

# EVALUATION OF INCLUSIVE SERVICES FOR OLDER PRISONERS' PROJECT AT HMP WAKEFIELD

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## EXECUTIVE SUMMARY

This report details the evaluation of the Inclusive Services for Older Prisoners Project (ISOPP) at HMP Wakefield, one of two sites at which the project was delivered. The ISOPP was delivered at HMP Wakefield by Age UK Wakefield District, and primarily focussed on the organisation and delivery of activities within the Education Department, and on the wings of the prison. The ISOPP concluded in May 2018. As a result of the success of the ISOPP, HMP Wakefield have commissioned Age UK Wakefield District to continue to provide activities for older prisoners until May 2019.

The evaluation combined both qualitative and quantitative data collected as part of an external evaluation commissioned from Nottingham Trent University. The external evaluation commenced in February 2018, following ethical approval from the National Offender Management Service (NOMS) and from the School of Business, Law and Social Sciences' Ethics Committee at Nottingham Trent University.

A proven evaluation framework (Bailey 2002, 2007; Bailey & Kerlin, 2015) which combined context, input and outcome evaluation, and utilised both qualitative and quantitative data, was used. The evaluation also took a Participatory Action Research (PAR) approach, a cyclical and iterative process which allowed various stakeholders to contribute to the evaluation design and which has been utilised in previous prison research (Ward and Bailey 2013; Ward Bailey and Boyd 2012).

The evaluation aimed to assess the extent to which the ISOPP had achieved the following objectives:

1. Develop an engaging core day for prisoners to prevent social isolation
2. Develop training and supervision for both staff and those prisoners working with older prisoners
3. Develop a programme to involve families in the social care of prisoners
4. Develop progression and resettlement planning to support progression and release managing all associated risks and avoiding inequalities
5. Develop a reflective practice model to support and maintain the resilience of good practice

**Context** evaluation consisted of information gathered through two observations of Age UK Wakefield District activities, two focus groups with prisoners and one interview with a HMP staff member.

**Input** evaluation consisted of further analysis of the above data sources, plus data gathered from a focus group with the Older Prisoner Peer Supporters (OPPS) employed as part of the project, and a focus group with the Age UK Wakefield District team.

**Outcome** evaluation utilised data collected from all focus groups and interviews, in addition to quantitative data taken from an adapted version of the Manchester Short Assessment of Quality of Life (MANSA) questionnaire completed in February 2018 (T1) and July 2018 (T2).

**Key findings** for each level of the evaluation framework are summarised below:

Level of Evaluation	Key Findings
Context	<p>Prior to the commencement of the ISOPP, a HMIP report highlighted that HMP Wakefield had limited provision for older prisoners. Several barriers to implementation of the ISOPP were identified at the outset of the evaluation including a level of scepticism from older prisoners who had seen similar projects come and go, difficulties for some older prisoners in attending activities due their names not being on a correct list and also a lift on one wing being broken, thus preventing access to education for prisoners with limited mobility. Despite these initial barriers, the ISOPP at HMP Wakefield has begun to reduce the social isolation of older prisoners by increasing activities for older prisoners'. Future plans for the ISOPP involves an expansion of the Age UK Wakefield District space within the education department to enable more activities take place, and collaboration with the Gym and the Chapel to ensure that there are daily activities for older prisoners in the prison.</p>
Input	<p>A person- centred approach has been taken by members of the Age UK Wakefield District team in their interactions with prisoners and this has been instrumental in building trust and rapport. The team has focussed on building relationships with individual prisoners, through activities such as wing-walks. The ability to spend time getting to know individuals has been identified as the most important aspect of reducing social isolation, as these interactions encourage self- isolated prisoners to communicate with both the Age UK Wakefield District team and fellow prisoners.</p> <p><b><u>Develop an engaging core day for prisoners to prevent social isolation</u></b></p> <p>The ISOPP has enabled activities to be delivered in the Education department and on the prison wings. The Age UK Wakefield District team have utilised a person-centred approach when planning activities. The OPPS workers have successfully delivered various activities, on the prison wings, to enable those who do not attend activities within Education to benefit from the ISOPP. Although the Age UK Wakefield District provision has now reduced to three days a week, HMP staff plan to deliver a full programme of activities for older prisoners by liaising with the Chapel and the Gym, to ensure that at least one activity for older prisoners is delivered every day.</p> <p><b><u>Develop progression and resettlement planning to support progression and release managing all associated risks and avoiding inequalities</u></b></p> <p>This objective was deemed less relevant to HMP Wakefield than HMP Whatton (where the ISOPP was also introduced), because of significantly fewer older prisoners being released regularly. However, Age UK Wakefield District have been able to support two older prisoners for release by providing advice and support. It is possible that the Age UK Wakefield District will be able to offer continuing resettlement support given that the new provision has been commissioned until May 2019.</p> <p><b><u>Develop a reflective practice model to support and maintain the resilience of good practice</u></b></p> <p>The OPPS have demonstrated that they are keen to ensure they convene regular meetings to ensure that they are performing their role efficiently. In addition, they are also keen to support each other within their roles by ensuring they share the workload between them as a team. To prevent the risk of burnout, it is essential that OPPS are aware of the boundaries of their role, and are supported by HMP staff and the Age UK Wakefield District team to ensure they are not expected to undertake an excessive workload.</p> <p><b><u>Develop a programme to involve families in the social care of prisoners</u></b></p> <p>Although the Age UK Wakefield District team were not permitted to contact the family members of older prisoners during the ISOPP, they were able to provide an indirect source of support by providing information and advice to older prisoners, who could then pass this information on to their family</p>

	members through telephone calls and visits. In addition, the Age UK Wakefield District team were present during a recent over-50s family day, where they were able to provide advice and support to both prisoners and their families.
<b>Outcome</b>	<p><b>Improved Quality of Life/ wellbeing</b></p> <p>No significant changes in prisoners' Quality of Life scores (as measured using the MANSA) were found between the start of the project (T1) and at the second testing in July (T2). This may have occurred for several reasons:</p> <ol style="list-style-type: none"> <li>1) The time period between T1 and T2 may have been too short for the ISOPP to make any significant impact on reported Quality of Life ratings for individual prisoners.</li> <li>2) Prisoners completing the questionnaires at T2 were not necessarily the same prisoners who completed the MANSA at T1, also the sample at T2 was small in comparison to T1.</li> <li>3) Quality of Life was found to be significantly related to the total amount of time spent in prison and it maybe that this experience overrides more nuanced changes to the prison regime experienced on a daily basis.</li> </ol> <p>Additional comments on the questionnaires made from the prisoners completing the MANSA at T2 suggested that they felt the ISOPP had improved their Quality of life. This experience is supported by the findings from the two focus groups during which prisoners highlighted that the ISOPP had encouraged them to socialise and build rapport with other older prisoners from their wings during the Age UK Wakefield District activity sessions. The data analysis of the MANSA indicated that having a close friend in prison was significantly related to increased Quality of Life. Therefore over time the opportunities for socialisation brought about by the ISOPP should result in reported improvements in Quality of Life. The OPPS workers have also reported that the ISOPP has had a positive impact on their own wellbeing, as they have derived a sense of satisfaction from performing their role and observing the difference that their role has made for self-isolating prisoners in particular.</p>

## 1.1 Key recommendations

The evaluation has provided evidence to support the potential, positive impact of the ISOPP. It is likely that further impact will become apparent as Age UK Wakefield District have been commissioned to provide activities at HMP Wakefield as a result of the success of the ISOPP. As such, the following recommendation is made to support the continuing delivery of activities at HMP Wakefield.

### 1. Programme of training and development to be developed to maintain the Older Prisoner Peer Supporters (OPPS) role

It will be important to address the training needs of OPPS as they arise. Older prisoners have identified the need for OPPs to receive training on a person-centred way of working, to ensure that they are receptive to the preferences and needs of individuals who may not wish to take part in group and/or individual activities. The OPPS need to be able to access relevant support within the prison to ensure the sustainability of the role. As the Age UK Wakefield District team work closely with the OPPS workers, it is recommended that they are best placed to provide regular supervision, and to ensure the OPPS are delivering their role in a person-centred way.

