



Improving Lives Project

August 2024



Contents

Acknowledgements	2
Executive summary	3
Key findings	4
Recommendations	5
1 The rationale for the project	6
2 The advice and information service	9
3 Life-skills workshops for prisoners, information booklets, radio broadcasts and community links	18
4 Impact and progress to date	26
5 Recommendations	29
Appendix: Third Sector partners	30

Acknowledgements

Thank you to all the people who gave interviews to provide information for this review: to the prisoners, Victoria Byrne (Training and Community Link Officer); Chad Henshaw (Welfare Rights and Money Advice Officer), Ewan Weir (Front Line Manager, Offender Outcomes) Barry Richardson (Communications Officer) Danielle Anderson (CAB Liaison Officer) and Karen Kyle (Assistant Manager Parkhead CAB).

Gil Long, Parkhead CAB, August 2024

Executive summary

This three year project is funded by the Lottery Community Fund. It builds on the advice and information service that Parkhead Citizens Advice Bureau (CAB) have organised in Barlinnie prison since 2007. This review covers the first two years of the project which focuses on helping prisoners and their families and has three main predicted outcomes:

- > People are better able to identify ways to take control over their lives and build resilience.
- > People are able to shape the activities and services they use to better meet their needs.
- > People have more access to support and opportunities to improve their lives.

The rationale

The rationale for the project is built on the experience of Parkhead CAB in understanding the problems prisoners face with respect to housing, welfare benefits, debt and generally managing their lives when inside prison. Relevant advice, information and support can empower prisoners to take control of their lives and reduce the propensity to reoffend. Although the services of the project are open to all prisoners in Barlinnie, advice and information are particularly crucial when people enter prison and prior to liberation.

Project activities

Project activities include the organisation of an advice and information service for prisoners and their families, staffed by one full-time Advice Officer. A full-time Training Officer is responsible for the delivery of life skills workshops for prisoners, and the training and deployment of prisoners as peer mentors to assist in the delivery of workshops and to offer basic information to fellow prisoners. Volunteering as a route to increasing the employability of ex-prisoners is promoted through links with other Third Sector organisations. Project activities are prisoner-led, informed by focus groups and feedback sessions.

Partnership is key for the project; with the Scottish Prison Service (SPS) staff in Barlinnie, the Department of Work and Pensions and Housing Teams based in the prison and a large number of Third Sector organisations. Advice and information for prisoners' families is delivered via the Croft and Families Outside who make direct referrals to CABx.

The expected changes that the project will make are to:

- > Improve access to advice and information for prisoners and their families.
- > Decrease homelessness and indebtedness through preventative approaches for remand and pre-release prisoners.
- > Improve resilience through building skills and increasing confidence.
- > Contribute to reducing offending.

Executive Summary

Key findings

The advice and information service

The Advice Officer offers appointments and a drop-in service in the recreation area known as the Hub. Over the two years of the project (August 2022 – July 2024) 504 prisoners have received one to one assistance. CAB offer a holistic service dealing with all the problems a client may raise. The number of issues raised in the period totals 3,563 reflecting the complexity of problems and the in-depth case work carried out by the Advice Officer.

The most important advice issues are: welfare benefits (mostly Universal Credit), housing (retention of tenancies during a prison sentence prevents homelessness on release), criminal justice/prisoner rights and legal proceedings, debt and finance and charitable (in the main banking issues and applications to the Scottish Welfare Fund's crisis and community care grants) and tax (council tax exemptions and repayment of arrears plans).

Life-skills workshops for prisoners, information booklets, radio broadcasts and community links

In the first 18 months of the project, 111 small, face to face workshops were delivered. To extend reach to more prisoners and accommodate the restrictions of the prison regime, new methods of delivering workshops and information via podcast, video and information booklets are employed. Barbed Wireless (the prison radio system) is key to this delivery system.

Sixteen peer mentors have been trained and deployed but owing to transfer to other prisons and liberations only 5 remain in Barlinnie. Other activities of the project have focussed on promotion of volunteering within the Third Sector, employability of prisoners (via radio drama), an event about mental health and presentations on raising awareness of prisoners advice needs for welfare rights professionals.

Impact and progress to date

Demand for the advice service is constant and it is highly rated by prisoner clients. Client financial gains over the two year period from unclaimed benefits and written off debts amount to some £286,828.00. Case study material demonstrates the very positive impact of helping prisoners to retain their homes; a crucial contribution to preventing re-offending. A small survey of prisoners showed very high appreciation of the CAB service.

The life skills workshops are also highly rated by prisoners and case studies demonstrate the positive impact of information in helping prisoners consider options, and think about the choices open to them for changing their life styles. In particular the booklets and support mechanisms that have been prepared to assist when people enter prison, 'Through the gate', and when they leave, 'Beyond the gate', are extremely useful contributions. Important work with Third Sector organisations able to offer volunteering opportunities to ex-prisoners has been undertaken and will be consolidated in the forthcoming year.

Improving Lives is an ambitious and innovative project and is unique in Scotland. Overall much progress has been made towards achieving its important goals. A number of recommendations seek to assist towards realising that achievement

Executive Summary

Recommendations

- > The project is under-staffed, given the level of demand. Funding should be sought to increase the level of advice offered by employing an additional advice worker specialising in money advice and a worker to assist with the community link aspects of the project by putting in place a referral system for ex-prisoners as volunteers with community based organisations.
- > A short term remedy for the lack of paid personnel is to recruit volunteers to assist the Advice Officer and expand the advice service. The option could also be offered to non-diploma law students and other volunteers who have already trained and served in a CAB. Recruiting volunteers to assist the Training and Community Link Officer could also be considered as an interim measure.
- > CAB correspondence should be classed as confidential to allow work on a prisoners' case without requiring additional interviews.
- > Training/information for prison staff on booking appointments for the advice service and recognising when issues need urgent attention. This might be done via short information sessions and a leaflet giving details of the service and examples of urgent issues.
- > Trialling the system of 'sift forms' for prisoners to complete to be left in the Hub to facilitate a triage system.
- > Continued trialling of advice delivery methods beyond 1-2-1 appointments through workshops, podcasts and information packs.
- > Put in place a plan for the regular recruitment and training of peer mentors to ensure at least three peer mentors in each of the main halls and a presence in other areas of the prison such as the Link Centre, Reception and Letham Hall. Recruitment should focus on the halls that currently make less use of the advice service, notably Letham, A, B and D halls.
- > Investigate and progress the option of elevating peer mentoring to 'purposeful activity' in order to classify peer mentoring as employment to promote recruitment and retention.
- > Consider how the workshop materials and booklets can be translated into other languages used in the prison. This might be done through the involvement of prisoners who speak English and a minority language.
- > Put in place a monitoring system to better assess the impact of the project. This would include a system for gathering feedback from prisoners on the newly devised methods of delivering information, workshops and the booklets focusing on coming into and leaving prison. Longer term impact could be assessed by gathering case studies of the progress of those liberated who have benefited from the project or who have taken up volunteering as a route to paid employment.
- > Three years is a very short time to achieve the ambitious, longer term objectives of this project. Continuity and embedding lessons learned are crucial to ultimate success. Work on fundraising to maintain and expand the project should begin immediately with a view to maintaining its presence in HMP Barlinnie and scaling up the model in other Scottish prisons.

1 The rationale for the project

For some 17 years prior to August 2022, Parkhead Citizens Advice Bureau (CAB) had been running a part-time outreach service in Barlinnie prison offering advice and information to prisoners and their families. Over the years it became obvious that demand far outstripped the rate at which clients could receive help and support. Operating from the Link Centre inside the prison, the waiting list for appointments never shortened and as information about the service spread, demand grew.

