

EVALUATION OF THE INCLUSIVE SERVICES FOR OLDER PRISONERS PROJECT (ISOPP) AT HMP WHATTON

PROFESSOR DI BAILEY, CARA LEDGISTER, DR. GABRIELLA MUTALE & DR. CLAIRE
DE MOTTE



NOTTINGHAM
TRENT UNIVERSITY

Table of Contents

EXECUTIVE SUMMARY	2
1.1 Key recommendations	5
2. Background	7
2.1 Background of prison site.....	7
2.2 HMP Whatton: Background of existing provision for older prisoners.....	7
2.3 ISOPP inclusion criteria	9
2.4 Aim of NTU evaluation.....	9
3. Methods	10
3.1 Evaluation Design	10
3.2 Data collection tools	12
3.3 Sampling Issues	13
3.4 Data Analysis.....	14
3.5 Ethics	14
4. Findings	15
4.1 Context Evaluation	15
4.2 Input Evaluation	18
4.3 Outcomes.....	31
4.3.1 Reduction in adjudications.....	31
4.3.2 Improvements to quality of life/ wellbeing	32
4.3.3 Changing prison culture	34
4.3.4 Advocacy for Older Prisoners.....	41
5. Conclusions and recommendations	42
6. Acknowledgements	45
7. References	46
8. Appendices	48

EXECUTIVE SUMMARY

This report details the evaluation of the Inclusive Services for Older Prisoners Project (ISOPP) at HMP Whatton, one of two sites at which the project was delivered. The ISOPP is currently being delivered at HMP Whatton by Age UK Nottingham & Nottinghamshire (hereafter referred to as Age UK Notts), and primarily focussed upon outreach activity on wings Alpha 7 (A7) and Alpha 8 (A8). The evaluation combined both qualitative and quantitative data and was commissioned externally 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 and Kerlin, 2015) which combined data relating to context, inputs and outcomes and utilised both qualitative and quantitative data, was used. The evaluation also drew upon a Participatory Action Research (PAR) approach, a cyclical and iterative process that allowed various stakeholders to contribute to design of the evaluation tool. This type of approach has been utilised in previous prison research (Bailey 2002 & 2007, Bailey & Kerlin 2015)

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 from three observations of the existing activity provision for older prisoners, three focus groups with prisoners and four interviews conducted with HMP staff attending in pairs.

Input evaluation consisted of information gleaned from the above data sources, plus data gathered from interviews with Age UK Notts befriending volunteers, a focus group with Age UK Notts staff, and a focus group with 4 prisoners who had been recruited by Age UK Notts to be Outreach Activity Orderlies (OAOs).

Outcome evaluation utilised data collected from all focus groups and interviews, in addition to quantitative data from an adapted version of the Manchester Short Assessment of Quality of Life (MANSA) questionnaire completed by prisoners at the start (T1) and end of the project (T2). Adjudication data were provided by HMP Whatton for the duration of the project and this was also analysed.

By combining the data sources across the three levels of the evaluation framework this has provided a rigorous approach to assessing the impact of the ISOPP.

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

Level of Evaluation	Key Findings
Context	<p>HMP Whatton had an established programme for older prisoners prior to the project, known as the Older Prisoners Activity and Learning (OPAL) provision. However, this was not easily accessible to many older prisoners who resided on A7 and A8. Many older prisoners located on these wings had complex health and mobility needs, and a lack of available wheelchair pushers was cited as a barrier to attending the existing provision.</p> <p>The delivery of the ISOPP at HMP Whatton was influenced by the restrictive prison environment. The need to prioritise security meant that the Age UK Notts team were limited in their ability to act as the link between prisoners and their families, and were unable to re-establish direct contact with prisoners’ family members. Security considerations also contributed to delays in getting resources for activities into the prison.</p> <p>The delivery of the ISOPP on A7 in particular was negatively affected by the high number of lockdowns, which occurred as a result of prison staff shortages. During lockdowns, prisoners were locked up within their cells, and therefore unable to take part in Age UK Notts activities. The Age UK Notts team were also unable to deliver resources to prisoners on A7 during lockdowns.</p> <p>Despite these barriers, members of the Age UK Notts team were resourceful and able to adapt their approach to the prison environment. This enabled the team to build effective relationships with prison staff, which supported activity delivery and resulting in an engaging core day for older prisoners.</p>
Input	<p>The person-centred approach taken by members of the Age UK Notts Notts team in their interactions with prisoners was instrumental in building trust and rapport. The team focussed on building relationships with individual prisoners, through activities such as wing-walks. The ability to spend time getting to know individuals was identified as the most important aspect of reducing social isolation, as these interactions encouraged self- isolated prisoners to communicate with both the Age UK Notts team and fellow prisoners. Inputs provided through the ISOPP also contributed to the meeting of the original project objectives:</p> <p><u>Objective 1: Develop an engaging core day for prisoners to prevent social isolation</u></p> <p>The Age UK Notts team developed and delivered a popular programme of activities on A7 and A8. The primary focus of the project was to engage socially isolated prisoners, which was done through one-to-one interactions during wing walks. Post-project, this objective has been achieved by Outreach Activity Orderlies (OAOs), who have continued to interact with older prisoners on a one-to-one basis and have adapted the programme of activities based on the preferences of older prisoners.</p> <p><u>Objective 2: Develop training and supervision for both staff and those prisoners working with older prisoners</u></p> <p>Staff and prisoner training was delivered by Age UK Notts , and covered the topics of Loss and Bereavement and Ageing Issues. The prisoner training session on Loss and Bereavement was particularly successful, and provided an avenue for prisoners to share their personal experiences. Anecdotal evidence indicated that that several attendees of these sessions sought further support from the Chapel following the training, demonstrating the importance of providing such an opportunity for prisoners to openly discuss difficult topics.</p>

Although the training sessions were considered to be useful by staff, it was the consensus that the sessions could have been delivered with greater contextualisation relating to how loss, bereavement and ageing are experienced within a prison environment.

The ISOPP also supported the recruitment and initial training of the OAOs on A7 and A8. Post-project, supervision of the OAOs was provided by designated wing officers, who regularly met with the OAOs to support their continued delivery of the role.

Objective 4: Develop progression and resettlement planning to support progression and release managing all associated risks and avoiding inequalities

The ISOPP supported the development of progression and resettlement through the creation of resources such as the Older Prisoner Information Series and resettlement booklet, Moving On, which provided information regarding different aspects of resettlement. A telephone befriending service was made available to four released offenders, and provided a source of social support in the weeks following release.

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

Reflective practice was evident in the training of the OAOs, who were encouraged by Age UK Notts staff to consider ways in which they could add to the provision that had been introduced by the ISOPP. Orderlies underwent a period of shadowing the Age UK Notts team as part of their training, during which the opportunity for reflection was available. The OAOs have developed their own reflective approach, by having daily team meetings to discuss their plans for activities, and to discuss different approaches to engaging individual prisoners.

Objective 3: Develop a programme to involve families in the social care of prisoners

The ISOPP has supported older prisoners to maintain contact with friends and family, through activities such as card-making. However, families were not able to be fully involved in direct contact as this was not permitted and needed to be re-established where appropriate by the Safer Custody Team.

Outcome

A reduction in the number of adjudications

Although the number of adjudications on A8 remained constant throughout the ISOPP, a reduction in the number of adjudications on A7 during the timeframe of the project was identified, indicating a potential effect of the ISOPP on a reduction in adjudications. Although tentative, this finding could be explored further in future research.

Improved Quality of Life/ wellbeing

No significant changes in prisoners' Quality of Life scores (as measured using the MANSA) were found between the start of the project (T1) and the end of the project (T2). This result was disappointing and may have occurred for several reasons:

- 1) The time period between T1 and T2 may have been too short for the ISOPP to make any significant impact on Quality of Life ratings for individual prisoners.
- 2) Prisoners completing the questionnaires at T1 were not necessarily the same prisoners completing the MANSA at T2 so they could not be treated as a matched sample.

3) Activities for older prisoners through the OPAL initiative and support from social care advocates was available in HMP Whatton **before** the ISOPP commenced. These schemes were likely to be contributing positively to prisoners' quality of life. Therefore introduction of the ISOPP may have been experienced as less of a significant change, in terms of satisfaction.

4) Quality of Life was found to be significantly related to the 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.

The OAO role has provided the individuals who are undertaking it with a reported increase in sense of purpose and generativity, and has therefore made a positive contribution to the wellbeing of these orderlies as older prisoners themselves.

Improved intergenerational competence

The ISOPP has contributed to an improvement in the relationships between older and younger prisoners on both wings. The introduction of the OAOs has been well-received by both older and younger prisoners on A7 and A8. The OAOs have further contributed to creating intergenerational competence, as evidenced by the increase in older prisoners attending activities in the A7 association room, whereas previously they had felt unwelcome due to the overwhelming presence of younger prisoners in this space.

Changing prison culture

The ISOPP has contributed to a change in the attitudes of older prisoners who were previously identified as self-isolators. By the end of the project, there were no remaining 'true' self-isolators, defined as those who would not engage in any conversation or activity, as all individuals had engaged with the Age UK Notts project in some way.

As the ISOPP progressed, there was also a shift in the attitudes of staff. As they witnessed the positive changes brought about by the project, wing staff have become even more willing to ensure that the legacy of the project is maintained. Wing staff have worked collaboratively with the OAOs to overcome barriers such as wing lockdowns, ensuring that prisoners on A7 are still able to take part in planned activities.

Advocacy for older prisoners

The ISOPP has enabled the voices of older prisoners to be heard, both within the prison and within resettlement planning, with Age UK Notts being invited to represent the views of older prisoners at multi-agency meetings. The OAOs have also contributed to advocacy, by arranging activities that reflect the interests of older prisoners and by enabling individuals on A7 to make use of the association room that is shared with younger prisoners.

1.1 Key recommendations

Findings from the evaluation provide rigorous evidence in support of inclusive services for older prisoners. In order for the legacy of the ISOPP to be maintained by OAOs and prison staff, the following recommendations are made:

1. A programme of training and development to be introduced and maintained to support the Outreach Activity Orderly role

In order to preserve and build upon the work of the current OAOs, it is important that a training programme is introduced to ensure OAOs' skills reflect the demands of the role. It is likely that new training needs will begin to be identified as time progresses, and it is necessary that adequate training

and support is provided to address these. This will also support future recruitment of prisoners to the OAO role. This is important for succession planning and sustainability as existing orderlies are released from prison or leave the role for other reasons. In addition, it is necessary that orderlies continue to be provided with the opportunity to reflect upon their practice and to contribute to maintaining good practice through the continuation of regular meetings, with regular progress updates to the members of HMP staff who have been tasked with monitoring the OAO role.

2. Regular awareness sessions for older prisoners

Opportunities for offenders to talk about concerns associated with loss and bereavement and the ageing process were valued by both older prisoners themselves, and the OAOs who offered support to older prisoners. The ISOPP has encouraged individuals to openly discuss topics that they had previously chosen to keep to themselves, and it is important that prisoners continue to be given the opportunity to share and learn from the experiences of others through group discussions. Having opportunities to discuss difficult topics which are relevant to them is likely to be one way in which older prisoners can maintain a sense of wellbeing.

3. Future staff training regarding older prisoners to be tailored to a custodial context

Although staff found the Age UK Notts training useful as an opportunity to share and learn from the experiences of each other, it is important that future training is rendered relevant to a prison environment. This could be achieved by a member of prison staff working collaboratively with an external agency such as Age UK Notts. Content could include general information regarding ageing issues and also how this might be experienced differently within the prison environment.

4. Recommendation for future projects

It is also necessary to consider how the ISOPP could be adapted if it were to be applied to other prison sites. Although the project achieved all the objectives that it set out to at least in part, it was not fully able to involve families in maintaining social contact for prisoners, due to Link Workers being unable to re-establish contact with the families of older prisoners. This was an ambitious ask and in order to be possible consideration should be given to a revision of procedures that would enable contact to be re-established with the families of some older prisoners, where it is considered to be safe and appropriate to do so. Re-establishing family contact could potentially play a major role in reducing the risk of social isolation of older prisoners, and it is therefore important that greater consideration is given to how this could be achieved on a case-by-case basis.

2. Background

2.1 Background of prison site

HMP Whatton is a category C prison, which exclusively holds male prisoners convicted of a sexual offence (HM Inspectorate of Prisons 2017). HMP Whatton receives prisoners who have at least six months left of their sentence and do not require the services of a full-time Medical Officer (MO). It currently holds 837 prisoners, with a maximum capacity of 841.

Since 1990, HMP Whatton has held individuals who take part in the Sex Offenders' Treatment Programme, a group programme based upon cognitive-behavioural principles (Mews, Di Bella and Purver 2017). In addition, HMP Whatton provides a wide range of learning activities including education, vocational programmes and industrial workshops.

HMP Whatton is comprised of three main residential units, Alpha, Bravo and Charlie, which accommodate prisoners, as well as a healthcare wing. Table 1 provides an overview of the different wings, as described within the most recent HM Inspectorate of Prisons report (HM Inspectorate of Prisons 2017):

Table 1: Summary of HMP Whatton residential units

Residential Unit	Description
Alpha 1-8	Newer residential wings with modern cells. Alpha 3 is the care and separation unit.
Bravo 1-3	Bravo 1 and 2 form the original accommodation. Bravo 3 is a landing comprised of 35 cells
Charlie 1-3	Modular units, C2 is low security, C3 is doubled accommodation
Healthcare	The prison's palliative care unit

2.2 HMP Whatton: Background of existing 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 Whatton 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 Whatton are spread across each of the prison wings, with the largest proportion of prisoners aged 50 and over being resident on the Charlie wings. Table 2 shows the number of prisoners who were aged 50 and over, and therefore met the inclusion criteria for the ISOPP.

Table 2: Number of prisoner across HMP Whatton site aged 50 and over

Wing	Number of prisoners aged 50 and over
Alpha 1	21
Alpha 2	18
Alpha 3	11
Alpha 4	17
Alpha 5	18
Alpha 6	17
Alpha 7	29
Alpha 7	29
Bravo 1	33
Bravo 2	33
Bravo 3	10
Charlie 1	39
Charlie 2	19
Charlie 3	57
TOTAL	351

The ISOPP was delivered over a period of seven months at HMP Whatton, by an Activity Coordinator and three Link Workers, who were all employed by Age UK Notts . The role of the Activity Coordinator was to engage and collaborate with prisoners, and to create and deliver a programme of activities aimed at reducing social isolation. The Link Workers’ role was to support prisoners to re-establish contact with family and friends and to assist offenders in planning for resettlement following release. Although the roles were initially distinct, the work of the Activity Coordinator and Link Workers became interlinked throughout the ISOPP, with the Age UK Notts team supporting one another within their respective roles. This became particularly apparent following the departure of two of the original Link Workers, after which the remaining two Age UK Notts team members shared the responsibilities of their individual roles between each other.

Engaging in meaningful activity is considered to be an essential contributor to the well-being of older prisoners (Centre for Policy on Ageing 2016). However, the general focus of activity within prisons tends to be on training, work and education, which is most likely to be accessed by younger prisoners. Government have identified that across England there is a lack of suitable opportunities for older prisoners to engage in meaningful activity (House of Commons, 2013). HMP Whatton has been committed to increasing opportunities for older prisoners to participate in meaningful activity, and already has a well-established programme for older prisoners, known as the Older Prisoners Activities and Learning (OPAL) provision. OPAL is located in a purpose- built cabin, and a timetable of activities including games, quizzes, films, music performances and music lessons is delivered by OPAL orderlies. OPAL orderlies are prisoners who have been employed within the prison to support the delivery and planning of OPAL activities. OPAL is also supported by external links to Age UK Notts , and SSAFA, an armed forces charity formally known as the Soldier and Sailors’ Families Association. In addition, OPAL delivers sessions in the gymnasium for over 50s including activities such as bowls and tennis. OPAL is extremely popular, and its success was also noted in the most recent inspection of HMP Whatton (HM Inspectorate of Prisons 2017).

The needs of older prisoners at HMP Whatton are also supported by Social Care Advocates (SCAs). This is a paid role within the prison, and is undertaken by prisoners. Their responsibility is to assist older prisoners who have been assessed by Adult Social Care as having care and support needs. SCAs assist older prisoners with activities of daily living, such as in-cell cleaning, and collecting meals. The service is supported by external care staff and the Carers Federation (HM Inspectorate of Prisons 2017). In addition to this, SCAs play a crucial role in reducing feelings of isolation in the individuals they support, by interacting with them on a daily basis. The support of SCAs is delivered in a way that seeks to maintain the independence of individuals, by ensuring that they are still involved in aspects of activities as much as they can be.

Older prisoners can also access HMP Whatton's Listener scheme, which is available to all prisoners. This is a peer-support programme that is delivered by prisoners who have received specific training from The Samaritans to support prisoners across the site who are at risk of self-harm or suicide.

2.3 ISOPP inclusion criteria

The ISOPP was delivered to prisoners across the site who were aged 50 and over, classified as older prisoners. The Age UK Notts team were provided with a list of prisoners due for release within the remit of the project by the Resettlement team, and they met with each individual on the list to discuss whether they required any additional support. The Age UK Notts team also provided support to prisoners who were not due for release within the timescale of the project, including those serving an Imprisonment for Public Protection (IPP) sentence. Older prisoners were able to self-refer to the Age UK Notts team using the prison application system. Referrals were also made to Age UK Notts from staff at the OPAL cabin, prison officers and by peer referral.

Although the ISOPP was able to support older prisoners from all wings by providing resettlement support, the activities delivered within the project primarily took place on wings Alpha 7 (A7) and Alpha 8 (A8), and only older prisoners who resided on these wings were permitted to access these activities. Prisoners from A7 were able to attend activities that were run on A8, and vice-versa.

Prisoners of all ages and across the wider prison site were permitted to apply to attend the Age UK Notts prisoner training sessions, although the focus was on the attendance of older prisoners and prisoners who supported older prisoners, such as SCAs.

2.4 Aim of NTU evaluation

The ISOPP was commissioned by Her Majesty's Prison and Probation Service (HMPPS) and was jointly delivered across two prison sites. The project at HMP Whatton was delivered by Age UK Notts. The Project also took place at HMP Wakefield, a Category A prison, and was delivered by Age UK Wakefield District. 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 Notts’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 HMP Whatton and HMP Wakefield. Because the ISOPP was adopted differently at both HMP Whatton and HMP Wakefield, a separate evaluation report will detail project delivery at HMP Wakefield.

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 and Kerlin 2015). The result is a framework that combines an evaluation of context, inputs and outcomes as follows:

Context evaluation: To understand how the ISOPP was delivered at HMP Whatton, 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 Notts staff. Within this section, specific reference is made to the inputs that enabled the five project objectives to be achieved (see section 2.4).