## 2. Background

### 2.1 Background of prison site

HMP Wakefield is a high secure prison which typically receives Category A and B prisoners serving a sentence of five years or more. Prisoners at HMP Wakefield are primarily serving sentences for sexual offences, or have previously committed sexual offences. The average number of inmates is 700, including 100 Category A and 10 high risk Category A prisoners (HM Prison and Probation Service 2017). Prisoners include those who have received a life sentence, or are on an indeterminate sentence for public protection (IPP).

HMP Wakefield was originally built in 1594, and has operated as a dispersal prison holding the highest risk prisoners since 1966. HMP Wakefield has a close supervision centre (CSC), a small unit in which the most disruptive, challenging and dangerous prisoners are managed (HM Chief Inspectorate of Prisons 2015).

The prison accommodation is a Victorian radial design, with wings stemming from a central observation point. Individual cells are single occupancy. Table 1 summarises the different wings as described within the most recent HM Inspectorate of Prisons report (HM Inspectorate of Prisons 2014).

*Table 1: Summary of HMP Wakefield residential units*

<b>Residential Unit</b>	<b>Description</b>
Wings A-D	Residential units
Wing F	Segregation unit and Close Supervision Centre
Healthcare centre	Inpatients unit

### 2.2 HMP Wakefield: Background of provision for older prisoners

In England, prisoners aged 50 and over account for 10% of the total prison population. This number is steadily increasing, and is considered to be the fastest growing age range within the national prisoner population (Allen and Watson, 2017). HMP Wakefield has a comparatively high proportion of older prisoners, accounting for 43% of the total prison population. The term “older prisoners” has been consistently used in the UK to refer to prisoners who are aged 50 and over. Research has highlighted that prisoners of this age and above will have physical health needs that are equivalent to those of a person 10 years older living in the community. Organisations including Age UK have begun to work with prisoners who are aged 50 and over (Cooney and Braggins, 2010; House of Commons, 2013). Prisoners over the age of 50 at HMP Wakefield are spread across each of the prison wings, with the largest proportion of prisoners aged 50 and over being resident on the Charlie wings.

Prior to the commencement of the Inclusive Services for Older Prisoners Project (ISOPP) at HMP Wakefield, the most recent HMIP report found that while the prison had some provision of activity for older prisoners, this was limited. Older prisoners, defined as those prisoners aged 50 and over, could apply for core day unlock which enabled them to be unlocked during activity hours. At the time of the most recent HMIP inspection, 7% of prisoners had been granted this, but both prisoners and staff reported that arrangements for core day unlock were not consistently applied, affecting the ability of older prisoners to attend the available activities (HM Inspectorate of Prisons 2014).

Prior to the commencement of the ISOPP project, there were some activities that were specifically available for older prisoners. For example, the chaplaincy service provided sessions specifically for prisoners over the age of 60, and the gym provided sessions for prisoners aged 50 and over. However, gym sessions were affected by staff shortages, leading to activities being cancelled on a regular basis.

Older prisoners were also able to access the prison Listener scheme, which provides support to all prisoners in order to reduce the risk of self-harm and suicide. Listeners are prisoners trained by the Samaritans and can be accessed 24 hours a day. Some older prisoners also received support from prisoner carers, who assist prisoners with mobility issues. Carers provide help with cell cleaning, collecting meals and assistance in day-to-day personal care.

The ISOPP began in October 2017, and was funded until May 2018 when it concluded. The project was delivered by four Activity Coordinators who aimed to support the wellbeing and to reduce social isolation of prisoners over the age of 50. This has been achieved through the facilitation and delivery of group activity sessions, and through the provision of information and advice where appropriate. The delivery of the ISOPP therefore aimed to fill the gaps identified within the previous HMIP report, by increasing the provision for older prisoners. HMP Wakefield has provided funding until May 2019, for Age UK Wakefield District to continue to provide a level of activities although this provision has now reduced from five days provided by the ISOPP to activities provided on three days per week.

### 2.3 ISOPP inclusion criteria

The project focused primarily on the inclusion of older prisoners in activities organised by the Age UK Wakefield District team, which took place within the Education Department of the prison. Activities could only be attended by prisoners from all wings who were aged 50 and over. In order to attend, prisoners had to make an application which was then approved or denied by wing officers.

In addition to providing activities, the Age UK Wakefield District team also ran a weekly information and advice session, which took place in an open space and was available to prisoners of all ages.

### 2.4 Aim of NTU evaluation

The ISOPP was commissioned by Her Majesty's Prison and Probation Service (HMPPS) and was delivered across two prison sites. The project at HMP Wakefield was delivered by Age UK Wakefield District. The Project also took place at HMP Whatton, a Category C prison, and was delivered there by Age UK Nottingham and Nottinghamshire. The ISOPP sought to achieve the following five objectives:

1. Develop an engaging core day for prisoners to prevent social isolation
2. Develop training and supervision for both staff and those prisoners working with older prisoners
3. Develop a programme to involve families in the social care of prisoners
4. Develop progression and resettlement planning to support progression and release managing all associated risks and avoiding inequalities
5. Develop a reflective practice model to support and maintain the resilience of good practice

An external evaluation was commissioned from the Department of Social Work and Health in the School of Social Sciences at Nottingham Trent University. The aim of the evaluation was to identify whether and to what extent the ISOPP had achieved the above objectives, by testing the hypothesis that *“the delivery of Age UK’s inclusive services will improve day to day living for older prisoners”*.

## 3. Methods

### 3.1 Evaluation Design

A multi-level evaluation framework was used to evaluate the delivery of the ISOPP at both prison sites. Due to the higher security category at HMP Wakefield it took longer to satisfy the security requirements so that activity coordinators could gain access to the prison. For this reason, and although the ISOPP has concluded, Age UK Wakefield District will run the activities over a longer period of time than the original ISOPP. This additional provision, reduced to 3 days per week is due to finish in May 2019. For these reasons relating primarily to timescale this evaluation report is separate to the one for HMP Whatton.

The evaluation framework combined levels of evaluation that were originally developed by Warr et al (1970) and Kirkpatrick (1994), and further refined through later research (Bailey 2002, 2007; Bailey & Kerlin, 2015). The result is a framework that combines context, process and outcome evaluation as follows:

**Context evaluation:** To understand how the ISOPP was delivered at HMP Wakefield, and the contextual factors that helped and/or hindered implementation.

**Input evaluation:** which captured how the ISOPP was experienced by a range of stakeholders including prisoners, HMP staff and Age UK Wakefield District staff. Within this section, specific reference is made to the inputs that contributed to the five project objectives (see section 2.4).

**Outcome evaluation:** focused on the changes experienced by prisoners, HMP staff and Age UK Wakefield District staff as a result of the ISOPP. This included outcomes identified through thematic analysis of qualitative data, and outcomes identified through quantitative analysis of data collected from an adapted version of the Manchester Short Assessment of Quality of Life (MANSA) questionnaire, to identify changes in quality of prisoners' life across the duration of the ISOPP.

This framework allowed for a multi-level realistic evaluation of the various components of the ISOPP at HMP Wakefield, and enabled various data sources to be drawn from and methods of analysis to be utilised. These are shown in Table 2.

Table 2: Levels of evaluation used, respective data sources and methods of data analysis

<b>Level of evaluation</b>	<b>Data sources</b>	<b>Methods of data analysis</b>
<p><b>Context</b> (Contextual factors which helped or hindered project delivery)</p>	<p>Qualitative data collected from:</p> <ul style="list-style-type: none"> <li>• 2 focus groups with a total of 11 older prisoners</li> <li>• 1 focus group Age UK Wakefield District team (N=4)</li> <li>• 1 Interview with HMP staff member (N=1)</li> <li>• 1 focus group with 7 Older Prisoner Peer Supporters (OPPS)</li> <li>• Observation of 3 Age UK Wakefield District activities</li> </ul>	<p>Thematic analysis</p>
<p><b>Input</b> (Delivery of ISOPP to prisoners and recently released offenders)</p>	<p>Qualitative data collected from:</p> <ul style="list-style-type: none"> <li>• 2 focus groups with a total of 11 older prisoners</li> <li>• 1 focus group Age UK Wakefield District team</li> <li>• 1 Interview with HMP staff member</li> <li>• Observation of 3 Age UK Wakefield District activities</li> </ul>	<p>Thematic analysis</p>
<p><b>Outcomes-</b> (Benefits to prisoners, benefits to staff)</p>	<p>Qualitative data collected from:</p> <ul style="list-style-type: none"> <li>• 2 focus groups with a total of 11 older prisoners</li> <li>• 1 focus group Age UK Wakefield District team</li> <li>• 1 Interview with HMP staff member</li> <li>• Observation of 3 Age UK Wakefield District activities</li> </ul> <p>Quantitative data collected from:</p> <ul style="list-style-type: none"> <li>• MANSA data, collected at T1 (February 2018 , N = 38) and T2 (July 2018, N = 9).</li> </ul>	<p>Thematic analysis</p> <p>Inferential statistics</p>

