major issue for families.

The data from family services demonstrates the value of the Family Support In to Out project to both families and the state. The full year of services provided in year two (2018/19) made increased savings of £34,297 per month over the start up year in 2017/18. This increase in value from a fully running service, over the start up year, would support an argument that commissioning a project of this nature over a longer period than three years would result in more savings being accrued to both the state and families.

6.2 Contribution made by volunteers

Measuring the impact of volunteering is increasingly important. Economic approaches can help to demonstrate the impact of activities and give visibility to both financial and wider social benefits to set alongside the costs of activities and help make the case for investment. Volunteers provide many layers of economic value to this project, the service users, the wider community and also to the volunteers themselves. It is important that these non-market benefits are accounted for and not implicitly given a zero value.

According to the Office for National Statistics, in 2014, the estimated value of volunteering was £23 billion, equivalent to 1.3% of GDP.¹²

The following figure represents the volunteer contribution (Link Workers and counsellors) to the project in the 12 month period from 1st February 2017 to 31st January 2018 and the 14 month period between 1st February 2018 and 31st March 2019.

Figure 47 Volunteer contribution in hours

Link Workers/Volunteer counsellors	Year One - 2017/18	Year Two - 2018/19
Hours worked with either family or family man service users	77.25	842.70
Formal training	341.5	682
Counselling	17	169

¹² Pro bono Economics (26th May 2017) accessed at: <https://www.probonoeconomics.com/news/economic-value-volunteering>

Total hours contributed	435.75	1693.70
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To calculate the economic value of volunteers contribution to the project, the total number of hours worked, was multiplied by the average UK hourly wage of £13.94 in 2017 and £14.31 in 2018.¹³ In the 12 months period in 2017/18, this amounted to a value of £6,074 and in 2018/19 of £24,236, over the 14 month project period.

This analysis reflects one part of the value, the benefits of volunteering to the project are numerous and include the private benefits to volunteers, for example, enhanced self-esteem, personal development, occupational experience, education and learning new skills. It would be interesting going forward to measure the value of the project to the volunteers using a subjective wellbeing approach, for example, by examining the change in wellbeing of the volunteers on a self-reported basis, thereby capturing the value for the project to the volunteers as part of assessing the wider economic and social impact.

6.3 Reoffending rates

It is possible to estimate the potential economic benefits of this project by quantifying its impact on relative reoffending rates and the social value of the implied reduction in the costs associated with crime, based on Ministry of Justice (MoJ) and Home Office data.¹⁴ This can be done by looking at both the impact of the reduction of time spent in prison and the savings associated with the unit cost of crimes committed.

Using the data provided for year two it is evident that a high proportion of the family man service users who engaged with the project can be described as regular reoffenders. Data from year two of the project indicates that 24% (8) of family man service users were in prison for the first time, whilst 39% had been in prison 10 times or more, and 18% had been in 20 times or more (see Figure 30). In total, 76% (25) of the 33 family man service users were reoffenders.

Not including first time offenders, 25 family man service users in this project had been in prison more than 251 times. Minus 25 times for their first time in prison, the total number of reoffending incidents for which time was served in prison was 226. A further 226 convictions for the 25 prisoners could result in a further 9 terms of imprisonment each, however, the further terms of imprisonment could be one offence or multiple offences from one action.

According to the Ministry of Justice, in England and Wales, nearly half (48%) of adults are reconvicted within one year of release and this increases to 64% for those serving sentences of less than 12 months. The overall reoffending rate is 29.8%.¹⁵

During the 2018/19 of the project, 73% of family man service users were recorded as not being in prison indicating that 27% (9) had reoffended and returned to prison or remained in prison on their sentence (see Figure 48).

The analysis suggests that there has been a significant and positive impact on reoffending rates amongst this group of service users. Reducing from 76% (25) having reoffended prior to engaging with the project to 27% reoffending at the end of this time period.

In assessing the economic benefits of this, a number of factors can be considered. The published average annual overall cost of a prison place in England and Wales is estimated at £38,042¹⁶ and

¹³ Statista (2019). *Median hourly earnings for full-time employees (excluding overtime pay and hours) in the United Kingdom (UK) from 2006 to 2018 (in GBP)* accessed at <https://www.statista.com/statistics/280687/median-hourly-earnings-for-full-time-employees-in-the-uk-since-2006/>

¹⁴ Ministry of Justice, (April 2019) *Proven Reoffending Statistics Quarterly Bulletin, April 2017 to June 2017*. London: Ministry of Justice.

¹⁵ Ministry of Justice, (April 2019) *Proven Reoffending Statistics Quarterly Bulletin, April 2017 to June 2017*. London: Ministry of Justice.

equates to £3,170 per month. Figure 48 below calculates the savings that have been made as a result of family man service users who did not go back into prison. The data shows that almost £1.3 million has been saved in costs to the state.

