



Community Justice Scotland  
Voluntary Throughcare and Mentoring  
Support Research  
Report - Appendices  
April 2023





# Contents

Introduction .....	3
Appendices.....	4

## Contact information

Leah Ringland  
Research Director

0131 297 2562  
Leah.Ringland@progressivepartnership.co.uk

Elise Livingstone  
Research Manager

0131 202 0042  
Elise.Livingstone@progressivepartnership.co.uk

Oliver Brown  
Research Manager

0131 297 2561  
Oliver.Brown@progressivepartnership.co.uk

### **Community Justice Scotland commissioning team:**

Hannah Dickson  
Improvement Lead

Hannah.Dickson@communityjustice.scot

Claire Penny  
Head of commissioning

Claire.Penny@communityjustice.scot

Guy Murray  
Project Manager - Commissioning

Guy.Murray@communityjustice.scot

# Introduction

Community Justice Scotland (CJS) has a remit to promote smart justice based on the best evidence for individuals who are currently serving or have served prison or community-based sentences.

CJS will take over the commissioning process of voluntary throughcare and mentoring services for short-term prisoners in 2025 and is conducting a Strategic Needs and Strengths Assessment (SNSA) to provide a foundation for the planning and delivery of these services in the future.

As part of the SNSA, CJS wanted to conduct research into the reintegration needs and experiences of individuals who are currently or have previously served short-term prison sentences or been on remand.

Progressive was commissioned to conduct research to better understand what the current services deliver and any gaps in services, and to develop recommendations for improvements to service design and delivery.

Qualitative research was conducted with individuals serving short-term prison sentences and those on remand, and with individuals receiving throughcare support in the community. Alongside this, an online survey was conducted with professional stakeholders, aiming to gather information on the current services offered, and explore views on the delivery of services and suggested areas of improvement.

Findings from research are reported in a separate document.

This document is included as an appendix to the main findings report and includes research instruments (the topic guides used in qualitative interviews and the question set used for surveying professional stakeholders), as well as technical notes on research methodology.

# Appendices

- 1 – Prison interviews topic guides
- 2 – Community interviews topic guide
- 3 – Professional stakeholder survey questionnaire
- 4 – Technical notes

## Appendix 1: Prison interviews topic guides

### *Topic guide for those serving a short-term prison sentence*

#### **Community Justice Scotland**

Commissioning research – Interview script for people who are eligible (or could be eligible) for voluntary throughcare and mentoring services and currently in custody (STP)

This guide is for interviews with participants who are on a short-term prison sentence.

<b>Eligibility for Voluntary Throughcare and Mentoring Support</b>	
Short-term prison sentence	All individuals serving this type of sentence are eligible for this support or statutory throughcare support

Method: Depth interviews. The below script is semi-structured to allow interviewers to follow up on respondents' answers.

#### **INTRODUCTION (2 Mins)**

- Introduction by moderator and explanation of Market Research Society Code of Conduct (i.e., researchers will respect the rights, wellbeing, opinions of research participants, and findings will be presented to our client impartially).
- Community Justice Scotland commissioned Progressive to conduct this research on its behalf. They are interested in understanding your experience of support you have received during your time in prison.
- Completely confidential – whatever you say will only be used for the purposes of the research project.
- Anonymous – names are not attached. We pull all findings together and report it back on a group basis.
- Zoom – the discussion will be recorded, so we don't have to take notes. It will only be used for the purposes of this research project.
- Explanation of rules of engagement of discussion
  - not a test
  - no right or wrong answers
  - just interested in your own views
  - REASSURE:** only share what you are comfortable sharing
- Reiterate GDPR rules if required: Withdraw at any time, only share what you are comfortable with
- We won't be asking you to disclose lots of personal information or experiences but note that support is available following the interview by speaking to your personal officer if you require.

## Demographics (3 Mins)

ASK ALL

- Can I just check are you on a short-term prison sentence or on remand?
- How long is your sentence? / What stage are you at?
- Where did you live before being in custody?
- What is your ethnicity? [Only if comfortable sharing]
- What age are you? (or age range?)
- Have you previously been in custody?

## Awareness/Knowledge – 5 Mins

ASK ALL

**Have you heard of voluntary throughcare and mentoring (before today?)**

**IF YES:**

- What is your understanding of this?
- When and how did you first hear about this?

**IF NO: \*Explain here what voluntary throughcare and mentoring is for those that don't know\***

- a. Are you aware of this?
- b. What do you call it / How would you describe it?

## Experience of voluntary throughcare & mentoring – 10 Mins

ASK ALL

- Were you offered voluntary throughcare and mentoring? [If needed explain it is any of the support previously described]
- **IF OFFERED:** Did you take up the offer of this support?