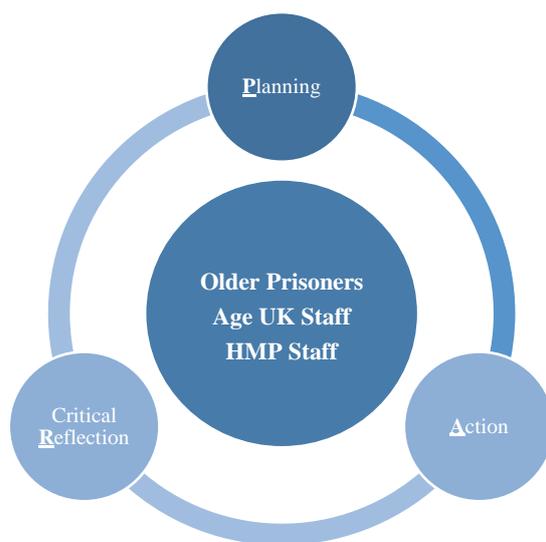
### 3.2 Data Collection Tools

Qualitative data were collected from focus groups and interviews. Separate focus group topic guides were developed prior to the ISOPP for use with 1) older prisoners and 2) HMP staff (See Appendix 1). These were amended during the evaluation to respond to issues raised in early focus groups and to promote the validity of the data collected. Separate topic guides were developed for use in focus groups with the Age UK Wakefield District team and the Older Prisoner Peer Supporters (OPPS) (See Appendices 2 and 3). The OPPS role is a paid role within the prison, and 8 prisoners were recruited to this role in total, with two OPPS being resident on wings (A-D).

The evaluation utilised the Manchester Short Assessment of Quality of Life (MANSA) scale (Priebe et al 1999). The measure was adapted for use within a prison environment (Appendix 4), with the permission of the original authors. The adapted MANSA has been used previously to measure the Quality of Life of older prisoners in custody (De Motte 2015). The adapted MANSA contained four objective closed questions and thirteen subjective questions regarding quality of life. These questions were scored on a seven-point Likert scale enabling a mean subjective quality of life score to be calculated for each prisoner. The MANSA was administered to older prisoners at the beginning (T1) and in July 2017 (T2) of the ISOPP, to establish whether there had been a change in individuals' self-reported quality of life over this time period of the project.

The data collection methods were nested in a Participatory Action Research (PAR) approach, as shown in Figure 1. This is a collaborative approach, which involves a range of stakeholders in order to co-produce knowledge and to have a say in how the evaluation can be improved (McIntyre 2008). In the current evaluation, this was achieved by the use of regular steering group meetings, which allowed prison management and members of the Age UK Wakefield District team to share the progress of the ISOPP with the evaluation team. It also enabled the evaluation team to update on the progress of the evaluation. PAR is a cyclical and iterative process which allowed for the critical reflection of findings as they emerged throughout the project. PAR has been successfully used in previous evaluations of prison populations (Ward, Bailey and Boyd 2012; Ward and Bailey 2013). Prisoners were actively involved in the evaluation. At the outset of the ISOPP, the evaluation team held two focus groups with prisoners, where they discussed the PAR approach, considered what data would be collected and gave feedback on this.

Figure 1: The Participatory Action Research Cycle



### 3.3 Sampling Issues

Participation of prisoners in all focus groups was voluntary, and all individuals who took part expressed their willingness to do so. The majority of focus group attendees were serving long sentences, and had experienced some of the pre-existing provision that was available for older prisoners prior to the Age UK Wakefield District ISOPP. Two focus groups were conducted with prisoners aged 50 and over. A separate focus group was conducted for the OPPS and included prisoners over the age of 50, and younger prisoners who occupied the OPPS role. Focus group participants were representative of older prisoners in HMP Wakefield as a whole as they included individuals with a range of health needs and who had engaged with the Age UK Wakefield District team in a variety of ways, including participating within activities and seeking individual advice. The Age UK Wakefield District project was overseen by one officer in particular, who was the main point of contact for members of the Age UK Wakefield District team and was interviewed as part of the evaluation.

The MANSA questionnaire was completed by prisoners at two time points across the prison site who were aged 50 or over. Questionnaires were distributed on each wing, and within the Education department. In completing the questionnaire it was not possible to ensure that the same prisoners participated at T1 and T2, therefore mean age of the sample at T1 was 66.33 years ( $SD = 11.87$ ) and at T2 was 64.56 years ( $SD = 9.36$ ).

### 3.4 Data Analysis

Qualitative analysis was carried out on the data collected from interviews and focus groups. As audio recording was not permitted at HMP Wakefield, the qualitative data was captured through comprehensive note-taking. The notes were subsequently typed up to form a complete transcript. Thematic analysis was used to identify themes (Braun and Clarke 2006), and to allow for a rich understanding of how the Age UK Wakefield District project was experienced by prisoners, HMP staff and the Age UK Wakefield District team. Direct quotes from those taking part in the focus groups and interviews are used to illustrate the themes that emerged during analysis. Interviews and focus groups are referred to by number and stakeholder role to ensure individuals cannot be identified (for example, A1= Age UK Wakefield District focus group 1, P1= prisoner focus group 1, S1= staff interview 1). Data analysis of the MANSA at T1 and T2 using independent t tests was carried out to investigate whether the project had demonstrably influenced the quality of life of older prisoners.

### 3.5 Ethics

Ethical approval was obtained from Nottingham Trent University's Business, Law and Social Sciences Ethics Committee and also from the National Offender Management Service (NOMS) National Research Committee prior to the commencement of the ISOPP.

A single consent form was designed for use with both HMP staff and prisoners. An information sheet was given to participants in conjunction with this, which outlined the aims of the evaluation and explained the various ways in which individuals could be asked to participate within the evaluation. It also explained that the collected information would be kept confidential, and any information used as part of the evaluation would be anonymised. Participants were informed that confidentiality would need to be breached if any safeguarding issues were disclosed. Consent was specifically gained for the use of an audio recording device during focus groups and interviews.

Individuals who completed questionnaires and interviews were informed that they could withdraw their data up to two weeks after the date of participation without judgement. Individuals who took part in focus groups were informed that following transcription it would not be possible to withdraw data, as it would not be possible to identify individual participants from the anonymised transcripts.

A total of 3 direct observations of Age UK Wakefield District activities were completed during the evaluation period. Both the evaluation team and Age UK Wakefield District felt that continuously trying to secure written consent for the observations would disrupt the flow of activities. Guidance was sought from the NOMS National Research Committee, who granted permission for verbal consent to be obtained from individuals during observations of activities. Written consent continued to be sought for all other elements of data collection.

## 4. Findings

### 4.1 Context Evaluation

Both prisoners and staff reported that the provision for older prisoners prior to the ISOPP was limited. It was also highlighted that the existing provision was affected by staff shortages, which led to some activities being cancelled as a result of frequent lock downs on the wings.

*“There wasn’t much before, and that was something that was criticised in the last report. The chaplaincy ran a couple of sessions a week for over 50s, and there was the over 50s gym, which both still run activities for older prisoners.” (S1)*

*“There was the over 50s thing there [at the chapel], it was ran by staff but there have been staff shortages [...] they had dominos, boules [...] the gym used to do things on a Friday morning, like cards and Dominos.” (P2)*

*“Half the gym sessions get cancelled cause of lock up [...] if one person sneezes we get locked up!” (P1)*

It was also highlighted that for some activities, there was a waiting list, which meant that older prisoners were not always able to access the specialist provision that was available.