Figure 48 Reducing reconviction rates and savings

Date released	Length of time out of prison in months	Total savings
Jun-11	96	£ 304,336
Oct-14	57	£ 180,700
Oct-16	33	£ 104,616
Oct-18	9	£ 28,532
Jan-19	5	£ 15,851
Jan-19	5	£ 15,851
Mar-18	18	£ 57,063
Apr-18	19	£ 60,233
Nov-18	8	£ 25,361
Nov-18	8	£ 25,361
Mar-18	18	£ 57,063
Apr-18	19	£ 60,233
Jul-18	11	£ 34,872
Mar-18	18	£ 57,063
Mar-19	3	£ 9,511
Feb-18	16	£ 50,723
May-18	13	£ 41,212
Dec-18	6	£ 19,021
Sep-18	10	£ 31,702
May-19	1	£ 3,170
Feb-19	4	£ 12,681
Nov-18	8	£ 25,361
Feb-18	16	£ 50,723
Oct-18	9	£ 28,532
Total		£ 1,299,768

The potential social value of the project can be assessed by comparing the estimated benefits to programme costs. The results are expressed in terms of the benefit to cost ratio (BCR). A BCR above one indicates the potential social benefit exceeds the cost of the programme and demonstrates value for money in terms of delivering wider social and economic impact.

In terms of the cost savings associated with staying out of prison, the BCR works out at:

Savings from reduction in reoffending / Total project costs (allocated to family man service users)

£1,299,768 : £51.986

BCR of 25:1

¹⁶ Ministry of Justice, (2017). *Costs per prison place and cost per prisoner by individual prison establishment 2016 to 2017*. London: Ministry of Justice. Accessed at: <http://www.prisonreformtrust.org.uk/Portals/0/Documents/Bromley%20Briefings/Summer%202018%20factfile.pdf>

During year two the cost of the project set against the savings associated with staying out of prison for the family man service users who used the project indicates that the benefit cost ratio is extremely positive and therefore provides good value for money.

A reduction in the reoffending rate implies a reduction in crime levels. The social value of this can be quantified by estimating the avoided 'cost of crime', using Home Office statistics on the average cost of crime.¹⁷ The Home Office figures cover all types of costs including victim costs and those of the criminal justice system. The cost of crime varies significantly according to the type of offence committed. Therefore the social benefit of the reduction in reoffending depends on what type of offences are prevented which in turn depends on the profile of the ex-offenders who are supported by the project. This is based on an assumption that any avoided reoffences will broadly match the original offences committed by those individuals supported by the project.

As it is not possible to reliably understand the type of avoided crimes associated with reduced reoffending using the available data, an average cost of crime figure to give an economic value or average cost to society for reoffending has been used.

The Home Office splits the estimated cost of crime into 3 categories:

(1) *in anticipation of crime* which includes: defensive expenditure i.e. money spent on crime detection and prevention (e.g. burglar alarms, CCTV equipment and car alarms). And insurance administration, i.e. the cost of employees of insurance firms dealing with insurance claims, e.g. premises, salary, equipment costs, where they could be engaged in other productive activities in society.

(2) *As a consequence of crime* including; the cost of the value of the property stolen or damaged as a result of crime, and the physical and emotional harm to the victim, i.e. the reduction in the quality of life of the victim from the physical and emotional harm suffered as a result of the crime. Lost output, i.e. the lost productivity from time off work and reduced productivity whilst at work for victims of crime and health services costs from dealing with the physical and emotional harms of crime, e.g. ambulance costs, medical procedure costs associated with physical harm, and counselling costs associated with the emotional harms.

3) *In response to crime* including: police costs, i.e. the opportunity cost of police time and resources taken up by investigating a crime rather than engaging in other activities, and other Criminal Justice System costs including the Crown Prosecution Service (CPS), court, defence, prison and probation.

An average cost of crime of £4,219 (at 2015/16 prices)¹⁸ has been calculated by combining Home Office data for the average unit cost of crime with data on the number of crimes by type to produce averages. The unit cost of crime by type of offence has a very wide distribution, from £3.2m for homicide to £550 per cybercrime (ibid).

The number of family man service users who had reoffended prior to engaging with the programme was 25, to date the number of reoffenders is 8. An economic value can be given to this by attributing an average unit crime cost to each reoffender. This works out at £105,475 for 25 reoffending incidents and £33,758 for 8 reoffending incidents, representing a cost saving of £71,717 following engagement with the project.

