

# Journeys to Freedom

**A report examining the need for and impact of  
Pact's holistic resettlement programme for women  
leaving prison**

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Journeys to Freedom is generously funded by:



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## Background and context

### Women in custody

On 30 September 2022 there were 3,179 women in prison in England and Wales<sup>1</sup>. The majority of women in custody (68%)<sup>2</sup> have committed non-violent offences and in 2021, half of women in custody were serving sentences of less than 6 months<sup>3</sup>. 58% of women leaving custody are reconvicted within one year and this figure rises to 73% for sentences of less than 12 months<sup>4</sup>.

Women often face a very different set of challenges to male prisoners. Not only are they more likely to have dependent children, but they have often experienced abuse and/or trauma that affects their ability to sustain healthy relationships (and may be ongoing). Over three quarters of women entering custody report that they have a mental health problem (compared to just over half of men) and over 50% of women entering custody report having a problem with alcohol<sup>5</sup>. It is estimated that over 17,500 children were separated from their mother by imprisonment in 2020.

Accommodation is of particular concern for women leaving prison and can have a significant impact on women's mental health, ability to care for their children and employment prospects. In May 2022, Her Majesty's Inspectorate of Prisons published a routine inspection of HMP Bronzefield. The inspectorate found that 65% of women were leaving HMP Bronzefield without appropriate homes to go to. The reoffending rate of men and women without settled accommodation is 65%.

*"Without stable, safe accommodation many women are liable to have mental health relapses, return to substance misuse and become involved in crime on release, creating more victims and, at great cost to the taxpayer, repeating the cycle..."*

Chief Inspector Charlie Taylor

In June 2018, the Ministry of Justice published the [Female Offender Strategy](#) which recognised the need for a distinct approach to women. Later the same year the cross-government [Victims Strategy](#) acknowledged that many women in custody are frequently victims themselves and that a trauma-informed approach to working with female offenders was essential. The 2019 [Lord Farmer Review for Women](#) highlights the specific needs of women with convictions and sees family relationships as 'utterly indispensable' for their rehabilitation.

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<sup>1</sup> Table 1.1, Ministry of Justice (2022) Offender management statistics quarterly: April to June 2022, London: Ministry of Justice

<sup>2</sup> Table A2.9i, Ministry of Justice (2022) Offender management statistics quarterly, Prison receptions 2021, London: Ministry of Justice

<sup>3</sup> Table A2.7, Ministry of Justice (2022) Offender management statistics quarterly, Prison receptions 2021, London: Ministry of Justice

<sup>4</sup> Tables 7.09, 7.10 and 7.08, Ministry of Justice (2018) Women and the criminal justice system 2017, London: Ministry of Justice

<sup>5</sup> Prison Reform Trust (January 2023) *Bromley Briefing Prison Factfile*, Prison Reform Trust

Effective resettlement support for women tailored to address these challenges, ideally beginning pre-release, is therefore essential to reducing the risk of reoffending.

### **Journeys to Freedom**

Journeys to Freedom is Pact's holistic resettlement service for women leaving prison. It is currently jointly funded by [City Bridge Trust](#), the [Colyer-Fergusson Charitable Trust](#), and [London Housing Foundation](#).

Since March 2021, the service has provided intensive, person-centred support to women leaving HMP Send (Woking, Surrey), HMP Downview (Sutton, Surrey), HMP Bronzefield (Ashford, Surrey) and HMP East Sutton Park (Maidstone, Kent). The project helps vulnerable women to navigate the enormous transition involved in leaving prison and helps to reduce the likelihood that they will re-offend.

Resettlement support is provided at three key stages: in prison prior to their release; through the gate on the day of release; and in the community. Each woman receives support from the project's dedicated resettlement Keyworker, who will support them to create a personal action plan to guide their resettlement journey. Typically, this relationship will begin as women near the end of their custodial sentence and continues on in the community. Pre-release, service users can access one-to-one interventions designed by Pact that cover some of the challenges and issues they may face in returning home and to the community. Women based in HMP East Sutton Park are provided with additional support from Pact's Journeys to Freedom Family Engagement Worker, whilst women in other prisons are supported by a wider team of Pact staff providing similar family services to women throughout their custodial sentence. On release, participating women will be met and supported by their Pact Resettlement Keyworker and over the following weeks receive as little or as much support as they need to:

- attend key meetings (with probation, drug or alcohol services, health professionals and others)
- find and secure appropriate accommodation
- set up benefits and manage finances
- find suitable employment, training, or education opportunities
- improve relationships with family members and build a positive support network.

They also receive a 'release pack' that includes key items such as PPE, toiletries, and a mobile phone (essential for communication with family members and service providers).

As part of their journey, women can also access Pact welfare grants, which can be used to fund essential items such as clothes, bedding, furniture, and white goods. They can also take advantage of comprehensive online training and support to increase confidence and build knowledge and skills needed to find employment or access further education/training.

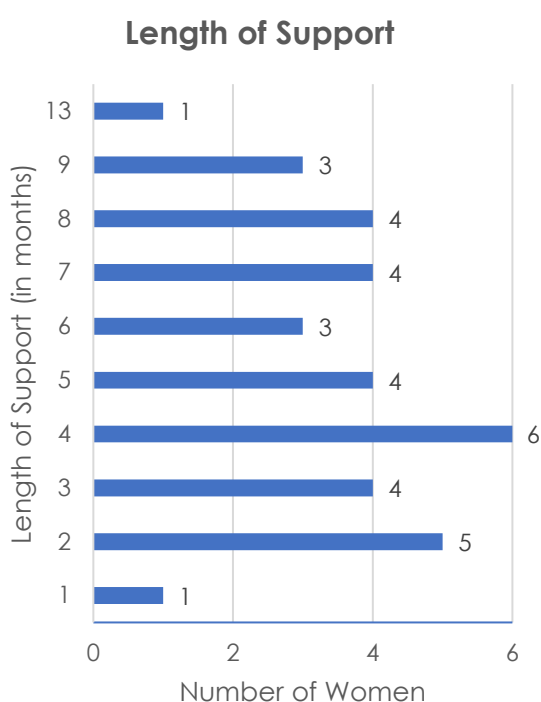
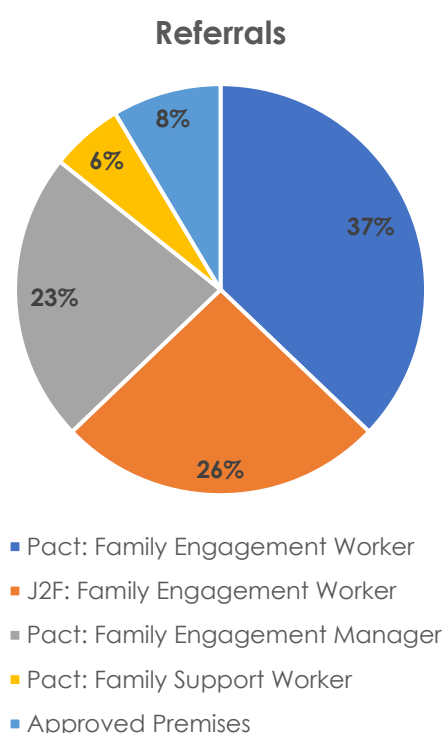
This report focuses on the experiences of women supported by Journeys to Freedom between March 2021 to March 2023 and aims to demonstrate the impact of the service, both on the women in receipt of support, as well as the services working closely with those women, including: probation, housing, healthcare, prison staff, social workers, and education, training or employment services.

The report presents the impact of the service across four key outcome areas:

- Accommodation
- Employment, Training, and Education
- Family & Relationships
- Health & Wellbeing

## Overview of women supported by Journeys to Freedom

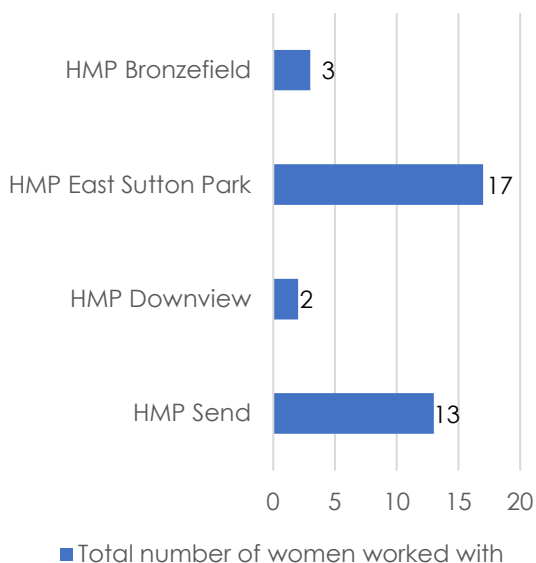
Journeys to Freedom supported women leaving four female prisons in London and the South East of England. The majority of referrals to the programme were made by Pact staff working in prisons: Family Engagement Workers (21), Family Engagement Managers (8), & Family Support Workers (2). A further 3 women were referred by Approved Premises providers. In total, Journeys to Freedom worked with 35 women who would resettle back into London (71%) or Kent (29%). Women were supported for between 1 and 13 months<sup>6</sup>, with all 35 women (100%) beginning their journeys prior to their release.



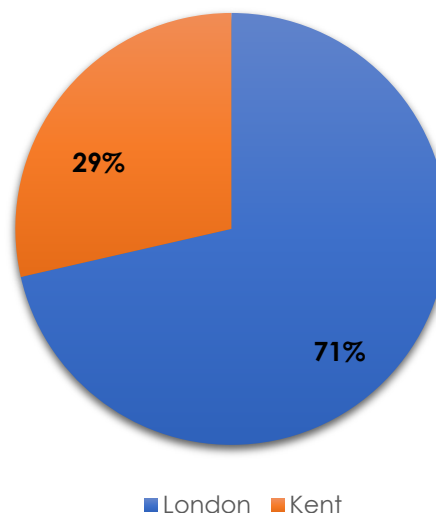
<sup>6</sup> At the time of writing this report, 9 women were still receiving support from Journey to Freedom.



### Releasing prison

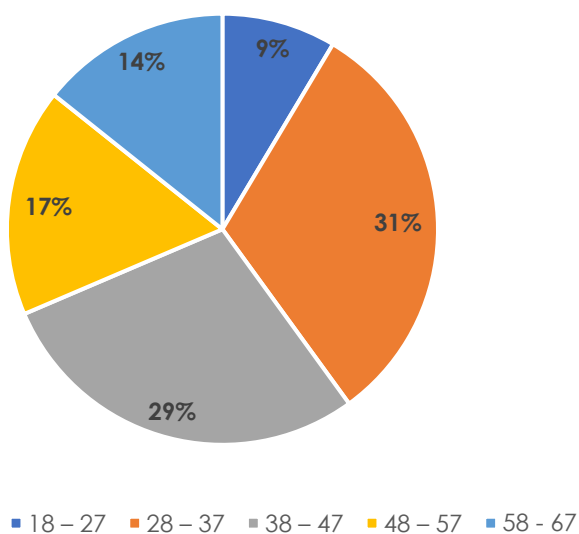


### Resettlement location

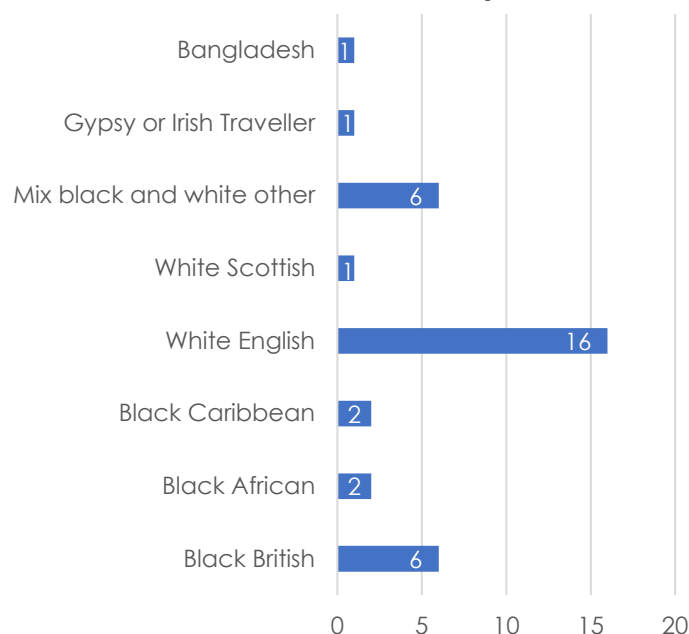


The age of the women supported varied significantly, with the youngest only 18 years old and the two eldest being 62 years of age. Racial and ethnic backgrounds were also diverse, with the majority of women categorizing themselves as White English (45.7%), while only one person categorized themselves as either White Scottish, Gypsy or Irish traveler, or Bangladeshi.

### Age

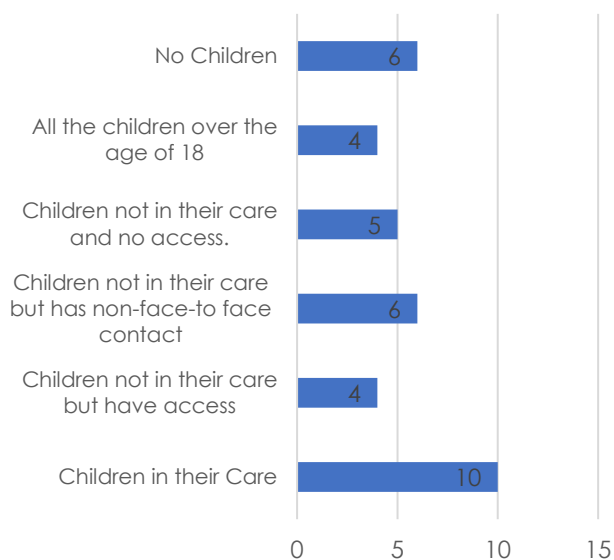


### Race and Ethnicity

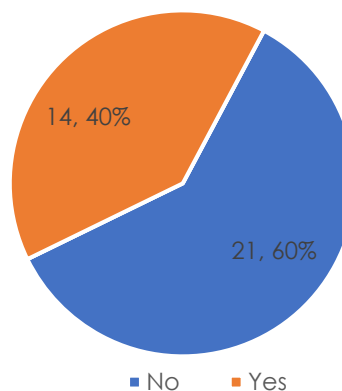


The majority of the women supported were mothers, with 25 of the 35 women having children under the age of 18. Ten of the 25 women were the primary carers for their children. 40% of the women supported had a history of drug or alcohol misuse.