*“I’m on the waiting list for the over 50s library, in my old prison I was usually the only one in there. I got locked in once as it was so quiet! But this library is full, there’s too many people. Basically I will have to wait for a prisoner to either move away or pass away before I will get a look in.” (P1)*

The majority of Age UK Wakefield District activity at HMP Wakefield took place in a room in the Education department, that had been provided for the duration of the ISOPP. In order to engage older prisoners within the various activities, the Age UK Wakefield District team were permitted to go onto some prison wings in order to build rapport with prisoners and to inform them of the various activities scheduled. The Age UK Wakefield District team highlighted that being able to go onto the prison wings was useful in that it allowed them to target prisoners who would not necessarily approach them outside the wing environment.

*“We have I and A [Information and Advice session] on Fridays, at first we were doing these in the centre [communal area of prison] but recently we’ve been going onto 2 wings a week[...] we found some prisoners were coming up to us asking about college courses! We had to explain that we are based in education, but we are not that sort of education. Also, we found that a lot of the people coming up to us were the ones who already know us, just wanting a chat. We’ve found it better going on the wings as people come up to us, they’re curious.” (A1)*

Although the Age UK Wakefield District team found the “wing walks” useful, it is apparent that HMP staff had some concerns regarding the safety of the team during this activity.

*“It’s not something that I have encouraged personally... the wings have a mixed age range and some of the wings have high risk prisoners, so it’s not something I encouraged because of concerns for their [Age UK teams’] safety.” (S1)*

Later on in the ISOPP, wing walks were carried out by the Older Prisoner Peer Supporters (OPPS), who were recruited specifically for the project (see section 4.2). Having a presence on the wings was an essential factor in encouraging engagement with Age UK Wakefield District activities, particularly because of the high number of self-isolating older prisoners at HMP Wakefield. It was highlighted that some prisoners who have been there for a long period of time had seen similar activities come and go, contributing to a sense of cynicism regarding whether the Age UK Wakefield District activities would last. This was an experience shared by the OPPS (see section 4.2).

*“At first everyone said it wouldn’t happen, and some tried to discourage others from attending, even though they had never been. But they’ve seen that it has happened, and it’s stayed.” (P2)*

*“Some of the guys who have been here for much longer than me, for 20 years, 30 years have been institutionalised, they will never take part in activities or leave their cell. It’s just the way they are.” (P2)*

*“One of the problems is some have been here for 20-30 years- they are so fixed in their cells and there’s nothing you can do to get them out.” (P3)*

Age UK Wakefield District sessions were advertised on each wing, and prisoners aged 50 and over were able to request being able to attend. Individuals who had requested to attend sessions were recorded on a list in the Education Department. However it was suggested that prisoners being released from the wing was not always the case. As a result some individuals who had requested to attend sessions in Education were not be permitted to leave the wing in order to do so. This was identified as one of the largest barriers by the Age UK Wakefield District team, prisoners and HMP staff.

*“The main barrier has been getting the prisoners off the wing, there has been issues with people being on the list up here but not being let off by the wing staff. We are able to make sure the list is right here in education, we print a list and give it to officers on education on a daily basis.” (A1)*

*“There have been issues with the list [to attend Age UK activities] on Alpha wing over the last few days you might be on the [wing] list, but not downstairs [in Education].” (P1)*

*“The prison process has been a bit of a barrier, the NOMIS system. It has affected getting prisoners into the activities” (S1)*

## 4.2 Input Evaluation

As mentioned previously, the ISOPP sought to achieve five objectives (see section 2.4) by the end of delivery. This section will discuss the various inputs of the project, with specific reference to the inputs that were put in place in order to achieve the initial objectives that Age UK Wakefield District aimed to achieve.

The majority of inputs delivered by the ISOPP relate to one of the five objectives. However, an input that was central to each objective, and to the project as a whole, was the person-centred approach that was taken by the Age UK team, in interactions with older prisoners. This overarching theme is relevant to each subsequent objective, and will therefore be discussed first.

### *A person-centred approach*

A perception that was central to all aspects of the ISOPP was the person-centred approach utilised by the Age UK Wakefield District team in how they delivered the activities. Prisoners valued that they were given a choice of various activities. The Age UK Wakefield District team also took part in activities themselves, to facilitate engagement.

*“They never force us to do anything, they just make suggestions. Sometimes we do need a kick though to try something new. When they ask us to try something, we do tend to do it.” (P2)*

*“We join in with the activities ourselves, [Activity Coordinator] played trinominos, she was taught by a prisoner. Another person also taught us how to make origami.” (A1)*

It was apparent that the Age UK Wakefield District team wanted to support prisoners to do activities that reflected their own interests, and utilised skills share sessions to enable prisoners to share their interests with each other.

*“We’ve had some skills share sessions, one person had made a waltzer model out of matchsticks, and had painted it, he used skills share to explain how he had made it, in case others wanted to do something similar.” (A1)*

*“Another person has made a load of puzzles, like crosswords, Sudoku. He writes them and thinks them up himself, and he is making them for other prisoners to complete.” (A1)*

Prisoners appreciated the relaxed nature of the Age UK Wakefield District staff, and expressed that their presence has created a positive environment. For some, the approach of the Age UK Wakefield District team has helped them to feel as though they weren’t in prison.

*“They’ve [Age UK team] treated us very well, we sometimes even forget that we’re in prison. They create a relaxed atmosphere, it’s different to anywhere else. It’s their personalities that create it.” (P2)*

*“Just take a look around the room that is what they have done for us. The efforts of the ladies, their efforts have enabled us to do things. If it was to be taken away, they would be sorely missed, it would be really bad.” (P2)*

### **Objective 1: Develop an engaging core day for prisoners to prevent social isolation**

In addition to engaging prisoners, an essential part of the ISOPP involved the creation and delivery of an activity programme for older prisoners. The Age UK Wakefield District team created and delivered a range of activities including board games, films and craft exercises. Figures 2 and 3 show the number of prisoners and OPPS that attended the Age UK Wakefield District activities throughout April and May 2018. Throughout the week (Monday to Friday) an average of 11.8 prisoners attended activities each day.

Figure 2: The numbers of prisoners and OPPS attending activities throughout April 2018