This figure represents a minimum value, as a single incidence/unit cost per crime has been used for each of the 25 participants who were regular reoffenders before engagement with the project (25 x £4219). This does not take into account the multiple reoffending incidences of the project

¹⁷ M.Heeks, S.Reed, M.Tafsiri and S.Prince. (July 2018). *The Economic and Social cost of Crime. Second Edition. Research Report 99*. Home Office. Accessed at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/732110/the-economic-and-social-costs-of-crime-horr99.pdf

¹⁸ M.Heeks, S.Reed, M.Tafsiri and S.Prince. (July 2018). *The Economic and Social cost of Crime. Second Edition. Research Report 99*. Home Office. Accessed at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/732110/the-economic-and-social-costs-of-crime-horr99.pdf

participants whose unit crime costs rise to £953,494, if all incidences (226) of reoffending/unit crime costs are taken into account.

In terms of data collection it would be useful to capture the number of reoffending incidents by individuals to the end of the project, this could then be compared to the average reoffending rates for the project participants prior to engaging with the programme over a longer period of time.

In terms of the projects impact on reoffending rates, the economic value to date can be expressed as:

Figure 49 Economic value of savings on reducing reoffending

Savings	£'s
Cost savings as a result of not being in prison	£1,299,768
Cost savings as a result of reduced unit of crime costs	£71,717
Total cost savings to date	£1,371,485

To calculate a BCR here the savings have been divided by the year two family man service user project costs of £51,986 to generate a BCR of 26.4:1.

6.4 Savings as a result of the whole project

The Family Support In to Out project works with both families of prisoners and prisoners. To be most effective Smith's¹⁹ study concluded that it is essential that services working with prisoners' families have local community links and that voluntary organisations require funding to undertake this successfully. Additionally, they suggested that funding was essential to employ staff and to provide adequate training for volunteers. They also suggested that effective voluntary services would combine legal and/or welfare-related advice and information with the provision of or referral for counselling.

The Family Support In to Out project has demonstrated that it provides all the essential components concluded by the study and that the funding received so far has had a positive social and economic impact on families, family man services users and savings to the state. It has developed links with communities across the local West Yorkshire area, recruited and retained paid staff and volunteers to deliver a highly valued service and provides counselling to meet emotional need.

The project has generated economic and social value that can be attributed in the following way:

Figure 50 Economic and social value of full project 2018/19

Savings	£'s
Savings from the cost of not being in prison	£1,299,768
Savings from less units of crime being committed	£71,717
Savings to family services and family	£1,002,589
Savings from the value of volunteering	£24,236
Total savings	£2,398,310

The Benefit Cost Ratio of the project to date is expressed as follows:

Economic value of savings £2,398,310 / year two 14 month project costs £129,966 or a ratio of 18.4:1

The BCR is an indicator showing the relationship between the costs and benefits of a project expressed in monetary or quantitative terms. If a project has a BCR of more than 1.0, it is expected to deliver a positive net value. The benefit cost ratio for the project to date far exceeds the threshold for positive impacts and can be expressed that for every £1 spent on the project a saving of £18.40 is made.

¹⁹ Smith, R., Grimshaw, R., Romeo, R., Knapp, M. (2007). *Poverty and disadvantage among prisoners' families*. Joseph Rowntree Foundation.

Appendix A

This appendix provides a summary of the case studies provided by FSW's and telephone interviews held with families by Safe Offender Healthcare.

Case Study A

Case study A is female, 51 years old and from the Keighley area. She previously worked as a teacher but had to stop working due to mental health problems. She lives with a friend but does not leave the house very frequently.

Needs and support provided

Benefits, Debt & Budgeting – During the initial spider assessment the client scored 1 "Finances in a mess". Employment and Support Allowance (ESA) was cut following a medical assessment and Case study A wanted to contest this but hadn't had the sufficient support to do this. The FSW met the client in her area and completed the ESA appeal forms with her.

Health – During the initial spider assessment the client scored 1 - "No access to healthcare or dental care". She has various physical health and mental problems including back and neck pain, sciatica, breathing problems, anxiety and depression. The FSW helped her to ask her GP for a physio referral. She has a phobia of the dentist and the FSW will assist her to find one who is empathetic to this. She also stated she would like to attend health and exercise classes to lose weight and improve her health. The FSW helped her to find an introduction to exercise class at her local leisure centre.

Education, Training & Employment – The client has limited computer skills and no internet access at home. The FSW went to Keighley Healthy Living Centre with her to sign up for a beginners computing course. She also had the opportunity to find out about other classes, groups and activities that could help her to meet people.