### Caring Responsibilities



### History of Alcohol Or Drug Misuse





## Working collaboratively to support women

Journeys to Freedom worked alongside and in partnership with numerous organisations to ensure that the needs of women were met effectively. These organisations included, but were not limited to:

| Organisation <sup>7</sup>   | Brief <sup>8</sup>  |
|---|---|
|    | <p>Children and Family Court Advisory and Support service (Cafcass) is a non-departmental public body whose aim is to promote welfare of children and families involved in proceedings in the family courts.</p>  |
|    | <p>National charity that offers confidential advice with regards to Benefits, Work, Debt and Money, Consumer, Housing, Family, Law and Courts, Immigration and Health.</p>  |
|    | <p>Cruse is a bereavement charity that provides people with support and information to cope with the death of a loved one.</p>  |
|  | <p>The Forward Trust is a national organisation that empowers people to break the cycles of addiction or crime, by delivering a range of services and interventions, both in communities and prisons. This includes: Substance misuse (drug and alcohol), Family services, Employment services, Housing and resettlement services, Mental health services, Gambling addiction, and Probation reforms and offender management.</p> |
|  | <p>FRANK is a drug advisory service, providing a complete overview of different drug substances, their effects, and the Law. They also provide support and advice on drugs and alcohol through their programme, Talk to Frank.</p>  |
|  | <p>Hestia supports adults and children through times of crisis. The organisation delivers services across London and the surrounding boroughs, and advocated national on issues impacting service users. Their support includes: Victims of modern slavery, victims of domestic violence, young care leavers and older people.</p>  |

<sup>7</sup> Arranged in alphabetical order.

<sup>8</sup> Information about each charity has been taken from the 'About us?' ( or equivalent) section on their respective websites.

|   |  |
|---|--|
|    | <p>His Majesty's Prison and Probation Service is an executive agency of the Ministry of Justice (MOJ) responsible for the correctional services in England and Wales. Journeys to Freedom staff worked closely with prison and probation staff, including Offender Managers, as well as each prison's chaplaincy team.</p> |
|    | <p>Job Centre is a public sector service that supports with employment, including training, work experience and suitable job listings.</p>   |
|    | <p>Mind is a nationwide mental health charity that supports individuals to access better healthcare, provides key information and advice, and local services to anyone that needs it.</p>  |
|    | <p>Advance charity delivers support to women in contact with the criminal justice system. This includes providing service users with Keyworkers who work in partnership with them, and other statutory and volunteering organisation to provide a customised support plan which addresses the women's needs.</p>           |
|  | <p>Pro-bono legal charity run by a firm of London solicitors who support and work with various issues around assisting in the reestablishment of the mother and child relationship, providing advice and representation to mothers in prison, or who have left prison.</p>   |
|  | <p>Pact's Journeys to Freedom Keyworkers worked collaboratively with prison-based Family Engagement Workers and Managers, and other staff to provide joined-up support for women in custody regarding accommodation, family relationships, and health and wellbeing.</p>   |
|  | <p>A Kent based charity which provides support for homeless and vulnerable people. Individuals are supported to break down barriers to housing, mental and physical health, work, education, and financial independence.</p>   |
|  | <p>Supports individuals by providing comprehensive debt advice, allowing people to take back control of their finances and debt problems.</p>  |

|   |  |
|---|--|
|  | <p>StreetLink helps end rough sleeping by enabling members of the public to connect people sleeping rough with the local services that can support them.</p>   |
|  | <p>Based in London, Thames Reach supports homeless and vulnerable people with finding accommodation, and building positive relationships with their families and communities.</p>  |
|  | <p>Winston's Wish is the UK's first childhood bereavement charity, providing specialised care and support services across the nation.</p>  |
|  | <p>Women in Prison is a national charity that supports women impacted by the criminal justice system, working with women in the community and through Women's Centres. The charity focuses on human rights, social justice, health and specialist community support services to help women successfully move on from their past convictions.</p> |

## Methodology

This report was produced using a mixed-method methodology and draws on data from a range of sources:

### a) Journeys to Freedom case files

Quantitative data was gathered from 22 closed casefiles – where women had accessed support from Journeys to Freedom pre-release and through to resettlement. 13 cases were therefore not included within the study. This is due to 9 still being active cases, and four cases that were closed prematurely prior to the implementation of an action plan (one due to drug misuse, one due to complex mental health needs, one due to the woman no longer in want of support, and one who did not remain in contact).

These closed casefiles provided data on accommodation outcomes, employment education and training outcomes, support with family relations (including child contact) and health and wellbeing needs, including any referrals made.

### b) End of support feedback forms

Women who receive support from Journeys to Freedom are invited to complete a feedback form when their support ends. 15 feedback forms were analysed for the purpose of this review. It should be noted that it may be that the women who had a positive experience of the programme were more engaged in providing feedback in comparison to those who did not.

### c) Women who had received support from Journeys to Freedom

Semi-structured interviews were conducted with 6 women who had received support from Journeys to Freedom. The women were provided with information about the purpose of these interviews (see Appendix A & B) by a member of Pact staff and asked if they would like to contribute. Women were offered either face to face or online interviews (see Appendix C for interview schedule). All the women who contributed were given a £25 e-voucher to thank them for their participation.

| Pseudonym    | Age Group | Race & Ethnicity                           | Releasing Prison | Released to? | Released from custody | Children under 18? | Support from Journeys to freedom |
|--------------|-----------|--|------------------|--------------|-----------------------|--------------------|----------------------------------|
| <b>Megan</b> | 55-64     | Black, Black British, Caribbean or African | East Sutton Park | London       | 6 - 12 months ago     | Yes                | Still receiving support          |
| <b>Emma</b>  | 35-44     | White British                              | Send             | London       | Over 12 months ago    | Yes                | Support Stopped more than a      |

|                  |       |                                  |                  |        |                    |     |                                       |
|------------------|-------|----------------------------------|------------------|--------|--------------------|-----|---------------------------------------|
|                  |       |                                  |                  |        |                    |     | month ago                             |
| <b>Ruth</b>      | 55-64 | White British                    | Send             | Kent   | Over 12 months ago | No  | Support Stopped more than a month ago |
| <b>Chantelle</b> | 25-34 | Black British                    | East Sutton Park | London | Over 12 months ago | Yes | Support Stopped more than a month ago |
| <b>Chloe</b>     | 35-44 | Mixed or multiple ethnic groups) | East Sutton Park | London | 6 - 12 months ago  | Yes | Still receiving support               |
| <b>Annie</b>     | 55-64 | White British                    | Send             | London | Over 12 months ago | Yes | Support Stopped more than a month ago |

The six women interviewed represented a broad cross section of the Journeys to Freedom recipients:

- Interviewees ages varied significantly, representing 3 different age groups.
- Three women identified as White British, two identified as Black British, and one identified as Mixed Race.
- Three women were released from HMP Send, whilst the others were released from HMP East Sutton Park.
- Five out of the six women resettled in London, whilst one resettled in Kent.
- Two women were released 6 to 12 months ago, whilst the other four completed their sentence over a year ago.
- Four women stopped receiving support over a month ago, whilst two were still receiving support during the time of the interview.

#### **d) Video case studies**

Four women who had received support from Journeys to Freedom had previously participated in videos to promote the service and highlight the needs of women leaving custody. The videos were analysed for this report.

**e) Journeys to Freedom Keyworker Interviews**

Semi-structured interviews (see Appendix D for interview questions) were conducted with both Journeys to Freedom Keyworkers. The Keyworkers support the same women with different aspects of their rehabilitation. One Keyworker is based at HMP East Sutton Park and supports women with their family relationships and mental health, while the second Keyworker is based in the community and provides support regarding accommodation, education, training and employment.

**f) Practitioners from agencies working alongside Journeys to Freedom**

Online surveys were sent to practitioners who had worked closely with Journeys to Freedom (see Appendix E for survey questions). Nine surveys were completed by practitioners from social work, prisons and probation.



## Executive Summary

This report, drawing on evidence from interviews with women in receipt of Journeys to Freedom support, as well as Keyworkers delivering the support and practitioners from partner organisations, demonstrates the complex and multifaceted needs of women leaving custody and resettling into the community.

Journeys to Freedom has delivered a unique, holistic service that provides women with support from before they leave custody, through the gate and into the community. This report demonstrates how, for many women, their resettlement needs are intrinsically linked and therefore it is essential that they receive support that focuses on the individual – rather than just one area of need (such as accommodation).

Journeys to Freedom has been successful in working with women to address their needs across accommodation, health and wellbeing, relationships and education, training and employment. The support delivered has been incredibly varied and frequently complex, requiring effective flexible and multi-agency approaches, led by the needs of each individual woman. Central to the delivery has been the belief that the service is there to empower and enable women to effectively manage their own resettlement, so that they develop the skills, confidence and motivation to sustain their successful transition into the community.

Outcomes achieved by women supported by Journeys to Freedom:

- **95%** of women who were supported by Journeys to Freedom were either in their **own property or were living in supported accommodation** by the end of the support period.
- In over **two thirds** of the 22 closed cases analysed, women were successful at **gaining employment** by the end of the support period.
- In all 5 cases where women were referred for legal support regarding child contact, the women were successful in **re-establishing contact with their child(ren)**.
- Women in receipt of support from Journeys to Freedom stated that the service had **significantly improved their mental health and reduced their anxieties**.

A number of factors associated with the unique approach taken by Journeys to Freedom were identified as contributing to the positive outcomes achieved by women:

- **Advocacy**  
Both women in receipt of support and practitioners identified the vital role that Journeys to Freedom Keyworkers played in advocating for women – whether that be with Probation, accommodation providers, social care or potential training providers. This was particularly valuable for women while they were still in custody and had limited contact with community-based services, but was also invaluable in the early days of resettlement when women were often anxious and overwhelmed and lacked self-confidence, as well as trust in the



professionals around them.

- **Individualised, co-developed action plans**

Keyworkers worked alongside women to develop person-centred action plans which reflected each individual women's needs and provided realistic goals for women to move towards. These plans helped women to remain motivated while providing manageable steps to avoid them feeling overwhelmed.

- **Practical support**

Journeys to Freedom provided a significant range of practical, hands-on support for women in their early days of resettlement. Support was responsive to the needs of the woman and varied from supporting women to complete paperwork on library computers, to attending appointments alongside women and accompanying women on shopping trips to buy household equipment. A key element of this practical support was the provision of 'release packs' that included items such as PPE, toiletries and a mobile phone.

- **Emotional support**

Women described feeling incredibly anxious, isolated and overwhelmed both in the period immediately before their release and once they had returned into the community. Many women needed support to rebuild their community networks and the majority of women supported had mental or physical wellbeing needs. Women identified the emotional support provided by Journeys to Freedom as invaluable, particularly given the many challenges that they faced on being released from custody – whether related to accommodation, employment or family relationships.

- **Multi-agency working**

A key element of Journeys to Freedom was identifying appropriate services and sources of support and information for women. As well as accompanying women to initial appointments, Keyworkers also made referrals and signposted women to local services to support their resettlement. Women acknowledged that if it had not been for Journeys to Freedom they would not have accessed the range of support that was available to them.

- **Access to Pact Academy training**

The women supported by Journeys to Freedom were able to access free online training and development via Pact Academy (Pact's dedicated online training and development platform). Eight women attended 72 courses covering topics such as health and wellbeing, employment skills, safeguarding, IT skills and legal rights.

- **Joined up working across Pact services**

Women in receipt of Journeys to Freedom support were able to benefit from wider Pact services. The majority of referrals to the service were made by other Pact services based within the prisons, enabling effective joined up working and information sharing. Women were also referred by their Keyworkers to Pact services in the community such as Pact's Befriending Service and Pact volunteering opportunities.

- **Supporting access to financial assistance**

As well as supporting women to access grants and financial assistance, Journeys to Freedom Keyworkers also provided valuable guidance and support around financial planning and budgeting. Financial support not only enabled women to buy essential household items (supporting their accommodation needs), it also impacted on their wellbeing (reducing the fear and anxiety associated with poor financial wellbeing), family relationships (enabling them to buy items such as clothing for their children) and sense of agency.

- **Supporting the development of confidence and self esteem**

A key component of the support provided by Keyworkers was building the confidence and self-esteem of women. This was achieved through supporting them to complete tasks independently (such as completing application forms), signposting them to activities and workshops that could promote self-esteem and consistently recognising their achievements in moving forward.

- **Provision of consistent and trusted relationships**

Many of the women supported had negative experiences of relationships with both family members, significant others and professionals. This had resulted in a lack of trust and a sense of isolation and stigmatisation. Women identified the benefit associated with being able to leave custody while having the support of a Keyworker with whom they already had an established and trusting relationship. The longevity and consistency of support was highlighted as an essential element of the service by both practitioners and women alike.

While both women and practitioners from partner organisations were overwhelmingly positive about the Journeys to Freedom service, they suggested that the following issues could be considered in the future development of the service.

- **Extend the support available regarding accommodation:** women suggested that they needed earlier support prior to leaving custody to identify appropriate accommodation that took into account any previous trauma and experiences.
- **Extend the geographical reach of the service:** it was suggested that the service be made available to women resettling into areas other than just London and Kent. This was identified as being particularly important for women who may have been released to London/Kent and therefore eligible for support from J2F, who then relocate to another area and are no longer able to access that support.
- **Extend the length of time support available:** women suggested that they would have liked to start receiving support earlier in their sentence to address both the practical and emotional implications of release.
- **De-prioritise employment at early stages of resettlement:** women and practitioners suggested that there should be less pressure on women to find employment as soon as they are released from custody as they felt it was more valuable to prioritise wellbeing, housing and relationships - all of which would then enable women to feel more confident in seeking employment.
- **Provide additional support to enable women to build new relationships in their communities:** women identified needing additional support to develop the skills,

knowledge and confidence to establish new relationships in their community and navigate issues such as stigma and feelings of isolation.