A successful application to the Lottery Community Fund saw the start of a new project in August 2022. The rationale for the project was based on the experience and evidence of the existing service. It was clear that remand prisoners and those about to be liberated were the times when help was most needed. A piece of research conducted by Parkhead CAB during the Covid period highlighted the immense disadvantages experienced by remand prisoners in maintaining their homes and dealing with their financial affairs from within prison which added to the propensity for the ‘revolving door’¹. Deprived of a home to go to on release, lack of access to finance and control over their own personal affairs increases the likelihood of prisoners reoffending. Since Covid and the back log in the courts, the proportion of prisoners on remand has soared. In 2022/23 24.3% of prisoners in Scottish prisons were on remand (20.4% untried awaiting sentence and 3.9% convicted awaiting sentence). The comparable figures for Barlinnie were 28.9% untried, 5.9% convicted awaiting sentence; a total on remand of 34.7%.²

However, it is not only remand prisoners who require help and the services of the project are open to any Barlinnie prisoner and his family. The experience of the CAB is that many prisoners are disempowered. The prison regime provides the necessities of life but can also curb the exercise of individual decision making. Prison statistics show that many inmates come from deprived backgrounds, have a history of being ‘in care’, illiteracy rates are high and addiction problems very common.³ If recidivism is to be addressed and the prison population lowered, efforts to support individual decision making and promote self-help need to be enhanced.

Citizens Advice Bureaux are volunteer led organisations with a set of clear principles that underpin their service. Advice and information are free, confidential, and independent. The service is impartial; it does not decide who is worthy of help but proceeds on the basis of need. Empowerment is a key principle. If clients have the correct information and support they are able to make decisions in their own best interests. The volunteer element is also key. Figures gathered by Citizens Advice Scotland show that volunteering promotes employability; of those volunteers that leave the service a very high proportion go on to take up paid employment or further education or training.

It is this experience and understanding that underpins the Improving Lives Project.⁴

The Scottish Prison Service (SPS): partnership working

The Management Team of the Scottish Prison Service in Barlinnie is of course the major partner and has been extremely supportive of the work of the advice service over its 17 year history and of the Improving Lives Project. As this review will reveal, the success of the project depends very much on the excellent working relationship established with SPS but also with other statutory and Third Sector organisations working in the criminal justice field.

¹ Inside Information, March 2021, Parkhead CAB.

² [Scottish Prison Population Statistics 2022/23](#)

³ The Prison Survey, 2019 showed that one third of prisoners reported a disability; one quarter had experience of being ‘in care’ and 41% reported a problem of drug use prior to prison. The most recent Prison Survey is not yet published. However, the Scottish Prison Population Statistics cited above show that in 2022/23 31% of arrivals in prisons came from the 10% most deprived areas in Scotland.

⁴ Figures from Citizens Advice Scotland show that in 2022/23 42% of volunteers who left the service and gave their reasons for leaving went on to gain paid employment or took up further education or training.

1 The rationale for the project

1.2 The project outcomes and activities

The Improving Lives Project has three main projected outcomes:

- > People are better able to identify ways to take control over their lives and build resilience.
- > People are able to shape the activities and services they use to better meet their needs.
- > People have more access to support and opportunities to improve their lives.

Progress on these projected outcomes is delivered through a number of different activities.

Advice and information service

This service offers one to one advice and information to prisoners and their families and is delivered by a full-time Welfare Rights and Money Advice post (the Advice Officer) based two days a week in the Link Centre where he sees prisoners by appointment and through a drop in service three days a week which is delivered in the Hub, the area in Barlinnie used for free association. The Hub houses the library, pool tables and office space for partner organisations such as the CAB, the Department for Work and Pensions and the Housing team and the Barbed Wireless Radio Team, a group of prisoners who are supported to produce and broadcast media from the Hub to the wider prison population. Services for prisoners' families are largely delivered via referral from two other partner organisations who work specifically with prisoners' families: the Croft and Families Outside.

Life-skills workshops for prisoners, information leaflets and radio broadcasts

In the first 12 - 18 months of the project, the lifeskills workshops, with a specific focus on financial capability, were usually face to face events. However, in order to reach wider audiences and as the project progresses, these are being replaced by podcasts, individualised learning booklets that can be completed in cell and the use of the Barlinnie radio service 'Barbed Wireless'. The range of activities is further described below.

Training peer mentors and identifying links to promote volunteering post release

The original plan was to train some prisoners as advice workers. This proved difficult for reasons later explained and the project instead has focused on providing training as peer mentors; prisoners who can offer basic information about housing, welfare rights, and other key issues but refer fellow prisoners to the Advice Officer where necessary. It was projected that 25 peer mentors would be trained each year of the project.

The training offered to peer mentors, while not qualifying them as advisors, prepares them to be able to volunteer with CAB or other organisations post release. This aims to assist ex-prisoners by increasing their chance of gaining paid employment.

The life skills workshops, training for peer mentors and production of written materials is largely the responsibility of the Training and Community Link Officer (The Training Officer). The project therefore has two full-time paid workers but is supported and line managed by the Assistant Manager in Parkhead CAB.

From the start of the project, a key principle was that all activities should be prisoner-led; that is designed and developed by capturing prisoners' views in focus groups and from workshop feedback.

1 The rationale for the project

Expected changes

The project aims to:

- > Improve access to advice and information for prisoners and their families.
- > Decrease homelessness and indebtedness through preventative approaches for remand and pre-release prisoners.
- > Improve resilience through building skills and increasing confidence.
- > Contribute to reducing offending.



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2 The advice and information service

2.1 Demand for service

In the two years since the project started (August 2022 – July 2024), 504 prisoners have received a service compared with 270 in the preceding two years. The number of clients, however, does not tell the full story. CAB offer a holistic approach to advice work. This means that although a client may present with one problem as other issues emerge in the course of discussion, these are also dealt with. For example, a prisoner may talk about housing as the main question but resolving that prisoner's problems, may also involve dealing with council tax, debt and a banking issue. The prisoner may also need to attend for more than one interview to receive feedback and progress an issue. In the first two years of the project, 1,253 sessions were provided and 3,563 issues dealt with. On average each prisoner received help on 7 issues. These figures reflect the amount and depth of case work involved in supporting prisoners. Demand has not lessened. As of July 2024, there were 52 on the waiting list for appointments.



Richard⁵, a prisoner who had used the CAB service in Barlinnie received help on housing, council tax, ending his mobile contract and repaying his debts, commented on the problem of trying to sort out your affairs from inside: “ I didn't want to lose my flat, I'd lived in it for 20 years... it was all stuff I could've done myself but (inside) I didn't know how to do it.”

The Advice Officer in the CAB uses standard CAB procedures. Barlinnie Prison has enabled the project to have internet access and the Advice Officer is therefore able to access Advisernet (the CAB information system) and use the internet to process casework. All cases are checked and quality assured in exactly the same way as if the project were operating from the main Parkhead CAB office.

⁵ Throughout this report fictitious names are used for prisoner interviewees and case studies to preserve anonymity.

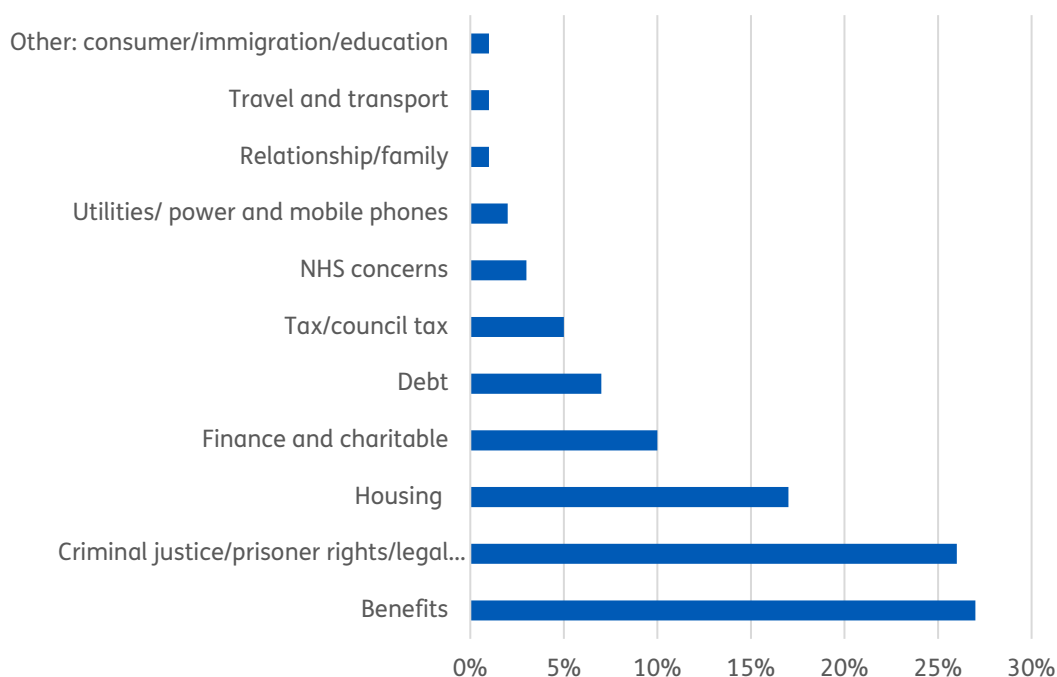


2 The advice and information service

2.2 Advice issues

The chart below shows the key issues for prisoners.