Case Study B

Case study B made a self-referral to the Inside to Out project whilst her brother was in HMP Leeds for support around emotional stress. Her son is also in prison at HMP Doncaster and has issues with substance use. She is female, 60 years old, mixed race (Black Caribbean/White) from the Leeds area and works part time. She now cares for her brother who has a severe illness, history of cancer and recently been released from prison. She also provides support to her two older children and her grandchildren. Her daughter had support needs due to her uncle and brother being in prison. The client has strong family bonds with her immediate family and helps them as much as she can. However, this has had an emotional and financial impact.

Needs and support provided

Emotional support

During initial assessment the spider score was 3 - "Needing support due to family member being in prison" and the last assessment was 7 - "Moving away from support."

The main area of need for this client was emotional support due to her brother being severely ill whilst in prison and recovering from a critical operation on release and her own son being in prison. She felt overwhelmed with stress from supporting family members, including helping to look after grandchildren and working part time. During the telephone interview, the client also reiterated that worrying about her brother and son was making her poorly, stressed and that she was not sleeping and feeling run down.

The FSW facilitated communication with her son's probation officer to inform them of her wishes regarding aspects of her son's living arrangements upon release and that WYCCP could also support him upon his release. Her daughter was also referred to the project for support around her own emotional needs due to her uncle and brother being in prison, employment needs and health needs. This shows that several members of family can benefit from project.

"Put everybody else before myself and Jigsaw came along and made sure I was being looked after".

"WYCCP Resettlement team also given my brother a lot of support at home and visited him in hospital"

Health

Although health needs were not identified during the initial assessment, it transpired that the client wore dentures but was not registered with a dentist and hadn't had a dental appointment for at least 12 months.

In the first assessment the spider score was 3 - "No medical or dental treatments in the last 12 months", and the last assessment was 5 - "Has health issues that are being addressed".

Benefits, Debt and Budgeting

She was struggling to cover all her payments. She had a court appearance due for council tax arrears, missed payments on payment plan, a summons for housing benefit arrears dating back 5 years and was 6 weeks behind for current housing rent. She was also sending postal orders to two family members and daughter also financially dependent on her.

The FSW helped the client to get a reduction in monthly council tax payments by half. Although the client was still struggling financially due to some outstanding debts and supporting her brother, there had been some improvements.

The client moved up the spider assessment from 3 - *"Have asked for debt and budgeting advice"* to 5 - *"Managing money but still have debts"*.

The view from the FSW supporting this family is that the project has helped them to liaise with other support services that have been actively supporting the clients' brother and her son.

Therefore as a unit they have been able to create a net of support for the family to utilise. By creating this foundation of support, the family bonds have been strengthened and they are having positive effects on their life. These positive changes will hopefully encourage the clients' family member to not reoffend because they have a greater access to services that are will to support them as a family.

The client expressed her appreciation for the support that she received from both the WYCCP team and the Family Outreach Team and has spoken about volunteering for an organisation like WYCCP in the future as she has valued the help she has received.

The client also introduced a close friend with a family member in prison to a FSW and recommended the service.

"Your organisation means a lot to everyone".

"Just needed support and someone to talk to. Kept an eye on my brother for me...always there if had any concerns and I was having an off day. They would check on him for me and give me feedback on how he was, so I wasn't worrying about him".

"Don't know where I would be without them".

"Lovely to know if you've got someone in prison, you've got someone to talk to and nice to know that somebody is there, that is understanding and ordinary like yourself".

How has support helped re family breakdown, reduce offending etc

Stated that the service has made a difference as *"felt on my own dealing with everything they did. Tried my hardest to do my best, keep them on the straight and narrow...I wanted help before they went to prison"*

"Don't know how families who haven't got support manage. I'm seeing that they don't manage and they end up back in prison".

Hopes that support her son gets from WYCCP with stop him reoffending. Cat (Resettlement worker) has talked about organisation that can help her son with work and that her son wants to work but that his record prevents him. She hopes the support that son gets now will make a difference to him reoffending. She also talked about other people she knew and going through what she is going through and that they want their kids to go on the right road but they need help.

Her brother also separately receives support from the WYCCP Resettlement Team.

Case Study C

The client is 54 years old, Asian/Indian and living in the Huddersfield area and her husband is in HMP Leeds, serving a 7 year sentence.

Needs and support provided

Emotional needs

During the initial assessment the client scored for 2 for emotional support – “Finding it difficult to cope with family member in prison” as was distressed and worried about her family member in prison. By the second assessment the client scored 5 – “Engaging with support”.

The client indicated that they felt lonely and isolated and had many anxious and negative thoughts when at home alone. Although she has family that she speaks to on the phone abroad, she does not have any family here and as feeling isolated. She was experiencing a lot of stress, anxiety and depression.