- **Additional support to understand and develop knowledge with regards to legal rights and responsibilities**
- **Additional support regarding drugs and alcohol misuse:** both women and practitioners suggested that there was insufficient support available in the community for women who had previously misused drugs and alcohol and that additional support should be put in place.

## 1. Accommodation

The Corston Report (2007) suggested that housing is the most significant resettlement need for women who have completed a custodial sentence<sup>9</sup>. The Ministry of Justice found that during 2020-2021, 12.8% of women were released into homelessness or rough sleeping. This number increases further when you consider women who have been placed into temporary or unsuitable housing, as well as those 'sofa-surfing' and with no fixed address<sup>10</sup>. Lack of suitable housing is a key contributor to recidivism<sup>11</sup>, with 60% of prisoners reporting that having suitable accommodation would deter them from reoffending<sup>12</sup>.

### 1.1 Understanding the support needs of women being released from custody

The women interviewed identified the **complex nature of finding appropriate housing** on release from custody, and identified previous experiences where statutory services had failed to recognise their needs – particularly in terms of their safety:

*"I had to come back home [to my husband who is violent] because there was no other option for me but to come back to the house. So that was an issue on its own, obviously. And I spent a lot of time trying [to] find somewhere to live. But I would have had to literally start again, on my own. I had no money or anything."* Ruth, interview

*"My first accommodation was a shared accommodation and everyone else was male. There was five of us, and I was the only female. And my room was smaller than a cell. It was really hard... I have past trauma with men, it was really a nightmare for me..."* Chantelle, interview

Women also felt that accommodation was sometimes treated as a **tick-box exercise**, which failed to effectively consider the best interests of the individual or the sustainability of the housing:

*"I left with no accommodation. In the eyes of the council I had accommodation, whether I was sofa surfing or not."* Milly, video case study

*"If you are working, [council] feel like you're okay and can find your own housing. And I am a young lady. And I'm single, and I don't have kids. I'm just not a priority."* Chantelle, interview

<sup>9</sup> Corston, J. (March 2007). *The Corston report: A review of women with particular vulnerabilities in the criminal justice system*. Home Office.

<sup>10</sup> Ministry of Justice. (July 2020). Community Performance Quarterly release to March 2020.

<sup>11</sup> HM Inspectorate of Probation (July 2020). *Lack of housing jeopardising public protection and rehabilitation of offenders*.

<sup>12</sup> Ministry of Justice (March, 2012). Research Summary 3/12. Accommodation, homelessness and reoffending of prisoners: Results from the Surveying Prisoner Crime Reduction (SPCR) Survey.

Women were also keen to emphasise that there was a significant amount of **fear and anxiety** associated with release and the uncertainty regarding accommodation:

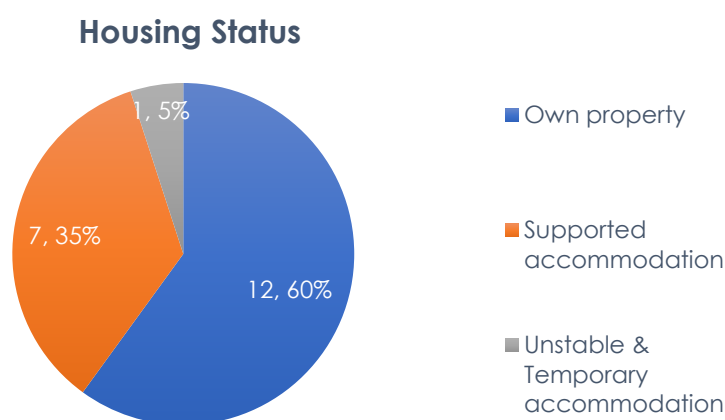
*"Total culture shock"* Rochelle, video case study

*"So I was getting very stressed, and I suffer from anxiety and depression, complex PTSD, and I was okay. But then I was getting close to the [release] date, and I was realising that there could be a high percent chance that I'm not going to get anywhere, I started worrying a lot."* Chantelle, interview.

*"I was very scared because I didn't know if I was going to go outside or to the detention centre. It's better to keep me here [in prison] than to put me on the streets"* Almas, video case study. Almas lost her immigration status when she received a prison sentence. This resulted in severe anxiety that she would be sent back to her country of ethnic origin having resided in the UK for more than 10 years.

## 1.2 Outcomes achieved by Journeys to Freedom

Analysis of 20 completed case files demonstrated that in 95% of cases, women who were supported by Journeys to Freedom were either in their own property or were living in supported accommodation by the end of the support period<sup>13</sup>. Only 5% of the women were in temporary or unstable accommodation at the point of case closure.



In all 20 of the cases analysed, Journeys to Freedom provided welfare grants to support women's resettlement into accommodation (for example, to cover costs of household appliances and basic furniture). Welfare grants ranged in size anywhere from £50 to £1023, but on average women received over £285.

<sup>13</sup> Please note, 2 of the case files did not provide information on their housing at the end of the support, and were therefore excluded from this section.

*"[My Keyworker] helped a great deal with a lot of the paperwork and assisted a lot with finding accommodation."* Megan, interview

Of the 8 practitioners who provided feedback on 'accommodation', 6 rated Journeys to Freedom as 'excellent' in supporting women with housing and 2 rated it as 'good'.

*"Superb service, can't fault it!"* Practitioner, survey.

*"A lot of this centres on housing to start with, as this is a main priority in the lead up to release. This is something that is incredibly overlooked in prison, and many women panic about the prospect of being released homeless, and J2F try to ease their fears as much as possible, and help them find some form of accommodation, which can be the difference between a release and a recall."* Practitioner, survey.

When asked what would have happened, had Journeys to Freedom not been available, two woman said they would have been homeless and two said that they would have returned to prison due to a lack of support.

*"I probably would be on the streets now."* Megan, interview.

*"If it wasn't for [my Keyworker] I'd probably be back in jail."* Annie, interview.

*"I think I probably would have ended up in prison very quickly [if my Keyworker was not involved]. Maybe through ignorance, stupidity, God knows. That support is the make or break of it."* Emma, interview

*"The support offered to the women in our care is excellent and it is fundamental to our resettlement process."* Practitioner, survey

### 1.3 How Journeys to Freedom contributed to successful outcomes

#### a) Advocacy

Both the women interviewed and statutory service practitioners identified the valuable advocacy role that Journeys to Freedom provided:

*"When I asked Pact caseworker for supporting letter for Housing, she wrote an amazing letter outlining support she provides and explained why she needs supported housing or self-contained accommodation."* Practitioner, survey.

*"Sometimes if I can't talk, she will speak on my behalf... she is an advocate, when you come out, it's kind of hard to talk to people... If [Keyworker] wasn't there [to speak on my behalf] they would have put me off... I would likely be on the streets."* Megan, interview

*"[My Keyworker] got in touch with people for me. It was helpful because I do not like doing that sort of thing"* Ruth, interview

*"More than anything else, J2F provide the women who are being released with someone to lean on until they feel comfortable enough to reintegrate into society"*

*by themselves. Many recalls we see are women who have not long been released, usually due to feeling overwhelmed having not been in the community for such a long period of time, so having a mentor in the community for the first few months after release is essential to reducing reoffending.”* Practitioner survey.

### Case study: Journeys to Freedom supporting accommodation needs

|   |   |
|---|---|
| <p><b>Woman in receipt of support</b></p> | <p>Laila was 27 years old when she was referred to Journeys to Freedom by her Pact Family Engagement Worker. She had a son in foster care with whom she still had face to face contact. Laila's support started a few weeks before release and lasted for 9 months.</p>   |
| <p><b>Accommodation needs</b></p>         | <p>Having been granted RoTL (Release On Temporary License), Laila had already secured part time employment in Sainsbury's prior to her release. She had decided to relocate to London on release from custody. As she had not lived in the city for 2 years prior to her arrest, London councils were unable to support her accommodation needs. As a result, Laila was struggling to find her own rented accommodation, which was further restricted due to her offence.</p> <p>Laila was able to visit potential rental properties during her ROTL with probation approval. However, due to delays in probation communicating with Laila, properties were regularly let before Laila was able to visit. Despite her best efforts, Laila had no accommodation identified with only a few weeks until her release date.</p>   |
| <p><b>Support provided by J2F</b></p>     | <p>Laila's J2F Keyworker liaised closely with her Probation Officer, advocating for Laila and encouraging them to recognise Laila's accommodation needs – resulting in Laila being granted permission to view an available property while on ROTL, accompanied by her J2F Keyworker.</p> <p>Laila was successful in securing the property and paid the necessary deposit. The J2F Keyworker supported Laila to make the arrangements to ensure the room was ready for her release and supported her to apply for a welfare grant to purchase household items such as bedding.</p> <p>However, on the day of release, unexpectedly Probation deemed the accommodation unsuitable, and Laila was left distraught, feeling deflated and hopeless. The J2F Keyworker, who had visited the premises with Laila, was able to liaise with Probation on Laila's behalf, provide the necessary additional information and demonstrate Laila's commitment to securing appropriate accommodation. Eventually the accommodation was approved and the J2F Keyworker supported Laila to</p> |



|                         |  |
|-------------------------|--|
|                         | establish an action plan to manage her finances and find employment.   |
| <b>Outcomes</b>         | Laila was successful in finding and moving into secure accommodation upon release and shortly after release was employed full time.  |
| <b>Laila's feedback</b> | "As I was moving to a new area and privately renting, things with probation were quite complicated at times. My Keyworker came to meet me on day release to get the keys and look at my new accommodation. I found this really helpful, as she asked questions that I wouldn't have thought to, and always assisted where other agencies were making the process difficult." |

## b) Practical support and information

*"So to be honest, if it wasn't for [Keyworker], I wouldn't have known anything about anything and how to move forward with my future housing down south, how to, you know, get to know my surroundings in [location]. She effectively held my hand from the day she came to see me, which was within 48 hours of me being released."*

Emma, interview

Journeys to Freedom provided essential practical support and information to enable women to secure and maintain appropriate and safe accommodation. This included:

- Support to identify appropriate accommodation:  
*"Tanya has tried so many private accommodations and feels that she is being discriminated against due to her offences and her husband's debts. I informed Tanya that I will look online to support her with accommodation and send links for any suitable accommodation that I find"* Tanya's Keyworker, casefile
- Support on day of release to ensure access to accommodation:  
*"At the point of release, if they had secured some accommodation to go to, I would ask them how they're getting there, who's going to pick them up. In London, I would meet them down by their probation office and we would have a three way meeting with the Probation Officer. On a few occasions, I've had to meet some people because they have no fixed address and I've gone straight to the council with them and we'd try and find accommodation for them."* J2F Keyworker, interview  
  
*"[Keyworker] supported me with guiding me to hostel, buses and also phoned the housing as there were no staff when arriving, [so I] was very anxious, [and] felt that my Keyworker calm[ed] me down and reassure[d me] that there will be someone to meet me at the time schedule."* Annie, feedback form
- Provision of information and support packs to enable women to feel empowered and informed regarding their housing rights. *"[My Keyworker] gave me a support*

*pack which I really appreciate."* Annie, feedback form

- Assisting with issues that may arise with temporary accommodation (including, but not limited to, lack of heating/hot water, doors not locking securely, lack of safety measures in place).
- Securing grants for and sourcing essential household items, including furniture, kitchen appliances, and white goods.  
*"I had access to vouchers, and that was brilliant because I was able to get...all the essentials for my flat which I wouldn't have been able to otherwise."* Aly, video case study

*"When [my Keyworker] helped with the furniture, I had nothing when I got out so it helped make a house a home "* Beth, feedback form

- Supporting women to complete forms and use online application processes (for example, utilising resources in local libraries):  
*"A lot of the women have learning disabilities, so I help them to fill out forms and that kind of thing as well. But I'll tell them, 'I'm going to show you once and then you got to do it' because it's not about me doing it for them, it's about me empowering them [to do it themselves]."* J2F Keyworker, interview
- Accompanying women to appointments and meetings  
17 of the women supported were accompanied to meetings such as Job Centre appointments and meetings with Probation Officers.

All women were supported through at least one face to face meeting whilst they were still in custody.

### **c) Financial assistance**

Providing financial information, support and assistance is an essential element of enabling women to secure and maintain accommodation. As well as supporting women to access grants and financial assistance, Journeys to Freedom Keyworkers also provided valuable guidance and support around financial planning and budgeting.

*"Even if they get accommodation, we will then look at budgeting. How they are going to finance their bills... so we will sit down and do a budget plan of how they pay all their bills and make sure that they don't put themselves in any debt. And we also might apply for grants to get them the bare necessity stuff."* J2F Keyworker, interview

*"She supported me with my financial stuff...with getting a mattress so I actually had somewhere to sleep...getting clothes to go to interviews"* Rochelle, video case study

Interviews with the women and staff, as well as analysis of the case files, demonstrated that the service provided financial support over a broad range of areas including:

- Budgeting skills
- Benefit applications – applying for Universal Credit (JSA, ESA, PIP)
- Setting up affordable repayment plans for debts
- Declaring bankruptcy
- Understanding credit scores, and how to improve them
- Applying for welfare grants (from Pact and other agencies)
- Money management and how to save
- Setting up Direct Debits and online payment plans

*"[My Keyworker] was able to help me when I moved into my studio flat. She helped me get essential stuff like cutlery, a washing machine and bits and bobs with a grant."* Chantelle, Interview.

#### **d) Referrals and signposting to other agencies**

One of the key ways in which Journeys to Freedom achieved successful accommodation outcomes for women, was via effective joined up working with relevant organisations and housing providers. This started before the women left custody and continued into the community, and included collaborative work with other organisations including Porch Light and Thames Reach.