Outcome evaluation: focused on the changes experienced by prisoners, HMP staff and Age UK Notts staff as a result of the ISOPP. These included outcomes identified through a 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 prisoners’ quality of life across the duration of the ISOPP. Adjudication data collected by HMP Whatton was also analysed and included within the evaluation, to determine whether there had been a change in the number of adjudications on A7 and A8 over the duration of the ISOPP.

This framework allowed for a rigorous evaluation of the various components of the ISOPP at HMP Whatton, and enabled various data sources and methods of analysis to be undertaken. These are shown in Table 3.

Table 3: Levels of evaluation used, respective data sources and methods of data analysis

Level of evaluation	Data sources	Methods of data analysis
Context (Contextual factors which helped or hindered project delivery)	<p>Qualitative data collected from:</p> <ul style="list-style-type: none"> • 2 Focus groups with a total of 22 prisoners on A7 • 1 Focus group with 8 A8 prisoners • 4 Interviews with HMP staff (interviewed in pairs) • Observation of 2 OPAL activities • Observation of 3 Age UK Notts activities <p>Quantitative data collected from:</p> <ul style="list-style-type: none"> • Wing demographic information for A7 and A8 	<p>Thematic analysis</p> <p>Descriptive statistics</p>
Input (Delivery of ISOPP to prisoners and recently released offenders)	<p>Qualitative data collected from:</p> <ul style="list-style-type: none"> • 2 Focus groups with a total of 22 prisoners on A7 • 1 Focus group with 8 A8 prisoners • Interviews with 10 HMP staff, 2 telephone befriender volunteers • Focus group with the Age UK Notts team • Focus group with 4 prisoners due for release within scope of the project • Focus group with 7 IPP/ life sentence prisoners • Focus group with OAOs(N=4) • Observations of 3 Age UK Notts activities • Observation of 3 Age UK Notts staff training sessions and of 1 Age UK Notts prisoner training session 	<p>Thematic analysis</p>
Outcomes- (Benefits to prisoners, benefits to staff)	<p>Qualitative data collected from:</p> <ul style="list-style-type: none"> • All focus groups and interviews (see above) • All Age UK Notts training sessions (see above) <p>Quantitative data collected from:</p> <ul style="list-style-type: none"> • MANSA data, collected at T1 (start of project, n =32) and T2 (end of project, n =37). • Prisoner adjudication Data 	<p>Thematic analysis</p> <p>Inferential statistics Descriptive Statistics</p>

3.2 Data collection tools

Qualitative data was collected by use of focus groups and interviews. Initial focus group guides were developed prior to the ISOPP for use with focus groups with older prisoners and HMP staff (See Appendix 1). These were amended throughout the evaluation, depending on the responses given in earlier focus groups, to ensure the validity of the data collected. Separate focus group guides were developed for use with the Age UK Notts team, SCAs and OAOs (See Appendices 2,3 and 4). Like the SCA role, the OAO role is a paid role within the prison, and four orderlies were initially recruited to this role by the Age UK Notts team. Interview guides were developed for use with the officers overseeing the OAOs and with volunteer telephone befrienders (See Appendices 5 and 6).

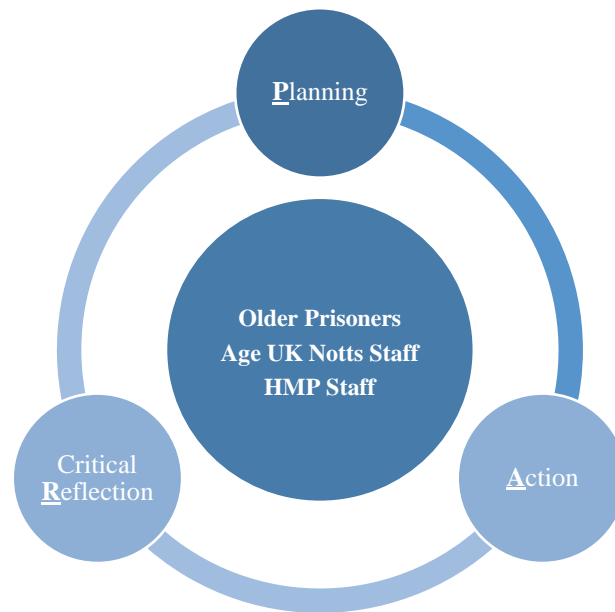
Feedback forms were also developed to capture the opinions of HMP staff following the various training sessions delivered by Age UK Notts throughout the ISOPP (See Appendices 7 and 8). These were developed in consultation with the Age UK Notts Director of Communications, who delivered staff training at HMP Whatton, and ensured that the feedback sought accurately reflected the content of the sessions. The Age UK Notts staff within the prison developed their own feedback forms for use in their training sessions with prisoners, and shared these with the evaluation team for analysis.

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 9), 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 end (T2) of the ISOPP, to establish whether there had been a change in individuals' self-reported quality of life over the time period of the project.

Adjudication data is collated by HMP Whatton on a quarterly basis, and records the number of adjudications across the prison site based on prisoner wing location, ethnicity, disability and religion. Adjudication data for A7 and A8 between July 2017 and June 2018 were made available to the Nottingham Trent evaluation team, to enable analysis of the data over the duration of the ISOPP.

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 Notts team to share the progress of the ISOPP with the evaluation team. It also enabled the evaluation team to provide updates 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 research with 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. Prisoners, particularly the OAOs, were able to support data collection by assisting in the distribution of the post-project MANSA, and in the identification of prisoners who wished to participate within focus groups.

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 prisoners who took part in the focus groups on A7 and A8 were over the age of 50, and therefore fell within the ISOPP criteria. Focus group participants were representative of older prisoners in HMP Whatton as a whole as they included individuals with a range of health needs and who had engaged with the Age UK Notts team in a variety of different ways, including participating in activities and asking for information. A minority of prisoners who were under the age of 50 also attended focus groups, as these prisoners had attended and assisted older prisoners with the Age UK Notts activities and had expressed an interest in sharing their views within the focus group.

All wing staff who were interviewed were based on either A7 or A8, and therefore had knowledge of the ISOPP and of the prisoners who resided on each wing. Staff were interviewed in pairs. Two out of the four volunteer telephone befrienders were interviewed. All individuals had volunteered to take part in the interviews.

The MANSA questionnaire was completed by prisoners pre-and post- project across the prison site who were aged 50 or over. Questionnaires were distributed on A7, A8 and at the OPAL cabin. It was not possible to ensure that the same prisoners participated at T1 and T2. Therefore mean age of the sample at T1 was 68.63 years (sd = 9.89) and at T2 was 67.78 years (sd =11.44). The ethnicity of the sample of prisoners completing the questionnaire at T1 was 93.75% White and 6.25% Black. The ethnicity of the sample at T2 was 91.89 % White, 5.41% Pakistani and 2.7% Black.

3.4 Data Analysis

All focus groups and interviews conducted were audio recorded and transcribed verbatim. Thematic analysis was used to identify themes (Braun and Clarke 2006), and to allow for a rich understanding of how the ISOPP was experienced by prisoners, HMP staff and the Age UK Notts 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 role to ensure individuals cannot be identified (for example, A1= Age UK Notts focus group 1, P1= prisoner focus group 1, S1= staff interview 1).

Quantitative data analysis for the MANSA at T1 and T2, and for the adjudication data, was carried out to investigate whether the ISOPP had affected quality of life scores and had any relationship with the number of adjudications of prisoners on A7 and A8

3.5 Ethics

Ethical approval was obtained from both Nottingham Trent University's Ethics Committee in the College of Business, Law and Social Sciences 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 completion 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 10 direct observations of OPAL activities, Age UK Notts activities and of Age UK Notts training sessions were completed during the evaluation period. The flexible nature attendance at these events meant that individuals were able to enter and leave sessions as they wished, and Age UK Notts staff were in agreement that continuously trying to secure 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

Although the Age UK Notts team were able to support prisoners over the age of 50 across the prison site, the ISOPP was specifically tailored towards older prisoners on Alpha 7 (A7) and Alpha 8 (A8). The population on A7 and A8 varied throughout the course of the project, with new prisoners coming onto the wings and other prisoners being released or re-located. Despite the variation, both wings continued to have a high proportion of prisoners aged 50 and over throughout the duration of the ISOPP. Table 4 shows the ages of prisoners who were resident on A7 and A8 during the last month of the ISOPP. The figures demonstrate that 47% of A7 and 55% of A8 prisoners were aged 50 or over, and therefore met the inclusion criteria for the project.

Table 4: Demographic information for wings that were the focus of Age UK Notts outreach activity

Wing	Age group	N
A7	18-21	0
	22-29	7
	30-39	13
	40-49	9
	50-59	15
	60-69	3
	70+	10
	Total	57
A8	18-21	0
	22-29	1
	30-39	13
	40-49	10
	50-59	7
	60-69	8
	70+	15
	Total	54

Although some wings had a higher number of prisoners aged 50 and over, the need for outreach activity to focus on A7 and A8 was identified early on in the ISOPP. For instance, it was identified that a high number of older prisoners on these wings had complex health and mobility needs, and it was highlighted that these needs created a barrier to accessing the existing OPAL provision.

“It’s too far away, and if you have mobility issues you get left out” (P1)

“The trouble with that is wheelchair pushers... it’s a long way and you can never get one (OPAL orderly) will tell you more about that it’s a nightmare on this wing in particular.” (P3)

“... c1 c2 and c3 they seem to get more of a preference to go to OPAL to take part in the activities, when these guys go there there’s no seats for them because everybody’s already there and I think the issue is people want to use it but they can’t use it because one they can’t get there two there’s not enough wheelchair pushers to push them there and three when they do get there the spaces are all taken. You know and that just goes to show the amount of vast interest there is in it but some people come away

disappointed because they can't get there and I think it needs to be focussed around trying to get people there and to take part in what is going on." (P3)

It was apparent that the OPAL provision was popular with older prisoners across the prison site. Those who did attend OPAL on a regular basis considered that the provision provided a variety of activities, and that without the provision there would be nothing else to occupy the time of older prisoners.

"It's not just dominos, we have bands on, different bands, different people playing, we have concerts that we put on, er it's very well managed I reckon it's been very helpful to people in here and without it I don't know what I'd do..." (P6)

"Well without it there wouldn't be anything, we'd just technically be sat in our cells doing nothing so I mean that's..." (P6)

Age UK Notts were able to emulate the ethos of OPAL within their work on A7 and A8, by developing a varied programme of activities (see section 4.2). The team demonstrated they were skilled at adapting their way of working to suit the highly risk-averse prison environment. However, this did not circumvent the Age UK Notts team from facing several barriers across the duration of the ISOPP, the majority of which were related to the prison environment and were at times beyond the control of the Age UK Notts team. For instance, Age UK Notts highlighted that a major barrier to the delivery of the ISOPP related to the need to maintain and adhere to prison security protocols, which had a negative impact on some aspects of the project.

"... because it's such a restrictive environment, even those that aren't risk-averse need to double cross the t's and double dot the l's, and then still check it with someone else, to make sure, and they'll come back quite apologetic and say, I'm sorry, but I felt I needed to check it, everyone's covering their own back [...] because things do go wrong, and they'll tell you when things have gone wrong, and actually the results are quite catastrophic. So for example, trying to get these erm, these sheets we've done, the information sheets into audio, you'd think it'd be so simple wouldn't you, we have the facilities to record, we've worked out the system, how to, and still, it takes about half a dozen people checking checking checking, and it's a case of, erm multimedia saying, well you know what, we have to be really careful because before when we've made CDs, there were issues and somehow the prisoners started to produce their own, and we got shut down for months, so they're quite major things that are gonna happen to them, so I get why people are very frightened of that." (A1)

This particularly impacted upon the Link Worker's ability to support prisoners to re-establish contact with friends and family. The decision was made that Link Workers would not be able to make contact with the family members of prisoners, in order to re-establish contact. The reason for this was to safeguard family members, many of whom no longer had contact with prisoners due to the nature of their offences. While the Age UK Notts team acknowledged that in some circumstances it would not be appropriate to re-establish contact, they expressed regret that they were unable to overcome this barrier for others (see section 4.2).

The Age UK Notts team reflected that although a number of wing officers had been able to assist the Age UK Notts team carry out their roles, it was identified that this may have put the officers in a difficult position.

"... People within the prison have kind of been managing us, which has meant that they've had a dichotomy in their role, so they've been trying to balance their role and their kind of face-saving within the organisation, with helping us. (A1)

A senior manager at HMP Whatton was a member of the Project Steering Group and was extremely supportive in assisting the Age UK Notts team to overcome barriers where these were identified for example the differing values of the Age UK Notts team and the prison staff. The Age UK Notts team took a strengths-based approach within their interactions with prisoners, and although they expressed that the majority of wing staff were on board with this and showed an interest in the aims of the ISOPP, it was suggested that some prison staff did not hold the same values.

“For me, the main thing was just the culture of prison, the staff culture, they might be overworked, I don’t know, I don’t do their job, but I see signs all over the prison saying rehabilitative culture, there’s a lot of staff that agree with it, and I see a lot who actively don’t agree with it.” (A1)

“But I think staff, some of them like [Age UK Notts staff member] said, it’s meant to be this focus on rehabilitation, some of the staff, they are focused upon punishment.” (A1)

“... I think that’s where the downfall of projects like this is, because you get people coming in really genuinely wanting to make a difference and see the positive of every situation, but then you’re going into a place where everyone has to see the negative for so many safety and security reasons, and then the two just don’t fit together.” (A1)

The Age UK Notts team’s ability to deliver activities on A7 was also affected by cover shortages across the wider prison site. This meant that A7 officers were at times detailed to work in other areas of the prison, leaving a shortage of staff on A7. This led to frequent and often sudden lockdowns, with prisoners on A7 being unable to be unlocked from their cells. Age UK Notts highlighted this as a prominent barrier to both activity delivery and having interactions with individuals on the wing.

“...we can’t even go down the wings when it’s on lock up. Cos doors are shut and the member of staff has to stay in the office. So it’s not even like we could say could we just go and deliver stuff, so we just come across here and... we might have even said to people oh tomorrow I’ll come across and we can do this and we get here and it’s like... oh, so [...] but that is just the regime I don’t think we can do anything about that, I think it’s just ...” (A1)

Towards the end of the ISOPP, the number of lockdowns on A7 began to reduce, following the recruitment of more officers. This allowed Age UK Notts to focus on the delivery of activities on A7. By the end of the ISOPP, newly- recruited OAOs were able to build upon this work even further (see section 4.3.3).

Despite the initial barriers, the Age UK Notts team considered that they had been able to adapt to the environment that they were in, allowing them to provide the maximum amount of support to older prisoners. They identified that one of their most useful collective strengths was the ability to build effective relationships with HMP staff, and that this was an essential tool in enabling them to deliver aspects of the ISOPP.

“I think we’ve all learned that actually the only way that you can do anything is to tackle it from [...] you ask the people at the very top, and the people at the very bottom, and you know, work through like this and basically you have to ask everybody, and I think there’s a culture of it is asking can I do, or I’m keeping you in the loop because, there seems to be a bit of a culture of if you plan something or do something and people don’t know about it, or haven’t been involved in that process, then they can be quite reticent to kind of support it...but I think the big part of our role and were all pretty good at that, is getting people on board, and actually getting them to believe in what we’re doing and the benefits for them, and I think that’s something we’ve all spent a lot of time trying to work with people to get them on

board, and then, I'm talking about staff and not talking about prisoners, erm getting you know the staff on board with what we're doing..." (A1)

4.2 Input Evaluation

As mentioned previously, the ISOPP sought to achieve five objectives (see section 2.4) by the end of its 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 Notts 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 Notts 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

Person centredness permeated all Age UK Notts inputs and prisoners and staff reported that the Age UK Notts team were able to communicate with prisoners in a different way compared with wing officers. Age UK Notts were able to take an approach that enabled prisoners to develop trust in the team, largely due to their status as independent of the prison service. It was apparent that many older prisoners felt they were able to have frank and honest conversations with Age UK Notts, free from judgement relating to their offence. Prisoners suggested that this was something that they did not experience readily within the prison system, and highlighted the experienced dichotomy in the approaches of the Age UK Notts team compared with prison staff. It is apparent that the Age UK Notts team were able to provide a different approach to relationship-building to that which the older prisoners had experienced previously.

"[Prison officers] they speak down to us it's all about authority they look at every man with our history and what we've done and it's almost like a dominance thing. So when you get someone come in who actually just speaks to you it almost throws you back to being outside...To where we're supposed to be heading to one day and its actually it's quite a massive thing and it is very difficult to experience that unless you've experienced it. All the blokes they go down to they look at us and say they speak to us like real people. That's gotta be the biggest gap that's here." (P5)

"I think one of the good things about Age UK Notts is people can talk to them even if they're not going to make a difference I think it's nice to have these young ladies to talk to without any sexual connotations at all. You know, people can talk, you can't talk to those in there, one or two are okay." (P3)

"I think the difference is because they're there, they're there to give you support in helping you with the issues that might benefit you when you actually get out. And they actually care..." (P6)

"...with the girls coming in from the outside especially with the older people, it's that little bit of it gives them a lease of life, it's like meeting somebody from the outside and most of them are ladies and I don't mean that in any sexist kind of way but you know, when you're in an all-male jail sometimes that bond to just have a chat with a lady rather than you know one of the lads... It gives somebody direct contact outside of the system." (P4)

Prison staff also reported that the Age UK Notts team could build a different type of relationship with prisoners, due to the time and availability they had to build rapport. In particular, prison staff considered that because Age UK Notts were external to the prison this created a sense of interest in the team, which further supported relationship-building.

“I think there’s a couple of cases in which Age UK Notts have come in and they have built relationships up with difficult sort of isolated prisoners...It’s the time as well, if you can take an hour here an hour there, then you can build that relationship...” (S2)

“Yeah, and they know us as prison staff anyway, you know, and we must put the rules in place.... they just do the activities, they’re not like that, and I think that’s why they get on with them so well” (S1)

Prison staff members reported that although they did have conversations with individual prisoners on the wing the Age UK Notts team provided a constant source of encouragement, something that was highlighted as being vital in reducing self-isolation.

“The, the older generation are very set in their ways and it’s so, I do see it getting harder and harder to get people to come and get involved in activities, they soon seem to slip back into their old ways. It’s probably cos they’ve been isolated for such a long time, er, they come and try something and they soon revert back, it’s constantly encouragement all the time. It’s not something they can set up and leave and everyone will come, you’ve gotta be at it all the time.” (S2)

One way in which Age UK Notts were able to provide constant encouragement was through the one-to-one interactions they had during wing-walks (see *Objective 1: Develop an engaging core day for prisoners to prevent social isolation*). This enabled Age UK Notts to build a rapport with prisoners who did not necessarily engage in the organised activities, and this was a crucial factor in engaging self-isolating prisoners. It was suggested that the conversational aspect of the ISOPP was arguably more valuable than the activities themselves.