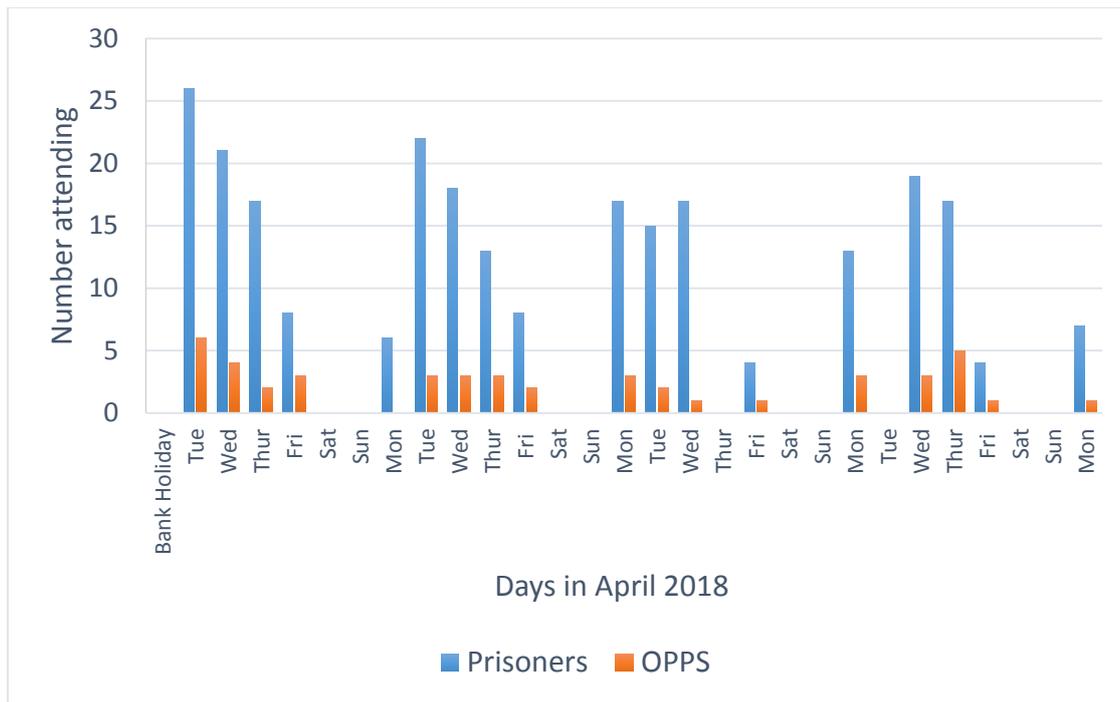
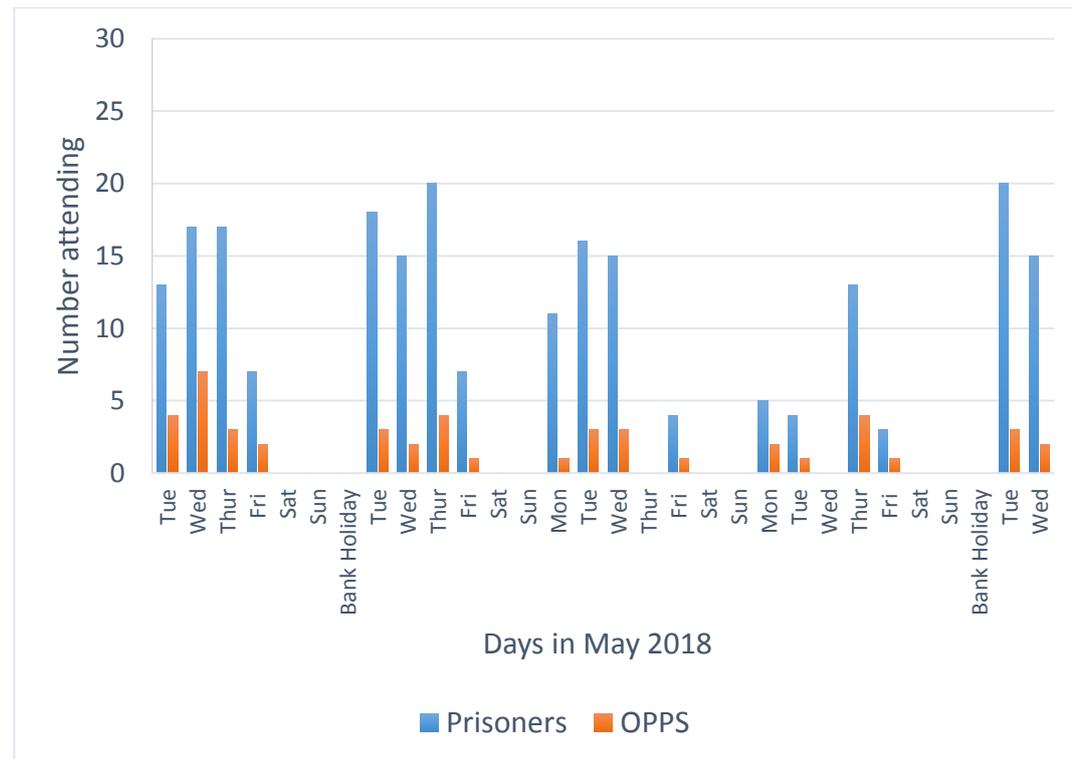


Figure 3: The numbers of prisoners and OPPS attending activities throughout May 2018



As mentioned previously, these activities reflected the interests of older prisoners. Prisoners also appreciated that the Age UK Wakefield District activities enabled them to have access to restricted items, such as scissors, which were needed to allow them to indulge in their hobbies.

*“This is the only place in the prison, apart from in art and textiles, where you are able to use a pair of scissors, you are trusted with them. Nowhere else has them, so it’s a treat... I’ve been able to do my Origami here.” (P2)*

Prisoners who attend the activities in Education resided on various wings, and the activities provided an opportunity for prisoners from each wing to interact with each other. One prisoner highlighted that this has enabled him to have conversations with people who have similar interests, something that is difficult to do on the wing due to generational differences.

*“It’s nice, because what I want to do is to sit and talk to my friends, the talk on the wings is younger, all about Xboxes and DC comics. It’s an age thing, we just don’t speak their language. I’ve only been able to come once a week so far because I am working, but I’ll be retiring soon.” (P2)*

The recruitment of the OPPS in April 2018 has also contributed to delivering an engaging core day for older prisoners. The OPPS support the delivery of Age UK Wakefield District activities within the Education department, by taking part in activities themselves and by encouraging older prisoners to take part. They are also able to provide support to older prisoners who do not attend the Age UK Wakefield District activities, by encouraging older prisoners to play board games on the wing. Older prisoners have identified that the OPPS have been able to engage individuals on the wing who would not necessarily attend the Age UK Wakefield District activities.

*“...they have brought \*\*\*\* out of his cell, who has had a stroke and can barely talk now. They’ll play dominos on the wing.” (P2)*

*“I’ll often sit and play crib, people are curious they’ll come out and say, I don’t know how to play, and I’ll say, well take a seat, let’s have a go! They’ll see me playing with someone and it draws interest.” (P3)*

However, the OPPS role has had a mixed response from older prisoners. Although the OPPS were very enthusiastic about their role, it was the opinion of some older prisoners that the role could be overbearing at times.

*“There’s two that look after each wing and they’re a nuisance (laughter). They’re always asking if we’re okay! Sometimes people don’t want to leave the wing...” (P2)*

During a discussion of plans for the OPPS to organise activities on wings, one individual reported that the OPPS would not have the same response from older prisoners as the Age UK Wakefield District team did.

*“The mentors won’t be able to do it, it’s not the same. The girls have a different mind-set to the mentors, these people are professionals. Some mentors can be a bit forceful, which puts people’s backs up.” (P2)*

The views of older prisoners highlighted a potential training need for the OPPS (see Objective 4), to ensure that they adopt a person-centred approach, and do not place undue pressure on older prisoners to participate in activities if they do not wish to do so.

The OPPS themselves identified several barriers to their role. For example, it was difficult supporting older prisoners to do activities when their details had been missed off the list for activities and so could not attend (see section 4.1). Older prisoners were also prevented from attending if they needed the lift to access the Education department as this was awaiting repair. The OPPS also identified a misunderstanding about their role and that of the Carers which had caused some issues regarding the boundaries of responsibility. Prisoners in a Carer role are responsible for assisting older prisoners who have mobility issues with cell cleaning, and collecting meals. However, both the carer and OPPS roles involve a great deal of interaction with older prisoners. So the OPPS expressed that they found that they were expected by some to undertake duties that were the responsibility of the Carers.

*“Carers have been passing on jobs for us to do, for example, asking us to help with letter writing.” (P3)*

One OPPS worker highlighted that although letter writing was not part of his role, he still felt obliged to do so.

*“It’s not that I mind doing it, but I do it to keep the peace” (P3)*

The majority of OPPS said that they felt able to discuss these issues with wing staff.

*“I’ve not had any issues with that, I’ll tell them that it’s their role, and they get paid more than us” (P3)*

*“You’ve got to be cruel to be kind, and you’ve got to stay positive” (P3)*

OPPS identified intergenerational perceptions held by older and younger prisoners. It was reported that sometimes the unwillingness of some older prisoners to participate in activities was because they hold negative perceptions of the younger prisoners.

*“For me, the biggest barrier is the perception that the person has got, they are fearful of the younger ones, and won’t go outside, and it just comes down to trying to explain to them that not everyone is a bully boy” (P3)*

The OPPS did acknowledge that the ISOPP had been negatively received by younger prisoners and there has been some resentment that older prisoners have been receiving resources and extra opportunities to take part in recreational activities.

*“There have already been issues with the younger prisoners, sitting in the chairs meant for the older prisoners. They will sit on them and will give the older prisoners verbal if they ask them to move” (P3)*

*“There will be a lot of disruption by younger prisoners” (P3)*

*“They [younger prisoners] will claim discrimination, which to be honest is fair enough really” (P3)*

In addition, the OPPS experienced scepticism shared by some older prisoners regarding the longevity of the project. Prisoners who had been at HMP Wakefield for a number of years had experienced similar projects come and go, and shared their views with other older prisoners in an attempt to deter others from attending the Age UK Wakefield District activities. This was noticed by both the OPPS workers and older prisoners themselves.

*“[...] people did try to discourage others from signing up to activities, saying that they wouldn’t get let into education. And they hadn’t even been themselves! But more and more people have been going.” (P3)*

Despite the initial barriers, the OPPS have played an integral role in engaging individuals as part of the ISOPP, particularly on prison wings. As mentioned previously, the Age UK Wakefield District team were restricted in their ability to go onto some of the wing landings, due to security concerns, and the OPPS have been able to successfully engage older prisoners within wing activities.