*"We'll put the action plan together and then I'll start to make contact with various agencies before release, just to make the transition better."* J2F Keyworker, interview

*"We have a woman who right now is still sleeping out on the streets, five weeks since she's been released, you know, and last week I went to see her. And we got a room secured with Porch Light..."* J2F Keyworker, interview.

### **1.4 How Journeys to Freedom could develop their service to better meet women's housing needs**

The women interviewed identified the following ways in which Journeys to Freedom could be developed to ensure their housing needs were met effectively:

- More support to identify safe and appropriate accommodation options

*"More support around references and checks on the suitability of the areas and the properties. People are vulnerable when they leave custody and this seems to be something that is massively overlooked."* Emma, interview

*"Finding somewhere that's going to accept them, because you're an ex-prisoner... its embarrassing as well you know, going through an accommodation [process] that they're not going to accept you anyways. So you need accommodations that are going to accept prisoners."* Ruth, interview

- Earlier information and support around housing

All six of the women interviewed, as well as the women in the video case studies suggested that support from Journeys to Freedom should be available earlier in their sentence to give them as much time as possible to address their housing needs.

*"Start providing housing, legal advice, guidance and booklets halfway through [someone's] prison sentence. So that they know what to expect on the way out."* Megan, interview

*"Support for women needs to happen as early as possible"* Milly, video case study

*"I'm lucky they introduced me to [Keyworker], but they should of introduced me before"* Almas, video case study

- Enable Journeys to Freedom support to follow women out of area

External practitioners, Journeys to Freedom Keyworkers and women in receipt of support, all highlighted the need for the service to be available across a wider geographical area and not limited to Kent and London resettlement areas:

*"So I remember one of the things Theresa [and I] got quite upset about was that while I'm working, I moved out the area, which effectively meant she was not allowed to you know, help me anymore. That is something that needs to be bridged."* Emma, interview

*"There are quite a few women who we've worked with here in East Sutton Park, who would be ideal candidates for J2F but because they're going to different parts of the country they can't take part in such a positive, life changing , life affirming service."* J2F Keyworker, interview.

*"[We] do a lot of work with them while they're with us [in prison]. And then you think what are they going to be released into? All our hard work, all their hard work, is that going to end because they couldn't cope without some ongoing support?"* J2F Keyworker, interview.

*"To just continue as they are and maybe expand to other areas, for any person leaving prison to have someone to support you through custody court cases and assist with housing and benefits, for the emotional support that the team provide, it gives a person the best possible chance of integrating back into society and succeeding at not returning to their old patterns of behaviour."* Practitioner, survey.

## 2. Employment, Training and Education

The Ministry of Justice's Education and Employment strategy<sup>14</sup> acknowledges that women need a specific, tailored approach to enable them to leave prison successfully and move into education, training and employment and this is echoed in the Female Offender Strategy (2018). This approach needs to take into account women's often complex needs, as well as childcare responsibilities. Many women in custody have had poor prior experiences of education – with almost a third having been expelled or permanently excluded from school<sup>15</sup>. In 2018, the Ministry of Justice reported that 40% of women (compared to 35% of men) in custody were identified as 'having a learning difficulty/challenge.'<sup>16</sup> Employment is a key factor in reducing reoffending, however employment outcomes for women leaving custody are worse than for men, with fewer than one in ten women having a job to go to on release<sup>17</sup>.

### 2.1 Understanding the support needs of women being released from custody

Both the women interviewed as well as practitioners acknowledged that women often require support to address their practical and emotional needs before they can start to consider their employment or training options.

*"So I'm trying to gain [my relationship with the community] back, and trying to look for somewhere to live, also trying to make sure my mental health is okay, and on top of all of that going into work. It was a lot. It was hard"* Chantelle, interview.

Practitioners highlighted that women in custody can often have **unrealistic expectations** about education and employment opportunities or are **unclear about what they might want, or be able to do**.

*"Residents often want to do things they are not yet ready for, or they are unsure about what they want to do."* Practitioner, Survey

*"Half of our pre-release work is managing people's expectations and having those realistic conversations [about what they should expect on the outside]"* J2F Keyworker, Interview

One of the women interviewed also acknowledged that the reality of finding employment on release was much harder than she had anticipated:

*"The reality is it was so difficult to get back into work. It's been very sporadic. It's been, whilst trying to rebuild my life. It's been difficult to navigate that I had no kind of comprehension of just how hard it would be. I was so adamant that I'd just slip right back into it."* Emma, Interview

<sup>14</sup> MOJ (2018). Education and Employment Strategy 2018. Available at:

<https://www.gov.uk/government/publications/education-and-employment-strategy-2018>

<sup>15</sup> Cooney, F. (2018) Should prison education be different for women? Prison Education Trust

<sup>16</sup> Ministry of Justice (2019) Community Performance Quarterly, update to March 2019, Offender Employment Circumstance table (April 2017 to March 2019), London: MoJ

<sup>17</sup> Cooney, F. (2018) Should prison education be different for women? Prison Education Trust

In addition, practitioners suggested that women may also **lack the confidence and self-esteem** to realise their potential or explore the options available to them.

*"Not all of them, but the majority of women in prison are able but they lack self-esteem. Because you got to remember some of them have been in the institution for such a long time, they've been told when to wake up, told when they go to work. So it's like, transitioning someone from not being able to do anything for themselves and coming back into adulthood."* J2F Keyworker, Interview.

Women also highlighted **limited opportunities to engage with training and education** either during their time in custody or upon release (exacerbated by the impact of Covid-19).

*"No training or education was provided"* Ruth, Interview

*"Because of covid, a lot of women didn't get a chance to do any sort of courses"* J2F Keyworker, Interview

Women also identified the **practical challenges associated with applying for employment or education after a custodial sentence** – such as not having an up-to-date CV or references:

*"I'm looking for work but I'm finding it hard because I haven't got any references or anything. It is a struggle"* Ruth, Interview

For many women with **childcare responsibilities**, finding flexible employment can be challenging:

*"Some of them come out with a job. However, once they come out of prison, I would say the only ones who can maintain the job are the ones that don't have children. The ones that don't maintain the job are because they can't cope, they're trying to juggle the family life and they feel a lot of guilt around the fact that they've neglected [their] children."* J2F Keyworker, Interview.

## 2.2 Outcomes achieved by Journeys to Freedom

18 of the 22 case files analysed provided information regarding education, training and employment outcomes.

*"When I was released I was very lucky I got a job interview. And they were very understanding about my situation and some of the challenges that I faced"* Rochelle, video case study

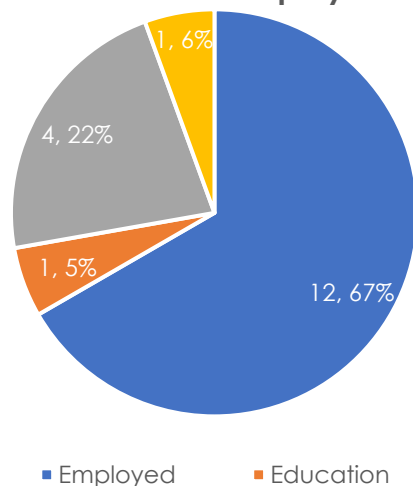
In over two thirds of the cases (12 out of 18) women were in employment at the point of case closure. Four of the women were unable to work due to: mental/physical health needs (2), immigration status (1) and lack of accommodation (1).



"I've spoken to my probation about it and I went to the job centre, and [my Keyworker] came with me to the job centre. And they said I'm not fit to work at the moment because I suffer from depression and all that." Chloe, interview.

One woman was in education and completing a University degree, and one woman was unemployed.

**Education and Employment Status**



The women who had received support from Journeys to Freedom exceeded the national average rate for employment on release from custody where, on average only 17% of those with a criminal conviction secure P45 employment within a year of release<sup>18</sup>, with women less likely to secure work in comparison to men<sup>19</sup>. Women are almost three-times more likely to become unemployed after serving a custodial sentence, with only 4% gaining employment six weeks after release<sup>20</sup>.

Of the eight<sup>21</sup> practitioners who provided feedback on 'education and employment', six rated Journeys to Freedom as 'excellent' in supporting women to feel more confident about education and employment, while one rated it as 'very good' and the other as 'good'.

*"Pact caseworker was fantastic, she was very good at managing their expectations, finding training and job opportunities, building up their self-esteem, helping with CV"*  
Practitioner, survey

*"J2F has helped ease some of the worries for the women who are being released from our prison. It has helped me in knowing they have support after release and will be*

<sup>18</sup> Department for Work & Pensions (October 2014). *Experimental Official Statistics: P45 employment levels for working age adult offenders in England and Wales one year after caution, conviction or release from prison, 2005/06 to 2011/12.*

<sup>19</sup> Prison Reform Trust (2019). *Prison: The Facts. Bromley Briefings Summer 2019.*

<sup>20</sup> Prison Reform Trust (2020). *Working it Out. Improving employment opportunities for women with criminal convictions.*

<sup>21</sup> One practitioner selected 'N.A' as it was not applicable to their role.



supported around getting back on their feet. This has also helped in reducing reoffending." Practitioner, survey.

## 2.3 How Journeys to Freedom contributed to successful outcomes

### a) Access to Pact Academy online training resources

Eight of the 35 women supported by Journeys to Freedom accessed online training from Pact Academy. Pact Academy is an online training platform that provides a range of courses including: health and wellbeing, safeguarding, legal rights and employment skills. In total, 72 courses were completed and 44 certificates gained within 8 different categories (full list provided in Appendix F). Women were also able to access external training and certification.

| Categories  | Total number of courses completed by women supported by Journeys to Freedom |
|---|---|
| <b>Building Relationships (inclusive of personal relationships and professional boundaries)</b> | 10  |
| <b>Management Skills</b>  | 2   |
| <b>Legal Rights</b>   | 1   |
| <b>Equality and Diversity</b>   | 6   |
| <b>Health and Safety (incl. Safeguarding)</b>   | 5   |
| <b>Health and Wellbeing</b>   | 44  |
| <b>IT Skills</b>  | 3   |

"It really helped me on getting resettled back into the community and made some of my transitions a lot easier to deal with and go more smoothly. It gave me something to focus on as well by having the online courses via PACT Academy to work on." Kailani, feedback form

"I was doing [Pact Academy Courses]. They were very, very good. They were helping me and reminding me that what I'm doing is good, that I am actually trying to help myself. They were like a guideline to me" Chantelle, interview

### b) Access to Pact volunteering opportunities

Two women were supported by Journeys to Freedom to access volunteering roles in Pact – supporting the development of skills, experience and self-confidence:

"[Keyworker] is amazing. She helped me get set up to volunteer on the helpline [with Pact]. I'm having to start in March [and it will] help me improve my confidence as well." Megan, interview

### c) Support to develop skills

Women valued the practical support and encouragement provided by Journeys to Freedom that enabled them to develop skills, qualifications and experience. This included:

- Support and information about employment opportunities prior to release  
*"My Keyworker was able to help me when I was still in prison. You're very limited in the homework you are able to do. So she looked at potential employers, at potential roles. Even looked at accessibility, arranged interviews and admin stuff"* Emma, Interview.
- Support in developing and submitting job applications and CVs  
*"There's been times where I've helped women sign up with Indeed and upload their CV on there with a personal job description"* J2F Keyworker, interview.  
  
*"Two years after I was able to contact my support worker and she did help me and support me with an application because there was a job role I really wanted"* Aly, video case study
- Developing communication skills and confidence  
*"I done like miniature workshops and stuff. And we sat together, we did like workshops around self-esteem, You know, public speaking and stuff. I had an event I was doing and was a bit nervous about, so we did a bit of background on it, and public speaking and stuff"* Emma, Interview.
- IT support  
*"Because I didn't have a computer, my email was signed in on her laptop and she would ring me and say oh you got a message. You got an interview from such and such. Bless her"* Annie, interview.
- Understanding legal obligations with regards to unspent convictions  
*"I also tell them that what they need to disclose and what they don't need to disclose when it's time for jobs, I tell them about Unlock [charity] so that they can make sure that when applying for jobs they don't disclose certain things but [to also know] that sometimes we need to disclose things."* J2F Keyworker, interview
- Referrals to relevant organisations  
*"Theresa was assisting with doing relevant referrals regarding employment and checking in weekly. Which over time went fortnightly as things started moving forward for me and I got settled within my new accommodation. This was a joint decision through me and my Keyworker communicating."* Kailani, feedback form.

- Providing a tailor made Action-plan (see Appendix G for template)  
*"It goes back to the action plan. When I sit down with them, I asked them what support they want, what do they need, and we look at education, employment or training. A lot of the women don't want to do much education. But I will always inform them that I would like them to do wellbeing courses with Pact. The wellbeing courses gives them identity, and gets them back into the community."* J2F Keyworker, interview.
- Providing employment references  
*"So I worked together with her [woman] and we found an Art Gallery where she wanted to do some volunteer work. I had to write something like [a reference]."*  
J2F Keyworker, Interview.

### Case study: Journeys to Freedom supporting employment, training and education

|                                    |   |
|------------------------------------|---|
| <b>Woman in receipt of support</b> | Megan was 57 at the point of her release with three children, two under the age of 18 and legal caring responsibilities. Megan was referred to Journeys to Freedom by her Pact Family Engagement worker a month before her release and has currently been receiving support for 9 months.   |
| <b>ETE needs</b>                   | In the words of Megan, "When I was [in] there, my morale was down. My confidence was crushed and my self-esteem had gone, and this impacted me when I first came out." (interview)  |
| <b>Support provided by J2F</b>     | Together, Megan and her Keyworker were able to create an action plan which provided a focus around her mental health and wellbeing. Lacking the capacity to take up full-time employment, her Keyworker was able to discuss with her some training courses she may want to take up instead and Megan had shown a keen interest in taking up sewing. Her Keyworker was able to find a 10 week sewing course local to Megan. The course not only agreed to take Megan, but were also happy to provide the second 10-week course free of charge as they heard about Pact's work with women and their goal of successful reintegration. |
| <b>Outcomes</b>                    | Megan credits her experience with J2F as improving her mental health and self-esteem, and providing her with the support to not only find a sewing course but successfully complete it. This allowed her to gain new skills, create different pieces of clothing and even receive a sewing certificate. But above all, it allowed her to feel supported, heard, and respected.  |
| <b>Megan's feedback</b>            | <i>"[My Keyworker] helped me come out of my shell. I mean, I still feel a bit depressed now and again, but I'm not as bad as I was. She really helped me build up my confidence and self-esteem. So I started doing sewing and go out of the house now and again"</i><br>Megan, interview.  |

#### d) Support to develop confidence and self-esteem

Both practitioners and women identified the value of having a Keyworker who was able to build up consistent, trusting relationships that provided support and encouragement. This was essential in building women's self-esteem so that they felt confident to move into employment or training/education.