“We have the time to just to talk, and I think to them, for a lot of them that meant the world... we didn’t really technically do anything, we didn’t give them anything, we were just there to talk to, and to them I think that was a massive difference” (A1)

The importance of the person-centred approach to outreach work on A7 and A8 is further evidenced by the recent adoption of the approach by the newly-recruited OAOs, who came into role during the final month of the ISOPP.

“One thing I’ve learned from it is that as soon as you stop talking and just listening it is the best thing you can do. Best thing it really is, once you’ve clicked on something they’re off. You know it’s brilliant it’s brilliant and I’m learning a hell of a lot from it just listening to them” (P5)

“The ones that sort of self-isolate themselves they don’t want to involve themselves in activities that happen inside the association room, outside, the orderlies will still go down, ask them if they’re alright, make them a coffee sit with them, give them a book to read, or a little game to do by themselves if they don’t want to exactly associate themselves with anyone else” (S3)

The person-centred approach taken by the Age UK Notts team throughout the ISOPP has been essential in building rapport with older prisoners. It is apparent that the newly-recruited OAOs are mindful of this, and have demonstrated that their focus should be upon building a relationship with individuals, as a first step rather than simply encouraging activity attendance (see section 4.3.3).

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 prisoners on both A7 and A8. The Age UK Notts team created a range of activities. Figure 2 provides an example of some of the activities delivered by Age UK Notts.

Figure 2: examples of activities delivered by the Age UK Notts team during the ISOPP



Activities were originally planned for the week ahead, and timetables were distributed on both wings. Although this approach was initially successful, the Age UK Notts team took a more flexible approach to the planning of activities as the ISOPP progressed, to reflect the prison regime and the daily routine of prisoners.

“So I plan the activities for the day, and up until sort of the last few weeks, I was doing that on quite a structured basis ...but what I found has worked quite well recently, is to kind of like have most of the resources and things available, so to be over-prepared or be prepared for anything, really. And then you might get two guys come down and want to listen to records, or somebody who wants to watch a DVD, or somebody that wants to do the games, or whatever, so being a bit more flexible, in terms of what we’re doing. We found that for a lot of the older guys after they’ve had lunch they go to sleep for a couple of hours and then obviously very quickly, the tea comes in..so the afternoons can be quite tricky to actually do anything with, so again it’s just a case of accepting that the activities tend to be around for people to come and talk to and socialise.” (A1)

Although activities were available on both wings, these were delivered in different ways. Initially, group activities, such as films and record sessions happened on A8, as the appropriate equipment was not in place on A7 until later in the ISOPP. Individuals from A7 were able to attend activities that took place on A8, and this was encouraged both by Age UK Notts and wing staff, who helped to inform prisoners of the activities that were scheduled for that day.

“...what we have been doing is Alpha 8 will phone us er in the morning and say right we’ve got this on and this on, can you let the prisoners know...” (S2)

“So we’ll go round, and encourage them and say, look there’s this activity going on this afternoon, do you wanna come and do this, and do you wanna come and do that, and they have been actually quite good help, haven’t they?” (S1)

Some individuals preferred to take part in activities on the wing landings, or within their own cells. To enable this, Age UK Notts provided arts and crafts materials, including model-making kits and colouring books which were able to be used in-cell. Although activities were primarily organised by the Age UK Notts Activity Coordinator, they were often delivered in collaboration with another Age UK Notts team member. The presence of two staff members aided the engagement of individuals within the activities, and also provided greater opportunity for prisoners to approach Age UK Notts regarding other issues, for instance, to request information.

The activities arranged by Age UK Notts were decided with the involvement of prisoners across A7 and A8, using feedback and suggestions from the prisoners on the two wings. For instance, prisoners were encouraged to suggest films that they would like to watch, and particular models that they would like to build. By being involved in these discussions, individuals were able to take ownership of activities and the ability to have choice in activities was highly valued. Individuals also appreciated that they were able to dip in and out of activities at their leisure.

"It's about supplying people with what they want and what's actually gonna work for you, and it's really pointless us trying to do things and you're either not coming or saying well I'm never gonna do that when you're not here so..." (A1)"

"It's better to be like that [flexible approach] because I go on A8 and they've been colouring and I've thought, no I don't want to do this, especially today whatever, I've turned around and I've come back. And it's nice for the fact that you can do that without being under pressure" (P2).

"It's their decision if they want to come or not. Nobody's forcing you." (P2)

"You have a choice in what you want to do, it's not like they go, Mr X you have to do this." (P1)

Model-making was one of the most popular activities across both wings. Individuals took a great deal of pride in the models that they made. It was clearly considered to be a highly immersive and satisfying activity for many prisoners, and acted as a distraction from the prison environment.

"[It] just occupies the time." (P2)

"A sense of achievement." (P2)

"Time, achievement, ..it's nice and then you can also send them out, or take em out when you go, and you can make use of them..." (P2)

As well as being a rewarding activity, model-making also challenged individuals by demanding a great deal of patience, logic and dexterity. Prisoners worked on models as individuals and in collaboration with fellow prisoners, and this activity was fundamental to building relationships between prisoners. As well as developing teamwork skills, model-making encouraged empathy among prisoners, as those who took part in model making were able to see how this activity could be beneficial for those who self-isolated. This was evidenced in an increase in prisoners asking Age UK Notts to provide models for other prisoners, and sharing their models with others.

"That's probably been the single most positive thing that people have just loved the models...your mind is occupied because, they are quite tricky, some of them you have to really focus, but you're using your hands at the same time, and they seem to completely lose themselves in that." (A1)

“There’s a few people that actually joined in on it, got involved in a few sections... some of the pieces are can be tricky for some people” (P2)

Although some individuals on both wings engaged purely by taking part in activities, many prisoners across both wings needed additional intervention from Age UK Notts staff members. Feedback from Age UK Notts indicated that prior to the ISOPP, many individuals rarely left their cells. This was particularly an issue for individuals on A8 who had complex health needs, and for individuals who had been in the prison system for many years. To address this, the Age UK Notts team regularly carried out wing-walks on both A7 and A8, where they would spend time talking to individual prisoners within their cells. This was also the main activity which enabled the team to form relationships with prisoners identified as self-isolators. The Age UK Notts team highlighted that wing walks were a crucial factor in engaging self-isolating prisoners;

“And for me, that seemed to be quite an obvious, from roles I’ve done before in terms of engagement, is spending time with people and building those relationships, and getting to know people as people” (A1)

The importance of the wing walking activity is further evidenced by the finding that some prisoners felt confident enough to attend activities in the association room on A8, following the rapport that was built by the Age UK Notts staff during wing walks.

“It’s definitely made a difference to the ones [Landing 1, where older prisoners reside], it’s encouraged them to take part in the activities” (P1)

Being able to engage individuals through wing walks further demonstrates the effectiveness of the person-centred approach adopted by Age UK Notts, and highlights the need to have the time to tailor interactions with individuals in order to build rapport.

The engaging core day that has been developed over the course of the ISOPP will continue to be overseen by the OAOs, who were recruited in the final month of the project. Part of their role is to continue to plan and deliver activities for older prisoners on both A7 and A8 and to also continue to provide one-to-one support in cells and on the wing landings in order to engage those at risk of social isolation. Despite only recently appointed, it is apparent that the OAOs have been able to make a positive contribution to the continuation of the work undertaken by the Age UK Notts team (see section 4.3.3).

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

The inputs of the Age UK Notts team have supported individuals who maintain contact with family members to nurture these bonds. Through activities such as card-making and model-making, prisoners were afforded an opportunity to create something meaningful to give to family members. Prior to the ISOPP, prisoners were able to purchase cards from the prison commissary, however they reported that there was limited choice and availability. The cost of cards also caused difficulty for older prisoners who were retired and found it difficult to afford these. Age UK Notts organised card-making activities for events including Christmas, Easter and Mother’s Day, as well as providing resources for individuals to make cards for personal events. Card-making activities encouraged some prisoners to send cards to their loved ones for the first time, and individuals reported that they gained a greater sense of satisfaction from making cards than from purchasing them.

“Before this, I had never sent my mum a birthday card, or Mother’s Day card, because the quality of the cards you can buy is poor. She likes flowers, so I was able to make a card with flowers on as the next best thing. And she loved it.” (P1)

In addition, model making provided an additional way for prisoners who already have contacts with their family members to invest in these links. Age UK Notts have been able to provide personalised model kits to prisoners, to enable them to create models that specifically reflect the interests of their family members.

"...and [Age UK Notts staff member] is in the process of looking out for a frog for me to do, erm for my daughter because she's got poison dart frogs at home, she's got em in a Bavarian as they call it, and I wanna do that for her." (P2)

"I think that's one of the things we didn't realise when we first started with the models, the impact that it would have for people who are in contact with their family, that it would actually help strengthen those links and give you something to talk about on visits" (A1)

It is evident that the ISOPP has made a positive contribution in helping prisoners to maintain family links. However, several of the older prisoners at risk of isolation had very few, if any, family links that they could maintain. Age UK Notts Link Workers intended that re-establishing contact with family members for these prisoners was something that they had committed to do as part of their roles, but were not granted permission to do by the Safer Custody team. While the Age UK Notts team understood that it would be inappropriate to re-establish family contact for some older prisoners, they expressed disappointment that this was not considered on a case-by-case basis:

"I didn't expect to be stopped from doing my Family Links completely... we expect obstacles and a lot of no and a lot of ticking the right boxes and towing the line and everything, but I still expected a procedure to go in place... I approached them and said right, I went right to the top and said tell me what procedure do you want to satisfy public protection for how we go through this, and then it was just, just stop. Nothing further, I don't think." (A1)

"... I wanted to try and get into contact with someone's son, whose offences were unrelated to him whatsoever in any way, I didn't make any contact or anything, but I wanted to make contact, and security department just said no, no way can we go through..." (A1)

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

Resettlement

Prior to the ISOPP, support around resettlement and progression was provided by the existing resettlement team. The resettlement team had a largely practical role, and was focussed on offender management and reducing the risk of reoffending (HM Inspectorate of Prisons 2017). The Age UK Notts team identified that resettlement was an area of concern for several older prisoners long before they were released, or even had a release date.

"I think that a lot of people start worrying, you can understand why resettlement don't see people until 6 months before because they're doing a very practical, they're not giving emotional support..and it's the emotional support, and a lot of people we've worked with, they might not be going out for one year, or a long time, but they still worry about that." (A1)

Indeed, the Age UK Notts team supported prisoners on an Imprisonment for Public Protection (IPP) sentence who had no fixed release date, as well as prisoners who had release dates within the scope of the ISOPP. During the project, Age UK Notts were able to alleviate some of the apprehension regarding

resettlement by having conversations with individuals and listening to their concerns. The Age UK Notts team highlighted how this is a different role to that which the resettlement team perform;

"... the thing about our role that was different mainly to the resettlement is the fact that resettlement is very rigid. They have to be to be organised in terms of like when they come in. They'll see you at six months before you leave, they'll see you at 3 months before they leave....so like we've got a guy that all of us know quite well, and he's getting released soon, and he's just worried about it.... what we can do is just have the time to go and just reassure him that things are actually still progressing, because they don't do that, they won't go down and just reassure him..." (A1)

Several prisoners considered that the role of the Age UK Notts team in facilitating resettlement added value to the support that was already provided by the Resettlement team.

"I think we need people like (Age UK Notts staff). Because they do help you to find information, I've spoke about my private finances, they advise me who to get in touch with, what to do" (P6)

"I wanted some information about erm a thing that Age UK Notts run, Men in Sheds in Birmingham and they found the information for me, so they can find the information and they can just pass you onto Age UK Notts at the right time" (P6)

The Age UK Notts team also acknowledged the importance of being knowledgeable about the services available for individuals upon their release, as evidenced by their visit to local Approved Premises.

"It's one of the few legacies we can leave as Link Workers isn't it? So sort of making the links in to the APs that weren't there before, you know, and yet it astounded me that people working in the prison didn't know what happened at the APs. It was like well how can you advise people when a good portion of them are actually going there afterwards, it's..." (A1)

"...Actively going out and visiting them was such an important part of what we did as a team..." (A1)

As part of resettlement planning, the Age UK Notts team was involved in the creation and sourcing of various forms of information. A resettlement booklet, Moving On, was developed with the input of a serving prisoner. The booklet advised prisoners on important elements of release, including approved premises and pension information. The team also created a Older Prisoner Information Series, several factsheets which provided more detailed information regarding important aspects of release. The Older Prisoner Information Series has also been made in audio format, and all resources were made available to the prison library by the end of the ISOPP.

In addition, the Age UK Notts team have sourced existing resources from the Alzheimer's Society and Independent Age, which offer more general information regarding Dementia and Ageing. These resources enabled prisoners to access information relating to prison, release, and ageing issues in general. In order to ensure the legacy of the ISOPP, it is important that both wing staff and the newly recruited OAOs continue to be aware that not all individuals will seek out resources and information for themselves, and may require additional support to empower them to do so.

Indeed, the newly-recruited OAOs have already begun to ensure information is available to older prisoners in an accessible way. They recently arranged for a member of the Resettlement Team to talk to older prisoners about the support they offer. This event was highly successful, as evidenced by an increase in applications to speak to the Resettlement team.

“So last week we asked Resettlement to come down, she came down, packed room, loads of questions, talking about what they do people didn’t realise as much as Resettlement do, and then took some questions. And from that there’s been some follow up applications so it works, you know we got a positive result from that.” (P5)

“...there was a good response, certain prisoners weren’t aware of certain things that happened up in Resettlement, and because of that Resettlement have reported back saying numbers of appointments, the number they’ve actually had has risen from these two wings because of that.” (S3)

This finding demonstrates that some older prisoners are now using the information they have been provided with to actively seek further support for themselves.

Befriending post-release

The Age UK Notts team also developed a telephone befriending service, which ran for 12 weeks of the ISOPP. The aim of this service was to provide a source of informal support to released prisoners who had little or no contact with their families. Befrienders were student volunteers, studying subjects such as psychology, criminology and forensic psychology. These students have an understanding of the kinds of issues experienced by offenders so such courses could offer opportunities to re-establish this element of the ISOPP in future.

Four befrienders were initially recruited, and each befriender supported a single released prisoner through a weekly telephone call. Following each phone call, the befriender completed a debrief form, giving an overview of the conversation content and detailing any issues that had become apparent. This was then sent to the Age UK Notts team in HMP Whatton, who would follow up on any identified issues. Feedback from befrienders highlighted that they felt their input had a positive role in reducing the social isolation of the recipient.

“Well I sort of got the feeling that he didn’t really have anyone to talk to...he doesn’t drink so he doesn’t go to pubs, he’d go to the library and he’d go to a coffee shop and he said I find it hard to meet people that way. He started going to this group but then people know each other and he didn’t want to tell them what he’d done, so I think he found it hard to make friends, I felt like he’d got somebody to speak to for half an hour each week at least, you know.” (V1)

The importance of the befriender service in reducing reoffending was also highlighted by one volunteer.

“...I could definitely tell when things were getting difficult for him, that’s why I was really sad that the programme was ending, he was definitely having problems with isolation and he did mention himself that this was one thing that had caused him to offend in the past so it was quite upsetting actually” (V2)

Although the befrienders indicated that they had been able to make a positive contribution to reducing social isolation, it was suggested that the impact could have been greater had the programme run for a longer period of time. The initial phone calls were identified as trust-building exercises, where the befrienders established topics to discuss with the offenders, which led them to open up about deeper issues later on. A longer time frame would have enabled the befrienders to support released offenders more fully with important issues.

“...the first conversations were more just oh what had he been doing with his day his hobbies and stuff but as it went along we’d talk about more things he sort of opened up a little bit more especially towards the

end about his family, trying to get in touch with them and I think we joked a bit more together and the conversation just flowed a lot easier.” (V2)

In addition, it was apparent that befrienders had a desire to support the released offenders at a deeper level, as evidenced by one befriender who was keen for the opportunity to draw upon their own knowledge of services and sign-post individuals to these. However, the befrienders were not able to be given information regarding the offender’s area of release, to protect the anonymity of both parties.

“...well because of the crime that he’d committed he found it hard to get a job, which is understandable, I felt that I could have pushed him a bit more if I’d have known but because of where he was in his mind-set and with a half hour phone call once a week you don’t always know what their mind-set is and the week before it ended he really opened up to me and told me a lot about what was going on in his head, and I was quite worried about him because I thought like he said he was getting some counselling and he was seeing this girl from [charity organisation] once a week but I felt like because I didn’t know where he was based even I couldn’t research charities that could help him...” (V1)

The Age UK Notts team also acknowledged that there was a gap in the support available to older prisoners post-release, and highlighted that this could have perhaps been addressed by them being able to continue to provide face-to-face support to prisoners once they had been released.

“If we had more of a say in where the roles should be based, I think like [Age UK Notts staff member] said, outside I think we would split time up being in prison and getting to know the guys inside that will be released, and guys on the outside. Because that is just so needed, there’s just such a break, there’s still so much talk about through the gate and all that but, I don’t see anything like that, to be honest really.” (A1)

It is apparent that the befriender service provided essential support for a small number of released offenders, who had little or no contact with family members or friends. The service was able to bridge the gap between being released and receiving face-to-face support. Towards the end of the befriender service, both of the released offenders referred to above had begun to receive face-to-face support from other charitable organisations.

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

Throughout the ISOPP, Age UK Notts provided several training opportunities to both HMP staff and prisoners. The sessions were focussed upon providing information and facilitating discussion around Loss and Bereavement, and Ageing Issues. The general aim of the sessions were to provide both prisoners and staff with information about the two topics. In all sessions, the focus was upon group discussion, during which several individuals felt able to share their own personal experiences related to both topics.

Staff training

Staff training sessions were delivered by Age UK Notts Communications Director. A total of 36 HMP staff members attended a training session, with 25 taking part in a Loss and Bereavement session (run twice) and 11 taking part in the Ageing Issues session (run once). The sessions were attended mainly by uniformed wing staff, many of whom were based on A7 and A8. Although the sessions provided general information, rather than information on these issues that was specific to the prison setting, staff were encouraged to use their experience of working with prisoners to consolidate their learning.

The Loss and Bereavement sessions were largely interactive, and focused on group discussion. In both sessions, individuals shared their own experiences of loss and bereavement, in both their personal and professional lives. Feedback from the training highlighted that staff valued the opportunity to discuss their own personal experiences with each other, as this allowed them to offer support to one another through the giving of advice, and the sharing of personal coping mechanisms.

The session on Aging Issues was also largely interactive, and primarily aimed to raise awareness of ageing in a general sense, by increasing understanding of the various issues associated with Ageing, and this was delivered in a novel way. Attendees were given the opportunity to take part in simulation exercises where they explored how it felt to grow older. For instance, earplugs and glasses were used to simulate hearing loss and changes to eyesight that can occur with age. Feedback demonstrated that staff particularly enjoyed this aspect of the training, and it had increased their awareness of how ageing issues can affect prisoners as well as fellow staff members.