Areas for development have also been identified by the ISOPP overseeing officer, in order to support during the extension of its implementation and establish a legacy for the future.

*“We’ve made plans to knock through to the adjoining room, this would create a bigger space to run activities. It would mean that two activities could be run at once, so some prisoners can watch films in a quieter area, and others can play Scrabble. We’ve also got plans to make a full programme of activities by liaising with the Gym and the Chapel, who both provide activities for over 50’s. The Chapel has an over 50’s band and I’ve asked them if they can change their day to allow those who attend Age UK activities to take part.” (S1)*

## ***Objective 2: Develop a programme to involve families in the social care of older prisoners***

Prior to the ISOPP, HMP Wakefield already had a good provision for maintaining contact with family members, and hosts several family days throughout the year, including specific family days for prisoners serving a life sentence, and separate family days for adult and child visitors (HM Inspectorate of Prisons 2014).

Although the Age UK Wakefield District team were not permitted to make contact with the family members of prisoners, they were able to offer informal support during a newly- formed over-50's family day, which was organised by Grey Matters, a forum for older prisoners at HMP Wakefield. The Age UK Wakefield District team were able to provide advice and information about local support services to both older prisoners and their family members. Also, the Age UK Wakefield District team have regularly attended Grey Matters' meetings, which has enabled them to develop the ISOPP in response to feedback given by forum members.

The Age UK Wakefield District team have also been able to themselves provide indirect support to the families of older prisoners, by providing advice and information to prisoners, who have then been able to cascade this to their family during visits and phone calls.

*"One individual was concerned about his wife, and needed help. We were able to get contacts for his wife's local Age UK, he was able to phone her and pass the information on." (A1)*

## ***Objective 3: Develop progression and resettlement planning to support progression and release, managing all associated risks and avoiding inequalities***

The majority of prisoners at HMP Wakefield are either serving life sentences, or are not due for release for many years. Due to this, supporting older prisoners with resettlement was a longer term objective for the ISOPP at HMP Wakefield. To date the Age UK Wakefield District team at HMP Wakefield have been able to support two older prisoners with resettlement. By sourcing information about local organisations that can support older offenders upon release. This information is due to be made available to all prisoners at HMP Wakefield.

*"One guy was being released [...] he was stressed and had a disability, he got told originally that he would be taken to the train station by a hostel worker, but he was anxious about it. We were able to contact an anxiety group for him, not specific to prisoners but in the local community, and also to find resources in his local area. [Activity Coordinator] found all the local things in the area that can be accessed by prisoners when they are released, this information has been given to \*\*\*\* (officer) and will be rolled out to all prisoners." (A1)*

With the extension of the activities provided until May 2019, it is possible that the Age UK Wakefield District team will be able to provide a greater number of older prisoners with information and advice in order to support them with resettlement and release planning during this extended timeframe.

## ***Objective 4: Develop training and supervision for both staff and prisoners who support older prisoners***

Throughout the ISOPP, Age UK Wakefield District provided several training opportunities to both HMP staff and prisoners. An external Age UK Wakefield District representative delivered three separate awareness sessions, delivered to the HMP Wakefield's Senior Leadership Team, wider HMP staff and specifically selected prisoners, including the OPPS. The sessions raised awareness of Dementia and Frailty, and Race, LGBT and Gipsy Traveller issues.

Although feedback from staff and senior leadership was not available, feedback from the OPPS highlighted that they found the training to be useful for their role.

*“It was interesting for me... one person on my wing has just been diagnosed so it’s gonna help me to explain things to the others on the wing.” (P3)*

The future training needs of the OPPS workers will be facilitated by their overseeing officer, who discussed his plans for additional training.

*“I’m hoping that the OPPS will be able to undertake future training on motivational interviewing, to help them to develop their communication skills even further”. (S1)*

With the extension of the OPPS project, it is likely that future training needs could also be identified by the Activity Coordinators, who work with the OPPS on a regular basis.

### ***Objective 5: Develop a reflective practice model to support and maintain the resilience of good practice***

Although the OPPS have been in place at HMP Wakefield for only a short period of time, they are keen to ensure that they receive regular supervision to support them in delivering their role to the best of their ability. One OPPS expressed that he felt this would be an essential part of ensuring the longevity of the role.

*“We are supposed to have monthly meetings for our role, we’ve been in for over two months but have only had 1 meeting so far. I hope that these will be regular, so we can raise any issues.” (P3)*

With two OPPS being based on each wing, they have the opportunity to share the workload, and discussed how they often divide the work between them to ensure the role is delivered effectively, and that they are able to use their own association time.

*“Originally we thought the role was only for one [prisoner], when we went for the interview, but you do need two, otherwise we wouldn’t have any association time for ourselves.” (P3)*

*“You need two people, you’ve got to support each other and be approachable, [OPPS worker] and I split the work, we work certain days.” (P3)*

Currently, the OPPS are overseen by a HMP officer, who was involved in their recruitment and in organising the initial Dementia training session for OPPS. However, the officer reflected on whether the Age UK Wakefield District team would be in a better position to support the ongoing development of the OPPS workers, as they already work closely side by side.

*“I think for future, I would perhaps like Age UK to take more ownership of the OPPS role. Although it is currently my responsibility, this isn’t my job and takes up quite a bit of my time. The Age UK staff have more availability and would be able to provide support to the OPPS sooner than I could.” (S1)*

It is apparent that opportunities to develop a reflective and embedded practice model will likely arise over a long time period and as the OPPS become more experienced within their roles. With the commissioning of Age UK Wakefield District to continue to carry out activities until May 2019, the Age UK Wakefield District staff will be in post for a longer period of time, and may therefore be in a position to contribute to the ongoing development of reflective practice for the duration of the project.

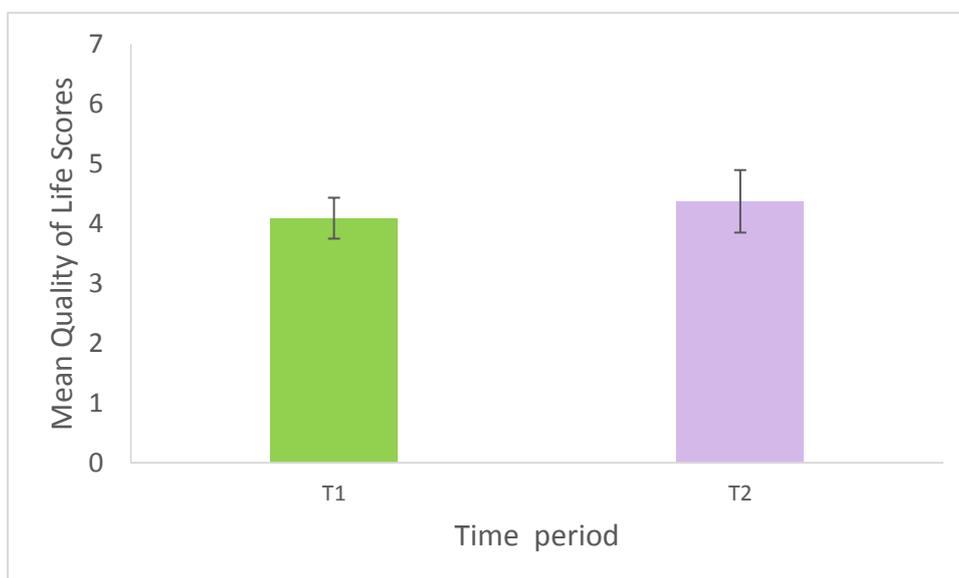
## 4.3 Outcomes

### 4.3.1 Quality of Life and Wellbeing

The MANSA was completed by prisoners at the start of the ISOPP project (T1) and later on at a second time point in July 2018 (T2). However, it was not possible to ensure that data was collected from the same prisoners at T1 and T2 therefore two independent samples had to be used for analysis. At T2 prisoners were asked to identify if they had been taking part in any activities. Prisoners who said they had not been taking part in any activities ( $n = 7$ ) had their data excluded from the analysis. This was to ensure that prisoners whose data was included at T2 ( $n = 9$ ) had experienced the ISOPP activities.