Advice issues: Aug 2022 - July 2024



Benefits and debt

A further breakdown of these figures reveals more about the issues facing prisoners. Within the benefits category the majority of enquiries relate to Universal Credit; claims for disability allowances represented 13% and applications for social welfare community care and crisis grants for those leaving prison a further 31%. Preparation for claims for Universal Credit can be made within prison but all claimants must wait five weeks before receiving their first payment; only repayable loans may be granted to those who do not have funds to survive the wait. In the debt category almost 60% of enquiries related to rent arrears and mortgage repayments.

Criminal justice/ prisoner rights and legal proceedings

This category includes issues to do with legal aid, questions about the criminal justice system and prisoners' rights. To assist in such questions a plain English guide to the prison rules has been written for the project. This was picked up by the Scottish Human Rights Commission who, in collaboration with Parkhead CAB, are preparing a simple guide to prisoners' rights under the rules.

2 The advice and information service

Tax, utilities and NHS issues

Some 10% of all enquiries relate to tax and 80% of these enquiries are to do with council tax (CAB do not offer financial advice on income tax). Many prisoners are unaware that they are exempt from council tax although still liable for any arrears incurred before going into prison. Putting in place exemptions and advising about repayment plans and other money advice options, not only assists prisoners but also local authorities. Half of all enquiries under the utilities heading relate to mobile phone contracts and one quarter to fuel issues, while two thirds of NHS enquiries are to do with access to or delays in clinical treatment. The Advice Officer comments that prisoners find it very difficult to be put on the list for specialist care.

Banks and banking

In the category finance and charitable, 65% of enquiries were connected to bank accounts. Prisoners face considerable difficulties with banking particularly when they first come into prison. They may be arrested on one day, in court the next and remanded the following day with little opportunity to manage their financial affairs. For example, cancelling standing orders or direct debits or maintaining other payments such as rent are vital to preventing debt and ensuring that a home is maintained. Many banks refuse to deal with prisoners on the phone and some also require the prisoner to go through significant hoops before dealing with them by post.

Prisoners also need to be able to access their own funds to pay into their 'prison bank account' to purchase items from the prison 'canteen' such as toiletries, vapes etc. This is especially important for remand prisoners who are awaiting trial and who are not obliged to work and therefore cannot earn money for 'canteen' purchases. Prisoners have no access to the internet and telephone communication is limited to 20 numbers specified by the prisoner. They may not be able to use the telephone at a time which relates to banking hours. It is also common for loan sharks to operate inside prison, preying on the vulnerable who cannot access their own funds. Having a working bank account is also a prerequisite to setting up a benefit claim on release from prison.

Practice across banks differs but, as the case study below illustrates, there is sometimes the problem of enabling the CAB to act on behalf of a prisoner. The case also shows the amount of effort and work that goes into helping a prisoner obtain his rights.

2 The advice and information service



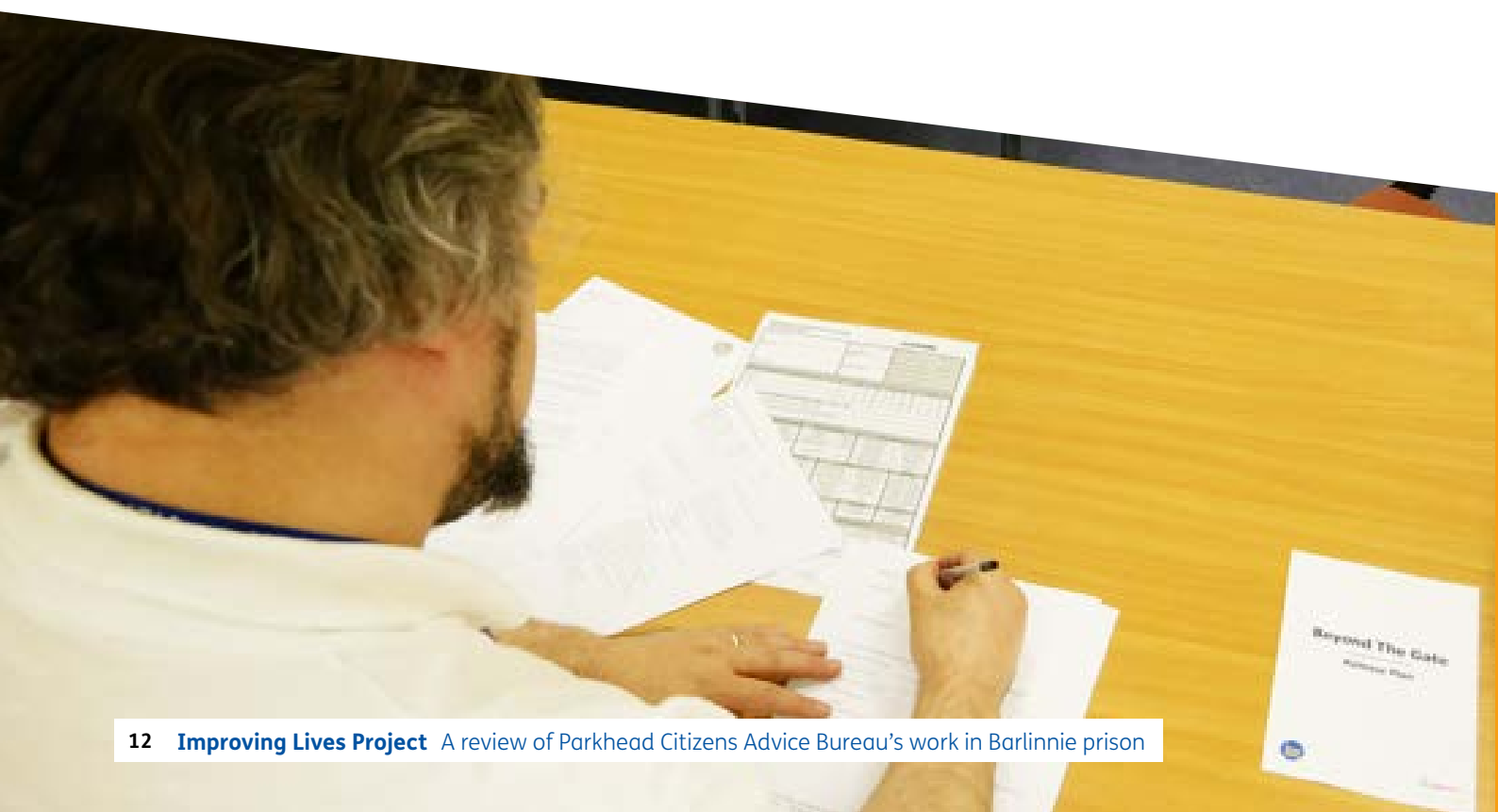
Banks and banking

Barry sought help with his online only bank, that insisted he be present on video to access his bank account and conduct transactions. Prison restrictions meant this was not possible. His balance was a considerable sum. The Advice Officer contacted the bank who confirmed Barry's money was safe but they were unable/unwilling to do anything to restore transactions. Some months later the bank wrote to Barry indicating that they were going to close his account. For the CAB this was not the first occasion or the only bank that threatened such action and so they submitted a complaint for Barry accompanied by a mandate showing they had consent to act on his behalf.