The staff training sessions have generally provided a way to raise awareness of the various issues that will affect all prisoners at some point in their lives. Although staff members had some prior knowledge of these issues, it was apparent that they appreciated the opportunity to have discussions as a group, as evidenced by the amount of in-depth discussion engaged in when sharing personal experiences. Although the majority of attendees expressed that they had found the training to be useful they asked if future training could make reference to the various ways in which prison staff can offer support to individuals around these issues within a prison environment.

Training for prisoners

Loss and Bereavement and Ageing Issues sessions were delivered to prisoners by the members of the Age UK Notts team who were based within the prison. Two sessions on each topic were delivered (plus an additional reflective loss and bereavement session), and were attended by individuals across the prison site. Both sessions were also attended by existing OPAL orderlies, SCAs, Listeners, and the newly-appointed OAOs. The sessions enabled prisoners to discuss life experiences that they had previously kept to themselves. Both of these sessions were reportedly useful to individuals, and the opportunity to share and listen to experiences was highly valued. Written feedback highlighted that both sessions were successful in raising awareness and empathy;

It made me realise that no one stays young forever, by doing this training it's made me more open minded about how things can change for everyone as well as a great insight for my own future, and how things may change. (Ageing Issues)

Listening and noticing how every single person had a different outlook was fascinating. (Ageing Issues)

I myself have experienced loss and bereavement recently and it helped me understand and address my own issues surrounding this delicate subject/situation. I believe that everybody should be educated...so that it becomes less of a taboo subject because let's face it, death is an unapproachable subject for many. (Loss and Bereavement)

The reflective session was observed as part of the evaluation, and was attended by Age UK Notts staff, the prison Chaplain, older prisoners and prisoners in a supportive role. It offered individuals the opportunity to discuss any thoughts or feelings that had arisen following the initial session, with the Chaplain available to offer religious and spiritual guidance. Again, prisoners expressed that this session had helped them to deal with their personal grief, as they had been able to listen to the views and

experiences of others who had experienced a loss or bereavement. It is apparent that prisoners in a supportive role, such as Orderlies and SCAs, believed that the knowledge they gained through the training would be beneficial to the older prisoners they supported, as evidenced by comments made by attendees:

“It’s taught me to be a listener” “Give them time to speak” “It’s okay to grieve”

“Give them time to be silent if they want to be”

The success of the Loss and Bereavement sessions is further evidenced by observations from the prison Chaplain who noted that following the reflective Loss and Bereavement session, one prisoner has requested further support, and others have attended the Chapel to light a candle in memory of a loved one who had passed away. Although anecdotal, this further highlights the need to provide older prisoners with opportunities to openly discuss difficult topics such as loss and bereavement as this is a crucial step in facilitating skills for resettlement.

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

The development of reflective practice was particularly evident within the recruitment and training of the OAOs, who were appointed during the final month of the ISOPP. Four orderlies were appointed in total, two based on A7 and two on A8, with the aim of maintaining some of the roles performed by the Age UK Notts team in order to continue to reduce social isolation of older prisoners. The orderlies are themselves over the age of 50, and are therefore defined as older prisoners. Prior to the commencement of the role, the orderlies underwent a training programme that included the Age UK Notts awareness sessions, a period of shadowing the Age UK Notts team performing the role, and assertiveness training. During training, the Age UK Notts team introduced the principle of reflective practice to the orderlies by holding a session where orderlies were given the opportunity to reflect upon the ISOPP thus far and to discuss perceived achievements and challenges that the project had faced. This session enabled the orderlies to discuss ideas of how they could contribute to the legacy of the ISOPP within their roles.

The orderlies also considered that the Loss and Bereavement sessions they attended had enabled them to reflect upon not only their personal loss, but also upon the perceived prison norm of not forming close friendships with other prisoners. One orderly explained how the training had strengthened the bonds between the newly- recruited team members.

“Bereavement and loss yeah we talked about our own issues you know my mum my dad, his friends his family you know. It meshed us a little, it made us do things which the prison says you shouldn’t be, you shouldn’t be friends with this man you shouldn’t become mates with him I shouldn’t get close to him how can we do that, how can we, we can’t.” (P5)

Orderlies were also given the opportunity to reflect in-action, whilst they were shadowing of the Age UK Notts staff members performing their role. Reflecting whilst in the situation allows individuals to focus on what they are currently experiencing and contributes to the creation of hands on knowledge gained during the situation (Schon 1987). Although the OAOs noted that the shadowing was useful to them, it was apparent that they felt a longer period of training, particularly shadowing activities, would have been beneficial both to themselves and to the Age UK Notts staff.

“[shadowing]That sort of fell apart a bit. It wasn’t as strong as it could have been. I think its cos this prison has been a little bit rushed at the end, right we’ve only got 4 weeks and they’ve got all their other stuff to

do and the closing stage, I'm sure there probably been a lot of work extra for the closing process, reports to be written, the actual closing down it would have been nice to have had a month of these guys actually out with us." (P5)

"It could also give them a chance to see actually have we picked the right person here, haven't we picked the right person." (P5)

Despite this, it was apparent that the orderlies had a positive outlook and expressed that the role would give them the opportunity to showcase their individual strengths that had been developed through past experience (see section 4.3.1).

Although the Age UK Notts team were able to lay the foundations for reflective practice, following their departure the orderlies initially expressed concern about how the orderly role would be maintained in the future.

"Keep some involvement from Age UK Notts even if it's only sometimes extra leverage for us to help us sometimes its extra support it's a link to the outside, to resources to assistance to all the things that are actually quite difficult to get there's a massive link that they can still offer erm it does impact on the role, we know it will." (P5)

"It's not just that but because of the way this prison is you know you can't guarantee staff in here will be put in place for us to go to for resources or but if we have somebody there full-time like the girls then we can go to them, we can have our monthly meetings with them we can come up with suggestions for things that maybe aren't working and they can give us ideas of maybe how to do things you know, I think that's going to be a great loss not just to the team but to the prison because if it wasn't for these girls we probably wouldn't be where we are now" (P5)

Despite initial concerns, the orderlies were allocated specific staff members they could approach for support. One officer from each wing provided a point of contact with whom OAOs could raise any concerns, or to request additional resources. The two members of staff assigned for this indicated that they had established a good working relationship with the orderlies, and they highlighted the orderlies' commitment to the role.

"Yeah they've got folders with everything in like and then we've got some files that we've got in lockable cabinets er that we've got on each unit now with all stuff like the teas, coffees models, you've seen the models that they've made, pretty good aren't they? So they've got models, games, and then they've got files on prisoners that take part in activities, their interests and everything else, so it's not just you know, they've got quite a bit of information that's quite valuable to them on knowing what they like what they enjoy, does he come out of his cell often and so they've put that together and all which is pretty good. So I'd say they put a lot of effort into it." (S3)

The wing staff also highlighted that although they are the designated staff members for the OAOs to approach, Orderlies can approach any other member of staff with concerns or questions that they may have, and expressed that the OAOs do actively approach staff members themselves. However, the assigned staff acknowledged their responsibility for maintaining the resilience of good practice by catching up with the orderlies on a regular basis. Officers advised that this happened informally throughout the day, which suited the daily routine of both themselves and the orderlies.

"...I could say oh let's do a meeting on Thursday for example and on Thursday I could be elsewhere last minute so for us it's a case that it has to be more informal so we can facilitate it properly, I mean I

managed to have a chat with them this morning the 3 of them and that's only because [I'm on the wing]."
(S3)

"so we're not always on the wing, it's very rare that I'm on the wing you know to be honest, so yeah if there's any issues or problems they always come and see us don't they, and they'll tell us what's happening and what's going off ..so we'll sometimes join in if there's an opportunity on the wing." (S3)

The OAOs' commitment to maintaining good practice was further evidenced by their enthusiasm to ensure that the role was a success. The orderlies created their own resources including an activity timetable, and a questionnaire to enable them to get to know the interests of the older prisoners on the wing, and to use it as an ice-breaking tool in conversations. In addition to this, the OAOs also created regular progress reports, collating information about activity attendance, successes and barriers, and provided these to their overseeing officers. The OAOs also had daily meetings between themselves, to discuss their plans to engage prisoners on the wings, which further contributed to their ability to reflect on the best approaches to take with individuals.

... we have a meeting a team meeting, sometimes it might only take a couple of minutes [...] every morning, we'll have a quick chat... you know, we've got a new bloke and he seems alright or he seems a bit arrogant or he seems a bit withdrawn, you know, so we'll target what were gonna do. We were just talking about it this morning, I've been around the whole wing and I've just drawn a little few lines about every person on the wing, who gets involved, who doesn't get involved, how many get involved, what his issues seem to be, how we can help and if maybe were not gonna get anywhere with this one. (P5)

4.3 Outcomes

4.3.1 Reduction in adjudications

Figure 3: Adjudications on A7 and A8 between July 2017 and June 2018

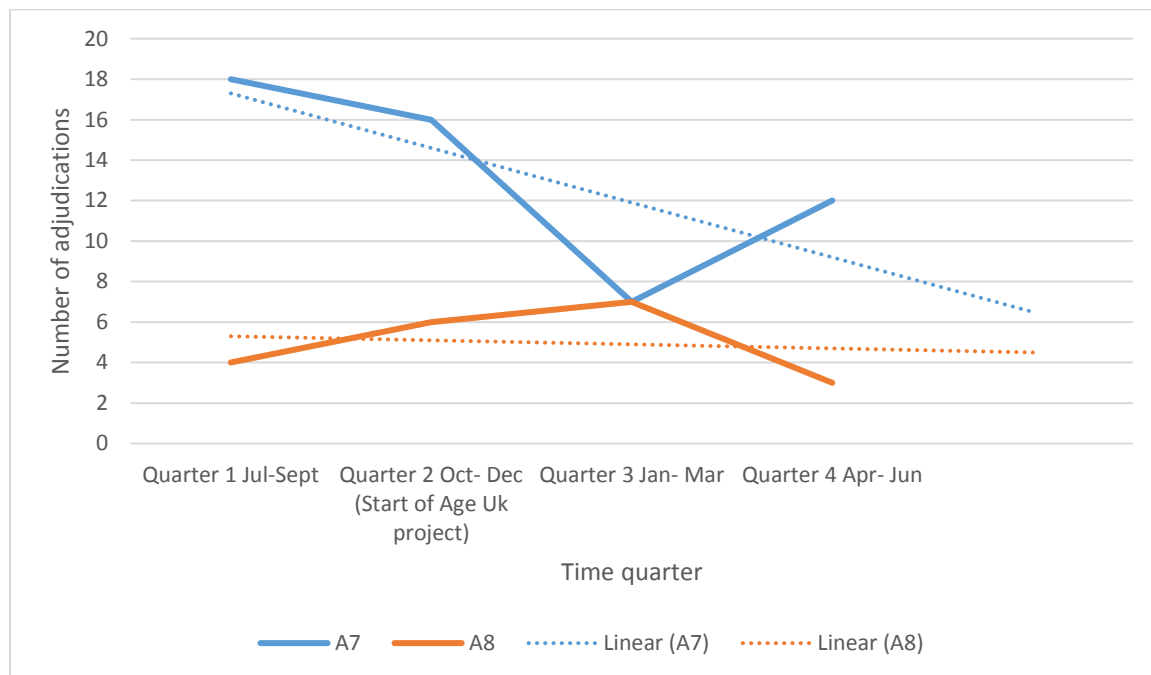


Figure 3 shows the number of adjudications for each quarter between July 2017 and June 2018. It is apparent that during this time period, the number of adjudications on A8 have remained relatively low. This may be explained by the high number of prisoners with complex health needs and younger prisoners who have been carefully selected to reside on the wing.

In comparison, the number of adjudications on A7 varied considerably over the ISOPP time period. Notably, there was a significant decrease in the number of adjudications that occurred on A7 between Quarter 2 and Quarter 3. Sixteen adjudications were recorded in total in Quarter 2; by Quarter 3, this had decreased to 7. This reduction coincided with the start of the ISOPP, which began in October 2017.

In addition, there was an increase in the number of adjudications in Quarter 4 on A7, coinciding with the conclusion of the ISOPP at the end of May 2018. Table 5 further illustrates that adjudications on A7 remained low between the months of November 2017 and May 2018, before increasing again in June, following the end of the ISOPP. Although it cannot be assumed that the project is directly responsible for the apparent decrease in adjudications on A7, these findings suggest that there may be a relationship between the two

Table 5: Adjudications on A7 and A8 between July 2017 and June 2018.

Month	Number of adjudications on A7	Number of adjudications on A8
July	7	1
Aug	6	2
Sept	5	1
Oct	12	3
Nov	3	0
Dec	1	3
Jan	0	7
Feb	4	0
Mar	3	0
Apr	0	1
May	1	0
Jun	11	2
TOTAL	53	20

One explanation for a relationship between the delivery of the ISOPP and a reduction in the number of adjudications could be that the project facilitated a positive wing environment, as evidenced by the improvement in intergenerational relations (see section 4.3.3). However, it should be noted that the decrease in the number of adjudications on A7 throughout the ISOPP could be related to other factors such as the movement of prisoners to different wings, or the high volume of A7 lockdowns that prevented prisoners from being unlocked from their cells. As the ISOPP was a pilot project, it is not possible to conclusively state that it has had a direct impact on the number of adjudications received, and therefore this is something could warrant further investigation.

4.3.2 Improvements to quality of life/ wellbeing

Data were provided by prisoners at the start (T1) and at the end (T2) of the ISOPP project. However, It was not possible to ensure that matched 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 activities had their data excluded from the analysis (n =9). This was to ensure that prisoners whose data was included at T2 had experienced the ISOPP activities.

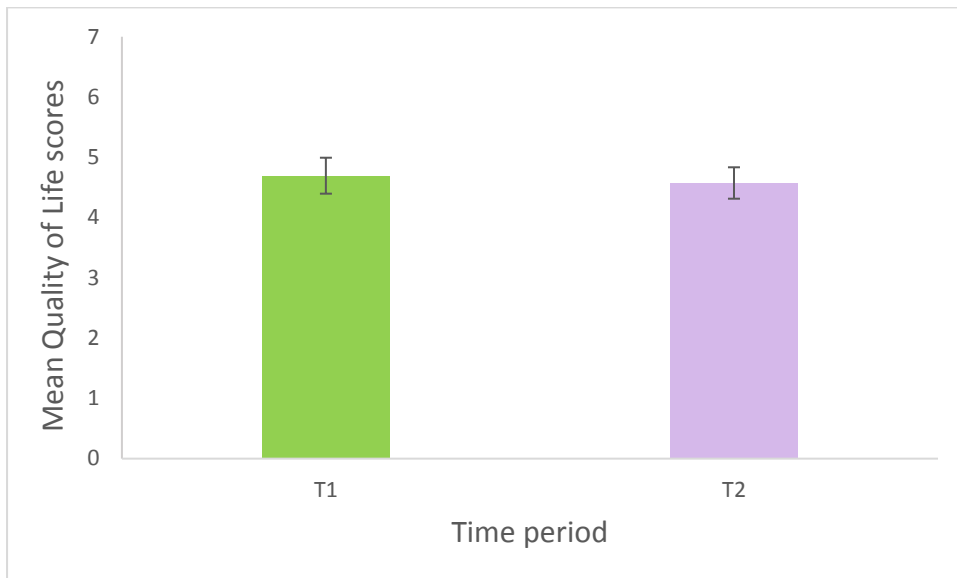
At T1 62.5% of prisoners said they had someone to call a close friend in prison and 15.63% said they had experienced a visit from someone outside the prison in the last week. At T2 60% of prisoners said they had a close friend in prison and 54.05% had experienced a visit in the last week. This latter figures shows a particularly significant rise.

The mean length of time spent at HMP Whatton (their current prison) was 26.79 months for prisoners at T1 and 37.51 months for prisoners at T2.

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 =32)

and T2 (n =37) using an independent samples t test. The result showed no significant difference in mean Quality of Life scores between T1 and T2, $t(67) = 0.6, p > .05$. The results are demonstrated in Figure 4.

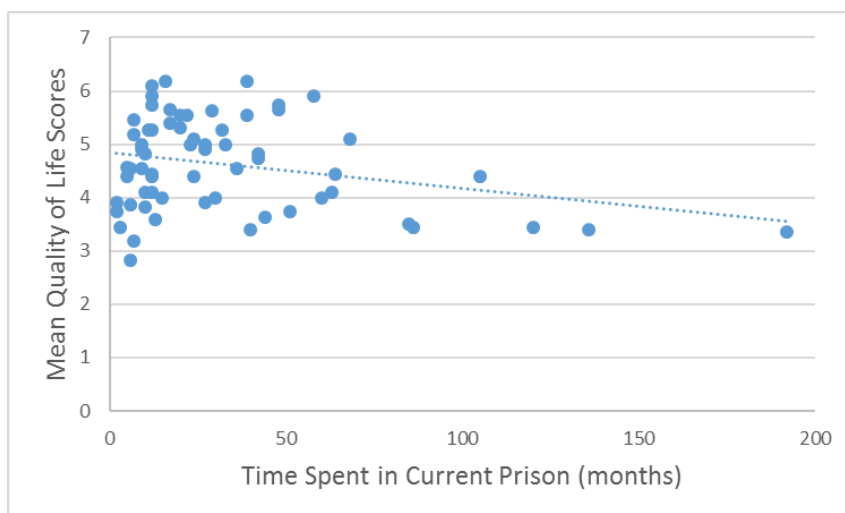
Figure 4: Mean Quality of Life Scores at T1 and T2 presented with 95% Confidence Intervals



At T2 prisoners were asked how long they had been participating in activities provided by ISOPP. The length of time they had been participating in activities was found to have no significant correlation with Quality of Life scores, $r(31) = 0.03, p > .05$.

Prisoners' Quality of Life scores were found to be significantly correlated with the amount of time they had spent at their current prison, $r(54) = -0.27, p < .03$, with Quality of Life decreasing as the length of time in prison increased. This is shown in Figure 5.

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



These findings suggest that 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.

While the above results are disappointing there is some evidence that the ISOPP project contributed positively to quality of life of prisoners in other ways. For example the accounts given by the OAOs

reflected that the role had enabled them to use the skills they had developed through previous work roles, as well as rise to a new challenge. It is apparent that the new roles gave the OAOs a sense of purpose, especially important as the orderlies themselves were aged over 50 and fell within the remit of the ISOPP.

“Personally for me I think it was another way for me to challenge myself in dealing with people because I wouldn’t say I’m a loner but I don’t really like to mix with people, by doing this and working with the senior citizens it’s given me that courage and strength that I need to sort of sit down and talk to people and listen to people” (P5)

One individual also highlighted how the role had enabled him to increase his status amongst prison staff, after moving from a previous prison.