*"I had the confidence to go for [the job] with her support, she was like 'of course you can do this' and I went for it and I secured the role."* Aly, video case study

*"With the help and assistance from my Keyworker, I am now able to complete many forms on my own, I can do emails and send emails more confidently"* Milly, feedback forms

#### e) Signposting and referrals to relevant employment/training agencies

The Journeys to Freedom Keyworker played a vital role in making referrals to potential employment and/or training agencies and signposting to potential opportunities. Women highlighted the benefit of receiving this support prior to leaving custody:

*"Keyworker was assisting with doing relevant referrals regarding employment and checking in weekly."* Kailani, feedback form

### 2.4 How Journeys to Freedom could develop their service to better meet education, training and employment needs

Though all the women interviewed unanimously agreed that the support provided was outstanding, both practitioners and the women interviewed stated that several other **complex needs should be prioritised** before women are expected to take up education, training or employment on release:

*"As soon as you are out they rush you to go back to work. I think it's wrong. It shouldn't have to rush people...you have to get your bearings [and things in place]... But it's really hard to do your training [when you have] housing issues. You can focus on getting a job [after you find accommodation]"* Megan, interview

*"The reality is it was so difficult to get back into work. It's been very sporadic whilst trying to rebuild my life."* Emma, interview

*"I think the main things need to be sorted out for anyone who is looking for a job because you can go and get a job, you're not in the right state of mind, you're going to get sacked, it's not going to look good."* Chloe, interview.

### 3. Family & Relationships

Relationships directly impact the likelihood of recidivism<sup>22</sup>. Nearly 60% of women in custody have suffered domestic abuse<sup>23</sup>, impacting their ability to develop healthy and trusting relationships. To ensure successful rehabilitation, early intervention is required to support women around identifying and building beneficial relationships. One such relationship is between a mother and her child. It is estimated that 3 in 5 women serving a custodial sentence have children under the age of 18<sup>24</sup>. Furthermore, at least 1 in 3 are single mothers, with an estimated 17,700 children separated from their mothers each year due to imprisonment<sup>25</sup>. In comparison to paternal imprisonment, maternal imprisonment has a larger impact on children's outcomes, including their mental health and experience of education, largely due to many mothers being the primary or sole carers of the child<sup>26</sup>.

71% of women supported by Journeys to Freedom were mothers to children under the age of 18. Through 1-to-1 support women were not only encouraged to engage and develop healthy relationships with their children but, in many cases, they were also able to secure accommodation that would allow the family to come together again, under one roof.

#### 3.1 Understanding the support needs of women released from custody

While some of the women supported by Journeys to Freedom had positive relationships with their families and did not require support, others were facing a multitude of challenges associated with their family relationships on their release from custody:

##### a) Fear of disapproval and stigma

The stigma associated with the criminal justice system can impact on many women's relationships – both with family members and their wider community.

*"I was scared to come out. I was scared to face them [my children]. I was gone for so long."* Megan, interview

*"My community, that I lived in for so long, I went to primary school, I was born there, they just showed me that they didn't want me to live there and it really was not nice. There was a lot of static between the relationships, and they were really hard to gain them back."* Chantelle, interview.

##### b) Complex relationships

The women supported by Journeys to Freedom had complex and diverse needs in regards to relationships. Whilst some women were navigating family bereavement

<sup>22</sup> Lord Farmer (June 2019). *The Importance of Strengthening Female Offenders' Family and other Relationships to Prevent Reoffending and Reduce intergenerational Crime*. London: Ministry of Justice.

<sup>23</sup> Ministry of Justice (2018). *Women in the Criminal Justice System*

<sup>24</sup> Prison Reform Trust (December, 2010). *Bromley Briefings Prison Factfile: December 2010*.

<sup>25</sup> The Howard League for Penal Reform (2014). *Mothers in prison: The sentencing of mothers and the rights of the child*. Working Papers: Coventry University

<sup>26</sup> Pitman and Hull (October, 2021). *Counting the Cost of Maternal Imprisonment*. Crest.

and ill health, others required support to navigate pregnancy and previously challenging and/or abusive relationships. Other women required support to rebuild relationships that had broken down due to their involvement in the criminal justice system.

*"I really want to take the time to thank you for all your support. I know at times it has been difficult to emotionally reach me, especially after all that has gone on over the last 12 months. What with losing my dad, and then my mum. You have always been consistent, with your very warm, empathetic approach. You have given me a lot of strength knowing that I have you supporting me in the community. I really do not know what I would have done."* Aly, feedback form.

*"Shortly after Tanya was released from prison, her father was diagnosed with a terminal illness. This news was extremely distressing, and only added to the pressures of trying to rebuild her life post-release."* Tanya, case file

*"I'm pregnant and probation slapped me with an order saying I can't speak to the father of the baby. But I might have to have surgery and terminate the pregnancy but probation won't even let me speak to him. And like I can't wait another 6 weeks [until someone in probation replies], this is a human life."* Emma, interview.

### **c) Impact of relationships on mental health and emotional wellbeing**

Complex relationships can greatly impact a women's mental health and wellbeing, especially relationships that had broken down or involved abuse or violence. Women require support to recover from the impact of negative relationships and encouragement to develop the confidence and skills to establish new, safe and trusted relationships in their communities.

### **d) Child contact**

The majority of the women supported by Journeys to Freedom were mothers, with 25 of the 35 women having children under the age of 18. Ten of the 25 women were the primary carers for their children upon release. Maternal imprisonment significantly disrupts the mother-child relationship, with some children moving into local authority or kinship care. Meeting women's needs in terms of emotional wellbeing, accommodation and education, training and employment was therefore often intrinsically linked to navigating and supporting their roles as mothers.

*"So in regards to their relationships with their children, it's a hard one because I think a lot of the women, I don't think they addressed the situation around where they were with their children. So I think a lot of them lie to their children... And their children are not silly they're of age and they know and they need to be sat down and go through this stuff together"* J2F Keyworker, interview.

*"Challenged with my children and my brother. When I went to jail, I didn't tell them that I was in jail. And then when I got out, they thought I was dead or something."* Annie, interview.



For some women, reinstating contact with their children can be complex and they require support to understand their parental rights, how to navigate the legal system, and have their voices heard:

*"Often, with the huge pressure on social services, contact arrangements that should have happened don't. I think particularly because women are in prison, then I think there's a sense of out of sight out of mind. And a lot of women feel like they have been let down by various agencies."* J2F Keyworker, interview

*"There was a lot of problems with social services. Because [different boroughs] were saying they were not involved but one of them had to be involved because the children were there with their dad. Pact worked really hard to try and find out what was going on, and the contact with me and the kids. I haven't even been able to contact them, not even FaceTime. When I saw the social worker, she said that when I was released I was supposed to see them."* Chloe, interview

### 3.2 Outcomes achieved by Journeys to Freedom

5 of the 35 women supported by Journeys to Freedom were referred for legal representation to Not Beyond Redemption, a charity providing free Family Law advice and representation to mothers in prison, or who have left prison, to assist in re-establishing and regenerating relationships between mother and child.

*"Obviously we are not trained lawyers but if they've got a court order we will help them [understand it] and we would speak to Not Beyond Redemption and say 'look these are the facts, would you be prepared to take this case on?' And if they feel like they got a good case they will and if they can't they will say no but will give advice and signpost."* J2F Keyworker, interview

**All 5 women were successful at gaining more contact with their children.** In one case, the Journeys to Freedom Keyworker was even granted permission by the judge to physically attend the court hearing:

*"[The service user] didn't want to go, because she'd had extensive experience of the court system and she felt so negative. So I talked to her, and the fact that it was really important that she went, and it was really important that the child's dad went and engaged with the process, I set the stage of why it's important that she went and that at the end of the day this was about her children, and her wanting more contact with their children. I liaised with the solicitors and asked the judge if I could go into the courtroom with her because she needed some emotional support. And we even worked together to write a personal statement that could be read out in court."* J2F Keyworker, interview

*"I have my own space and my son is with me. I feel [like] me again!"* Milly, video case study

*"Really appreciate all the time [my Keyworker] spent with me and the children to get us [back together] in one place."* Ella-May, feedback form



7 of the practitioner respondents (78%) indicated that they believed the Journeys to Freedom service was 'Excellent' in supporting women with their family relationships.

*"PACT staff at ESP play an integral role in the resettlement of women into the community with child and adult care responsibilities. Staff are accessible, knowledgeable and provide an invaluable safeguarding resource."* Practitioner, survey

*"The worker went above and beyond to ensure that mother was fully supported. The worker also [suggested] that our joint multi agency working was in the best interest of the family, with a person centred approach, which was very effective."* Practitioner, survey

Of the 2 people working in probation, one of the individuals indicated the service was 'neutral', whilst the other indicated that it was 'Good'. When stating why they provided these rating, no issues or problems were brought up but merely that they were aware of Journeys to Freedom because they *"remember [that] resident said Pact caseworker helped with family matters."*

### 3.3 How Journeys to Freedom contributed to successful outcomes

#### a) Joint working with Pact Family Engagement Workers (FEW)

Though all women were supported in some capacity with their family relationships and caring responsibilities, of the 22 closed cases, 20 women were supported by both by the Pact Family Engagement Worker (FEW) in prison as well as their Journeys to Freedom Keyworker. This was an essential source of support for women while still in custody which helped to maintain family contact, as well as provide vital emotional support regarding relationships.

*"The FEW provided comfort and an outlet to process emotions - guilt, anxiousness and fear."* (Milly, case file)

*"Jess was supported by her FEW to improve her family ties whilst still in custody."* (Jess, case file)

*"I had family support via Pact for assistance with contact with my son whilst in custody. It helped make sure contacts were arranged well and went ahead, which alleviated a lot of anxiety for me."* Laila, feedback form.

*"I kept it private but she kept saying 'are you in contact with your children?' And I said not yet, and she said well I think you should start by getting in contact, drop them a message and I started opening up to my family."* Annie, interview.

## **b) Emotional support**

The women supported by Journeys to Freedom identified the emotional support provided by Journeys to Freedom Keyworkers as a vital element of helping them to navigate relationships upon release:

*"[My Keyworker] helped me with my children emotionally and physically. We should have more people like [my Keyworker] to be honest."* Megan, interview

*"I was able to confide in her [Keyworker], and discuss with her what exactly was going on. She was impartial, non-judgmental, but equally supportive. It meant that I was actually able to do a lot of healing"* Emma, interview

*"In my line of work, I heavily support women with their family relationships whilst in prison, and having a service that can continue the work I do into the community is so important to help ease the women's anxieties around release. A majority of women being released are more nervous than excited, because they have to do the work by themselves on the outside, so for them to know they have someone to turn to is completely invaluable."* Practitioner, survey.

## **c) Advocacy**

Journeys to Freedom provided vital advocacy for women negotiating family contact and relationships.

*"I was scared because I lost my three oldest children [to foster care] and I was scared with my girls, but [my Keyworker] said that this time it's different. And I said why? And she said cause this time you got me and I got you. And she's right, she was there to support me and that made me see things differently really"* Chloe, Interview.

*"Because the woman's in prison there are a lot of barriers to building relationships with their children, especially if a family member has taken the child in and doesn't want them to visit the mother. So we will speak to their families and make phone calls to people and say 'look it's important for the children [to have a relationship with their mum]'. And we support women to write letters to family and sort of explain what they were in the past and all the work they have done to improve themselves."* J2F Keyworker, Interview

## **d) Training around developing positive relationships**

Pact Academy provided women with the opportunity to take part in courses that focused on developing positive relationships. 4 of the 35 women supported completed 10 Pact academy courses that focused on relationship skills.

In addition to Pact Academy courses, Keyworkers also supported women to engage in groups and specialist courses in the community to build their confidence and self-esteem, and provide opportunities to create new relationships.