The FSW referred for her for counselling and whilst on the waiting list she received emotional support from a Family Link Worker who she saw almost weekly for one-two hours and felt she could talk to openly about her feelings. This has now been reduced to once a month. She received almost weekly counselling sessions for 6 - 7 months. Unfortunately, during the last few months of MS's support, her husband passed away while still serving his sentence. This caused an emotional relapse. The client continued with her counselling sessions with Jigsaw and continued to work with them up until a time she felt emotionally stable.

The client stated that having counselling also gave her the motivation to attend a course to learn computers and volunteer.

"It makes a lot of difference to me as didn't have any support. I was a carer 24/7 and isolation was my biggest problem".

"Don't know where I would have gone for support [if it hadn't been for Jigsaw] - I think I would have been in a deep deep depression. I can't even think about that."

The FSW informed her of community workshops that were happening in her area and she was excited to explore this option so that she could meet new people.

Relationships

Initial spider assessment 2 – “Finding it difficult to manage with family member in prison”, however related 8 on relationships “Have confident and stable relationship with family member” and stated that her relationship with her husband was strong.

Benefits, Debt and Budgeting

During the initial spider assessment the client scored 2 - “In debt, need support”. The final assessment the client score 7 – “Managing with available income”.

The client travels from Huddersfield to Leeds to visit her husband which costs her a large sum of money. The FSW gave support and guidance to complete an Assisted Prison Visits form so that a portion of travel expenses can be paid for. The worker met her at the local library and helped her to upload documents electronically with regards to her benefits claim. A volunteer continues to meet her weekly at the library to learn how to submit electronic prison visit.

The client needed assistance to sort out finances as they were all in her husband's name. There were housing debts and the client was in the process of obtaining universal credit. Also needed assistance to see whether eligible for single person's council tax allowance. The FSW liaised with her landlord and the Job Centre to set up a suitable and affordable payment plan and also to apply for single persons council tax discount.

The client's husband was responsible for claiming benefits and they were in his name and were suddenly stopped once he went into prison. The project helped her with the paperwork and assisted her to appointments. This support was vital to her as she wasn't in her right mind due to the stress and shock of her husband being in prison. Additionally she did not know how to use computers.

Education, Training & Employment

The client was previously working as a head chef in the NHS but left due to a combination of back pain and to care for her husband following his cancer diagnosis. She also has qualifications in accounting, catering and hospitality. The client wanted to look at work options again as she was no longer required to care for her husband and was also feeling lonely and isolated at home alone.

She joined an IT course at her local community centre and a careers course which she has enjoyed and has helped her to get out of the house more. After completing the IT course, her confidence in using technology increased and is now able to send emails and upload documents without the assistance of support workers.

The client also started volunteering for a company called Locorum who advocate for better healthcare for South Asian people. *"The help that I got I want to give it back to the community - help you got from Jigsaw and volunteer has also helped to motivate me to volunteer."*

"Even for the smallest thing like booking an appointment - they are massively good people - whatever I am today it is because of them - there is no doubt in my mind"

Whatever I am - i was depressed had low self esteem - couldn't cope meeting and talking to people, that I couldn't trust them couldn't talk to them. Now I am more confident and motivated - was thinking my life is over - nothing is going to be right in my life. Living alone I'm ok with that. I am confident. I can talk in a group.

"There are no words that can define. Haven't had support from anywhere else.

Case Study D

This client is 43 years old, White British and from the Bradford area. She was referred to the project by her long term friend who was serving a sentence in HMP Leeds.

Needs and support provided

Emotional needs

During the initial assessment the client scored 2 for her emotional needs - *"Finding it difficult to manage with family member in prison"*. At the most recent assessment the client scored 4 - *"Ready to engage with support services"*. She experienced anxiety, depression and paranoia due to substance use (heroin) and didn't feel that she was getting sufficient support for her mental wellbeing. She had previously received support from an organisation "Early Help" in Bradford and was rereferred in the hope she would be allocated the same worker with whom she had made progress with. Unfortunately, the worker had left and the client did not feel comfortable about seeing a new worker. Therefore, she received weekly emotional support from the Family In to Out project.

Health

The FSW helped the client to have her medication including mental health medication delivered to her house through the Pharmacy2U service. This ensures that she consistently receives her medication as she finds it difficult to leave the house. Having easier access to her mental health medication means that she is better able to monitor her condition, making day to day life easier for her and her daughter. The project is still working with her to encourage her confidence in being able to leave the house.

Relationships

During the initial assessment the client scored 1 for relationships - *"No meaningful relationship with family member"* as she did not have many friends and wasn't speaking to her older children. The clients stated that she wanted to feel more confident and that she struggles to trust people. At a later spider assessment, the client scored 3 - *"Want support to change/improve relationship"*, indicating that progress had been made.