A mean quality of life score was calculated for each prisoner using the MANSA. The MANSA is scored from 1 – 7, with 7 being completely satisfied. Quality of Life scores were compared between T1 ( $n = 33$ ) and T2 ( $n = 9$ ) using an independent samples t test. The result showed no significant difference in mean Quality of Life scores between T1 and T2,  $t(45) = 0.74$ ,  $p > .05$ . The results are demonstrated in Figure 4.

Figure 4: Mean Quality of Life Scores at T1 and T2 presented with 95% Confidence Intervals



Unfortunately the sample at T2 was very small in comparison to the sample of prisoners at T1 and it is likely that this will have influenced the results. As seen in Section 4.1 activities were attended on average by 12 prisoners a day however it was not possible to establish from the data provided whether these were different prisoners each day or the same prisoners who regularly attended. Therefore further data is needed to identify the pattern and amount of time each individual prisoner is spending engaging in Age UK activities and how this impacts on their Quality of Life.

Although no significant change was observed in MANSA scores prisoners were given the opportunity to write further comments at the end of the questionnaire. These comments from the 9 prisoners who completed the questionnaire at T2 did suggest they believed Age UK had helped improve their quality of life and wellbeing;

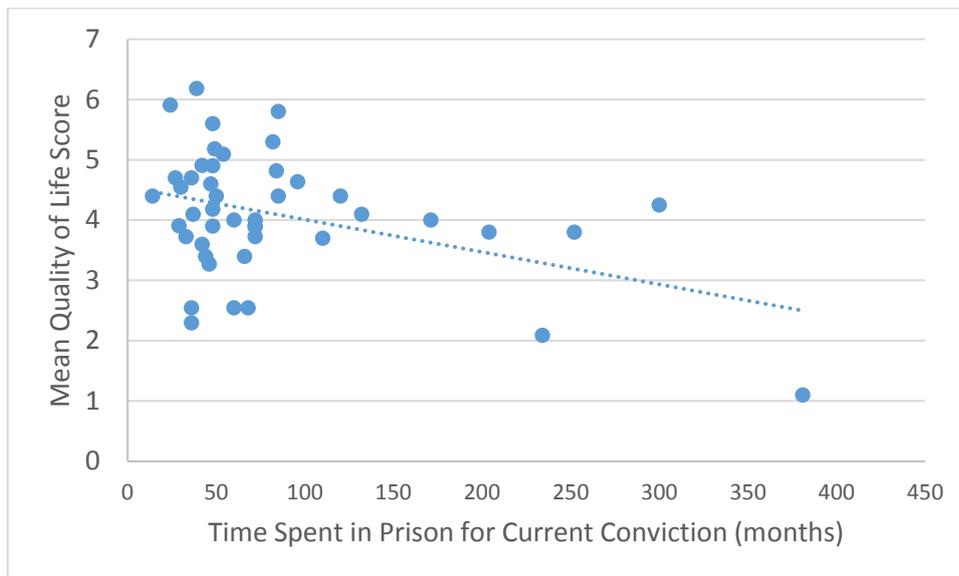
*“Age UK have improved my quality of life in having a calming area to attend instead of being locked up. It has also helped me manage my emotional response to being behind the door when I have a troubled mind, which has led to significant self-harm. Age UK staff help me feel human and ‘normal’ in the manner they interact.”*

*“I enjoy attending the 50 year old and over Age UK. I love playing board games....Age UK for me is good for my mental activity.”*

*"I enjoy my visit 2 or 3 times per week to Age UK.... It is an excellent way to meet friends from different wings."*

Overall prisoners' Quality of Life scores were found to be significantly correlated with the total amount of time they had spent in prison for their current conviction,  $r(45) = -0.41$ ,  $p < .01$ , with Quality of Life decreasing as the length of time in prison increased. This is shown in Figure 5.

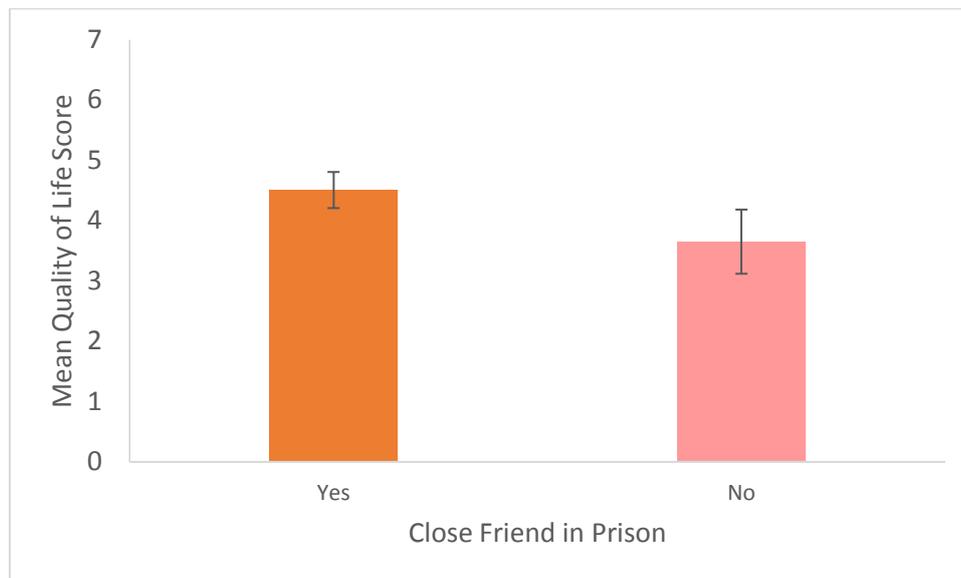
Figure 5: Relationship between total time spent in prison and Quality of Life.



These findings suggest that possibly the length of stay in prison has an overriding effect on prisoner's Quality of Life that may not be offset easily by changes to the daily activity regime.

Twenty-six prisoners said they had someone to call a close friend in prison whereas 19 said they did not. When these Quality of Life scores were compared it was found that mean Quality of Life was significantly lower ( $M = 3.65$ ) in those who said they did not have a close friend compared to those who did ( $M = 4.51$ ),  $t(43) = 2.75$ ,  $p < .01$ . This is shown in Figure 6 suggesting that forming close friendships in prison is closely related to Quality of Life.

Figure 6: Mean Quality of Life Scores in prisoners who identified as having a close friend and those who did not, presented with 95% Confidence Intervals



While the ISOPP per se has concluded activities for older prisoners is continuing in HMP Wakefield and is likely to contribute to further progress with the objectives as detailed in this report. These objectives specifically relate to the experiences of the OPPS and the outcomes for older prisoners who have attended the Age UK Wakefield District activities within education. Because the activities delivered by Age UK Wakefield District within the Education department are available for older prisoners from all wings to attend this has enabled older prisoners to mix with others from different wings. The activities themselves have also acted as an ice-breaker and have encouraged interaction between older prisoners.

*“It’s brought about more interaction- when you’re playing scrabble, you’ve got to talk to each other.” (P2)*

*“You build up a rapport with each other.” (P2)*

The ISOPP has reportedly contributed to the wellbeing of the OPPS workers, who have supported older prisoners within activities. It is apparent that the OPPS have gained a great deal of satisfaction from their role, and have noticed the changes they have been able to achieve for some older prisoners.

*“The satisfaction of seeing someone who didn’t have a purpose to start to get involved in things and take an interest in what’s going on.” (P3)*

*“We’ve had some real stubborn people, saying ‘ooh I’m too old I can’t do that’, but actually, they have loved the change.”(P3)*

The OPPS have derived a real sense of satisfaction and purpose during the short time they have been performing their role which is promising, and is likely to contribute to the resilience of the OPPS in future. Ongoing supervision from either the overseeing officer, or the Age UK Wakefield District team will ensure that the OPPS continue to feel supported and able to continue to perform their role successfully.

## 5. Conclusions and recommendations

The evaluation of the ISOPP at HMP Wakefield provides evidence of the effectiveness of the project as experienced by prisoners, staff and the Age UK Wakefield District team. The ISOPP has achieved positive steps

towards realising each of the five objectives. Due to the success of the ISOPP HMP Wakefield have commissioned Age UK Wakefield District to carry out a programme of activities in the prison until May 2019. It is expected that progress will continue to be made while Age UK Wakefield District continue to offer these activities. Therefore in order to demonstrate further impact it is recommended that data relating to older prisoners' quality of life continues to be gathered.