A reply from the bank required the CAB to obtain power of attorney, a guardianship order or deputyship order. The Advice Officer responded pointing out it would be inappropriate for a CAB to hold these orders and directed their attention to the Financial Conduct Authority principles. After much correspondence the CAB referred the case to the Financial Service Ombudsman who found in Barry's favour. Ultimately, after almost a year, the bank agreed that they should have accepted the CAB mandate and offered Barry £200 by way of compensation. The bank has also reversed their policy of automatically closing prisoners' bank accounts.

Prisoners face hurdles that would not be put before other customers. In addition to the deprivation of liberty, they face a further punishment of being unable to access their own money and potentially facing serious debt issues because of missed payments.

This is a good example of CAB social policy work; making an intervention to change policy that will benefit all future prisoners.



2 The advice and information service

Housing

This represents 17% of all enquiries, a much higher percentage than the average for Parkhead CAB enquires. It is a crucial issue for many prisoners and an important link in the prevention of re-offending. Around 22% of housing enquiries involve issues of homelessness while 76% are to do with both private and social rented accommodation including rent arrears.



Housing and banking issues

It was Stewart's first time in prison. He was extremely worried about whether he would lose the house that he had lived in for 17 years. The Advice Officer negotiated on Stewart's behalf with his landlord to secure the tenancy agreement. In the interview he also discovered that Stewart could not access his bank account because he had no family in the community to help him and not having a job in the prison, he had no money. The Advice Officer was also able to assist with this issue, again by negotiating on his behalf. Stewart was "very relieved" saying "it was a weight off his mind". The prison officer who had referred Stewart also commented: "the hall runs smoother when prisoners feel they are getting some help".

An interview with the Advice Officer revealed why housing is such a crucial issue. Under Universal Credit rules rent can be paid for up to six months for a prisoner after which many landlords, private, social and local authority will pursue eviction orders. The CAB has seen cases where evictions are carried out without the knowledge of the prisoner and his possessions disposed of, including vital personal documents such as passports and birth certificates. If a prisoners' home has been lost, the alternative on release is homeless hostel accommodation. Prisoners often do not wish to accept such accommodation as this will mean association with the people and issues, such as drugs and alcohol, that triggered their offending in the first place. According to the Advice Officer, having a home to go to is crucial in trying to break the cycle of reoffending. He commented that he could: "see them (prisoner) relax immediately" on being told that they wouldn't necessarily lose their home.⁶



Tagging – the prisoner must have a home to go to

Peter was eligible for early release under a home detention curfew (HDC or tagging). A condition of HDC is that the prisoner has a home to go to. The CAB had contacted Peter's landlord on his behalf to ensure that his tenancy was secured while he was in prison. Peter received a response to say that the landlord was pursuing an eviction order as Peter owed rent arrears. The CAB contacted a law centre. The eviction notice had already been issued but they managed to argue for its recall. Peter was released from prison under HDC licence with a home to go to and a plan in place to repay his arrears.

⁶ See Housing First Scotland, 16 April 2020 and SHORE standards published on the SPS website for evidence of the importance of having a home in the prevention of offending.

2 The advice and information service

2.3 Partnership working

The Advice Officer works with a number of other agencies both within and outside of the prison. Inside Barlinnie, the Advice Service shares offices with the Housing and Homelessness Team and the Department for Work and Pensions (DWP) to assist prisoners to secure accommodation and undertake the preparation for benefit applications prior to prisoners' release. In addition, the service for prisoners' families depends on close working with the Croft and Families Outside. These organisations refer families directly to the CABx nearest to their home.

In addition, the CAB in Barlinnie partners with Legal Services Agency and other law centres, Shelter and the Lanarkshire CABx all of whom provide representation in court for eviction issues and the WISE Group New Routes who refer prisoners who they are working with on employability, for CAB help on benefits and other issues.

2.4 Feedback on the advice service

One way of assessing the impact of advice work is to calculate the amount of money saved for clients (client financial gains) through unclaimed and appealed benefits, written off debts and charitable applications. In prisons, where prisoners are ineligible for most benefits, this is bound to be lower than in the community. Nevertheless, in the two-year period of the project client financial gains totalled £286,828.00.

A small survey of users of the CAB (23 responses were received) showed great appreciation of the service. There were several comments about the difficulty of getting an appointment; the waiting time involved, the system for getting your name on the waiting list and the unpredictability of being able to visit the hub. Asked about their initial feelings on getting to see the adviser, worries about discussing personal issues and fears about whether problems could be dealt with were mentioned, while others spoke of apprehension followed by relief:

“was put at ease very quickly and the way they spoke to me felt as if I could resolve the issue.”

The overwhelming majority of responses showed that problems were either resolved or were in the process of resolution and many expressed great appreciation of the help offered, as the comments below illustrate:

“ I would like to thank the staff at the Hub... for the way they were with me, nothing was any hassle if you asked – so thank you from myself”

“relief, satisfaction and felt much better”

“...the job you do is great... we need more citizens advice people to help prisoners through hard times. Thanks.”

“Felt better than before having shared the future and (a) means of avoiding ...losing everything I'd gathered for my life.”

“I felt like a lot of pressure was lifted off my shoulders while going through a difficult time on remand.”

2 The advice and information service

Key statistics August 2022 - July 2024



Number of 1-1 interviews

504



Number of advice sessions

1,253



Number of issues dealt with:

3,563



Client Financial gain:

£286,828

Early release

In July 2024 the overcrowding situation in all Scottish Prisons necessitated early release of some prisoners. The scale of the immediate demand for advice was unprecedented and required a new approach to deal with the emergency. The CAB Team in Barlinnie worked non-stop to produce information and provided workshops for the early leavers to ensure they received help. Working with the DWP and other partners within the Glasgow Community Justice Throughcare Strategy Group, the CAB team prepared prisoners for benefit applications, completed forms for Scottish Welfare Funds crisis and community care grants and identified health facilities and other support agencies outside prison that could assist those released. Without the efforts of the partners in working together to plan this process, many prisoners would have found themselves outside Barlinnie with no access to resources.



2 The advice and information service

2.5 Moving forward

Issues of efficiency and demand

Prison regimes, while necessary for the maintenance of order within the prison, do impede access to services. For example, for a prisoner to visit the CAB in the Link Centre, an appointment has to be made by a prison officer and the prisoner has to be escorted to the Link Centre and back to his hall of residence post appointment. If the prisoner needs to get feedback, for example to review paperwork or sign mandates this necessitates a further interview with additional escort duties. Some of this additional to-ing and fro-ing could be avoided if CAB correspondence was classified as ‘confidential’, like legal and medical correspondence.⁷ This would allow the prisoner to supply any necessary paperwork and the Advice Officer to progress a case and give the prisoner feedback without having to arrange another appointment.

In the Hub the drop in system is easier to manage but there is still the problem of getting responses or paperwork to prisoners, for example, signed mandates to enable the Advice Officer to progress cases. As the Advice Officer works for two days in the Link Centre for pre-arranged appointments, there are days when some Hub users will not be able to see the Advice Officer. The Training Officer, who is based in the Hub, deals with simple requests for information and triage for emergency issues that require urgent advice and arranges for an appointment at the earliest opportunity. Prisoner sessions in the Hub are organised on a rota, each hall being allocated different days. Within each hall prisoners have to elect to go to the Hub and as numbers are limited not all prisoners in a hall are included. There are also some areas of the prison, for example, the First Night Centre that are not included in Hub visits. The Hub visiting arrangements and the level of demand for advice services suggest that there could well be prisoners who are missing out.



Sam, a remand prisoner, expected to be released at a court hearing in a few days. He received a request from his landlord to sign a consent form for removal of possessions from his home. Sam was unclear about what had happened to his tenancy and his possessions and was worried he did not have a home to go to on release. The Advice Officer offered information about Sam’s rights in law to protect his tenancy and agreed to contact the landlord on Sam’s behalf. Sam was unable to see the adviser again before his expected release. Following confirmation being received from the landlord that Sam’s tenancy and possessions were protected and secure, and in the absence of the Advice Officer, the Training Officer stepped in to ensure this information was passed onto Sam prior to his expected release.

This case demonstrates both the need for additional advice workers and for CAB letters to be classed as confidential. The principle of confidentiality is fundamental to CAB work. If CAB correspondence was marked ‘confidential’, the Advice Officer could have delivered a letter to Sam’s hall reassuring him that once outside he had a home to go to.