“I’ve been a safer custodies rep in two jails I’ve been on the [inaudible] council, so I’ve always had trusted jobs when I came here it was like starting again they wouldn’t trust me it was like I had a lot of issues when I came in so I thought am I just starting my sentence again so for me this role actually gave me the opportunity to show actually you know what this is what my qualities are this is what I can do so I didn’t have any fears about being able to do the job but I did have fears about whether they would actually let us do the job.” (P5)

The following case examples illustrate how the ISOPP was contributing to older prisoners’ quality of life.

P3 has had some difficult news concerning his health, and is also potentially approaching release. As with many in this position, he often comments that his head is ‘too full’, with concerns over his health, and life after release becoming all-consuming. Whilst he is not always able to come to sessions (his health issue means that he needs to sit for long periods with his legs raised), he has been happy for other people to visit him in his room and will engage in conversation and participate in activities taken to him. Alongside many others on the Wing, he has expressed that the activities which combine mental stimulation with a manual task, such as building the wooden models, are excellent for taking his mind off his concerns and difficulties.

P7 continues to be meaningfully self-occupied within his room doing embroidery, and whilst he still feels unable to participate in group activities, is increasingly engaged in Wing walks and, most notably, when he hears Age UK staff on the Wing will get up from his chair and come to stand by his door to indicate that he would like to converse. Anecdotal evidence provided from those who reside in the rooms around him is also indicative of increased engagement with them, with a specific focus on 1:1 interactions.

While the increased sense of wellbeing of the OAOs is in some ways a by-product of the ISOPP, in reality it is an important finding. The orderlies have been entrusted with a role which carries a great deal of responsibility, and at times this could prove to be difficult. An increased sense of wellbeing is likely to contribute to the resilience of the orderlies as their role progresses, therefore supporting the longevity of the role, and maintaining the project’s legacy.

4.3.3 Changing prison culture

Changing any organisational culture is a slow process that takes time even without the custodial constraints of a prison environment. The ISOPP has contributed to a more inclusive culture on A7 and A8 in three main ways. Firstly, it has improved relationships between older and younger prisoners, most notably on A7. Secondly, the project has seen a shift in the attitudes of previously self-isolating prisoners.

Finally, there has been a shift in focus among wing staff, as they have witnessed the changes that have occurred as a result of the project. These outcomes will be discussed in more detail below and are perhaps best summed up by one of the prisoners:

I have been resident on A8 for five months and when I first arrived the landing had many elderly gentlemen who never left their cells during the core day unless they had an appointment at healthcare etc.

Shortly afterwards, Age UK started to attend the wing on a regular basis offering different activities for the men to engage in. These ranged from DVD watching, puzzles, paper flower making, talks and many other different opportunities for the men to take part in.

As the Age UK people became more and more known there was a definite change in some of the elderly gentlemen regarding their attitude towards engaging with others and taking part in the various activities.

I have witnessed three or four gentlemen who would never want to leave their cells suddenly enjoying making things, watching films and holding conversations with other prisoners, staff and the Age UK people.

It has been a pleasure to see some of the guys having, what I can only describe as a new lease of life and having something to look forward to rather than just staring at their tv's.

All of this is thanks to the wonderful effort and commitment of the Age UK staff. They always have time for all of the guys, no matter what they want to talk about. They are professional but at the same time show a level of compassion and understanding with everybody on the landing.

This effort has led to the landing being a livelier, happier place where everybody feels like they belong and have something to look forward to each day.

Long may this continue.

Improved intergenerational competence

The ISOPP has not only improved relations between older prisoners, it has also resulted in an improvement in relations between older and younger prisoners. Prior to the project, relations between older and younger prisoners on A8 were already relatively positive. Being a wing with a high proportion of older prisoners with healthcare needs, the younger prisoners placed on the upper floor of A8 are carefully selected to reduce any risk of harm to the older prisoners. However, it is apparent that the ISOPP was able to improve relationships between the older and younger prisoners even further, by giving both groups the opportunity to participate in activities. Younger prisoners on A8 assisted some older individuals in the card-making activities who had dexterity issues, by writing messages in cards on their behalf. This is something that was greatly valued by both older and younger prisoners on the wing.

“To be honest, the younger prisoners in general are out for themselves. But I do think the activities have actually brought us all together. I personally like talking with the older guys” (P1)

“I think it’s a good thing for the young ones to be involved in this, they have been a great help and enjoy writing the cards for those of us that are unable to do it ourselves” (P1)

The potential for the intergenerational approach to contribute to older prisoners’ quality of life is illustrated by a case example.

P10 engages fully and attends most sessions, except for when he is attending Chapel. Initial interview notes suggest that he was concerned about his move from the Bravo wings over to A8 as he had previously enjoyed the interaction with a wider age-range of people, and he believed that he would now be surrounded by older ‘infirm’ people and that this would lead to his own decline. He has, therefore, been particularly vociferous of the benefits of the intergeneration approach and clearly enjoys the interaction with a wide range of people. In many respects, this case raises the need for both staff and prisoners to have a greater awareness of what life on A8 is actually like, and to eradicate its ‘hospital-like’ image.

Interaction between the older and younger prisoners was also apparent during board game sessions, where younger prisoners were able to set up and read instructions to older individuals. Ensuring the resources were of interest to both young and old was essential in promoting teamwork between the two groups. This is something that was noticed by healthcare staff who regularly work on A7 and A8. Written feedback demonstrated that since the start of the ISOPP, older and younger prisoners had been able to bond within interactive activities, such as board games;

Young and old have gained a lot, in some cases it has helped each group to understand each other by group work, games and talks. (Healthcare staff 1)

Prisoners have engaged well with each other while trying new activities. Prisoners of all ages have interacted well and encouraged participation. (Healthcare staff 2)

Although intergenerational relations were quite positive on A8 from the outset, it was reported that this was not the case on A7 and that it would be a challenge to replicate the positive atmosphere on A8 because of the two different wing demographics. Another barrier to positive intergenerational relations on A7 was the lack of association space on the upper floor. This meant that younger prisoners did not

have their own dedicated space, unlike the younger prisoners on A8 who had access to an association room on their own landing.

“What works on alpha 8 will not work on Alpha 7. It will not. Because again our demographic is too wide. It just will not work, you can’t do it like that you can’t have one rule applied to all. Not when this wings like this and like the officer says we have brought it up numerous times why you know, if you want us to mirror alpha 8 or to be like Alpha 8 then we need to get the demographic like Alpha 8 not, and it’s not getting any better it’s getting worse.” (S1)

“... In the other unit upstairs they’ve got an association room. So, you know, some of them might have a microwave up there, a darts board and a pool table, whereas we’ve got nothing. We’ve got fifty odd prisoners, one microwave, and one dining hall for them to use, for every activity.” (S1)

The lack of a separate space for younger and older prisoner groups on A7 contributed to tension between the two with both groups feeling that the other was taking over the space. However, despite the challenges, it is apparent that the ISOPP made a positive contribution to developing intergenerational links on A7. This became apparent following the employment of the OAOs. Prior to their appointment, older prisoners on this wing were reluctant to use the association room for activities, due to the difficult relationship between older and young prisoners.

“... one of the big things that I’ve noticed is that you guys don’t seem to want to come in here to do activities, you more want us to give you stuff that you can go and do on your own or, and we’ve ordered card tables now, for you to go and have and sit down, but it’s all very much sort of on landing isn’t” (A2)

“... the mix doesn’t happen as much over here [...] because there’s a good bunch of lads over there, they’re all very supportive of each other. And you’ve got a few here [A7] who are very supportive but you’ve got a few that are very negative” (P2)

“I think bringing the younger prisoners together with the more senior citizens would be very very difficult, I don’t think we work on the same plain.” (P2)

“When the youngsters take this room over its as far as I’m concerned, the area [is] out of bounds you can’t deal with the noise, the mayhem that they cause they can’t play pool quietly they don’t know what that word means.” (P2)

The OAOs were in a unique position to try and improve intergenerational relations. Being prisoners themselves, the orderlies were able to empathise with both older and younger prisoners, by drawing upon their own experiences within prison. They began to deliver activities such as bingo and coffee mornings in the association room, and have made an effort to include younger prisoners in these activities, in order to promote relationship-building.

“Over on A7 we actually had a coffee morning and got them speaking to each other you know, old and the young and it was good.” (P5)

Future plans for a matchstick-modelling club also highlight how the orderlies are committed to continuing to improve intergenerational relations, with younger prisoners being invited to assist older prisoners in making these.

“...there are prisoners that are quite trustworthy that will help out and be a bit of a mentor and like helping them build matchstick things and all the models that they’re getting so yeah there is that but I think it’s better on Alpha 8 cause I think they’ve got a, better prisoners on the twos than what we’ve got

on here, so I think it would probably work a bit better on there, although saying that there's a couple on here that do help out that are quite genuine." (S3)

The orderlies are well-respected by the younger prisoners on both wings, and are therefore in a position where they can facilitate change in attitudes towards older prisoners, by raising awareness of ageing issues in an appropriate manner, and also acting as advocates for older prisoners.

"it's not about being confrontational its maybe sitting down and explaining to them. And maybe that way they'll understand more." (P5)

One impact of the OAOs being present on A7 is that it has provided a confidence boost to older prisoners on the wing who, prior to the introduction of the orderlies, felt uncomfortable about taking part in activities in the association room. The OAOs have helped the older prisoners to access the association room as a shared space that they are also entitled to use. This has resulted not only in some older prisoners using the association room for the first time, and has also enabled some prisoners to take part in games with younger prisoners.

*"There's probably only a handful upstairs the younger ones upstairs and they don't seem to appear in the sessions you're on about ***, do they? The mad kids, you know cos they're frightened of ***** [orderly] you see [laughter]" (P3)*

"On a personal point of view I've been on this wing I suppose for about two years roughly and I wanted to play pool right. Because it's been youngsters on the table, I haven't had the confidence to approach them and say can I have a game or this sort of thing, and they haven't asked me and I've been sitting there watching. But now I'm into it fully, I don't know how it happened but it's more or less brought me out of myself "(P3)

The impact that the OAOs have had on wing dynamics on A7 is something that has also been noticed by officers, with one highlighting that some younger prisoners have become more considerate towards the older prisoners.

"But it is working, and I think on the twos there's quite a few of them that are quite mindful of [the older prisoners] and you know, they'll let the activities take place, and try and leave their toast making and the microwave till later and you know and stop away really." (S3)

Changing Prisoner Attitudes

By contributing to intergenerational links being made, which has in turn improved the atmosphere on both wings the ISOPP has led to a shift in the attitudes of self-isolating older prisoners in particular, as evidenced during a discussion about a well-known isolator on the wing, who had recently begun to engage in conversation with others.

*"I mean look at ***** , he's completely different. You can actually have a conversation with him now." (P9)*

"...the obvious one, he engages, he turns his tv off he talks, he'll at least come out eventually and see, he might wanna go straight back, but he's actually come out, and that never happened before I think in general they're just a lot more engaged with what's actually going on, it's not all about coming out and doing something but they're just so more aware of whose there, what's going on..." (A1)

“the wing walks are massive, the one-to-one conversations we had has led to him attending two activities in the dining room now, whereas previously he didn’t leave his room” (A1)

This case highlights the positive impact that wing walks have had on isolated prisoners, as it is apparent that this particular prisoner, as well as other individuals, are unlikely to have approached the Age UK Notts team independently. Some prisoners appear to have also mirrored Age UK Notts’s approach, with prisoners beginning to notice when another individual is becoming isolated.

“The nice thing to see is them taking the initiative, they’ll come and find a model, but they’ll work together, we spoke to one of the guys on A7, and he was trying to find someone that he could give his model to, he was like, who can I give this to, I’ve made it...so they’re not just, I think the concern was that people were gonna be just really self- focused, but they’re not at all, are they?” (A1)

The difficult conversations that the Age UK Notts team were able to initiate either with individuals on the wing or in wider awareness-raising sessions has also contributed to a change in the attitudes of individuals on the wing. Prisoners who would not have been willing to discuss personal issues with others have now engaged in conversations.

“Discussing family is almost a taboo in prison, but it is important for staff to have these conversations with people, even though it is difficult” (A2)

The Age UK Notts team recognised that Christmas was a difficult time for many prisoners who were missing family members, and facilitated a conversation about this with the prisoners. As a result of these discussions, the Age UK Notts team and prisoners were able to organise a Christmas buffet, something that was a new experience for many of the prisoners. It provided prisoners with the chance to support each other at what was a challenging time for many of them.

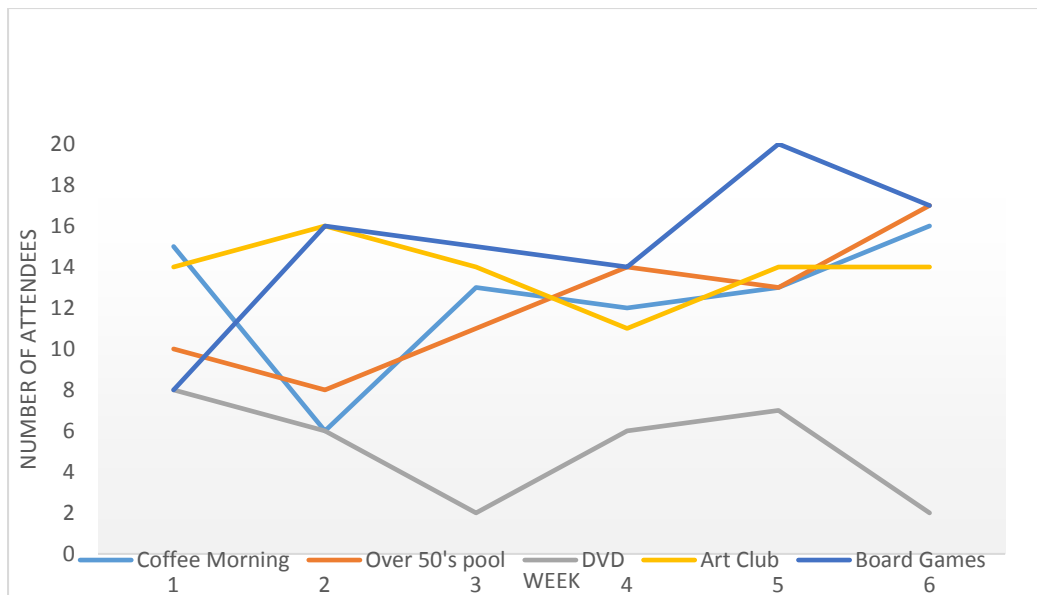
“Christmas is a difficult time for many of us, so to the fact that we all came together and celebrated it was important” (P1)

OAOs have also begun to experience a change in the perceptions of some individuals who they support within their roles, as evidenced by an increase in the number of prisoners attending some events.

*“**** never used to come out of his cell, wouldn’t speak to nobody. He now comes down to near enough every event, he will have a cup of tea, he doesn’t join in but he’s socialising, so there’s 100% success, Mr **** and Mr *****, never spoke to nobody, they’d walk around together, they’d sit together they’d go back to the cell together. Now these guys are coming in. ***** never used to, now he comes to every event. So we’ve seen numbers climb, we’ve seen people get involved and once they do get involved they tend to stick with it, there’s a couple who are actually just not interested and, we still try, we still talk to them still say hello...” (P5)*

To add to this, Figure 6 indicates an upwards trend in the attendance of several Outreach activity orderly-run activities including over- 50s pool and board games. It is apparent that over time the popularity of the DVD activity has declined, and to address this, orderlies have planned to replace this activity with the matchstick club, following consultation with wing residents and staff. These findings highlight that although orderlies have been in role for a short period of time, they have already had a positive impact on engagement with activities, and are committed to continuing this by adapting activities as required.

Figure 6: Attendance of older prisoners in Orderly-run activities, since recruitment.



Although the existing OPAL provision delivered some activities for individuals on A7 and A8 prior to the ISOPP, it is apparent that the focus on one- to-one engagement in cells and on the landings, has been critical in engaging those prisoners who are particularly prone to self-isolation and who are perhaps reluctant to attend activities in the association room. The time and patience that the Age UK Notts team, and more recently the OAOs, have been able to afford for individuals appears to have been one of the most important aspects of the project, in that it has enabled prisoners to build trust over a period of time, to a point where certain individuals have begun to take part in activities and to socialise with other people for the first time during their sentences.

Changing Staff Attitudes

Both Age UK Notts and prisoners expressed that there had been a shift in Prison staff's attitudes over the duration of the ISOPP. It is apparent that both Age UK Notts and the OAOs had experienced some resistance from prison staff at points during the ISOPP. As previously mentioned, Age UK Notts staff identified that differing staff ideologies regarding the treatment of prisoners had an impact on some aspects of the project (see section 4.1). OAOs also highlighted that initially some staff members had not been very supportive of their roles. However, they noted that staff perceptions of the role appear to have shifted recently, as demonstrated by positive feedback and staff supporting the OAOs to fulfil their roles during wing lock-downs.

"Hopefully it's not temporary hopefully it's not false, I've seen a big shift in the way that staff are treating us. I've had so many staff pulling me aside and saying well done and are you enjoying the job, I didn't expect that cos normally in this place all they want to do is bring you down." (P5)

Although wing lockdowns are unavoidable at times, the cooperation of wing staff has enabled individuals to access scheduled activities in a way that they were unable to previously.

“But I did walk over from A8 to A7 and they were on lockdown and there was an activity for them to come outside and enjoy the sun or whatever socialise and I walked over and I said I know you’re on your own Miss and I know your wings locked down but I’m gonna bring an officer from [A7].” (P5)

“...that is a change three weeks ago they wouldn’t have done that when we first started they wouldn’t have done it, no we’re on lockdown that’s it, now maybe not all the staff but some of the staff are going I’ll come over and you can get the activity going so there is a change, a small change, that some of the staff are actually go over there and unlock the ones so they can do the activities and bring them over here.” (P5)

The staff members who were tasked with overseeing the OAOs also indicated that they had seen the benefits of the role for older prisoners, and expressed that both they and other wing staff are available for the orderlies to approach.

“If they need anything or need any advice, they’ll come and see us. Also we’ll also keep in contact with them by monitoring what they’re doing.” (S3)

4.3.4 Advocacy for Older Prisoners

As the ISOPP progressed, Age UK Notts staff highlighted that they had been invited to attend multiagency meetings, where they were able to share their knowledge of the individuals they supported. For example, promoting the rights of individuals at Multiagency Public Protection Arrangements (MAPPA) meetings. Age UK Notts were also able to speak on behalf of prisoners to ensure their voices were heard and to follow up on prison processes on their behalf. This role was essential in promoting prison progression and ensuring individuals felt prepared for release.