Since working with the Family In to Out project the clients' relationship with older son has improved and she has received support and encouragement from the FSW to build this relationship further. Another outcome has been that the client decided she no longer wanted physical contact with her friend who referred her as she recognised the negative effects of this relationship and how it affects her progress.

Children's Education and Children's Welfare

The client's daughter (11 years old) was receiving support at school and rated 6 on the spider assessment *"Children having problems at school but receiving/accepting support at school"*. At the client's request, the FSW made contact with her daughter's school support worker to enable a connection and they have also been able to provide further support in the form of food parcels.

The client rated 5 for Children's Welfare - *"Engaging with support services"* - as her daughter had previously been monitored by social services. The client had concerns about social services contacting her again even though the file was closed and wanted confirmation of this. However, she was reluctant to contact them herself as it made her emotionally unwell. The project was able to make this inquiry on her behalf and reassure her that the case was closed.

During the course of support, an anonymous report was made to the project, suggesting that the client's home may be unsafe for her daughter as there was openly displayed drug paraphernalia and the house was unclean. The Family Outreach team decided to log this as safeguarding report through

HMP Leeds to help ensure that if the child was at risk, that immediate support could be offered and to keep them as a family unit.

Substance Use

The client rated 4 for this need *"Accepting support but still using"* and stated that she wanted to stop using drugs to improve her own and her daughter's life. Although she did not want to be referred for a methadone prescription or other services, the client feels that through the support of the project she has been able to maintain more control over her drug use. She has been making the choice to prioritise buying food and taking her daughter out.

In relation to this, the client decided that she would like to move away from the area she was living in as there were triggers in relation to her drug use. The FSW supported her to contact her housing provider and she is now on an urgent waiting list to be moved out of the area.

Benefits, Debt & Budgeting Although the client had both council tax and TV licence debts, this currently wasn't a priority for her due to her other needs. Her cooker was not working properly and leaking gas, although the council refused to provide a new cooker. The FSW helped her to secure an Assisted Purchasing Payment to buy an electric cooker.

How support has helped to reduce family breakdown/increase family functionality

The FSW described how the client chose to reduce her ties with her long term friend who was in prison as she was aware of the negative effects of this relationship on her substance use and also on her day to day life with her daughter. The FSW highlighted that by removing contact with her friend who was a repeat offender, she is also removing herself from the influence of crime.

Case Study E

Case Study E is 46 years old, from the Leeds area whose partner is in prison. She lives with her adult son. The client has learning difficulties and wanted help with managing money and budgeting. She is anxious about speaking on the phone and organising matters independently.

Emotional Support

It was identified that the client needs emotional support to build her confidence, particularly in dealing with 'life administration'. The volunteer has provided some of this emotional support and a referral has also been made to the counsellors.

Benefits, Debt and Budgeting

The client struggles with managing money and budgeting and needed support to help her budget and gain confidence in being able to contact organisations such as utility providers or the council independently.

She sees a Family Link Worker on a weekly basis who assists her with budgeting and job hunting. The volunteer has helped her to establish payment plans with utility suppliers and the council and rectify benefit claims. She has also been empowered to speak to her son about contributing to household expenses.

Relationships

The client disclosed to her volunteer that her adult son had been verbally and physically aggressive towards her. The Family Outreach Team made a referral to adult social services for support from the Adult Social Work team.

Reducing family breakdown, reducing other family members offending and increasing family functionality

The project has helped the client to plan a budget that allows her and her son to visit her partner in prison which has helped to create some emotional stability in the family and helped mother and son to get along.

Case Study F

Is 60 years old, White British, is from the Batley area and her son is currently in prison. She noticed some leaflets about the project in the Jigsaw Visitors Centre and asked to speak to someone.

Emotional support

Emotional support were the main needs for this client. She was referred to a counsellor to talk about her feelings about her son being in prison. She stated that had known for a long time that she needed support but didn't feel she could access help from elsewhere because of the stigma attached to prison. She feels she can talk freely and doesn't feel judged by anyone at Jigsaw, especially as she doesn't have an outlet with other family members.

"All Jigsaw staff are invaluable, I don't know what I would have done without them".

Relationships

The client had concerns about her son and found that when she tried to contact the prison it was like facing a blank wall. Her concerns were mainly around healthcare as her son has Aspergers and mental health problems and she was unable to get a response from healthcare. She felt despair and anger but was able to speak to Jigsaw who then relayed her concerns to healthcare and logged the calls they made. They were her only link for her son to get some help. Although they are unable to tell her anything, she feels better that someone knows.

"They have always been so compassionate and always understood where I am coming from and done all they could".

Visiting son – Jigsaw facilitated being able to see son in a different room from the normal visits that take place in a larger noisier room and able to see him for two hours – because of his Aspergers.