⁷ The prison rules state that only medical and legal correspondence and communications and those with specific organisations such as the Public Service Ombudsman are confidential. All other communications are monitored by the prison.

2 The advice and information service

According to the Advice Officer not all staff know how to use the prisoner record system (PR2) to book appointments and there is an issue about staff being able to recognise when a prisoner's problem requires urgent attention. The PR2 system used for logging requests for an appointment does not allow flagging of an urgent issue, such as threatened eviction.

As mentioned above, the Hub visiting arrangements and the level of demand suggest that there is unmet need for advice services. Fundamentally, the service could do with additional advice workers and the training of peer mentors (which is dealt with in more detail in the next section) is in part a response to that. If each hall could have at least two peer mentors, they would be able to operate a triage system: able to give basic information and recognise when problems require urgent attention and an appointment with the Advice Officer. Training for prison officers is also being considered to make them more fully aware of the nature of the CAB service, how to make referrals and also to help them recognise urgent issues.

Analysis of the users of the advice service by hall shows that almost half of all enquiries come from E Hall (protection). A potential explanation is that prisoners in E Hall tend to be better educated, longer term prisoners (although Barlinnie is officially not a long term prison) and perhaps more aware of their rights. However, the project knows that advice is most needed when people enter prison, especially remand prisoners, and when they leave and this remains a key focus of the project.

Last year the advice service was augmented by a CAB trained volunteer law student who worked alongside the Advice Officer⁸. Recruitment of CAB law student volunteers for September 2024 is now underway. Going forward it will be necessary to boost recruitment of external advice volunteers, internal peer mentors and target efforts on the halls which show low levels of referrals, including Letham Hall, the top-end facility in Barlinnie.

The Team is also considering changing how prisoners initially interact with the advice service. Using a form, prisoners would be invited to provide information about their situation so that they could be appropriately triaged ahead of a first appointment. The proposed 'sift form' would be deposited in a locked box in the Hub. The most appropriate form of help could then be offered. This might be a 1-2-1 appointment with the Advice Officer, a meeting with a peer mentor, a workshop session for basic information or an information pack for very simple enquiries.

⁸ For the past 35 years the Glasgow CABx have collaborated with Glasgow University to train law students as CAB advisers. One hundred hours of service counts as a module towards their final degree. Last year, for the first time, those undertaking the professional diploma and who were already CAB trained were invited to volunteer at Barlinnie. Recruitment is underway for September 2024.

3 Life-skills workshops for prisoners, information booklets, radio broadcasts and community links

3.1 Life skills workshops

The focus groups used to select the topics and format of the workshops revealed interesting information. According to the Training Officer, many prisoners said that they ‘felt useless’ inside and worried about how their families were coping. One of the first workshops was called ‘Supporting your family’ and focused on what prisoners could do whilst inside to maintain contact with their partners and children.

A further problem recognised was that of identification. On release, prisoners need to be able to present an identification that will enable them to claim benefits, open bank accounts, sign tenancy agreements and generally prove who they are. Whilst inside, documentation is often lost or in the wrong place. A workshop was mounted looking at the various forms of identification available including how to apply for Citizens Cards and obtain copies of birth certificates and the costs and potential sources of assistance funds. The full list of workshops organised and the numbers of prisoners reached are shown below.

Title of workshop	Content		
Family Support	Issues faced by family, help and support and how to stay connected		
Identification	What you need ID for, how to obtain supporting documents, getting a Citizens Card in prison.		
Employability	6 Week programme with partners.		
Mindset & Goal Setting	Challenge and upgrade your beliefs, understand different mindsets. Practise better self and the ‘Boost Your Mindset Journal’.		
Budgeting	Cost of Living - food and price comparison.		
Credit Reports	What is a credit report? What are the positive and negative factors, forms to apply for your own report.		
Housing	Housing options, different types of tenancies and your rights, homeless process and where to get support in the community.		
Financial Support on Release	Universal Credit, other benefits and grants, planning for release and where to get support.		
Bank Accounts	Managing a bank account, how to receive funds in prison, opening a bank account in custody and in the community.		
Total number of workshops held	111	Total number of prisoners reached	303

3 Life-skills workshops for prisoners, information booklets, radio broadcasts and community links

All the workshops were for a small number of prisoners, short and very interactive with an emphasis on discussion and story telling rather than powerpoint presentations. The Training Officer commented that it was crucial the workshops were prisoner-led allowing free discussion to explore and think about the choices open to them; a continuing theme was getting people to think about personal options, questioning whether they wanted to change their lifestyle and developing positive habits. For example, one session on employability called 'The Monday Club' (a phrase meaning absence from work on a Monday after a 'heavy' weekend) involved a game of bingo and story telling about experiences of work. An employer participated to give his perspective.

Evaluation of the workshops showed they were very positively received as the comments below illustrate.

"Learned stuff I never knew also understand stuff I found confusing before." (Credit reports workshop)

"I find the 4 weekly habit tracker really helpful. The SMART goals worksheet has really helped to set and plan my goal with steps to achieve my goal." (Mind set and goal setting workshop)

"Think course is really helpful. Take a bit off your mind. Instructor really helpful." (Family support workshop)

Issues: attendance and audience reach

While the workshops were popular and well received, the prison regime makes it difficult to recruit participants for specific workshops and to ensure their arrival at the Hub at the right time on the right day. Not all prisoners will elect to go to the Hub and because of pressure of numbers not all those who elect to go will be able to attend. The Team therefore took the decision to move towards a much more flexible system and developed a range of individual and group materials in which prisoners can choose the topics they are interested in and work on their own in their cells or opt to get together with others during Hub time with the support of the Training Officer. A series of booklets, podcasts and videos supports this approach. All activities and events listed have been informed by prisoners' views.



Supporting your family workshop

In the Hub for recreation, Graham stopped to have a chat with Victoria, the Training Officer, who suggested he join a workshop. Graham said he wasn't comfortable speaking about his circumstances in a group but during the conversation mentioned that he didn't have access to his children owing to his behaviour in the community. During his next visit to the Hub, Victoria carried out the workshop just for Graham and he went back to the hall with the 'Top tips to help your family' fact sheet; a 'Penny Challenge' sheet to share with his children and the 'How to stay connected' fact sheet. Graham also gained a participation certificate for having attended the workshop and he posted this to his ex-partner along with a letter detailing his positive intentions.

The workshop was a first for Graham; the first time he had asked for help with his addiction problems. The Training Officer referred Graham to 'We are with you' an organisation assisting people with addiction issues. Graham engaged with their six week pre-release programme and on release has received support in the community via a recovery café. He now has access to his children and is getting the help he needs to stay out of prison.

3 Life-skills workshops for prisoners, information booklets, radio broadcasts and community links

3.2 Barbed Wireless: booklets, podcasts and videos

While the topics are the same for the workshops as listed above, the mode of delivery is changing. A team of prisoners, based in the Hub, are responsible for preparing and recording content for broadcast on Barbed Wireless which every prisoner can access in his cell. The Training Officer has worked with this team to produce podcasts and videos that accompany the workshop materials which have been made into booklets. Development of this pathway to support has extended the reach to those prisoners who are not able to attend the Hub or who are not ready to participate in a group or workshop setting.

One of the Barbed Wireless team explains his input to the scheme.

The idea is that we make the podcasts and videos and everyone can access them on channel 21 or 22 in their cell. I work with Victoria (The Training Officer) to put together podcasts and videos so guys don't miss out on information. We also do interviews and updates. For example, we advertise the in-cell workshops, interview Victoria and Chad (the Advice Officer) and run question and answer sessions.

"I've learned so much – how to interview, make story boards, recording, editing, filming. I've enjoyed it all. I'm a passman and working in Barbed Wireless is my job in the prison I'm doing it everyday." Edward, Barbed Wireless Team Member.