“I mean last week I handed my notice in for my job because I’ve been there for over 3 years and [Age UK Notts staff member] went to regimes after she spoke to me and again she put my point of view across to regimes of how I was feeling which is obviously a great help.” (P6)

*“I required something from reception a photocopy of my driving license and it just stopped dead as soon as I’d put the application in, and I mentioned it to [Age UK Notts staff member]she got onto somebody else she come back to me to say that she had passed the information on... Then I saw the inside probation officer this morning and explained to her I still hadn’t got my driving license so she was gonna chase it up, and she said yeah ***** had already mentioned it to her so.. She gets to the department.” (P7)*

The OAOs have also been able to demonstrate a level of advocacy within the remit of their roles. As previously mentioned, they are well-respected by other inmates and feel confident in their ability to challenge negative or derogatory comments directed towards the older prisoners they support. In addition to this, they have also been successful in organising activities that had been requested by older prisoners. For instance, older prisoners on A7 highlighted that they wanted more opportunities to take part in activities that were not currently part of the OPAL provision, and were not deemed to be typical activities for older prisoners. For example, several individuals expressed interest in a gym slot specifically for older prisoners, rather than taking part in the OPAL gym provision which occurred in the sports hall.

“I think there’s some senior citizens, as you said sir [laughter] that would like to use the gym but you would have to be in the gym with the younger fellas, and you don’t wanna be sitting next to someone that’s pumping iron and all the rest of it, and you wanna get rid of a bit of weight, like me and when you go over to OPAL, it would be nice if you could use the weights, the bikes or er walkers like for the older

generation...It's not sort of walking in, right come on then lads lets pump some iron and struggle and all the rest of it..." (P2)

The OAOs have acknowledged this, and have begun to make arrangements for older prisoners to have their own gym slot, to enable them to use the gym facilities at their own pace. In addition, the OAOs have expressed a commitment to regularly providing older prisoners on both wings with the opportunity to access information, as demonstrated by the organised talk from the Resettlement Team, and by plans to make this a regular occurrence.

"...A monthly thing, we don't want to drain, and again it's trying to find people to get involved, so next month we've got Circles of Support coming down, he's gonna do a talk on what they do. Future plans were looking at things like Programmes, Education, Library, just different people who can come and say hi this is what we can offer you." (P5)

Although it must be acknowledged that the advocacy nature of the OAO role will be limited in comparison to what the Age UK Notts team were able to provide, it has been evidenced that the OAOs are able to promote the interests of the older prisoners they support, and this is something that should continue to be encouraged with supervision being provided by the orderlies' overseeing officers, and with opportunities for future training.

5. Conclusions and recommendations

The evaluation has evidenced that the delivery of the ISOPP at HMP Whatton has successfully contributed to the well-being of prisoners in a number of ways, and in meeting the five objectives identified from the outset. The ways in which the project has contributed to each of the original objectives are summarised below.

Develop an engaging core day for prisoners to prevent social isolation

The ISOPP has enabled a timetable of activities to be delivered on both A7 and A8. This was developed in consultation with the prisoners on both wings, to ensure that the activities reflected the interests of the individuals who would be accessing them. The ISOPP has successfully engaged socially isolated individuals through one-to-one interactions. This aspect of the ISOPP has been continued by the OAOs, who have recognised the importance of engaging with individuals in their cells, rather than focussing solely on the delivery of activities. OAOs have demonstrated a desire to adapt and extend the range of activities that were delivered during the ISOPP, based on the preferences of older prisoners.

Develop training and supervision for both staff and those prisoners working with older prisoners

The ISOPP has provided both prisoners and HMP staff with training to facilitate greater insight and understanding into the issues regarding Loss and Bereavement and the Ageing process. The Loss and Bereavement training for prisoners was particularly successful, and contributed to an increase in open discussion about difficult topics. Although the majority of staff reported that they had found the Age UK Notts training sessions useful, it was considered that the content could have been contextualised for the prison environment. As a result, future staff training to support staff working with older prisoners should make specific reference to how they can support older prisoners within the limits of their role, rather than training being generalisable to the wider population.

The ISOPP supported the recruitment and initial training of the OAOs on A7 and A8. The availability of dedicated wing staff to oversee the OAOs in the delivery of their role will ensure that they are supported

to continue to perform their role to a high standard. With the Outreach orderly role being new, it is important that this is supplemented with a programme of ongoing training to enable the Orderlies to develop and expand their skills. It is likely that training needs will become apparent over time as the orderlies continue to settle into their roles, and it is therefore important that the dedicated wing staff continue to meet with the orderlies on a regular basis, in order to address training needs as they arise.

Develop progression and resettlement planning to support progression and release managing all associated risks and avoiding inequalities

The Age UK Notts team were able to allay the concerns of older prisoners regarding resettlement through the development and sourcing of various resources, including the Older Prisoner Information Series. These resources provided guidance on a number of resettlement topics including benefit entitlement and what to expect from an Approved Premise. OAOs are committed to the continuation of progression and resettlement planning, and a recent talk delivered by the Resettlement team has led to an increase in the number of applications to the Resettlement team by older prisoners on A7 and A8. The ISOPP also provided support to released offenders through the telephone befriender service, ensuring that socially isolated offenders have a source of social support in the weeks immediately following release. This service provided a useful 'bridge' of resettlement support giving prisoners time to develop contacts for themselves in the community. Consideration should be given whether to continuing and extending such a scheme.

Develop a reflective practice model to support and maintain the resilience of good practice

The development of reflective practice was particularly evident within the recruitment and training of the OAOs, during which the orderlies were actively encouraged to consider how the ISOPP had had supported the wellbeing of older prisoners thus far, and how they could continue to build upon this within their roles. The shadowing undertaken during training gave the OAOs the opportunity to reflect in-action, a type of reflection that is likely to be beneficial within a prison environment where unexpected events can impact upon the delivery of activities.

The OAOs have adopted their own style of reflective practice by ensuring they have regular meetings with each other to discuss the delivery of activities. They are also supported by designated wing officers. This approach ensures that orderlies are given the practical and emotional support needed to continue to perform the role to a high standard, and it is important that opportunities for team meetings and staff support continues to be made available to the orderlies.

Develop a programme to involve families in the social care of prisoners

The ISOPP has supported older prisoners to maintain contact with friends and family, through activities such as card-making. However, this has not been able to benefit those prisoners who are not able to be in contact with their families. The Farmer Review (2017) highlighted the importance of maintaining family ties in prison, and identified that many prisoners convicted of a sexual offence lose contact with their families, with only 40% of prisoners at HMP Whatton receiving a visit from family. While in some cases it would not be appropriate to re-establish family contact, it is possible that a procedure that allows family contact to be established in appropriate cases would contribute to reducing the social isolation of older prisoners.

In addition to the progress made towards achieving the original objectives, there is good evidence that the ISOPP has contributed to an improvement in intergenerational relations between older and younger prisoners. In a short period of time, the OAOs have been able to change the dynamics on A7 by enabling

some older prisoners to reclaim the association room for themselves, and have been instrumental in promoting intergenerational competence. Although some individuals admitted that they still do not feel confident enough to use the association room on a regular basis, it was the consensus of older prisoners on A7 that confidence will continue to grow as the OAOs continue to arrange activities on the wing. Although this was not an original objective of the project, improving intergenerational competence is likely to support the ongoing delivery of activities, particularly on A7, and to increase feelings of empathy amongst both older and younger prisoners. The benefits of these improves for prison culture would be important to capture.

The ISOPP was supported by wing staff, who have also expressed a desire for the legacy to be maintained. Throughout the ISOPP, it is apparent that wing staff observed the benefits that it has had for older prisoners, and for the wings in general. This has contributed to a shift in staff perception, as indicated by the willingness of wing staff to unlock older prisoners on A7 during lockdowns, to enable them to attend activities that have been scheduled by the OAOs. The positive response that wing staff have had to the ISOPP is essential to its legacy, and will ensure that older prisoners can continue to benefit from the programme of activities delivered by the OAOs.

Despite HMP Whatton having an excellent pre-existing provision for older prisons, the delivery of the ISOPP has been able to enhance and extend activities to benefit those prisoners at the highest risk of social isolation. Findings from the adjudication data offer tentative evidence of the effect of activities on adjudications although further research would be needed to confirm this. The desire to maintain the positive impact that the ISOPP has had for older prisoners has been evidenced by a commitment to the continuation of the OAO role within the prison, and resources relating to Resettlement and Ageing being made available to prisoners across the prison site. This evaluation has been able to document the positive impact of the ISOPP over a relatively short time-frame that holds promise for significant, longer term impact. It will be important going forward to capture data so that these longitudinal, sustainable effects can be measured.

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 Whatton for sharing their experiences and giving time for interviews and focus groups.
- All wing staff on A7 and A8 who took part in interviews focus groups 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 Notts for making funds available to support this evaluation.

7. References

- Allen, G, and Watson, C. 2017. *UK Prison Population Statistics Briefing Paper*. London: House of Commons Library.
- Bailey, D. 2002 Training together - part two: an exploration of the evaluation of a shared learning programme on dual diagnosis training for specialist drugs workers and Approved Social Workers (ASWs). *Social Work Education*, 21(6), 685-699
- Bailey, D. 2007. Evaluating training for collaborative practice for graduate primary care mental health workers: part 2. *The Journal of Mental Health Training, Education and Practice*, 2 (4), s19-29.
- Bailey, D. and Kerlin, L., 2015. Can health trainers make a difference with difficult-to-engage clients? A multisite case study. *Health Promotion Practice*. ISSN 1524-8399
- Braun, V., and Clarke, V. 2006. Using thematic analysis in psychology. *Qualitative Research in Psychology*, 3 (1), 77-101.
- Centre for Policy on Ageing. 2016. Diversity in Older Age- Older Offenders [online]. Available at: <http://www.cpa.org.uk/information/reviews/CPA-Rapid-Review-Diversity-in-Older-Age-Older-Offenders.pdf> [accessed 20.06.2018].
- Cooney, F., and Braggins, J. 2010. Doing Time: Good practice with older people in prison- the views of prison staff. *Prison Reform Trust*.
- De Motte, C. 2015. *Understanding older male prisoners' satisfaction with quality of life and wellbeing* (Doctoral dissertation, Nottingham Trent University).
- Farmer, Lord. 2017. *The Importance of Strengthening Prisoners' Family Ties to Prevent Reoffending and Reduce Intergenerational Crime*. London: Ministry of Justice
- HM Inspectorate of Prisons, 2017. Report on an unannounced inspection of HMP Whatton. Criminal Justice Inspectorates. London: Her Majesty's Inspectorate of Prisons.
- Kirkpatrick, D.L. 1994. *Evaluating Training Programs: The Four Levels*. San Francisco: Berrett-Koehler.
- McIntyre, A. 2008. *Participatory action research*. London: Sage Publications.
- Mews, A., Di Bella, L., and Purver, L. 2017. Impact evaluation of the prison-based Core Sex Offender Treatment Programme. London: Ministry of Justice
- Parliament. House of Commons. 2013. *Older Prisoners*. (HC 2013- 2014, 89). London: The Stationary Office.
- Priebe, S., Huxley, P., Knight, S. and Evans, S., 1999. Application and results of the Manchester Short Assessment of Quality of Life (MANSA). *International journal of social psychiatry*, 45(1), 7-12.
- Schon, D. 1987. *The reflective practitioner: towards a new design for teaching and learning in the professions*. San Francisco: Jossey-Bass.
- Ward, J. and Bailey, D., 2013. Improving outcomes for women who self-injure using an action research approach in a women's prison. *Journal of Mental Health*, 22(4), 306-316.

Ward, J., Bailey, D., & Boyd, S. 2012. Participatory action research in the development and delivery of self-harm awareness sessions in prison: Involving service users in staff development. *Prison Service Journal*, (202), 20-25.

Warr, P., Bird, M., & Rackham, N. 1970. Evaluation of management training. London, England: Gower Press.

8. Appendices

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

Focus group 1 Friends and Family and Reducing Isolation **(Older Prisoners, AGE UK NOTTS 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 Notts'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 Notts?

Prompts: from prisoner, Age UK Notts and HMP perspective

4. Tell me something you liked about how the activities were delivered. Prompts: from prisoner, Age UK Notts and HMP perspective
5. Tell me something you think could be improved about how the activities were delivered. Prompts: from prisoner, Age UK Notts 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 Notts 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 Notts and HMP perspective

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

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

Focus Group: Link workers and 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 link workers and 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? (Activity coordinator question)

- 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?

- From Activity coordinator/ Link Worker perspective
- 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?

- from Activity coordinator/ Link Worker perspective
- 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?
- From Activity coordinator/ Link Worker perspective

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

- 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?

- From Activity coordinator/ Link Worker perspective
- 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 Notts?

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

Focus group- Social Care Advocates (SCAs)

OPENING STATEMENT: We are keen to gather your experiences of being an SCA and would like to ask some questions in order to gather your views.

- 1. Can you sum up your role as a SCA, and what this involves?**
 - How many prisoners do you support? How often (hours of work)?
 - If you had to describe/sum up your role to someone else what would you say?
 - Could you give examples of the types of things you do as part of your role?

- 2. Has your role changed since the Age UK Notts project began? If so, how?**
 - How do you help them to fulfil their role?
 - How do they help you to fulfil your role?
 - Perspectives of AC and SCAs

- 3. Have you experienced any barriers/challenges to fulfilling your role?**
 - Demands of role?

- 4. Can you tell me about how you have overcome any of these barriers?**

- 5. Can you explain to me the impact that your roles have had on prisoners who need your support?**
 - How has your role made a difference?

- 6. What have you found to be the most positive aspect of your role as an SCA?**
 - Impact on yourself/ impact on the older prisoners
 -

- 7. Is there anything that you think could be done to improve your role?**
 - Extra resources/support?

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

- 9. Is there anything else you would like to say regarding your role as an SCA?**
 - Any other comments.

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

Focus group- OAOs

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 orderly 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?

- 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 orderly role?**
 - Support From prison/Age UK Notts staff
 - How has the role changed the support?
 - People the older prisoners could approach for support.

- 4. How is your role supported by the prison staff/ Age UK Notts?**
 - Did you receive any training to prepare for this role?

- 5. Have you experienced any barriers/challenges to fulfilling your role?** Can you explain to me any difficulties you encountered in engaging prisoners within your roles?
 - Prison processes/structures,
 - Have you found the older prisoners difficult/easy to engage?
 - Any suspicion about the role in the prison?

- 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 orderly?**
- Impact on yourself/ impact on the older prisoners
- 9. Is there anything that you think could be done to improve the orderly 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 orderly?**
- Any other comments.

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

Appendix 5: Interview schedule for officers overseeing OAOs

Interview schedule for staff overseeing orderlies

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 give me an overview of what the orderlies have been doing since coming in to role?
2. Can you tell me about how you feel the orderlies have been received by the other prisoners?
 - Older and younger prisoners
 - In comparison to the Age UK Notts team
3. Can you tell me about how the orderlies engage older prisoners?
 - What is their approach?
 - Do they engage with individuals (through wing- walks?)
4. Can you tell me about how you oversee the orderly role?
 - Regular meetings?
 - Plans for future training?
5. I am aware that there have recently been quite a few lockdowns on A7 due to staff shortages. Has this impacted on the orderly role? If so, how?
6. Can you tell me about any concerns you may have regarding the orderly role?
 - E.g. security concerns
7. Can you tell me how you have been able to balance overseeing the orderlies with other aspects of your role?
8. Is there anything else you would like to say regarding the orderly Role/ Age UK Notts project?

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

Interview Schedule: volunteer befrienders

OPENING STATEMENT: We are keen to gather your experiences of being a volunteer befriender, and would like to ask some questions in order to gather your views.

- 1. Can you sum up your role as a befriender 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 phone call look like?
 - How do you engage the prisoners in conversation- what do you talk about?
 - Any examples of how you have supported older prisoners?

- 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. Have you experienced any barriers/challenges to fulfilling your role?**
 - How did you engage prisoners?
 - Difficulty in making contact with prisoners?

- 4. Can you tell me about how you have overcome any of these barriers?**

- 5. 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.

- 6. What have you found to be the most positive aspect of your role as a befriender?**
 - Impact on yourself/ impact on the older prisoners

- 7. Is there anything that you think could be done to improve the befriender role?**
 - Extra resources/support?

- 8. 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?**

- 9. Is there anything else you would like to say regarding your role as volunteer befriender**
 - Any other comments.

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



Evaluation of Ageing Issues training

We would like to know what you thought about this training, how useful you have found it, and what we could do to make it better. If you could please take 5 minutes to complete the following questions, we can use your feedback to hopefully make the training even more useful in the future. You do not need to put your name anywhere on the sheet and you will not be identified from what you write.

Thank you for your time.

Q1. a) Overall how useful have you found the training in helping you to understand ageing issues more fully? (Please circle one)

Not at all useful

A bit useful

Useful

Very Useful

b) If you have said it was 'Useful' or 'Very useful', how has it been useful? (Please write in the space below)

c) If you have said that it was "Not at all useful" or "A bit useful", is there anything that could have been included in the training to improve it? (Please write in the space below)

Q2. What part of the training did you find the most useful? (Please write below)

Q3. What part of the training did you find the least useful? (Please write below)

Q4. Is there anything else that you would have liked to have been included as part of this training?
(Please write in the space below)

Q5. Do you have any other comments about the training? (If so, please write them in the space below)

Thank you for taking the time to complete this evaluation.



Evaluation of Loss and Bereavement Training

We would like to know what you thought about this training, how useful you have found it, and what we could do to make it better. If you could please take 5 minutes to complete the following questions, we can use your feedback to hopefully make the training even more useful in the future. You do not need to put your name anywhere on the sheet and you will not be identified from what you write.

Thank you for your time.

Q1. a) Overall how useful have you found the training in helping you to understand the processes of loss and bereavement more fully? (Please circle one)

Not at all useful

A bit useful

Useful

Very Useful

b) If you have said it was 'Useful' or 'Very useful', how has it been useful? (Please write in the space below)

c) If you have said that it was "Not at all useful" or "A bit useful", is there anything that could have been included in the training to improve it? (Please write in the space below)

Q2. What part of the training did you find the most useful? (Please circle one)

Definitions of Grief

Stages of grief

Ways to provide comfort

Disenfranchised Grief

Group discussion aspects

Q3. What part of the training did you find the least useful? (Please circle one)

Definitions of Grief

Stages of grief

Ways to provide comfort

Disenfranchised Grief

Group discussion aspects

Q4. Is there anything else that you would have liked to have been included as part of this training?
(Please write in the space below)

Q5. Do you have any other comments about the training? (if so, please write them in the space below)

Thank you for taking the time to complete this evaluation.

Appendix 9: 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?

Moving On



This booklet provides information about life after prison. It is designed to assist with your resettlement and reintegration into the community.