## 6. Acknowledgements

The evaluation team would like to thank the following for their valuable contributions and for the time they have given, without which the evaluation would not have been possible:

- The prisoners at HMP Wakefield for sharing their experiences and giving time for interviews and focus groups.
- The HMP staff member who took part in an interviews and accommodated the evaluation team during the evaluation
- Members of the steering group for their support and input with the evaluation.

We would also like to thank Her Majesty's Prison and Probation Service and Age UK Wakefield District for making funds available to support this evaluation.

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## 8. Appendices

### Appendix 1: Initial Focus Group Guides for older prisoners, HMP staff and Age UK

#### **Focus group 1 Friends and Family and Reducing Isolation** **(Older Prisoners, AGE UK and HMP Staff)**

OPENING STATEMENT: welcome participants, review purpose and topic of the focus group, set ground rules and complete consent forms

INTRODUCTIONS: everyone to introduce themselves

1. Before the project started, tell me about any services at the prison that focussed on friends and family and reducing isolation for older prisoners?
2. One of Age UK's aims was to deliver activities that focussed on re-establishing contact with family and friends and reducing isolation for older prisoners. Can you tell me about any aspect of the project that focussed on these?
3. Can you describe to me how these activities were delivered by Age UK?  
Prompts: from prisoner, Age UK and HMP perspective
4. Tell me something you liked about how the activities were delivered. Prompts: from prisoner, Age UK and HMP perspective
5. Tell me something you think could be improved about how the activities were delivered. Prompts: from prisoner, Age UK and HMP perspective
6. Describe to me the content of these activities.  
Prompts: focus of the activity
7. How relevant do you consider the content of the activities to be for older prisoners? Prompts: from prisoner, Age UK and HMP perspective
8. Is there anything else that could be included in either a) re-establishing contact with friends and family or b) reducing isolation.
9. Describe to me how the activities have helped to a) re-establish contact with friends and family or b) reduce isolation for older prisoners.  
Prompts: from prisoner, Age UK and HMP perspective
10. Is there anything else you would like to say regarding activities delivered by Age UK?

CLOSING STATEMENT: thank you, debrief form and contact details regarding withdrawal of data.

## Appendix 2: Age UK staff focus group guide

### Focus Group: Activity coordinators

OPENING STATEMENT: welcome participants, review purpose and topic of the focus group, set ground rules (re. sharing information that they are comfortable with, safeguarding duty of researchers) and complete consent forms.

INTRODUCTIONS: everyone to introduce themselves.

- 1. Part of the role of the Activity Coordinators is to support prisoners to re-establish contact with family and friends, and to reduce isolation. Can you explain to me how you have gone about doing this? What aspects of your role/support have enabled you to do this?**
  - What skills experience did you bring to the role? Any support etc from within the prison setting?
  - If you had to describe/sum up your role to someone else what would you say?
  - What would a typical day for you in your role look like?
  
- 2. Can you explain to me how you have engaged prisoners in activities within prison?**
  - Which activities would you say have been most successful to prisoners? Why?
  - Are there any activities in which prisoners have now taken a leadership role? If yes- what have they done? If no- why do you feel this has not been the case?
  - Were there any activities that you planned, but have needed to change? Tell me a bit more about this.
  
- 3. Can you explain to me how you have engaged prisoners in re-establishing contact with families and friends?**
  - Were prisoners reluctant/ willing to re-establish contact? Why?
  - How did prisoners respond to your role in helping them to do this?
  
- 4. Have you experienced any barriers/challenges to fulfilling your role?**
  - Prompt – prison processes/structures, offenders willing or not willing to engage, any suspicion about the role in the prison?
  
- 5. Describe to me the impact that you think the provision of activities has had on the older prisoners.**
  - What makes you say this? How do you know?

**6. How do you feel your roles have supported prisoners to prepare for release to Approved Premises/ resettlement within the community?**

- Tell me about the support you offered prisoners before release
- Tell me about any support following release
- Have you experienced any challenges in this aspect of your role? Lack of suitable accommodation for offenders to be released to, etc.

**7. Can you explain to me the impact that your roles have had on Prisoners who were identified as self-isolators? What makes you say this? How do you know?**

- Definition of self-isolators- Prisoners who rarely leave their rooms to engage in group activities.
- Have there been any aspects of your role that you didn't anticipate? What were these? What would you do differently if you were starting again?

**8. Is there anything else you would like to say regarding activities delivered by Age UK?**

CLOSING STATEMENT: thank you, debrief form and contact details regarding withdrawal of data.

### **Appendix 3: Focus group guide- Older Prisoner Peer Supporters (OPPS)**

OPENING STATEMENT: welcome participants, review purpose and topic of the focus group, set ground rules (re. sharing information that they are comfortable with, safeguarding duty of researchers) and complete consent forms.

INTRODUCTIONS: everyone to introduce themselves.

- 1. Can you tell me about your role as an OPPS worker for older prisoners, and what this involves?**
  - How many older prisoners do you support? How often?
  - If you had to describe/sum up your role to someone else what would you say?
  - What would a typical day for you in your role look like?
  - Any examples of how you have supported older prisoners?
  - Paid or voluntary?
  
- 2. Describe to me the impact that you feel your role has had/will have on the older prisoners.**
  - Reducing social isolation, identifying needs, etc.
  
- 3. Can you tell me about any support that was available to older prisoners before the OPPS worker role?**
  - Who could the older prisoners approach for support before the role
  - Support From prison/age UK/healthcare staff
  - How has the mentor role added to/changed the support that is available to older prisoners?
  
- 4. How is your role supported by the prison staff/ age UK?**
  - Did you receive any training to prepare for this role?
  
- 5. Have you experienced any barriers/challenges to fulfilling your role?**
  - Prompt – prison processes/structures,
  - Have you found the older prisoners difficult/easy to engage?
  - Any suspicion about the role in the prison (e.g. from other prisoners)?
  
- 6. Can you tell me about how you have overcome any of these barriers?**
  
- 7. Can you explain to me the impact that your roles have had on older prisoners who were identified as self-isolators? What makes you say this? How do you know?**
  - Definition of self-isolators- Prisoners who rarely leave their rooms to engage in group activities.

**8. What have you found to be the most positive aspect of your role as an OPPS worker?**

- Impact on yourself/ impact on the older prisoners

**9. Is there anything that you think could be done to improve the OPPS worker role?**

- Extra resources/support?

**10. Have there been any aspects of your role that you didn't anticipate? What were these? What would you do differently if you were starting again?**

**11. Is there anything else you would like to say regarding your role as an OPPS worker?**

- Any other comments.

CLOSING STATEMENT: thank you, debrief form and contact details regarding withdrawal of data.

#### **Appendix 4: Adapted MANSA questions**

*The below questions are adapted from the original MANSA scale developed by Priebe et al 1999. Each question is scored on a seven-point Likert scale with possible scores of 1 (Couldn't be worse), 2 (Displeased), 3 (Mostly Dissatisfied), 4 (Mixed), 5 (Mostly Satisfied), 6 (Pleased) and 7 (Couldn't be better).*

1. How satisfied are you with your life as a whole today?
2. How satisfied are you with your activity within the prison?
3. How satisfied are you with the opportunities to work towards goals and targets in this prison?
4. If unemployed or retired, how satisfied are you with being unemployed/retired?
5. How satisfied are you with your financial situation?
6. How satisfied are you with the number and quality of your relationships?
7. How satisfied are you with your leisure activities?
8. How satisfied are you with the opportunities in this prison to think about and plan your release?
9. How satisfied are you with your personal safety?
10. How satisfied are you with the people that you live with in your cell or on your wing? **OR** If you live alone how satisfied are you with living alone?
11. How satisfied are you with your relationship with your family?
12. How satisfied are you with your physical health?
13. How satisfied are you with your mental health?

*The adapted MANSA also contained four closed questions with three possible responses to each ('Yes', 'No', 'Don't know').*

1. Do you have anyone who you would call a "close friend"?
2. In the last week have you seen a friend? (visited a friend in another cell or wing or been visited by a friend from outside the prison)
3. In the past year have you been accused of a further criminal offence?
4. In the past year have you been a victim of physical violence?