'Through the gate' and 'Beyond the Gate'

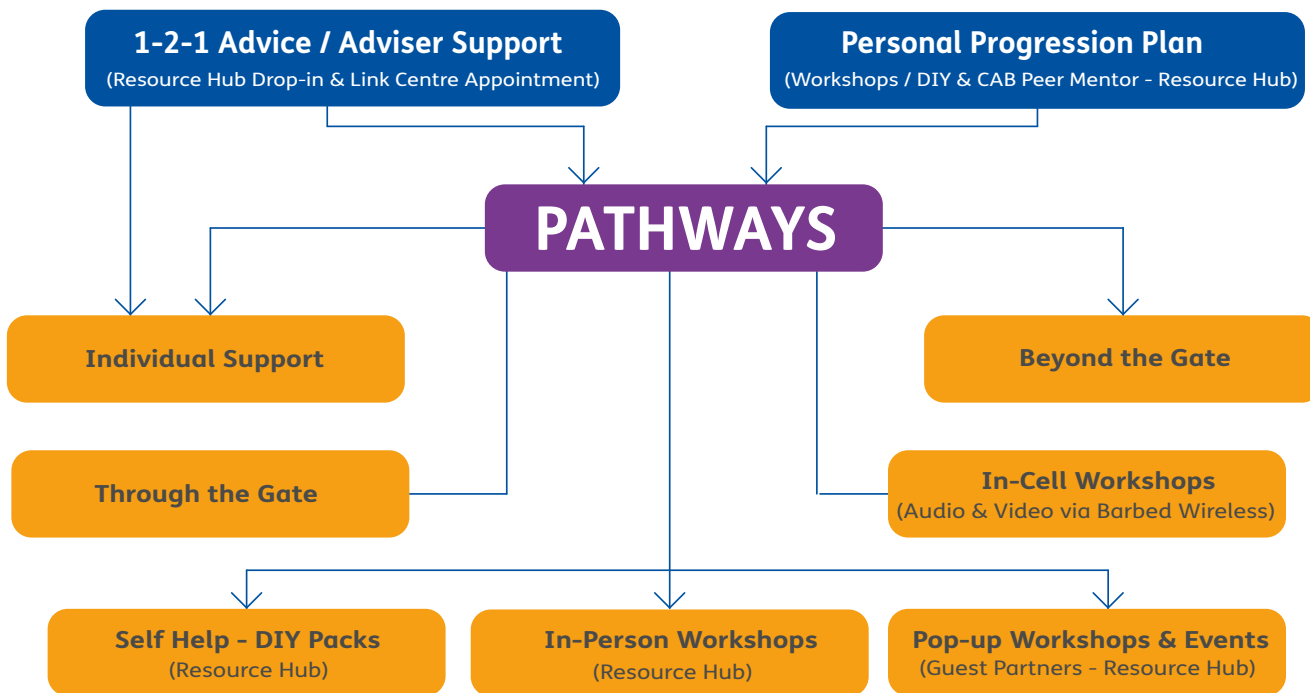
Given the project's focus on prisoners entering and leaving prison, the Training Officer developed two individual progression tools which are now in the stages of revision and amendment. 'Through the gate' sets out some of the issues that prisoners may need to think about when they come into custody including information about benefits, housing and financial matters as well as how the prison regime works, phone use, booking visits etc. 'Beyond the gate' is a further progression tool which encourages the prisoner to identify and prepare for the important steps to be taken before release date, including issues such as housing, benefits and details of community support organisations on the outside. The content of these progression tools are informed by prisoners themselves and the peer mentors have been actively involved in their writing and production.



Beyond the gate

John had addiction and mental health problems. Towards the end of his sentence he attended several CAB workshops and also began to engage with SPS staff in the Wellbeing Centre which improved his confidence. But he was very worried about how he would cope with his addiction when he left prison. The CAB staff worked with John on the steps outlined in 'Beyond the gate' and referred John to 'Hope Connections' a partner organisation who arranged a place in a rehabilitation centre for him and met him on the day of his release. A couple of months later John sent a 'thumbs up' picture – he wanted everyone to know that he is 'doing really well'.

3 Life-skills workshops for prisoners, information booklets, radio broadcasts and community links



The diagram above illustrates the various forms of advice, information and support offered by the project.

3.3 Community links and the development of volunteering partnerships

Volunteering – a step towards employment

Understanding the difficulties that prisoners face in finding employment post release, the project focuses on volunteering as a route into employment and this is part of the rationale behind the peer mentor scheme, described below. Working with Creative Change a charity that uses drama to respond to social challenges, Glasgow Community Justice and Volunteer Glasgow, the Training Officer and a group of prisoners have created a radio drama entitled ‘Kev and Jack’s Big Day Out’. This focuses on volunteering and will receive an official launch in September 2024.

In May 2023 the project organised a Volunteer Event involving some 16 third sector organisations which was attended by over 600 prisoners. Below are some comments from organisational contributors:

“Good to share partner information with prison staff as well as networking with other partners present at the event. It would be great to be involved more in both pre and post liberation where possible.” Skills Development Scotland

“Most didn’t know of the services we provide including volunteering opportunities for the prisoners once they get out. Would be interested in getting more involved.” Kindness Homeless Street Team, Glasgow

3 Life-skills workshops for prisoners, information booklets, radio broadcasts and community links

Other important activities in which the project has led include:

- > Perceptions of prisoners – a video targeted at third sector organisations and employers which seeks to demonstrate prisoners’ flexible skills.
- > Inspired Inside – a podcast to promote the employability of ex-prisoners involving contributions from the CAB, agencies that work inside prisons such as the DWP and the Governor of Barlinnie.
- > A collaboration with Celtic Foundation to promote employability.
- > Spring Fling an event which focused on mental health.
- > A presentation for the Child Poverty Action Group conference in 2024 for welfare rights workers and registered social landlords to highlight prisoner issues and identify best practice. This was extremely well received and will be repeated for the National Association of Welfare Rights Advisers conference in September 2024.

These activities, while not directly listed in the proposal, are extremely important in achieving the project’s overall goals. Negative public opinion of prisoners, often fuelled by sensationalist reporting, does little to support people seeking to change their lives. Raising awareness of prisoners’ skills and abilities will be important in promoting volunteering and the employability of ex-prisoners.

3.4 Partnership: The Third Sector and the SPS in Barlinnie

The work and success of the project involves close co-operation with Scottish Prison Service (SPS) staff and a large number of Third Sector community based organisations. With the focus on volunteering as a route to enhancing prisoners’ employability and securing contact points and support for prisoners ‘beyond the gate’, the project has developed links with a large number of third sector organisations. A complete list of working partners is contained in the appendix.

The excellent working relationship between the SPS teams in the Hub and the project is fundamental to the development and success of the project. Interviews with the lead officer for the Hub, the head of Barbed Wireless and the CAB liaison officer confirmed a very close and positive working relationship. All confirmed that the Improving Lives project and its staff are seen as part of the Hub Team. Below are some of their comments:

“Without it (the project) prisoners wouldn’t know what is available for them.”

“Prisoners’ access to information is vital – the prisoners need them all day and everyday – I think they (the staff) are brilliant here.. they (the prisoners) are always coming back for more help.”

“They (the project staff) go above and beyond... the work they do is phenomenal.”

The interviews with staff confirmed that in addition to the information and advice that is being given to prisoners, the project has succeeded in helping some prisoners to take control of their lives and make informed decisions. In particular the peer mentor scheme was applauded for enhancing prisoners’ self confidence and self-esteem.

3 Life-skills workshops for prisoners, information booklets, radio broadcasts and community links

3.5 The peer mentor scheme

The original application for the project included the proposal to train prisoners as CAB advisers. A number of factors made this impossible: lack of internet access meant that the prisoners could not use the CAB online training materials and the amount of time available to do any training was limited to the 55 minutes that a prisoner might spend in the Hub. In addition the prison management felt that protection prisoners could not be included which would have excluded a large number. Prisoners are not allowed to access the internet and therefore could not use the online CAB Information system 'Advisernet'. Use of this system is vital to ensure that accurate and up to date information is given to clients.

A compromise was sought and put into action. Sixteen prisoners (8 mainstream and 8 protection) were recruited and selected to train as peer mentors. Training included basic information on the key issues facing prisoners for example, benefits, housing, council tax and debt, as well as CAB principles and interviewing skills. Their duties include: offering basic information to other prisoners, working with prisoners on workshop activities and helping to assemble and distribute workbooks. They are also contributing to the content and design of the personal progression plans described below.