Education, Training and Employment

She was previously a carer for her son and now has to had transfer to Universal Credit and look for part time work. She is being supported by a FSW to look for work. She is currently volunteering at a food bank and has also applied to be a volunteer at a local resource centre.

Better access to and interaction with appropriate support services

"100% yes. Dread to think what would happen without them (Jigsaw)".

The client saw a poster about autism in Jigsaw Visitors Centre and that specialist help can be requested from the prison if their family member has autism. *"Getting to know about things that wouldn't normally do".*

"Yes it has made a difference, if I didn't have help from Jigsaw, wouldn't be able to put on a better face".

"When my son is ready to come out – WCCP will be really important".

Case study G

The client is 51 years old, from the Batley area and her son is in prison.

Benefits, debt and budgeting

She got into debt as went through a bad patch when taking medication and was forgetting to do things. She was assisted by FSW to attend a medical assessment for ESA. She doesn't like going to places alone and struggle with walking so support help with confidence. She was also assisted to attend an appointment for PIP and support to go to Citizens Advice for debt consolidation. She was also helped to get a disability travel pass which has made a financial difference.

Housing

She has numerous physical health problems was living in a 2 bed flat and the FSW supported her with her housing application on 'Choose and Move' and to get her banding and priority changed on medical grounds. She now lives in a bungalow. She also received support from a charity (123) to get a new bed as her bed was broken. She now has an orthopaedic mattress.

Emotional support

The FSW supported her by going to the GP's with her to get some help for PTSD and she has since been referred for specialist counselling. Furthermore the FSW provides emotional support by assisting her going to meetings. Is reassured that she can ring anytime as because of medication she can sometimes become forgetful.

Better access to support services

"Have had access to organisations that wouldn't do normally".

"The support that I've had is absolutely unreal, I can't thank her enough"

"I don't know what I would have done without her"

What support were you given by the project? What has been most meaningful or important? Have had you had better access to and interaction with appropriate support services?

"Yes definitely. I wouldn't have approached them [other services] before - because of my state of my mind. Wouldn't have known where to begin.

"Support that I've got has made a difference to my mental health. It gives "piece of mind". I'm not as worried".

Reducing family breakdown, reducing other family members offending and increasing family functionality

The client told her FSW about her son's problems and her son received support from WYCCP on his release and helped him to access accommodation. *"Without the support from Ron (WYCCP) and Courtney we would have been stuck in a rut"*

"I am so thankful"

Case study H

The client is White British, 46 years old and from the Leeds area. Her husband is currently in HMP Wakefield although she began to receive support when he was in HMP Leeds.

Needs and support**Benefits, debt and budgeting**

She needed help with finances and bills as her husband was previously responsible for paying the rent and bills. She got into arrears with rent and council tax and other utility bills as they were all in her husband's name. The FSW helped her to contact housing and council tax offices and transfer all bills into her name.

Emotional support

She was referred to the counselling service and appreciates that she can speak to someone in confidence. She stated that counselling was helping her talk about the death of her mother 20 years ago and her father two years ago as well as her husband being in prison.

Health

She has been supported by the FSW to attend hospital for a brain and MRI scan and get her results. She described that her brain hasn't developed right and experiences symptoms like epilepsy. She experiences very bad headaches.

"Wouldn't known what to do and where to go "wouldn't have known the support I could have got"

"Did well for me"

"Can talk about anything and about my parents and husband and they help me manage everyday things"

Case study I

This client is 60 years old, White British and her son was in prison on remand. She was in the Jigsaw centre and one of the general workers put her in touch with the Family In to Out project.

Emotional

She was struggling to cope emotionally and mentally and it was also difficult to visit her son because of her own illnesses. Through a referral to Age UK she now has a befriender through their befriending service. She has also been referred to a counselling project in her area as she couldn't to the service at Jigsaw due to mobility difficulties.

Health

She has COPD and it was difficult for her to get from the Jigsaw Visitors Centre to the Visitors Centre in the prison as it was a bit of a walk with a hill. She was supported to be able to book straight into the prison visitors centre.

The client's son used to help with her shopping and also her toilet needs and using a commode. Her son has helped care for her since he was 11-12 years old.

Housing

The client was living in a three bedroom house with stairs. The FSW assisted her to complete a housing application and now lives in a bungalow. This has made a big difference to her. The FSW referred her to Age UK who have assisted her with referrals for physio, walking aids and adaptations in the bathroom.

"They've been a godsend to be honest"

"Have had more help from the support workers than I've ever had from the NHS"

Benefits, debt and budgeting

The client was helped to get single persons discount for council tax as her son was no longer living with her. *"I didn't know I could get this, it never occurred to me."*

Reducing family breakdown, reducing other family members offending and increasing family functionality

"Would really hate to think it [the project] would stop because it is really needed." "Without their help I don't know where I would be. Anybody that gets their help is lucky."