Contents

Release on Licence – Licence Conditions	4
Risk	5
What You Must Do Immediately After Release	7
What Information Will the Police Want?	9
Approved Premises	9
Organising Your Life	11
Staying Safe	11
Disclosure	12
Finding a Home While On Licence	13
Managing Your Money	16
Personal Budget Plan	17
Pensions	18
Birth Certificates	19
Driving Licence	20
Employment, Voluntary Work and Education	22
Paid Employment	22
Voluntary Work	24
Further Education	26
Help, Support and Information Contacts	26



Release on Licence – Licence Conditions

This means you will serve the rest of your sentence in the community. Your licence tells you what you can and cannot do. If you break these conditions you may be recalled to serve the rest of your sentence in prison. You will be given your licence conditions shortly before release. Your licence conditions are there to protect the public, assist in your supervision and help to prevent you from re-offending. The date your licence ends is shown on your licence.

All licence conditions must be necessary, fair and reasonable and relate to your offending.

Standard Licence Conditions

These apply to everyone.

- Keep in touch with your Offender Manager (OM). They will work with you to help you not to re-offend. If required, to receive visits from your OM at your home or where you are living.
- To permanently live at an address approved by your OM and to get permission if staying for one or more nights at a different address.
- Only do work, paid or unpaid, as approved by your OM.
- Not to travel outside of the UK without permission.
- To be of good behaviour and not commit any offence.

Additional conditions

There are a variety of conditions which can be added to the above list. They will depend on your offending history and risk factors.

Sex Offender Programmes / Assessment in the Community

You may be required to attend an assessment for a community-based Sex Offender Programme. If you refuse, or do not attend the assessment or programme, you may be in breach of your Licence Conditions and be recalled to prison.

Polygraph Testing

You may be re subject to a licence condition which requires you to take a polygraph test.

Covert Surveillance

You may be monitored without your knowledge, to ensure you are adhering to the terms of your licence and are not putting the public at risk of harm.

Changing Licence Conditions

Life Sentence – These can only be changed by the Parole Board.

Other sentences – These may be able to be changed but this can be difficult and takes time. Your OM should regularly review your licence conditions (the greater the restrictions the more often they are reviewed). If you are not happy with your licence restrictions:

1. Contact your OM for advice.
2. Make a formal complaint to the Deputy Director of your probation division.
3. Write to them and appeal their decision.
4. Write to the Prison and Probation Ombudsman, P.O Box 70769, London, SE1P 4XY.

A solicitor will be able to give you advice about licence conditions but you may have to pay for this.

Risk

The risk you pose is assessed and monitored by a combination of:

1. **OASys** (Offender Assessment System) – this examines a prisoner's behaviour and chances of re-offending.
2. **RM2000** (Risk Matrix 2000) – MAPPA uses this to measure risk by looking at your history and number of convictions.
3. **ARMS** (Active Risk Management System) – looks at your current lifestyle to assess your current risk.

MAPPA (Multi-Agency Public Protection Arrangements)

MAPPA assesses and monitors sex offenders and the risk they pose. MAPPA level 3 is for people considered to be the highest risk. You cannot attend nor have any direct input into MAPPA meetings about you. The main MAPPA

agencies are the Police, Prison & Probation, and your OM, but could include the Local Authority, Social Services, Housing, Children's Services, Employment and Health Services, including mental health.

Sexual Harm Prevention Orders (SHPO)

They are put in place to protect the public from serious sexual harm and to prevent further offending by putting restrictions on your behaviour.

Breaking a SHPO is a criminal offence and can lead to a prison sentence being imposed.

You can be given a SHPO when, you are sentenced for a sexual offence or your behaviour shows you may be a risk.

The Police can apply to a court for one if they feel your behaviour is risky. An SHPO can contain ANY restrictions necessary to protect the public from serious sexual harm. SHPO's should not duplicate licence conditions, sex offender notification rules, or rules about not working with children. An SHPO lasts for a minimum of 5 years. You can apply to a court at any time to have the SHPO changed.

Sexual Risk Orders

This can be given to anyone who has committed an act of a sexual nature, if the Police think you are a risk. It lasts a minimum of 2 years. Appealing these orders must be made to the Crown Court.

European Safeguarding Measures

This is to safeguard children and vulnerable adults in the UK and across EU countries with open borders.

Discharge Grants

You will get the current standard rate of £46.75 if you are aged 25 or over. You will get £37 if you are aged between 18 and 24. You should get the higher "homeless" rate of £94.40 if you will be homeless on release. You should also get the higher grant if you have to pay rent in advance. You should be given a form to sign for the grant about two weeks before your release

What You Must Do Immediately After Release

- **Offender Manager –**
meet with them on release day.

Make sure you understand your licence conditions and when your follow-up appointments are. If in ANY doubt, ASK.

If any changes are made to your licence restrictions or appointments, ask for these changes in writing.

- **Register at the Approved Premises –**
on release day.

Make sure you understand the AP's rules and curfew hours. If in ANY doubt ASK.

- **Start your Benefits Claim –**
by phone / in person as soon as possible after release.

It is important to get any claims started as soon as possible, as claims can take up to 6 weeks to process. If you do not know your National Insurance Number a Jobcentre Plus Office can find this for you.

- **Apply for your State Pension –**
by phone as soon as possible after release.

Phone the helpline on 0800 731 7898

- **Sign Sex Offenders Register –**
at a local police station within 3 days of release.

Anyone convicted of a sexual offence is required to tell the Police their details. If you do not do this it is a criminal offence with a maximum sentence of 5 years. You **MUST** sign the register within 3 days of release. You should be given a list of Police Stations near to where you will be living when you are released from prison. The Police will give you a copy of your registration form which you must keep as proof that you have registered.

**** If you do not want other people to know you are at the Police Station to sign the Sex Offender Register, take a note with your name and address on saying you are there to comply with the Sex Offenders Notification Requirements – hand this to the Police Officer at the desk.**

- **Open a bank account.**

You will need a basic bank account to have benefits paid into, and wages if you are in paid work.

- **Register with a local GP.**

If you are taking regular medication, it is important to ensure you have enough to last until you are able to make an appointment to see a GP.

Note that many practices have waiting times of 2-3 weeks for routine appointments.

If you are staying at an AP it will be a condition that you register with their approved local GP as soon as possible after your arrival.

Proof of Identity

You will need to provide proof of who you are for a number of these. You could use:

A letter from a probation office, a birth certificate, passport, travel pass with your picture on it, a council rent card or tenancy agreement, gas and electricity bills which are less than 3 months old. When you are released you should be given form B79. You must not lose this form if you have no other proof of who you are.

What Information Will the Police Want?

They will want comprehensive details about where you are staying and any other people you are living with. They will ask for details of your convictions and activities since release. They may ask for details of bank accounts, credit cards or passport numbers. They will be interested in any other address you stay at for 7 nights or more in any 12 month period.

Homeless – you must give details weekly to the local Police Station and tell them in which area you can be found.

If any of your details change you have 3 days to tell the Police.

The Police Public Protection Team will visit you at home to check where you are living and to do an informal assessment. If they have a warrant they have a right of entry to your home and to search it. They may ask what you have been doing. How often they visit depends on your risk level. They can visit at ANY time and do not make appointments.

Approved Premises

Many prisoners will be expected to spend some time in Approved Premises before they progress to their own or supported accommodation. Spaces are very limited and priority will be given to higher risk offenders who need close monitoring and management. The average length of stay is 3 months, but this will vary.

The regime of APs is quite restrictive and they must abide by national curfew rules which require residents to be on the premises between 11pm and 7am. In addition, there may be personal curfews in place. Each AP will have its own set of rules which you must abide by. These will be explained to you when you arrive. They will expect you to take drug / alcohol tests on the premises; to keep rooms clean and tidy; attend house meetings; to sign in and out telling them where you are going, who you are with and when you will be back; you may have to share a room with someone else.

Some APs are self-catering, while others provide half-board accommodation. The charges for accommodation will vary from around £10 to £40 per week.

***** Breaking these rules could result in you being recalled back to prison to serve the rest of your sentence.***

Not all Approved Premises are suitable for disabled people.

APs provide key workers who form an integral part of the offender management process. Each resident will have an individual programme of Purposeful Activity designed by your OM and the AP that is intended to help with reducing re-offending and aiding reintegration into employment and (re) establishing connections, especially where an offender is planning to settle in a new area.

Being accommodated in an AP does not reduce an offender's risk of serious harm.

It is wise to be mindful that going to an AP that not all residents will welcome sex offenders. With this in mind, do not discuss your offences with other residents and take care to dispose (securely) of anything which might identify you being a person convicted of a sexual offence. You should not socialise with AP residents outside of the AP, nor any other ex-offender at any time.

Organising Your Life

- Register with a GP – Do you have sufficient medication?
- Attend your course / programme – When, where, how will you get there?
- Look for housing – contact housing associations, local authority, and private landlords.
- Open a bank account – ask for a debit card to make life easier.
- Register with a dentist – register as an NHS patient to ensure treatment is free.
- Buy a watch – make sure you do not break licence conditions because you do not know what time it is.
- Buy a phone – keep it simple and follow the rules for phones with no cameras / internet.
- Buy a car – tell your OM if you intend on buying a car. Remember insurance premiums will be higher now.

Staying Safe

Unfamiliar / new areas – find out where is safe and where is not. Check the location of shops, bus stops, police stations, doctors, dentists and the easiest way there. An A to Z map book can help you plan routes or stop you getting lost.

Consider how you will cope and what action you will take if you find yourself in a difficult or dangerous situation.

Keep a diary – where you go, what you do, who with and for how long. This will help in meetings with your OM and the Police to explain how you have been spending your time.

Bus timetables – from bus stations, libraries, internet. Carry it with you.

Restrictions – stick to your licence restrictions. Do not contact your family, friends or victim/s in any way. Do not go to, or near to, places you are

restricted from being in. Avoid socialising with ex-offenders.

Computers, smartphones, tablets – You should have your OM’s approval to own / use these as restrictions may apply to your use of them. Avoid devices which have a camera (these are not allowed in APs). If you are allowed to access the internet, be sensible about which sites you visit and what you download / send.

Social networking sites – these sites may expose you to cyber-bullying or place you in danger. Your past could be revealed, even if you have changed your name/location/appearance.

Basic computer courses – taster and basic computer courses are provided by colleges, community centres and some libraries and charities. You may be asked to disclose your offences when you apply for a course. Your OM can advise you further. Many libraries have monitored computers which you may be able to book and use.

Religious worship – you should check with your OM before attending any religious services.

Disclosure

- Information about your offence can only be disclosed by the Police if you are considered to be a risk to someone.
- You should inform your OM before you attempt to gain employment. There are likely to be limitations on the types of employment you can undertake and you should consider your Licence Conditions and the opinions of your OM. You will need to disclose your convictions to any prospective employer either on your application form or at interview. The Police may also decide to tell your employer about your conviction.
- If you begin to develop a close relationship you must disclose your offences to the other person. If you choose not to, your OM may do this instead and you may be in breach of your Licence Conditions. This is to protect them and others, but also to give them the choice as to whether to continue the relationship.

Disclosure Periods

The disclosure period starts from the end of the full prison sentence, not the date you are released from prison. Consecutive sentences add up and count as a single sentence. Sexual Offences can become “spent” but only if the total sentence was less than 4 years.

For sentences 4 years or longer, the disclosure period is never spent and you will always have to disclose convictions to employers.

Sentence Length	Period before offences are “spent”
6 months – 2.5 years	4 years
2.5 years – 4 years	7 years
Longer than 4 years	Never

CSODS – Child Sex Offender Disclosure Scheme.

Anyone concerned about a child can ask if you have sexual convictions. The Police may disclose these if they feel it will prevent a risk of harm to children. If they are disclosed that person is not allowed to tell anyone else.

DVDS – Domestic Violence Disclosure Scheme.

Information will be given to your current partner if you have certain convictions such as rape, sexual assault or sexual activity with a child.

DBS – Disclosure and Barring Scheme.

The rules from the Rehabilitation of Offenders Act regarding “spent” convictions do not apply to these checks. There are 3 levels of DBS check but all will reveal details of spent and unspent convictions, cautions, reprimands and final warnings. Employers should always be informed about your criminal history, including “spent” convictions. You may be completely barred from jobs / voluntary work with children, young people and vulnerable adults.

Finding a Home While On Licence

If you are going to an AP, staff there will support you in finding suitable accommodation when you are ready to move on.

If you are not being released to Approved Premises, the Resettlement team will assist you in registering with housing organisations before release.

When considering your housing options, you must consider your licence conditions and the opinions of your OM. These may prevent you from living in certain areas.

Housing providers may refuse you accommodation if you:

- have rent arrears or debts from a previous tenancy,
- are not originally from that area,
- they consider you to have intentionally made yourself homeless

On licence – you must not move home without prior approval from your OM.

There is a shortage of rented accommodation in this country, so finding suitable accommodation can be a challenge.

- Be clear what you want
- Determined to get it
- Honest when you apply
- Prepared for a long wait

Your council housing department has a legal responsibility to help you, but how much depends on your circumstances. They may have a legal duty to house you.

Homelessness and the Law

Contact your local Homeless Persons Section (usually at your local council office / town hall / civic centre). Take proof of identity, income and benefits. If you can show that you are within the legal definition of “homeless”, “eligible for assistance”, and “priority need”, the council must (a) immediately find you somewhere to stay while it looks into your situation; (b) find you somewhere to live long term if it decides you did not intentionally make yourself homeless.

Social housing / private landlords

Social housing is generally provided by housing groups and associations.

Private landlords offer homes to rent but often do not take tenants who are on benefits. Council offices can give you advice on social housing and a list of approved private landlords and housing associations. You should contact your local council housing department and ask for an application form to apply for housing.

Priority Status

This applies whether you are applying for social housing from being homeless or from being accommodated in an AP. The following issues could all support your application and contribute to you being considered “vulnerable”. Your application may then be considered a priority:

- Being released from prison / leaving approved premises.
- Being a former sex offender.
- Having certain medical / health issues or having a disability.
- Need to be near your support network (e.g. family, OM, GP, social worker or CPN).

You should make sure any accommodation you are interested in meets the conditions of your licence, and the approval of your OM.

Housing Benefit

This will pay some or all of your rent. You should get housing benefit if you are getting certain benefits or will be on a low income. You should make sure the place you want to rent does not cost too much because housing benefit may not pay it all. You will have to make up the difference yourself.

Private Renting

You may have to find a deposit and rent in advance before you take up your tenancy.

Managing Your Money

Your lifestyle may have had to change. Things like a lower income, more leisure time, poor money management, unexpected bills etc. affect how we budget money. Many companies offer the choice of paying bills through a regular payment scheme – weekly, fortnightly or monthly – such as rent, council tax, gas, electricity, water, TV licence.

Are you getting all the benefits you are entitled to?

For a benefits check go to: www.Turn2us.org.uk

Do not ignore a bill. It will not go away!

Keeping a roof over your head should be your first priority. So, keep your rent / mortgage payments up to date.

If you experience difficulty in paying a bill, contact their Customer Service Department. They can often arrange for you to pay arrears by instalments, plus your normal payments, instead of all at once.

Creditors are not allowed to cause you alarm or distress.

If you feel you need support or information about debt or repaying debt, ask for help!

Credit Debt – making an offer to clear the debt completely.

The lender or their agent must provide you with a copy of the loan agreement or its terms. If it fails to do this it cannot enforce the debt. Debt purchase firms buy up bad debts at a fraction of the sum owed. A deal may not clear your credit file of the loan, so ask the debt firm to mark your file as paid in full. Ask for a copy of this. It is likely they will accept an offer less than you owe to clear the debt completely. Alternatively, ask the company to accept a lesser total payment if you make regular payments.

Your creditor would rather you pay a small amount regularly than make a promise you cannot keep.

If threatened with Bailiffs / Court proceedings, seek legal advice from a debt advisor.

Personal Budget Plan

It is a good idea to create a personal budget plan. List all of your income and outgoings, so that you can easily see where your money is going to and you can set your priorities. Use any money which is left over after everything else to pay off debts.

Make sure you are claiming all of the benefits that you are entitled to. Every year millions of pounds of benefits payments go unclaimed. Get advice from your local Age UK or Citizens Advice Service.

If you are struggling to feed yourself, ask your OM, GP, Social Worker, Citizens Advice etc. for details of local food banks. Many also hold regular clothing banks for people who are struggling to afford the cost of clothes, bedding, towels or footwear.

Pawn brokers - Payday Loans - Loan Sharks

These are a short-term fix that can become a long-term problem.

Do not use these companies to solve your money problems. You will simply end up with less money and in more debt.

There is very high interest to pay on all of these types of loans.

Unclaimed money – Do you have unclaimed money sitting in forgotten savings accounts, pensions, National Savings or investments?

unclaimedassets.co.uk

mylostaccount.org.uk

Pensions

Private Pensions

Pension funds could be used to buy an annuity (a guaranteed income bought from an insurer using pension savings). However, everyone now has a right to access their private / work pension from age 55 and take some or all of it as a cash sum. You will pay income tax on any pension pay-outs you take if over your tax-free limit. Taking money reduces your benefit and over £16000 benefits will stop completely.

You can pass your pension (on death) to a loved one. A Beneficiary Nomination Form names the person you would like to receive your pension savings.

Pension Tracing service – is a Government scheme which traces private pensions.

State Pension

You cannot claim State Pension while you are in prison. If you were receiving payments before you came into prison, these will stop. If you have been held on remand but are not convicted of a criminal offence, you will receive all your pension back payments in a lump sum when you are released. If you are convicted, you lose your rights to a retirement pension until you are released.

It is your responsibility to ask for these to be restarted after you are released.

You should be able to start a claim for state pension or pension credit just before leaving prison. However, payments will not commence until the Pension Service has received a 'Notification of Discharge from Prison' (Form B79).

You can write to the Pension Service to request a State Pension Forecast (how much your pension will be when you retire). This will help you plan for the future.

National Insurance

While you are in prison your National Insurance Contributions will stop. This means that when you come to claim State Pension you may not be entitled to the full amount. Some people choose to pay voluntary contributions to plug the gap, but this is not always right or beneficial for some people. If you are considering topping up, you should seek specialist advice (see back pages for where to find help).

The amount of State Pension you are entitled to is based on your National Insurance Contributions record over your working life from age 16 until State Pension age. A minimum amount of contributions is required for a year to count as a 'qualifying year'.

Statement of your National Insurance Account.

You can ask HMRC for this and it will tell you if there are any gaps, and whether you are able to make up that gap.

Birth Certificates

If you need a copy of your birth certificate you should write for an application form to the General register Office, PO Box 2, Southport, Merseyside, PR8 2JD.

On the form you will need to give your parents' names, your full name at birth, and the date and place of birth. The fee for a photocopy is around £10.00. This will take about 28 days.

Changing Your Name

A Deed Poll is an English legal document that once signed, dated and witnessed commits you to: ceasing to use your former name; using your new name only, at all times; requiring people to address you by your new name only.