Recruitment and retention of peer mentors

Several factors complicate the plan for peer mentors. Of the original 16 trained only 5 in the protection group remain. The others have either been liberated or moved prison. The churn of prisoners in Barlinnie is well recognised and is a factor that will have to be accommodated moving forward. Those likely to be suitable to be trained as peer mentors are low risk category prisoners and therefore those that are more likely to be employed. Given that employment in the prison is the only source of money for most prisoners, they are unlikely to give up a job in order to train as a peer mentor. One solution is to raise the status of a peer mentor to 'purposeful activity' which would enable some payment to be made. This option is supported by the prison officers who are in charge of the Hub and Barbed Wireless.⁹ The staff interviewed are very supportive of the peer mentoring scheme and made suggestions about a number of ways in which the use of peer mentors could be expanded including training the passmen in reception as peer mentors and using peer mentors in the induction process in the Link Centre.

Plans are already in place to mount a joint recruitment with the NHS Improvement team who use volunteers to deliver naloxone interventions and who have experienced similar difficulties in prisoner recruitment and retention. In future volunteers for both activities will receive a community achievement award and be guaranteed an interview with Kelvin College on release.

It is crucial that the peer mentoring scheme is supported to overcome the hurdles of recruitment and deployment, given their importance in the delivery of a triaged advice service, dissemination of information crucial to prisoners' wellbeing and the 'in hall' and 'in cell' training workshops. As the case studies below illustrate, those who have already trained as peer mentors show that the skills and knowledge gained are flexible and adaptable to employment post release. In addition, peer mentoring boosts self-confidence, self-esteem and taking responsibility for helping others.

⁹ The prison rules define work, education or training as 'purposeful activity' some of which may attract a prison wage.

3 Life-skills workshops for prisoners, information booklets, radio broadcasts and community links



Harry and Clive agreed that the training they had received was sufficient to be able to offer basic information to others but know when to refer to the Advice Officer. However, both were keen to engage in more training, if it was offered. They had contributed to the content of workshop booklets and were involved in the revision of 'Through the gate' and 'Beyond the gate'.

Both were enthusiastic about their work. Harry described himself as “liking to help people... enjoying being a peer mentor” and being willing to “do it more intensely.” Clive commented that before prison he was very shy and found it extremely difficult to talk to people one to one or in a group. He had been severely depressed and suicidal when first inside but becoming a peer mentor had rescued him. He had come off medication, was now confident in speaking to people and had gained self esteem. He said: “being able to help people is rewarding to myself.”

The staff in the hall where Clive and Harry work accepted their role and allowed them out of cells to visit other prisoners on different 'flats'.¹⁰ Both put forward suggestions about needing to translate some booklets into other languages to cater for non-English speakers and about other places in the prison where it could be helpful to have peer mentors, for example, in the Link Centre. They also suggested ways in which peer mentors could be identified by other prisoners such as badges, T shirts or stickers on cell doors. Both said they would be keen to volunteer on leaving prison.

3.6 Moving forward

Plans are already in place to consolidate the revised methods of delivering information and life skills workshops across Barlinnie. This is described as three points of engagement with prisoners:

- > Through the gate – the booklet described above which will go to all prisoners entering Barlinnie.
- > Personal progression – the workshops that prisoners can engage with during their period in prison (see below).
- > Beyond the gate – the booklet to be given to all prisoners before release.

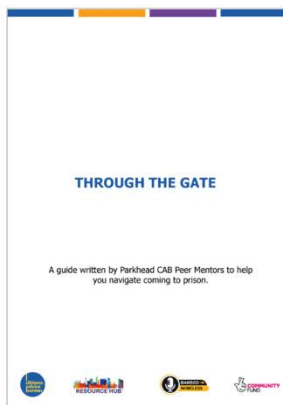
The personal progression element describes the workshops available to all prisoners at any stage in their stay although geared towards information chronologically tailored as the prisoner moves towards

¹⁰ Flats are the different floors within the Barlinnie halls of residence.

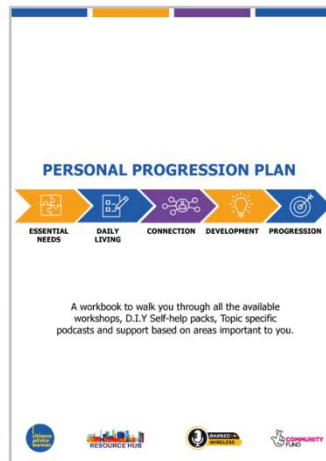
3 Life-skills workshops for prisoners, information booklets, radio broadcasts and community links

3 Main Points of Engagement

1 - New to Barlinnie



2 - Any Stage



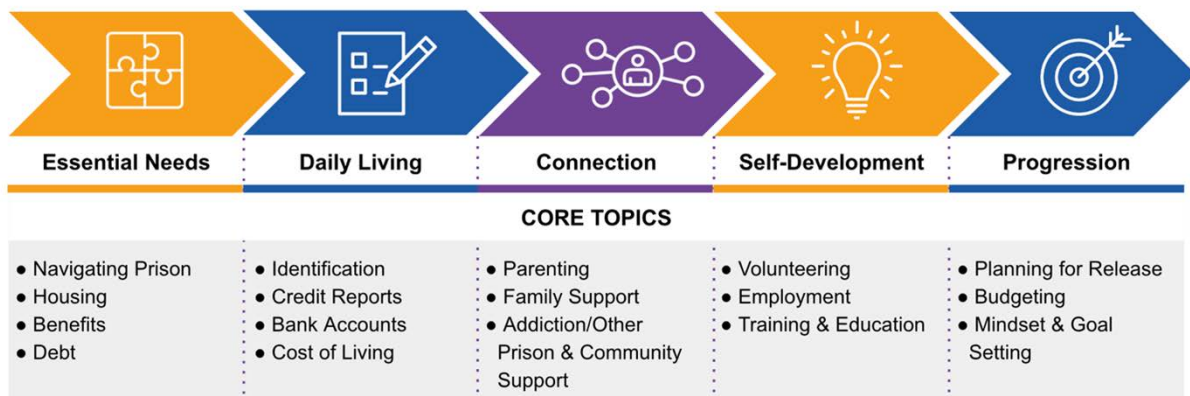
3 - Due for Liberation



release. Whilst the current plan makes use of existing workshop materials, podcasts and videos, there will also be space for revisions and additions. In order that the new methods of delivering information and workshops are successful, it will be necessary to inform and gain the support of prison officers based in the halls.

Partnerships with other Third Sector organisations who can offer volunteering opportunities to prisoners on release are currently being developed. For example, there are partnerships with Volunteer Glasgow, Street Challenge, St Pauls and more recently the Marie Trust where volunteers may be placed. The Training Officer actively participates in Glasgow Criminal Justice and third sector networks to develop these relationships and identify further opportunities for placements.

Personal Progression Plan - Key Milestones Overview



4 Impact and progress to date

The advice element of the project can calculate impact by looking at numbers of clients, financial gains and satisfaction levels. Recognising that client financial gains (CFGs) are likely to be much less than in the community because prisoners are not eligible for most benefits, the total of £286,828.00 in CFGs is not inconsiderable.

The small survey of users of the advice service showed great appreciation of the service. Asked about their initial feelings on getting to see the adviser, worries about discussing personal issues and fears about whether problems could be dealt with were mentioned. The overwhelming majority of responses showed that problems were either resolved or were in the process of resolution and many expressed great appreciation of the help offered. Just two quotes illustrate the point.

Felt better than before having shared the future and (a) means of avoiding ...losing everything I'd gathered for my life."

"I felt like a lot of pressure was lifted off my shoulders while going through a difficult time on remand."

The SPS Hub staff in interviews were clear that the advice service is extremely valued by prisoners and staff alike. Officers are well aware that prisoners need advice, information and support to enable them to move forward in their lives and to prevent them coming back into jail. In the words of one prison officer:

"What this prison needs is more Chads." (Chad is the name of the Advice Officer.)

The impact of the information/ workshop aspect of the project is harder to assess beyond measuring outputs of booklets and numbers of prisoners attending workshops. This is even more complex as the project moves into a phase where prisoners may choose to follow the personal progression in their own cells, by listening to podcasts etc. rather than registering their presence at a physical workshop. However, the case studies and feedback from workshops quoted above, demonstrate the very positive impact of information and support in helping prisoners to consider options and think about the choices open to them for changing their life styles.