## Case study: Journeys to Freedom supporting family & relationships

|                                    |   |
|------------------------------------|---|
| <b>Woman in receipt of support</b> | Nala was 28 years old when she began her resettlement into the community. Having gone into prison as a single mother of a 10 year old boy, her son was taken into foster care. Nala was referred to J2F by her Pact Family Engagement Worker one month prior to her release, and received support from her Keyworker for a total of 9 months.   |
| <b>Relationship needs</b>          | Whilst serving her sentence, Nala received support from her Pact Family Engagement worker to maintain contact with her son. Nala's family suffered from a long history of mental health issues. These issues were made worse as a result of her other children being taken into foster care, as well as the death of her father.  |
| <b>Support provided by J2F</b>     | <p>The Keyworker supported Nala by:</p> <ul style="list-style-type: none"> <li>• Providing support, information and guidance to help her navigate the emotional, financial and practical implications of her father's death.</li> <li>• Accompanying Nala to have her first contact with her son at a contact centre following her release.</li> <li>• Supporting Nala to develop an action plan to support the development of her role as a mother and relationship with her son – this included: keeping a clean and tidy house, finding employment, and taking part in parenting courses.</li> <li>• Supporting an application for a Pact welfare grant so that Nala was able to purchase clothes that her son needed.</li> <li>• Support to prepare to attend her first 'Looked After Child Review Meeting' in the community. This helped her improve her relationship with her son, his Social Worker, and his foster family.</li> </ul> |
| <b>Outcomes</b>                    | Nala is continuing to work on her relationship with her son. The son still lives with the foster family, but Nala has face-to-face contact and is able to spend quality time with him whilst she works on finding a job and a stable home for her and her son to be together.   |

### 3.4 How Journeys to Freedom could develop their service to better meet women's needs regarding family & relationships

Women identified the following areas where they would benefit from additional support regarding family & relationships:

- **Additional support and guidance to develop relationships in their local communities**

*"I mean, I know how to go to a GP, I know how to shop and things like that. I can do that. But what I can't do is get friends or anybody that understands."* Ruth, interview

*"Navigating what it is to re-instigate relationships with social side of things, [even] with people you have known before and have your best interests at heart."* Emma, interview

- **Support and information regarding rights and legal procedures**

*"More support around legal rights to help with children. I think not everyone has the benefit of being able to read and write. So I think that that is still such a stigma, but I think that prevents a lot of people from being able to seek the help and understanding that they deserve".* Emma, Interview

- **Guidance on how to manage stigma associated with a criminal record**

*"Support with ex-partners using your convictions against you....[or] new partners potentially seeing your conviction as a vulnerability or worse an accolade."* Emma, interview

*"Stigma of being a prisoner. It just makes you feel bad. Eventually your crime is going to come up or they're going to ask you about your crime. And I just don't see that its relevant."* Ruth, interview

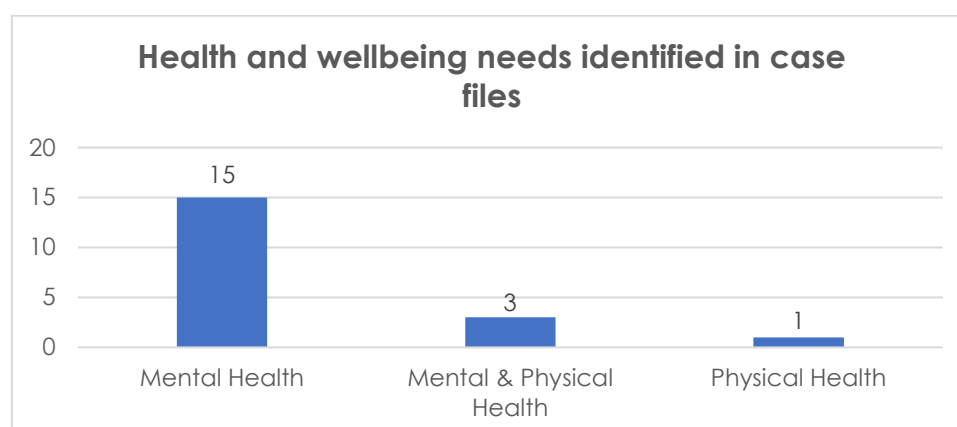
## 4. Health & Wellbeing

The needs of women in prison are complex and demand gender informed policies that take into account their histories of trauma and the significant differences of the male and female prison population<sup>27</sup>. Women in custody have higher rates of mental trauma<sup>28</sup>, and self-harm<sup>29</sup>. 71% of women in prison report a mental health problem compared to 47% of men, and between June 2020 and June 2021 there were 3,808 incidents of self-harm per 1,000 female prisoners compared to 546 per 100 prisoners in the male estate.<sup>30</sup> Additionally, 50% of women in custody suffer from a history of drug or alcohol addiction<sup>31</sup>, and some women end up in custody as a direct result of lack of mental health provision<sup>32</sup>.

### 4.1 Understanding the support needs of women released from custody

#### a) Significant and diverse health and wellbeing needs

The majority of women supported by Journeys to Freedom identified the need for support with either their physical or mental health and wellbeing. Analysis of the 22 closed cases demonstrated that 86% (19) of the women had concerns about their health and wellbeing:



<sup>27</sup> Bartlett and Hollins (February 2018). Challenges and mental health needs of women in prison. Cambridge University Press

<sup>28</sup> See footnote 30.

<sup>29</sup> Ministry of Justice (April, 2021). National Statistics: Safety in Custody. Statistics, England and Wales: Deaths in Prison Custody to March 2021, Assaults and Self-harm to December 2020.

<sup>30</sup> HM Prison and Probation Service and MoJ 2021, cited in Davies, Hutchins and Keeble (2022) Inequalities on the Inside: using hospital data to understand the key issues for women in prison, Nuffield Trust

<sup>31</sup> Ministry of Justice (September, 2022). Millions invested to support female offenders: Press Release.

<sup>32</sup> HM Inspectorate of Prisons (February, 2022). Focus on women's prison: A briefing paper from HM Inspectorate of Prisons.

Women supported by Journeys to Freedom had a variety of needs regarding their mental health and emotional wellbeing, this included:

- Depression
- Low self-esteem and confidence
- Trauma
- Guilt and shame
- Attitude and behavioral concerns
- Anxiety
- OCD

*"When I was [in] there, my morale was down. My confidence was crushed and my self-esteem had gone. And this impacted me when I first came out"* Megan, interview

*"I was very anxious about everything, every little thing that you can think of... about leaving prison and having to do certain things that I wouldn't have been doing whilst in prison [impacts] anxiety levels "* Milly, video case study

*"When I came out, I was a nervous wreck, completely. I always talked a lot but I was running on high alert. But because I was so nervous about rebuilding, I couldn't really enjoy my new freedom. My Keyworker really enabled me to do that, she would like to remind me to actually enjoy silly things like shopping for home, or making time to have a coffee. She was like 'you know you are allowed to enjoy yourself, you don't have to keep punishing yourself. You done your sentence, allow it' ... She was more than just a mentor. She was also a guidance counsellor, and self-esteem mentor, and you know tour guide [when I moved to London], shopping buddy, all the things you want when you are trying to restart your life."* Emma, interview

### **b) Isolation and lack of support networks**

Many of the women supported by Journeys to Freedom had limited support networks in place to help them to address their health and wellbeing needs.

*"I was so isolated, I was texting, sending emails, even my probation officer asked me why don't you sleep?...I said how am I going to sleep?"* Almas, video case study.

*"You lose contact with reality. You are totally isolated, you just die inside."* Rochelle, video case study

*"No-one was there to help me [after my release] but [my Keyworker]"* Annie, interview

### **c) Complex needs**

Analysis of the Journeys to Freedom case files and interviews with both Keyworkers and women, highlighted the often complex and multi-faceted health and wellbeing needs experienced by women.

8 of the women who had identified health and wellbeing needs, also reported that they had a history of alcohol and drug misuse. Without effective support, both Keyworkers highlighted the risks associated with women returning to substance misuse as a way of coping with the challenges associated with release and resettlement:

*"A lot of women, certainly with housing, if they haven't got anywhere to live, it is immediately a slippery slope and they are likely to revert back to their old coping mechanisms which is often drugs and alcohol."* J2F Keyworker, interview.

*"Women with addiction are not receiving enough proper support...especially when they come out without accommodation, its setting them up for failure!"* J2F Keyworker, interview.

Keyworkers also identified the prevalence of **learning difficulties and neurodiversity** amongst the women they were supporting – that impacted both on their mental health and emotional wellbeing:

*"I got depression...I got diagnosed with autism when I was there [prison]. That got to me because you think like, you know yourself but when there's like a label on you ...I don't know, I think that really hit me."* Chloe, Interview.

## 4.2 Outcomes achieved by Journeys to Freedom

- Of the 19 women who identified as having health and wellbeing needs, Keyworkers reported that 12 had visibly improved mental health and wellbeing by the time their case was closed.
- 75% of the practitioners who provided feedback reported that Journeys to Freedom provided 'excellent' health and wellbeing support for women.  
*"[J2F] supports women to address self-esteem issues, housing and wellbeing issues"* Practitioner, survey
- 100% of women who completed feedback forms and felt that their health and wellbeing had been supported, stated that Journeys to Freedom had significantly improved their mental health and reduced their anxiety.
- 6 women completed Pact Academy courses focused on improving wellbeing.
- 14 women were provided with specialist toolkits to support them in managing their behaviours and attitudes.



6 women who received welfare grants from Pact, completed an assessment form to measure the impact of the grant on their wellbeing. All 6 women reported an improvement in their wellbeing as a result of receiving a grant.

| Wellbeing score start (out of 10) | Wellbeing score end (out of 10) | Increase | As % increase |
|-----------------------------------|---------------------------------|----------|---------------|
| 7                                 | 9                               | 2        | 29%           |
| 7                                 | 9                               | 2        | 29%           |
| 2                                 | 8                               | 6        | 300%          |
| 6                                 | 7                               | 1        | 17%           |
| 4                                 | 6                               | 2        | 50%           |
| 6                                 | 9                               | 3        | 50%           |

*"It's not about the amount of money, it was saying go and spoil yourself, it was the first time after I left prison that I bought something for me. The first time!"* Almas, Video case study

*"Prior to Ruth receiving her grant, she scored a 2 out of 10 on a well-being scale, which increased to 8 out of 10 after funding and her mood was noticeably better to those around her."* Ruth, case file

### 4.3 How Journeys to Freedom contributed to successful outcomes

#### a) Provision of a consistent, trusted relationship

Building positive relationships, both with loved ones and professionals, is one of the key components to helping to improve wellbeing<sup>33</sup>. Many of the women credited the longevity of their relationship with their Journeys to Freedom Keyworker as having a significant impact on their wellbeing:

*"One of the strengths of J2F is that it enables practitioners to begin working with clients whilst in the prison - this means that relationships and trust can be built before release which is imperative for clients who struggle to trust professionals and often feel they have been 'let down' by agencies. This means that there is a continuity of the relationship for the client when they are released - the time when they are most vulnerable. Clients will often have worked hard on their emotional wellbeing/substance misuse etc. whilst in prison and can tend to have a 'rose tinted' view of how they will cope on release."* Practitioner, survey.

*"The main thing I appreciated was the regular contact [and consistency]."* Ruth, interview

*"She was consistently there. Constantly in contact on the phone, making sure I was alright and supporting me, believing in me, encouraging me, and even the self-esteem side of it. Making me do a box that I decorated and filled with positive affirmations."* Emma, interview

*"Just knowing that somebody was out there, they've got my back and that I was worth it."* Aly, video case study

*"Because she develops close working relationship with our residents, and they listen to her."* Practitioner, survey

*"I was so frightened about getting out, I didn't know what the future held for me and my kids. There were times when I felt very low and depressed. Just having a conversation with my Keyworker helped me to think positively and find a way forward. Most women like me lose confidence and blame themselves and just feel lost returning to the community. Having a strong positive person puts us back on track and helps us to stay strong."* Ella May, case file

#### b) Signposting and referral services supporting health and wellbeing

Journeys to Freedom Keyworkers signposted and made referrals to a range of different organisations to ensure women had access to support, treatment and information for their health and wellbeing, these included GPs, local and national mental health services (such as Mind) and substance misuse support groups.

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<sup>33</sup> Prison Reform Trust (January 2022). Bromley Briefing Prison Factfile: Winter 2022

*"The guidance, to get in touch with certain people that you might not necessarily know are available. It just took a lot of the burden and a lot of the stress off my shoulders"* Emma, interview

*"Annie received support and encouragement from her Keyworker to engage with regular drug and alcohol meetings available via Forward Trust, and to keep on track with taking medications required to manage her long-term health conditions."*  
Annie, case file

### **c) Non-judgemental and empathetic support**

Women reported that they received non-judgement and empathetic support from Journeys to Freedom that allowed them to talk through the trauma they had experienced, often for the first time:

*"She was talking a lot about dealing with the domestic violence at home."* Ruth, interview

*"Friendly a good support worker who has helped me through a bad situation."*  
Annie, feedback forms

This support further contributed to their mental health and wellbeing by providing women with the space and support to develop their self-confidence:

*"My confidence really grew with the 1-to-1 sessions that we had, and that gave me hope. And I didn't have hope for a very long time"* Aly, video case study

*"Theresa helped me to find the strength, the everything."* Milly, video case study

## Case study: Journeys to Freedom supporting health & wellbeing

|                                    |  |
|------------------------------------|--|
| <b>Woman in receipt of support</b> | Annie was 57 when she was released from custody. With only one of her children choosing to continue a relationship with her, and severe health and wellbeing concerns, including anxiety around leaving prison, Annie was referred to Journeys to Freedom by her Pact Family Engagement Worker. Her support from Journeys to Freedom began two weeks prior to her release, and continued for three months.   |
| <b>Health and Wellbeing needs</b>  | Due to Annie suffering from Chronic Obstructive Pulmonary Disease (COPD), a progressive lung disease, Annie required support around managing her health, both physically and mentally. Her weight had increased whilst in custody, and she no longer felt comfortable going outside. Her anxieties about her release were being exacerbated by the fact that her clothes no longer fit her, and she didn't have the money to buy any when she was released.  |
| <b>Support provided by J2F</b>     | Annie worked closely with her Keyworker, creating an action plan around how to improve her physical and mental health. The action plan focused on her mental & physical health, as Annie felt her poor mental health and loss of confidence had led to her weight gain. This included an exercise regime, a healthy low-cost eating plan, and sourcing new clothing. Annie praises her Keyworker for consistently providing emotional & practical support. Due to Annie's chronic condition, she was unable to take up employment. However with the support of her Keyworker, Annie was able to secure accommodation, set up her benefits, register with her local GP and dentist, and received a welfare grant of over £300 that allowed her to buy clothes that fit her, and that she could exercise in, and that also paid for household items so that she could make food at home. |
| <b>Outcomes</b>                    | Annie praised her experience of J2F as helping her "through bad situations" (Annie, Interview), and providing realistic health targets that she could work towards and succeed at. She even claimed that if it were not for her Keyworker, that she would not have been able to find her hostel on the day of her release or set up her benefits as quickly as she needed them due to her literacy levels and confidence with using technology. This support resulted in Annie losing the weight she wanted, building healthy habits, and a reduction in her anxiety.  |
| <b>Annie's feedback</b>            | <i>"The 1:1 benefits and support helped me so much and sometimes when I have been emotional [my Keyworker] has encouraged and kept my strength up and set goals that I can meet... she praised me, she also challenged me to do exercise which has really helped me to lose weight and has increased my confidence "</i>   |

#### 4.4 How Journeys to Freedom could develop their service to better meet women's' needs regarding health and wellbeing

As identified previously, women interviewed suggested that more regular support over a longer period of time, starting prior to release and moving through the gate into the community, was essential in promoting health and wellbeing. Both Keyworkers and women suggested that this was particularly important for women who struggled with drug and alcohol misuse:

*"Support for longer, having someone like [the Keyworker] help twice a week with your mental health until it improves... [if people need support] they should have it [ready] on release. Not have to find it and everything [after they've already left custody]." Megan, interview*

*"Women leaving prison need a lot of support, drugs, violence. Especially young girls now coming out now who ain't got family, they need you, they need you, they need you before [they are released]." Annie, interview*

*"Women with addiction are not receiving enough proper support...it's setting them up for failure." J2F Keyworker, interview*

Indeed, Chloe, who was in prison at HMP East Sutton Park and worked with her Keyworker very early (as the Keyworker was based within that prison) claimed that *"If I met my [Keyworker] at the end of my sentence, I wouldn't have felt as comfortable as I feel with her now"* (Chloe, interview).