When asked if the service helped to improve family relationships, she answered *"Yes it did. He was getting support in prison and he will still get support when released. I think it's brilliant."*

Case study J

This client's brother was in prison and they came across the project by speaking to one of the FSW's who had 'a friendly face' whilst in the Jigsaw Visitor's Centre.

Needs and Support

Relationships

The main needs of support for this client were in relation to concerns about her brother regarding his medication for mental health problems and his substance use. She learned from her brother that he was been given all his medication in the morning rather than 3 x a day. This meant that he became very disorientated as he was taking his antipsychotic and sedative medication at the same time. He was placed on a methadone reduction programme and then prescribed Subutex. The client described how her brother did not know what was going on and that this "tipped him upside down." He then started hearing voices at night. There were several changes to the timing of when he was given his medication.

The FSW contacted agencies within the prison to raise the client's concerns and in particular the mental health team. This gave her some piece of mind that someone was acting on her behalf and that her brother was safe and well.

The FSW were also able to support the clients around the stress and strain she was feeling as she felt like she was carrying a lot it and didn't want to worry her parents with the details. She felt that she had an outlet to vent her anger and frustration and that she had someone to listen to her and not judge her.

"They were there to help me they are not given enough credit"

Her brother received support from WYCCP on release for help with benefits and his accommodation. WYCCP helped him to acquire private rented accommodation and to apply for housing benefits and ESA. Additionally they supported him to access drug and alcohol services and liaise with probation. The client talked about how she appreciated the WYCCP worker keeping in touch with him every day and that he will get support for however long he needs. He has now been allocated a volunteer to assist him further.

Better access to and interaction with support services

When asked if the project had helped to gain better access to appropriate support services, the client said *"Yes definitely. It affects the family because we could see him struggling. It's good to get the right support he needs."*

Reducing family breakdown, reducing other family members offending and increasing family functionality

The client stated that she had a good relationship with her brother anyway but that the project helped to take the pressure off her and she felt reassured that there was someone else there.

"I don't think I would have done it without them. Every single one of them [project workers] listened to me and took time out and always asked me how I was. You can see that they really care. They don't get enough credit. A lot of people would be lost without them. They always kept in touch. That communication was imperative for me for my brain to switch off."

Case study K

This client is a family man service user that WYCCP has supported as part of the Family In to Out Support project. He is 56 years old and he was referred to the project whilst he was on remand. This case study is linked to case study D demonstrates how the project has supported the whole family unit.

Needs and support

Health

He previously had cancer and chemotherapy and radiotherapy treatment. A side effect of radiotherapy is necrosis of the bone which is spreading and causing ongoing multiple infections, chronic pain and disintegration of the bones resulting in significant disfiguration. This will only continue to worsen and the prognosis is not good. There are no curative treatments and can only be offered palliative care.

He stated that he didn't feel he was receiving the help and support needed for the management of his illness through the prison and healthcare. WYCCP wrote a letter to his surgeon stating concerns over his worsening condition which led to him being admitted to hospital for assessment and surgery for several weeks.

WYCCP have been an integral link between the criminal justice system, the offender's solicitor and hospital to enable him to be discharged from hospital to his address rather than back to custody, arguing that there was a genuine concern that it was highly likely the service user could contract further infection, given the prison's non sterile environment. He was then bailed to his home address. This was a significant outcome and he had since been admitted to hospital several times during that period.

When the service user appeared in court for his sentencing, he was handed a sentence of nearly three years, considering his terminal state, this was a significant amount of time. This would have had a serious effect on his health; therefore his solicitor appealed the sentence. Whilst the appeal was waiting to be heard, the service user served three months of his sentence which was mostly spent in hospital rather than prison. After the three months, the appeal was heard and he was granted a conditional discharge on medical grounds with reports from prison healthcare professionals and hospital specialists being taken into account.

Since the service user has been released from prison, WYCCP have supported him with ongoing health care and referrals for specialist home and healthcare. In addition to support around housing issues, benefits, budgeting and banking. We will continue to support this service user throughout the remainder of his life as he has now been diagnosed as terminal.

This case study is a good example of how the male service user is accessing support through WYCCP throughout their sentence and into the community with practical and emotional support. It has identified that family members also serve a 'hidden sentence' as having a loved one in prison impacts on their health and emotional wellbeing as well as having a financial impact.

Safe Offender Healthcare Ltd is an independent company that works with health, criminal justice and social care commissioners, providers and service users to develop high quality, cost effective health and wellbeing services for offenders and other vulnerable people. Safe Offender Healthcare Ltd draws on its wide network of clinical, academic, leadership, and offender experts to support our individual projects.