With the new delivery systems for the life skills aspects of the project in place it will be important to gather both qualitative and quantitative feedback to contribute to the final evaluation of the project. It will be especially important to gather information about what happens to participants 'beyond the gate'.

Considerable work has gone into making contact with Third Sector organisations that can offer volunteering opportunities and in moving forward it will be important to consolidate these contacts and devise a placement system for ex-prisoners.

Improving Lives is an ambitious and innovative project and is unique in Scotland. As this review has highlighted there have been considerable obstacles inbuilt to prison systems and the regime that are being successfully navigated to ensure that it makes progress to achieving its goals.

4 Impact and progress to date

Outcomes and expected changes from the project

Prisoners:

- > Better able to identify ways to take control over their lives and build resilience
- > Able to shape the activities and services they use to better meet their needs
- > Having access to support and opportunities to improve their lives

Changes:

- > Improve access to advice and information for prisoners and their families
- > Decrease homelessness and indebtedness through preventative approaches for remand and pre-release prisoners
- > Improve resilience through building skills and increasing confidence
- > Contribute to reducing offending

Reflecting on the expected outcomes of the project, it is clear that significant progress is being made. There are examples from the workshops and the users of the advice service that illustrate prisoners better able to take control over their own lives and building their decision making powers that will enable them to be more resilient to life's pressures. Through focus groups, consultation and participation, prisoners have contributed to shaping the services that they need and undoubtedly involvement in the project has opened some prisoners eyes to understanding what is out there in terms of services and support to help them improve their lives.

The review has also charted significant progress towards the expected changes that the project would bring about. Access to advice and information for prisoners has improved dramatically through the full-time services of the Advice Officer. The plans for greater input from the peer mentors, the new methods of delivering information via podcasts and in-cell materials, and the proposed triaging system should create greater efficiencies and the ability to increase the number of prisoners assisted.

In terms of increasing access for prisoners' families, the agreed referral system with the Croft and Families Outside is largely outwith the control of the project. However, making use of their contacts with prisoners' families is a more efficient use of resources, given the level of demand for advice and information within the prison itself and the fact that the project only made provision for one full-time advice worker. Moving forward it will be important to gather data on CAB referrals from the two partner organisations and case studies to illustrate the work with prisoners' families.

There are good examples of prisoners who have been assisted to retain their houses and manage their debts, and the workshop topics on knowing your housing rights and budgeting support a preventative approach to homelessness and indebtedness. Through participation in the project's activities, prisoners have increased their self-confidence. The skills building activities of those involved in peer mentoring and working on the publication of booklets and workshop materials through Barbed Wireless are demonstrations of the wider impact of the project on the Barlinnie population.

4 Impact and progress to date

The link between the project's activities and a reduction in offending is inevitably much harder to demonstrate. Building skills, imparting useful, relevant information, making links with support organisations and promoting volunteering as a route to employment are undoubtedly vital to reducing offending. However, it is perhaps beyond the scope of a small two person project to demonstrate that link more robustly than through the provision of the very positive examples of the project participants.

Overall the project is making excellent progress towards its ambitious targets. The very positive comments of the prisoners interviewed and the results of the small prisoner survey show that the project is appreciated and highly valued. There is an excellent working relationship with the SPS staff and partners who view the project as a definite asset and who welcome the difference it can make to prisoners' lives.



5 Recommendations

- > The project is under-staffed, given the level of demand. Funding should be sought to increase the level of advice offered by employing an additional advice worker specialising in money advice and a worker to assist with the community link aspects of the project by putting in place a referral system for ex-prisoners as volunteers with community based organisations.
- > A short term remedy for the lack of paid personnel is to recruit volunteers to assist the Advice Officer and expand the advice service. The option could also be offered to non-diploma law students and other volunteers who have already trained and served in a CAB. Recruiting volunteers to assist the Training and Community Link Officer could also be considered as an interim measure.
- > CAB correspondence should be classed as confidential to allow work on a prisoners' case without requiring additional interviews.
- > Training/information for prison staff on booking appointments for the advice service and recognising when issues need urgent attention. This might be done via short information sessions and a leaflet giving details of the service and examples of urgent issues.
- > Trialling the system of 'sift forms' for prisoners to complete to be left in the Hub to facilitate a triage system.
- > Continued trialling of advice delivery methods beyond 1-2-1 appointments through workshops, podcasts and information packs.
- > Put in place a plan for the regular recruitment and training of peer mentors to ensure at least three peer mentors in each of the main halls and a presence in other areas of the prison such as the Link Centre, Reception and Letham Hall. Recruitment should focus on the halls that currently make less use of the advice service, notably Letham, A, B and D halls.
- > Investigate and progress the option of elevating peer mentoring to 'purposeful activity' in order to classify peer mentoring as employment to promote recruitment and retention.
- > Consider how the workshop materials and booklets can be translated into other languages used in the prison. This might be done through the involvement of prisoners who speak English and a minority language.
- > Put in place a monitoring system to better assess the impact of the project. This would include a system for gathering feedback from prisoners on the newly devised methods of delivering information, workshops and the booklets focusing on coming into and leaving prison. Longer term impact could be assessed by gathering case studies of the progress of those liberated who have benefited from the project or who have taken up volunteering as a route to paid employment.
- > Three years is a very short time to achieve the ambitious, longer term objectives of this project. Continuity and embedding lessons learned are crucial to ultimate success. Work on fundraising to maintain and expand the project should begin immediately with a view maintaining its presence in HMP Barlinnie and scaling up the model in other Scottish prisons.

Appendix: Third Sector partners

ORGANISATION	SERVICE AREA	PARTNERSHIP	OPPORTUNITY
DWP	Benefits and Employment Support	Work in partnership to support prisoners identify eligible benefits and returning to the community support available.	Employment and training opportunities
LifeLink	Counseling	Referral for 1-2-1 counseling during sentence	Support in prison
Prison Homeless Casework Team	Homelessness - Glasgow	Referral and advice	Support in prison and community
Glasgow Life	Digital Support, Benefits and Clothing Bank	Referral for digital support relating to benefits and accessing clothes.	Support in prison and community
Families Outside	Family Support Service	Referral	Support in prison and community
The Croft	HMP Barlinnie Visitor Centre	Referral	Support in prison and community
Teen Challenge	Addictions support - Prison to Rehab	Referral for support and access to rehab from prison	Support in prison and community
Volunteer Glasgow	Volunteering	Collaboration for projects and events	Volunteering opportunities in the community
The Celtic Foundation	Personal Development	Referral for internal and external programmes	Support in prison and community
The Marie Trust	Homelessness Support and Personal Development	Referral for community support and exploring partner visits for internal referrals	Digital support, free and subsidised community cafe, courses.
Creative Change Collective	Drama Therapy	Collaborating on multiple media projects	Support in prison and community
NHS Health Improvement Team	Peer Mentors - Naloxone & Harm Reduction	Exploring a joint Peer Mentor approach to link opportunities	Internal and External volunteering and paid sessional work
LSA	Homelessness	Court Representation	Support in prison and community
Lanarkshire CABx	Local CAB support	Client Referral	Support in the community
The Wise Group	Community Support	Referral	Support at liberation and in the community
Shelter	Homelessness	Court Representation	Support in prison and community
Alternatives	Prison to Rehab	Referral for recovery programme	Peer mentoring opportunity
CVS - Community Veteran Support	Support for Veterans	Referral for support internally and the community	Housing in a Veteran community and peer support opportunities
St Paul's Youth Forum	Bike Repair Community Project	Existing partnership with Barlinnie and new collaboration with us just started.	Volunteering and paid opportunities in the community.
Andy's Man Club	Mental Health Support Group for Men	Signposting for community support	Support and Peer Mentor volunteering opportunities in the community
NG Homes	Construction Employer	Collaborated on two 6 week employability programmes delivered to pre-release prisoners	Employment and training opportunities
Timpsons	Employer	Collaborated on two 6 week employability programmes delivered to pre-release prisoners	Employment and training opportunities



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