## Glossary

**Action Plan** = Personalised support plan identifying how the specific needs of each woman leaving prison will be addressed. It provides details on the course of action, timeline to complete each task, and any support or referrals required. A template can be found in the appendix.

**ETE** = Employment, Training and Education

**FEM** = Family Engagement Manager. Management grade Pact staff members who work inside prisons. They support prisoners with any family related issues they may be facing, including court orders and maintaining and building family relations.

**FEW** = Family Engagement Worker. Pact staff members who work inside prisons. They support prisoners with any family related issues they may be facing, including court orders and maintaining and building family relations.

**J2F** = Journeys to Freedom

**Keyworker** = Within this report, Keyworker refers to Pact's Journeys to Freedom Resettlement Keyworkers who provide direct support to women as part of this programme.

**Looked After Child Review Meeting** = A Looked After Child Review Meeting is a statutory meeting that brings together key people and professionals that are closely concerned with the care of a child that is in the care of children's services.

**NFA (No fixed abode or address)** = Refers to individuals who do not have stable accommodation. This can include staying with friends, sofa-surfing, residing in hostels or living on the streets.

**RoTL (Release On Temporary License)** = Temporary release into the community for low risk prisoners who are still serving their sentences. This scheme is only applicable during the last two years of someone's sentence, and is typically granted for resettlement needs, such as sourcing accommodation, rebuilding relationships with family members, or attending work.

**Service User** = Recipients of Journeys to Freedom (i.e. any woman who received support from the programme)

## Appendices

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# Review of the Journeys to Freedom Project

### Your chance to share your views!

Pact is reviewing its Journey to Freedom service to:

- understand the impact we are having on women
- understand what we are doing well and where we could do better
- help us to develop our services in the future

**It is really important that we listen to the women we work with – you are the experts!**

### Who is undertaking our review?

Pact has commissioned Mimi Swehli to review their Journey to Freedom service. Mimi has supported individuals and families in the criminal justice system for the past three years, both through her academic research and her professional background.

### What will be involved in taking part?

- Taking part will involve speaking with Mimi for around an hour.
- If you would feel more comfortable taking part with Theresa present, please let us know.
- The conversation can either be by video call or in person – whichever you prefer. If you choose to do it in person, we are happy to meet at a location that is easiest for you.
- Mimi will ask you questions about your experience of the Journey to Freedom service and how it supported you on your journey from prison into the community.
- You can choose not to answer any of the questions at any time.

### Will anyone know you have taken part?

- All the information you share with Mimi will remain anonymous. Your personal details will not be recorded.
- With your consent, Mimi will voice record the meeting so that all the insights and information you give can be properly noted down. This will then be written up after the meeting, changing or removing any information that can identify you. The voice recording will then be destroyed.
- Information that you have shared with Mimi will be included in the final report, but you will not be identified in that report. In line with GDPR guidelines, we may also use the quotes for any future J2F reports and analysis.
- The conversation will be confidential unless you reveal that you or someone you know is at risk of harm. If that happens Mimi and Theresa will talk about it with you so that we can work out how best to make sure that person is safe.

### What are the possible risks of taking part?

- It can sometimes be difficult talking about your experiences. Mimi will make sure you know who to contact for support and you can opt out at any point if you feel uncomfortable.

#### **What are the benefits of sharing your views?**

- We hope that this will give you the opportunity to have your voice heard and to share your experiences in a positive way.
- It will help Pact make sure that services are developed to meet the needs of women leaving prison.
- We would like to thank you for sharing your time and experience with a £25 gift voucher.

**We look forward to speaking with you!**

## Review of the Journeys to Freedom Project

### Participation consent form

Participant's statement: I ..... [Full Name in CAPITALS] agree that (tick all that apply):

- This study has been explained to me through the information sheet.
- I have had the chance to ask questions about the study.
- I understand that I have been invited to take part because I took part, or am still part, of the journeys to freedom project.
- I understand that taking part in this study is a one off interview.
- I understand that this interview will be voice-recorded. I agree to the being voice recorded.
- I understand that the data will be anonymised, and any information I give which could identify me or someone I know (e.g. names, dates, locations) may be changed or removed to keep my identity confidential.
- I understand that my words might be quoted in publications, reports, and other research outputs. My identity will stay private (anonymous) and the public will not be able to identify me from these quotes.
- I understand that my involvement in the research is voluntary and I am free to end it at any time, without giving any reason and without any consequences to me.
- I understand that the study data will be kept as securely as possible and will follow General data protection regulation (GDPR) and Data Protection Act 2018.

I understand that the information I give may be used for future studies managed by Journeys to Freedom and Pact.

I understand that I will be given a £25 voucher as a thank you for my participation.

I agree to take part in this study.

Participant's Signature (This can be your name typed):

.....

Date:

Interviewer's Signature:

Date:

## Appendix C : Interview Questions (Service Users)

### Journeys to Freedom Review

#### Interview Schedule for women who have received support

##### **Please explain before starting interview:**

- Pact is speaking with women who have been supported by our Journeys to Freedom project to better understand their experience of the service – what worked, what could be done differently and the impact the service can have.
  - The information you give us will help us to:
    - plan and deliver Pact services
    - let our funders know about what we do
    - help us to secure funding for more services in the future
  - The interview is anonymous and we will only share your details if anything you say leads us to believe that you, or someone else is at risk. We might use quotes from your interview in funding bids etc. but your name will not be used – so people will not know it was you that said it.
  - The interview will take anywhere between 30 minutes and an hour and a half – depending how much you have to share.
  - The interview will be a series of questions, starting with a few basic details about you (but your name will not be recorded) and then we would like to chat with you about your journey – from when Journeys to Freedom first got in contact with you, to where you are now. It can be hard to talk about things in the past that were difficult – and if at any time you don't feel comfortable thinking or talking about certain things then please know that you don't have to answer any of the questions – just let us know.
  - We will not be asking you anything about why you were in custody.
  - You do not have to answer any of the questions – if you don't feel comfortable answering you do not have to.
  - The interview will be voice recorded to ensure all the relevant information is captured. It will then be written down, with any information that can identify you either removed or changed. The voice recording will then be deleted. The notes will be kept securely, and may be used for the final report, as well as any other future reports related to Journeys 2 freedom or commissioned by Pact.
  - Every person that is interviewed will be sent a £25 gift voucher as a thank you for taking the time to contribute to our project.
- ✓ Provide participant with information/sources of support sheet
  - ✓ Ask the participant to sign a consent form

**A bit about you:**

**Which age group are you in?**

|       |       |       |       |       |     |
|-------|-------|-------|-------|-------|-----|
| 18-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ |
|       |       |       |       |       |     |

**How would you describe your ethnicity?**

|               |             |                        |  |                        |  |                    |
|---------------|-------------|------------------------|--|------------------------|--|--------------------|
| White British | White other | Gypsy, Roma, Traveller | Mixed or multiple ethnic groups (inc. White and Black Caribbean, White and Black African, White and Asian or any other Mixed or Multiple background) | Asian or Asian British | Black, Black British, Caribbean or African | Other ethnic group |
|               |             |                        |  |                        |  |                    |

**Which prison were you released from?**

|                  |              |          |
|------------------|--------------|----------|
| East Sutton Park | HMP Downview | HMP Send |
|                  |              |          |

**Which area were you released to?**

|        |      |
|--------|------|
| London | Kent |
|        |      |

**How long ago were you released from custody?**

|                        |                |                 |                    |
|------------------------|----------------|-----------------|--------------------|
| Less than 3 months ago | 3-6 months ago | 6-12 months ago | Over 12 months ago |
|                        |                |                 |                    |

**Your support from Journeys to Freedom:**

|                             |                                       |                                       |
|-----------------------------|---------------------------------------|---------------------------------------|
| I'm still receiving support | Support stopped less than a month ago | Support stopped more than a month ago |
|                             |                                       |                                       |

## Your experience

### 1. Accommodation

**Can you think back to before Journeys to Freedom got involved and when you were coming up to your release date – did you have accommodation identified for you on release (did you know where you were going to be released to)?**

**If yes** please provide details:

**If no**, what challenges were you facing in being able to find suitable accommodation on release? (Availability? Location? License restrictions? Cost? Children's needs? Lack of information/support about options?)

**a) How did Journeys to Freedom help you with your housing or funding towards housing? (consider whole journey – from pre-release to resettlement)**

- How did they help you before you were released?
- How did they help you at the point of release?
- How have they helped you since you have been released?

**What do you think are the key issues that women leaving prison need help with regarding housing?** (information, practical support, emotional support, skills in navigating system, benefit entitlements, advocacy)

### 2. Education, training and employment

**Can you think back to before Journeys to Freedom got involved and when you were coming up to your release date – did you have education, training or employment identified for you on release (did you have any work or training lined up for you on release)?**

**If yes** please provide details:



**If no**, what challenges were you facing in being able to find employment or training on release?

**a) How did Journeys to Freedom help you with employment or training? (consider whole journey – from pre-release to resettlement)**

- How did they help you before you were released?
- How did they help you at the point of release?
- How have they helped you since you have been released?

**If they say no, probe : Did you do Pact Academy, or e-learning?**

**What do you think are the key issues that women leaving prison need help with regarding training and employment?** (information, practical support, emotional support, skills in navigating system, benefit entitlements, advocacy)

### **3. Relationships with family and children**

**Can you think back to before Journeys to Freedom got involved and when you were coming up to your release date - were you facing any challenges around contact or relationships with your family and can you say a bit about those challenges?**

**How did Journeys to Freedom help you with some of those challenges?**

- How did they help you before you were released?
- How did they help you at the point of release?
- How have they helped you since you have been released?

**What do you think are the key issues that women leaving prison need help with regarding family relationships?** (information, practical support, emotional support, skills in navigating system, benefit entitlements, legal advice, advocacy)

#### 4. Health and wellbeing

**Can you think back to before Journeys to Freedom got involved and when you were coming up to your release date - did you have any health and wellbeing needs and can you say a bit about what they were?** (this might be how you were feeling emotionally, your mental health, challenges you might have been facing with drugs or alcohol, any physical health issues)

**How did Journeys to Freedom help you with your health and wellbeing?**

- **How did they help you before you were released?**
- **How did they help you at the point of release?**
- **How have they helped you since you have been released?**

**What do you think are the key issues that women leaving prison need help with regarding health and wellbeing?** (information, practical support, emotional support, skills in navigating system, benefit entitlements, signposting, advocacy)

**If not already mentioned naturally during the other question, ask:**

5. **How would things be different for you if you had not received support from Journeys to Freedom?**
6. **What was it about the Journeys to Freedom service that helped you to move forward?** (e.g. staff skills, knowledge, experience, approach, continuity, nature of relationship, type of organisation, flexibility etc.)
7. **Is there any way in which Journeys to Freedom could improve what they do for women leaving custody?**

**8. Do you have a final message you would like to share with the Journeys to Freedom project?**

**End of interview:**

- ✓ Thank for their participation;
- ✓ Explain that their feedback will be used to write a report about Journeys to Freedom
- ✓ Offer information about further support; and
- ✓ Take email address to send voucher (or provide physical voucher).

## Journeys to Freedom Review

### Interview Schedule for Journeys to Freedom Support Workers

**Which area are you based in?**

|        |      |
|--------|------|
| London | Kent |
|        |      |

#### Your experience

##### 9. Accommodation

**When you first met the women you were supporting, typically what was their 'housing status'?**

- **Do you think they were receiving the support they were receiving was adequate?**

**What was it like working with the housing officers and other Accommodation services?**

- **Did you work closely with other services?**
- **If yes**, which ones?
- **If no**, why not? Do you think working more closely would of changed women's experience of gaining accommodation?

**What challenges were you facing trying to find people suitable accommodation on release?** (Availability? Location? License restrictions? Cost? Children's needs? Lack of information/support about options?)

**How do you think you and J2F impacted their experience? (consider whole journey – from pre-release to resettlement)**

- **Typically how were you able to help before release?**
- **How did you help at the point of release?**
- **What help did you provide after they were released?**
- **How did Journeys to Freedom help with funding towards housing?**

**What do you think are the key issues that women leaving prison need help with in regards to housing?** (information, practical support, emotional support, skills in navigating system, benefit entitlements, advocacy)

**What more could J2F do to support these women?**

## 10. Education, training and employment

**When you first met the women you were supporting, typically what was their education and employment status?**

- **Before J2F were they receiving the adequate support around pursuing any education, training or employment needs?**

**Once you were involved, how were you able to identify any education, training, or employment needs?**

- **Typically, what did you do once these needs were identified?**
- **How did you help them before they were released?**
- **How did you help at the point of release?**
- **How did you help after they were released?**

**Probe:** can you talk more about Pact academy or any e-learning they may have done?

**What challenges did you face around finding the women the education and training they wanted?**

**What do you think are the key issues that women leaving prison need help with regarding training and employment?** (information, practical support, emotional support, skills in navigating system, benefit entitlements, advocacy)

## 11. Relationships with family and children

**Can you think back to when you first got involved with the women, what challenges were they facing around contact or relationships with their families?**

**Probe:** Can you provide some stories or examples?

**Do you believe the support provided by other services was enough?**

- **Why/why not?**

**How did Journeys to Freedom help with some of those challenges?**

- How did you help them before released?
- How were you able to help them at the point of release?
- How were you able to support them after their release?