A Deed Poll provides you with documentary evidence that you have changed your name. You can change one or both of your names, or add another name. Having a criminal record or being in prison, does not prevent you from changing your name by Deed Poll. However, if you have pending or existing criminal actions against you, you must notify the Police Station dealing

with your case of your name change. You must also inform your Offender Manager of your name change.

If on the Sex Offenders Register, you must notify the Police within 14 days of your name change. It is a criminal offence if you do not.

All new official documents and records will be issued in your new name only. You must keep your deed poll document safe as it is proof that you have changed your identity.

Fees – Deed Poll £33 Deed Poll + archive service + 2 legal copies - £48

For further information about changing your name and a postal application pack write to: UK Deed Polls Service, Freebournes Court, Witham, CM8 2BL. (0800 448 848415)

Driving Licence

Inform your Offender Manager of your intention to purchase a car.

Photocard Licence

You must renew a photocard licence every 10 years. You can do this online, at a post office or by post. You will need to send a recent passport-style photo along with the appropriate fee. If you have a current passport, DVLA will be able to use this photo to update your driving licence.

Paper Licence

You must get a new licence if:

- you change your address
- your licence has been destroyed, stolen, defaced or lost
- you change your name
- you're getting a Driver Certificate of Professional Competence (CPC) driver qualification card (DQC)

If none of these apply and your paper licence is still valid, you don't need to exchange it for a photocard version.

Over the Age of 70

Once you reach the age of 70, your licence will expire. If you wish to continue driving you must apply for a renewal. You can do this at any time starting 90 days prior to your 70th birthday.

Once you reach 70, you must renew your licence every 3 years. Renewal is free of charge.

If your licence expires and you don't apply for a new one, you won't legally be allowed to drive.

Medical Conditions

If you've developed a medical condition or disability that could affect your driving, you must tell the DVLA, even if you're not yet due to renew your licence. This also applies if your condition has worsened since your licence was issued.

You can drive while your licence is being renewed but only if you meet certain conditions. These include:

- you're not currently disqualified from driving
- you had a valid licence
- your licence wasn't revoked for medical reasons and your doctor says you are still ok to drive)

Your new licence cannot be sent into a prison. Only apply if you have an outside address to which it can be sent, or wait until you are released.

DVLA Driver Customer Services, Correspondence
Team, DVLA, Swansea, SA6 7JL.

Insurance –

“Unlock” publish a list of Insurance Companies for both car and home insurance, who are willing to provide policies to ex-offenders.

Employment, Voluntary Work and Education

You should speak to your Offender Manager before undertaking any type of employment, work, voluntary work, training, educational courses or leisure activities.

Having a criminal record can make it harder to find work and you may not be suitable for all types of work due to the nature of your offences, public safety concerns, your health, licence conditions or restrictions. Potential employers, voluntary organisations and others may make Disclosure and Barring Service (DBS) checks which will disclose your criminal convictions.

Paid Employment

Jobcentre Plus –

Jobcentre Plus offers help and advice about jobs and training for people who can work. There are also a number of sections of Jobcentre Plus that are relevant to older jobseekers. Speak to an advisor at your local Jobcentre Plus.
www.jobcentreplus.gov.uk - 0845 6060 234

National Careers Service -

provide information, advice and guidance to help you make decisions on learning, training and work.

www.nationalcareersservice.direct.gov.uk – 0800 100 900

Careers Information and Advice Service (Next Step) –

Next Step offers free career and skills advice to fit your needs. You can speak to an adviser on the phone or make a face-to-face appointment in your area by calling the freephone number. On the website you can search courses, view job profiles, get CV tips, plus much more.

www.nextstep.direct.gov.uk – 0800 100 900

National Apprenticeship Service -

the National Apprenticeship Service offers apprenticeships to anyone over the age of 16 years in a wide range of industries.

www.gov.uk/apply-apprenticeship

Employers with a positive attitude towards those with a criminal record.

There are many UK employers who not only employ ex-offenders, but actively recruit them via both workshops in prisons and direct applications.

Marks & Spencer – Tesco – Timpson – Cook Food Ltd – Co-op
Halfords – East Coast Trains – Iceland – Kingfisher (B&Q / Screwfix)
Pets at Home – Poundland – Ringway – Tesco – Trafford Housing Trust
Pret A Manger – National Grid – Gelder Group – Carillion
Interserve – ESH Group – Wates – Mitie – Blue Sky

Unlock –

can put you in touch with employers actively recruiting in your area.

Clean Sheet –

aim to match together employers with suitable applicants before they leave prison.

Older People

Directgov. –

The UK Government website includes help with looking for work and job programmes for the over 50s, retirement and pensions, and health and wellbeing.

www.direct.gov.uk/over50s

PRIME –

The PRIME initiative provides free information, events and training to help older people get back into work by starting their own business.

0208 765 7833

From Dependency to Work –

This is a multi-agency project, working with offenders whose offending is related to drug, alcohol or mental health issues.

020 7840 0854

Voluntary Work

Many ex-offenders do voluntary work to learn new skills and do something positive and constructive. A recent work or learning experience to talk about at interviews can help convince employers that you have put your offences behind you.

Reasons for Undertaking Voluntary Work

To put something back –

whether you want to help others, improve your local community, or support a good cause, volunteering helps you to contribute in a way that paid work does not always allow.

To make new friends –

joining the volunteering community is a good way to meet like-minded individuals who share similar values to you, as well as introducing you to people from a range of backgrounds whom you might not otherwise come into contact with. Volunteering can prove to be fun.

Improve your CV –

new skills / work experience gained can be a useful addition to your CV. Volunteering is valued by employers, as it shows that you are flexible, willing to work and that money is not your only motivation.

To increase confidence –

meeting new people, developing new skills and encountering new challenges will boost your confidence and you will be valued for doing something for others which in turn increases your self-worth.

Give you a chance to try something new –

volunteering is a good way of trying out new jobs to see whether you would like to do it more long term. It also puts you in the right place to hear of job vacancies before they are advertised and may give you the opportunity to take a qualification.

*Administration / organisation – community work –
environmental & conservation – arts & heritage – sports
& recreation – animal welfare – campaigns*

Before volunteering - Consider your Licence Conditions, any SHPOs, and the nature of your offences.

- What do you hope to get out of volunteering?
- How much time can you give and when?
- What skills or experience can you offer?
- What kind of voluntary work appeals to you?
- Are there particular organisations that you would like to support?
- Will it involve travel to different locations, and if so, how will you get there?
- What support / training will you receive?
- Will you have the chance to gain any qualifications?

Could volunteering affect your benefits?

Volunteering is unpaid, but sometimes expenses such as bus fares, can be paid. These may be classed as income for certain benefits. Jobcentre Plus can give you advice about doing voluntary work whilst claiming benefits.

Further Education

Your local college and some other locations such as community centres offer a wide variety of educational, training, leisure and hobby activities. Ask for a prospectus and locations where these courses are available. Your local library may also have lists of courses available and the location of venues.

Those on low incomes / unemployed can get many of these courses free or at a reduced charge.

The student finance team will be able to help you apply for funding or discuss making payments in instalments for courses you are interested in taking.

Help, Support and Information Contacts

Offender Manager

Should be able to help you with any problems and issues you encounter.

Finding a job.

Finding somewhere suitable to live.

Managing your feelings.

They can direct you to another organisation / agency which can help you.

Addictions

Addaction – 020 7251 5860

Adfam – www.adfam.org.uk

Alcoholics Anonymous – 0800 917 7650

Drinkline – 0800 917 8282

DrugDrive – www.drugdrive.com

DrugScope – www.drugscope.org.uk

Frank – 0800 77 66 00 www.talktofrank.com

Gamble Aware – www.gambleaware.co.uk

Hit – www.hit.org.uk

National Drugs Helpline – 0800 77 66 00

Release – 0845 4500 215

Turning Point – 020 7702 2300 www.turning-point.co.uk

Benefits / Pensions

Disability Benefits Helpline – 08457 123456

Help with Health Costs – 0845 850 1166

Jobcentre Plus – New Claims 0800 055 6688 Existing Claims 0845 6060 234

National Insurance Contributions – 0845 302 1479

Pension Service – 0800 99 1234 Claims 0800 731 7898 Statement 0845 3000
168 The Pension Service 9, Mail handling Site A, Wolverhampton, WV98 1LU

Turn2Us – Check your entitlement to benefits. www.turn2us.org.uk

Universal Credit – 0345 600 0723 www.gov.uk/universalcredit

Debt Advice and Support

Advice UK – 020 7407 4070

CAP – Christians Against Poverty –

0800 328 0006 or 01274 760 839

Citizens Advice Service – 03454 04 05 06

Consumer Credit Counselling Service – 0800 138 1111 www.cccs.co.uk. Free online debt counselling which is tailored to your individual circumstances.

Debt Advice Foundation – www.debtadvicefoundation.org

Money Advice service – 0300 500 5000 www.moneyadviceservice.co.uk

National debt Line – 0808 808 4000 www.nationaldebtline.org

Payplan – 0800 716 239

Stepchange – 0800 138 1111 www.stepchange.org

Disabled

Disability Information Service – 01306 742 128

Disability Law Service – 020 7791 9800

Disabled Living Foundation – 0845 130 0177 www.dlf.org.uk

Disability Rights Commission – 0845 622 633

Disability Right UK – 12 City Forum, 250 City Road, London, EC1V 8AF

RNIB – 0845 766 9999

RNID – 0808 808 0123

Royal Association for Disability and Rehabilitation – 020 7250 3222 www.radar.org.uk

Ex-Offenders

Apex Charitable Trust Ltd – 020 7638 5931 www.apextrust.com. Training / employability / job check / education / information / advice / guidance / rules on disclosure.

Bridging the Gap – Reduces reoffending by helping ex-prisoners settle into their communities. www.btguk.org

NACRO – 0800 0181 259 www.nacro.org.uk

Information and advice to serving prisoners / ex-offenders about employment, learning and skills, education, disclosure and housing information. It also runs an advice service for prisoners three months prior to release.

New Bridge Foundation – A nationwide befriending service which works with prisoners and former offenders before and after release, especially for those who do not have any family support. www.newbridgefoundation.org.uk

Restore Support Network – 0208 759 1181. Mentors / befriends older ex-offenders to help them lead fulfilling lives.

Sanctuary Supported Living – 0330 123 3247. Works with Probation Service to help reformed offenders integrate back into the community.

St. Giles Trust – 0808 801 0600 www.stgilestrust.org.uk. Helping disadvantaged offenders / homeless people to build independent and successful lives. Telephone advice about housing, health, finance, debt, training, employment, families and relationships.

Unlock – 01634 247 350 www.unlock.org.uk

Unlock, MCSC, 39-48 Marsham Street, Maidstone, Kent, ME14 1HH.
Information support and referrals to organisations. Information on setting up bank accounts, getting insurance, overcoming the effects of criminal convictions.

Gay and Bi-Sexual Men

London Lesbian and Gay Switchboard – 020 7837 7324

Stonewall – 08000 50 20 20 Tower Building, York Road, London, SE12 7NX

Terence Higgins Lighthouse Trust – 0845 122 1200 www.tht.org.uk

General Advice and Support

Citizens Advice Service – www.citizensadvice.org.uk – 08444 77 1010

Community Legal Advice – 0845 345 4345 www.communitylegaladvice.org.uk

DVLA – Driver Customer services, DVLA, Swansea, SA6 7JL

DWP – Jobcentre Plus – 0845 6060 234

Foodbanks – Ask your GP, Social Worker, Offender manager, Citizens Advice.

Licensed Trade Charity – for anyone who has worked in the licensed trade.
0808 801 0550. www.licensedtradecharity.org.uk

Social Services – Details can be obtained from library, advice centre, and police station.

TV Licensing – 0870 241 6468 www.tvlicensing.co.uk

Unclaimed money – Do you have unclaimed money sitting in forgotten savings accounts, pensions, National savings or Investments – www.unclaimedassets.co.uk or www.mylostaccount.org.uk

Health – Physical and Mental

British Heart Foundation – 0870 600 6566 www.bhf.org.uk

Cruse – 0870 167 1677

GP – can refer you to appropriate services.

MIND – 08457 660 163 Granta House, 15 – 19 Broadway, London, E15 4BO
www.mind.org.uk

Rethink – 0845 456 0455 www.rethink.org

Samaritans – 08457 90 90 90 / 116 123 www.samaritans.org.uk

Whatever you've done, whatever life has done to you. Need someone to talk to? Confidential. No trace put on your calls. You can talk about anything without being judged.

Sane Line – 08457 678 000

Housing Advice

Church Housing Trust – 020 7269 1630 PO Box 50296, London, EC1P 1WF

Housing Rights Service – 028 9024 5640

NACRO – 0800 0181 259 Resettlement Plus Helpline – 020 7840 6464

National Rent Deposit Forum – 012 1616 5067

Local help with rent deposits / rent in advance payments.

Langley House Trust – 03330 035 025 www.langleyhoustrust.org.

Law Centres Federation – 020 7387 8570

Sanctuary Supported Living – 0330 123 3247

Shelter – 0808 800 4444 www.shelter.org.uk

St Giles Trust – 0808 801 0600 www.stgilestrust.org.uk

St Mungo's Community Association, London – 020 8762 5500

Stonham Housing Association – 020 7401 2020 Octavia House, 235 – 241, Union Street, London, SE1 0LR

William Sutton Housing Association – Sutton Court, Tring, Hertfordshire, HP23 5BB. 01442 891 100

Legal Advice

Community Legal Service Direct (England & Wales) – www.clsdirect.org.uk
0845 345 4345

Military Personnel

Army Benevolent Fund – 0845 241 4821 Mountbarrow House, 6-20 Elizabeth Street, London, SW1W 9RB

Church Housing Trust – 020 7269 1630 P.O. Box 50296, London, EC1P 1WF

Ex-Services Mental Welfare Society – 01372 841 600 Tyrwhitt House,

Oaklawn Road, Leatherhead, Surrey, KT22 0BX.

Regimental / Corps Headquarters – Can provide advice support on welfare matters and financial assistance to ex-servicemen and their families in times of difficulty. Contact details from Veterans' Advice Unit – 0845 602 0302

Regular Forces Employment Association – 020 7321 2011 49 Pall Mall, London, SW1Y 5JG

Royal British Legion – 08457 725 725 Haigh House, 199 Borough High Street, London, SE1 1AA

S.S.A.F.A. – Soldiers, Sailors, Airmen and Families Association (including merchant marine). Help ex-military in a variety of ways such as finances, accommodation, furniture, employment, clothing, health care, general advice.

SSAFA Housing Advisory Service – 01722 436 400.

The Big Curry – www.bigcurry.org

Veterans Aid – 0800 126 867 www.veteransagency.mod.uk

Veterans Agency – 0800 169 2277 www.veteransagency.mod.uk

War Pensions Agency – 0800 169 227

Miners Welfare

CISWO – Coal Industry Social Welfare Organisation. Promotion of health, relief of poverty and hardship and the advancement of education and any other charitable purposes for the benefit of employees of the Coal Mining Industry, employed in or formerly employed in any present or past coal mining area and of their relatives, dependants and communities. A social work team who can help with personal, emotional, financial or health issues. Specialists in physical disability and challenges facing older people and bereavement support. Can also assist with applications to schemes of benefits, grants or financial help.

[Head office: THE Old Rectory, Rectory Drive, Whiston, Rotherham, South Yorkshire, S60 4JG. 01709 728115]

Area offices:

North East 0191 4777 242 – 6 Berwick Road, Gateshead, Tyne & Wear.

East Midlands 01623 625 767 – Welfare Offices, Berry Hill Lane, Mansfield, Notts, NG18 4JR.

Staffordshire 01782 744996 – 142 Queens Road, Penkhull, Stoke on Trent, Staffs, ST4 7LH

West Yorkshire 01977 706 846 – Thornycroft Centre, Halfpenny lane, Pontefract, West Yorkshire, WF8 4AY

South Wales 01443 485 233 – Unit 5 Maritime Offices, Woodland Terrace, Maescyoed, Pontypridd, Mid Glamorgan, CF37 1DZ.

Scotland 01506 63 555 – 2nd Floor, 50 Hopetoun Street, Bathgate, West Lothian, EH48 4EU.

Older People

Age UK – 0800 169 65 65 1- 6 Tavistock Square, London, WC1H 9NA

Arthritis Care – www.arthritiscare.org.uk

Counsel and Care – 0845 300 7585 www.digitalunite.net

Firststop Care Advice – 0800 377 7070

Mabels – www.mabels.org.uk

Pensioner's Voice – 01254 52606

Retired and Senior Volunteer Plan – 020 7643 1385

SeniorLine – 0808 800 6565

SeniorLink – 01255 473 999

Silverline – 0800 4 70 80 90 helpline for older people. Open 24 hours.

UK Home Care Association – 020 8661 8188

University of the Third Age - 0208 466 6139

Sex Offenders

Circles UK – 0118 950 0068 Abbey House, Abbey Square, Reading, RG1 3BE

This is not a helpline but can direct you to a local circles group. Circles of Support and Accountability provide social support to sex offenders using volunteers to encourage social reintegration into the community.

Lucy Faithfull Foundation – 01527 591 922

Works with people who have sexually harmed or fear they may harm children.

Safer Living Foundation – Circles of Support for those living in the

Nottinghamshire / Derbyshire aged over 55, with little or no support network who want to stay offence free.

Stop It Now – 0808 1000 900

A helpline for those concerned about their sexual behaviour towards children. You can talk to an experienced counsellor by appointment.

Sexual Health

Body Positive – 020 7835 1815

National AIDS helpline – 0800 567 123

Rape and Sexual Violence Project – 0845 122 1201

Sexual Health Information Line – 0800 567 123

Transgender

Depend – www.depend.org.uk

Gender Identity Research and Education Society - www.gires.org.uk 01372 801554

Gender Recognition Panel – PO Box 9300, Leicester, LE1 8DJ 0300 123 4503

Press for Change – www.pfc.org.uk

UK Trans Info – www.uktrans.info

The Gender Trust – info@gendertrust.org.uk

Volunteering

Community Groups – www.volunteers-scotland.net

Jobcentre Plus

Library

National Council for Voluntary Organisations – www.volunteering.org.uk

Retired and Senior Volunteer Plan (RSVP) – 020 7643 1385 (Encourages over 50's to volunteer locally)

Royal Botanical gardens, Kew – www.kew.org/about/volunteer

Royal Horticultural Society (RHS) –

www.rhs.org.uk

Royal Society for the Protection of Birds (RSPB) – www.rspb.org.uk/

joinandhelp/volunteering.

The National Trust

www.nationaltrust.org.uk/getinvolved/volunteer/findopportunity

Most organisations in this leaflet are independent of H.M. Prison Service and HMPPS and they should not in any way substitute for the advice of qualified professionals.

The information in this booklet was collated by a serving prisoner and should act only as a guide.

Some of the contact details may not be current when you receive this booklet.

Updated March 2018