**What do you think are the key issues that women leaving prison need help with regarding family relationships?** (information, practical support, emotional support, skills in navigating system, benefit entitlements, legal advice, advocacy)

## 12. Health and wellbeing

**Can you think back to when you first met the women, how was their health and wellbeing?** (this might be how they were feeling emotionally, their mental health, challenges they might have been facing with drugs or alcohol, any physical health issues)

- Typically, Were there any pressing needs you noticed?
- Do you believe the support provided by other services was enough? Why/why not?

**How did Journeys to Freedom help with their health and wellbeing?**

- How did you help them before released?
- How did you help at the point of release?
- How have you helped since they have been released?

**What do you think are the key issues that women leaving prison need help with regarding health and wellbeing?** (information, practical support, emotional support, skills in navigating system, benefit entitlements, signposting, advocacy)

**What more support could J2F provide?**

**If not already mentioned naturally during the other question, ask:**

13. **What was it about the Journeys to Freedom service that helps people to move forward?** (e.g. staff skills, knowledge, experience, approach, continuity, nature of relationship, type of organisation, flexibility etc.)
14. **Is there any way in which Journeys to Freedom could improve what they do for women leaving custody?**
15. **Do you have a final message you would like to share about the Journeys to Freedom project?**

**End of interview.**

## Appendix E : Practitioner Survey Questions

### Review of Pact Journeys to Freedom Service

Pact are carrying out a review of their Journeys to Freedom service. The purpose of the review is to better understand the impact of the Journeys to Freedom service and to inform the ongoing development of our work with women in the criminal justice system. We will be speaking directly to women who have been supported by the service.

To gain a wider insight into the strengths of the Journeys to Freedom service, and areas that could be developed, we are inviting practitioners who the service has worked in partnership with, to complete this short questionnaire. Some comments may be used in reports or funding applications, however all comments will remain completely anonymous. The questionnaire should not take longer than about 10-15 minutes to complete.

Many thanks for taking time to share your thoughts and insights!

#### 1. Which sector/organisation do you work in? (please check box):

- Healthcare
- Housing
- Prison
- Probation
- Education, training or employment
- Social work
- Other – please state:  
.....

#### 2. How would you rate the Journeys to Freedom service (where 1 = poor, 2 = weak, 3 = neutral, 4 = good, 5 = very good, 6 = excellent) in relation to the following:



|   | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | Cannot comment |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----------------|
| <b>Supporting relationships between women and their families</b>                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                |
| <b>Please say why you chose this rating:</b>  |                          |                          |                          |                          |                          |                          |                |
| <b>Enabling women to feel more confident in accessing education, training or employment</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                |
| <b>Please say why you chose this rating:</b>  |                          |                          |                          |                          |                          |                          |                |
| <b>Supporting women's health and wellbeing</b>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                |
| <b>Please say why you chose this rating:</b>  |                          |                          |                          |                          |                          |                          |                |
| <b>Supporting women to find safe and appropriate housing</b>                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                |
| <b>Please say why you chose this rating:</b>  |                          |                          |                          |                          |                          |                          |                |
| <b>Supporting women to successfully resettle back into the community</b>                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                |
| <b>Please say why you chose this rating:</b>  |                          |                          |                          |                          |                          |                          |                |

**3. How has the Journeys to Freedom service impacted on your service and the work that you do?**

**4. How could Journeys to Freedom be improved and/or developed?**

**5. If Journeys to Freedom was not available, what would that mean for women leaving custody and the organisations who support them?**

**6. Is there anything else about the Journeys to Freedom service that you would like us to know?**

**Many thanks again for taking the time to complete this questionnaire!**

## Appendix F: Pact Academy

|  |   |
|--|---|
| <b>Total number of women who took part in Pact Academy</b> | <b>8</b>  |
| <b>Number of categories</b>                                | 7   |
| <b>Number of different courses</b>                         | 33  |
| <b>Number of courses certified</b>                         | 12  |
| <b>Total number of courses completed</b>                   | 72  |
| <b>Total certificates gained</b>                           | 44  |
| <b>Most popular courses</b>                                | Active Listening 1.0<br>Health and wellbeing - Avoiding burnout<br>Health and wellbeing - Importance of sleep 1.0<br>Health and wellbeing - Positive thinking 1.0<br>Health and wellbeing - Relaxation Techniques 1.0<br>Health and wellbeing - Switching off from work 1.0<br>Health and wellbeing - Work life balance |

### Full Raw Data

| <b>Course title</b>   | <b>Category</b>        | <b>Number of women who completed the course</b> | <b>Do they receive a certification?</b> |
|---|------------------------|---|---|
| <b>Active Listening 1.0</b>   | Building Relationships | 4   | No                                      |
| <b>A Look at New content 1.0</b>                                      | IT skill               | 2   | No                                      |
| <b>A New way to Train Employees 1.0</b>                               | Management Skills      | 1   | No                                      |
| <b>A Safe Workplace - OSHA &amp; right-to-know Laws in the US 2.0</b> | Legal rights           | 1   | No                                      |
| <b>Access and Learn - Equality and Diversity 1.0 (UK)</b>             | Equality & Diversity   | 1   | No                                      |

|  |  |   |     |
|--|--|---|-----|
| <b>Access and Learn - Working Safely 1.0 (UK)</b>            | Health and safety (incl. Safeguarding) | 1 | No  |
| <b>Alcohol and Drug awareness 1.0 (US)</b>                   | Health & Wellbeing                     | 1 | No  |
| <b>Alcohol and Drug awareness for Managers 1.0 (US)</b>      | Management Skills                      | 1 | No  |
| <b>Barriers to Communication Success, Part Two 2.1</b>       | Building Relationships                 | 3 | Yes |
| <b>Barriers to Communication Success, Part Two 2.0</b>       | Building Relationships                 | 3 | Yes |
| <b>Be Assertive The Right Way 3.0</b>                        | Health & Wellbeing                     | 2 | No  |
| <b>Compliance essentials - Working Safely 1.0 (UK)</b>       | Health and safety (incl. Safeguarding) | 1 | No  |
| <b>Equality &amp; Diversity In the workplace 1.0 (UK/EU)</b> | Equality & Diversity                   | 3 | Yes |
| <b>Equality &amp; Diversity In the workplace 2.0 (UK)</b>    | Equality & Diversity                   | 1 | No  |
| <b>Equality &amp; Diversity Pathway</b>                      | Equality & Diversity                   | 1 | No  |
| <b>Excel 2007 Basic 1.0</b>                                  | IT skill                               | 1 | No  |
| <b>Habits 1.0</b>  | Health & Wellbeing                     | 2 | No  |
| <b>Health and safety in the workplace 1.0 (US)</b>           | Health and safety (incl. Safeguarding) | 1 | No  |
| <b>Health and wellbeing in the workplace 1.0 (UK/EU)</b>     | Health & Wellbeing                     | 1 | No  |
| <b>Health and wellbeing - Avoiding burnout</b>               | Health & Wellbeing                     | 5 | Yes |

|   |  |   |     |
|---|--|---|-----|
| <b>Health and wellbeing - Importance of sleep 1.0</b>     | Health & Wellbeing                     | 5 | Yes |
| <b>Health and wellbeing - Letting things Go 1.0</b>       | Health & Wellbeing                     | 3 | Yes |
| <b>Health and wellbeing - Positive thinking 1.0</b>       | Health & Wellbeing                     | 6 | Yes |
| <b>Health and wellbeing - Positive thinking 2.0</b>       | Health & Wellbeing                     | 1 | No  |
| <b>Health and wellbeing - Relaxation Techniques 1.0</b>   | Health & Wellbeing                     | 4 | Yes |
| <b>Health and wellbeing - Switching off from work 1.0</b> | Health & Wellbeing                     | 4 | Yes |
| <b>Health and wellbeing - Work life balance</b>           | Health & Wellbeing                     | 6 | Yes |
| <b>Health and wellbeing Pathway</b>                       | Health & Wellbeing                     | 2 | No  |
| <b>Healthy eating at Work 1.0</b>                         | Health & Wellbeing                     | 1 | No  |
| <b>Introduction to health and safety</b>                  | Health & Wellbeing                     | 1 | No  |
| <b>Introduction to Professional Boundaries at Pact</b>    | Professional Boundaries                | 1 | No  |
| <b>Introduction to Safeguarding at Pact</b>               | Health and safety (incl. Safeguarding) | 1 | Yes |
| <b>Safeguarding Adults 1.0 (UK/EU)</b>                    | Health and safety (incl. Safeguarding) | 1 | Yes |

## Appendix G: Action Plan Template (Initial Meeting)

### Pact Session Record – Initial meet/ 2 or 3 way meeting

|   |                          |                               |  |
|---|--------------------------|-------------------------------|--|
| <b>Keyworker First Name:</b>                                |                          | <b>CRN ID Number</b>          |  |
|   |                          | <b>Initials:</b>              |  |
| <b>Date:</b>  |                          | <b>Venue:</b>                 |  |
|   |                          |                               |  |
| <b>Length of Meeting:</b>                                   | <b>Time with Mentee:</b> | <b>Travel/Admin/Research:</b> |  |
|   |                          |                               |  |
| <b>Next Visit Details:</b><br><b>(Date, Time, Location)</b> |                          |                               |  |
|   |                          |                               |  |

**Summary of Contact:** Please ensure that each Section is scored FROM 1-5 (1 Being the lowest so the highest concern) so that we can use this as a measurement Action plan.

**Initial Review 2<sup>nd</sup>**

#### Review

|  |  |  |
|--|--|--|
| <p><b><u>Accommodation</u></b><br/>         What type of housing? Threat of homelessness? Any rent or council tax arrears? If homeless – have they made a housing application? Looking to move – rent too much/issue with neighbours or others? Domestic violence – do they feel threatened?</p>   |  |  |
| <p><b><u>Finance, Debt &amp; Benefits:</u></b><br/>         Address priority debts first (one's which an individual can be accounted for, fined for, prosecuted for or evicted for, if not paid).<br/>         1. Is your TV licence paid for and up to date?<br/>         2. Do you have any outstanding council tax arrears?<br/>         3. Do you have any outstanding rent arrears?<br/>         4. Do you have any outstanding court or legal fees?<br/>         Next address non-priority debts<br/>         1. Credit cards<br/>         2. Pay day loans<br/>         3. Phone bills<br/>         4. Water/electricity bills<br/>         Support<br/>         1. National Debt Helpline<br/>         2. Citizen's Advice Bureau (CAB) – can help with a Debt Relief Order (DRO) if debt has not exceeded £20,000. This wipes clean debt. If above £20,000, individual is advised to declare bankruptcy<br/>         3. Step Change<br/>         4. Christian's Against Poverty<br/>         Benefits<br/>         1. Housing/council/ESA/JAS/PIP/DSA/Income Support/Child benefit RI/Child tax credits/Working tax credits<br/>         2. Contact local citizens advice number to find out what someone's eligible for<br/>         3. Ask if they need help applying for benefits<br/>         4. Can attach payments they need to make to benefits – this means they are taken out of benefits before they are paid</p> |  |  |

|  |  |  |
|--|--|--|
| <p><b>Attitude, Thinking &amp; Behaviour:</b><br/>Criminogenic thinking? Current attitudes? Current thinking? Is the individual motivated? If homeless – automatically marked down in this area.<br/>May have issues with this area but not have an official psychiatric diagnosis. May still benefit from therapeutic intervention.</p> |  |  |
|  |  |  |

**Summary of Contact:** Please ensure that each Section is scored FROM 1-5 (1 Being the lowest) so that we can use this as a measurement Action plan.

**Initial Review 2<sup>nd</sup>**

**Review**

|   |  |  |
|---|--|--|
| <p><b>Mental Health:</b><br/>Ask about any past/current mental health issues? Diagnoses?<br/>CMHT – ask RO to refer service user or suggest they go to their GP for a referral.<br/>Ask if they currently take any medication if MH issues are present?<br/>Do they use any therapeutic interventions?<br/>Cruz – bereavement service (service user must self-refer)<br/>Relate – relationship counselling service</p>                                      |  |  |
| <p><b>Physical Health:</b><br/>Any accessibility issues? Do they have any physical health problems? Are they registered with their local GP and local dentist? If they have children – are there children also registered?<br/><br/>Offer to support registration if they are not registered.</p>   |  |  |
| <p><b>Drugs &amp; Alcohol:</b><br/>Any current/past issues with drugs or alcohol? If yes – are they receiving any support? Have they made contact with any local services?<br/>If not – would they like support making contact?</p>   |  |  |
| <p><b>DV &amp; Abuse:</b><br/>Is there any historic/current abuse? Do they need support? E.g Refuge, Women's Aid, National Domestic Violence Helpline.</p>  |  |  |
| <p><b>Children, Families &amp; Relationships:</b><br/>Do they have any children? If yes – do they have a Child in Need Plan (1st level) or a Child Protection Plan (2<sup>nd</sup> level)? Are they in their care or have they been removed? (third level)<br/>Do they want support with attending child protection plan meetings?<br/><br/>Are there any other family relationships? Do they have any romantic relationships? Any concerns with these?</p> |  |  |
| <p><b>ETE:</b><br/>What education/training/employment do they have/have they had? Do they need support with writing a disclosure letter? Do they need support with job searches? Do they need support</p>   |  |  |



|  |  |  |
|--|--|--|
| building their CV? Suggest referring them to an ETE advisor (there's one in each probation office) |  |  |
|--|--|--|

**ADDITIONAL INFORMATION:**

**For Immediate Action:**