**IF YES – TAKEN UP OFFER:**

- *What made you decide to accept this support?*
  - *Do you have other sources of support on the outside? What are these?*
- *Who will provide / is providing this support?*
  - *Justice Social Work;*
  - *Shine; New Routes; Moving On;*
  - *Other organisation – which one?*

- *How did you find out about the throughcare support available to you this sentence?*
  - *Phone the service directly?*
  - *Someone at the prison told me about it?*
  - *Someone from the organisation visited and told me about it*
  - *Someone else in prison told me (other person on STP/Remand)*
  
- *What stage did you find out about voluntary throughcare and mentoring?*
  - *Entering remand?*
  - *Leaving remand?*
  - *Convicted waiting on sentence?*
  - *Soon after being sentenced?*
  - *Other time?*
  
- *When did (or will) the support begin?*
  - *Entering remand?*
  - *Leaving remand?*
  - *Convicted waiting on sentence?*
  - *Soon after being sentenced?*
  - *Other time?*
  
- *What will you be supported with? What do the support organisation do/specialise in?*
  - *Accommodation*
  - *Finances*
  - *General health/prescriptions/GP*
  - *Specific health needs such as mental health, long-term condition, pregnancy*
  - *Food, clothing etc.*
  - *Employment, training, education*
  - *Alcohol / drug-related substance use issues*
  - *Relationships – partners, family, friends, children / dependents*
  - *Arrangements for release date – travel arrangements*
  - *Something else?*
  
- *When will you meet them and how long will they work with you? what are your expectations of them?*
  
- *Staff / Mentors involved so far – what have they done and how well do you think they've worked with you?*
  - *Do you think they understand your needs?*
  - *Did you have a choice of key worker/mentor?*
    - *What did you/would you look for (same gender/similar age/other factors)?*
    - *How important is this?*
  
- *Service received so far – what work or planning has been involved so far?*

- *Level of communications / contact – how often have they been in contact?*
  - *How do you feel about the amount of contact you have had with them?*
    - *Enough? Not enough?*
  - *Could you contact them at any time if you required to?*
  - *How often do you expect to meet with them after release?*
  - *How often would you like to meet them after release?*

## **IF NO – DID NOT TAKE UP OFFER OF SUPPORT**

- *Why did you not take up the offer of support?*
  - *Didn't feel I needed it*
  - *Didn't know enough about it*
  - *Didn't think it would help*
  - *Have enough support on the outside already*
  - *Didn't like/connect to the key worker/mentor/person I spoke to*
- *How did you find out about the throughcare support available to you this sentence?*
  - *Phone the service directly?*
  - *Someone at the prison told me about it?*
  - *Someone from the organisation visited and told me about it*
  - *Someone else in prison told me (other person on STP/Remand)*
- *What stage did you find out about voluntary throughcare and mentoring?*
  - *Entering remand?*
  - *Leaving remand?*
  - *Convicted waiting on sentence?*
  - *Soon after being sentenced?*
  - *Other time?*
- *Do you feel that you were able to make an informed choice?*
  - *How much did you know about voluntary throughcare and mentoring services when you made the decision?*
  - *Did anyone in particular speak to you about voluntary throughcare and mentoring services*
- *Do you know if you can you change your mind and get this at a later time?*
- *Have you thought about changing your mind and taking up the support?*
  - *Why / Why not?*
- *Could anything have been done differently to change your decision about taking up this opportunity?*



## IF NOT BEEN OFFERED VOL T&M SUPPORT

- REMINDER: *What stage in sentence are you at currently?*
- *Do you expect to hear from voluntary throughcare and mentoring service?*
- *Would you want to hear from this support service?*
  - *What, if anything, do you want to hear more about?*
  - *What type of support do you think would be most useful to you when moving from prison into the community?*
- *Do you know how you might find out about this if no-one contacts you directly?*

## Ask if had previous sentence – 10 Mins

ASK ALL

**For those who have been offered, or have experienced voluntary throughcare and mentoring in a previous sentence – obtain details of their experience**

- Have you served a short-term prison sentence before?

### IF YES:

- Were you offered voluntary throughcare and mentoring during your previous sentence? [If needed explain it is any of the support previously described]
- **IF OFFERED:** Did you take up the offer of this support?

### IF YES – TAKEN UP OFFER:

- *What made you decide to accept this support?*
- *Who provided the support?*
  - *Justice Social Work;*
  - *Shine; New Routes; Moving On;*
  - *Other organisation – which one?*
- *How did you find out about the throughcare support available to you previously?*
- *What stage did you find out about voluntary throughcare and mentoring?*
- *When did the support begin? How long did the support last?*
- *What were you supported in?*
- *Staff / Mentors involved so far – How well did they work with you?*

- *Do you think they understand your needs?*
- *Did you have a choice of key worker/mentor?*
  - *What did you/would you look for (same gender/similar age/other factors)?*
  - *How important is this?*
- *Service received – How did you find the support that was provided?*
  - *Helpful / not helpful – Why?*
- *How do you feel about the amount of contact you had with them?*
  - *Enough? Not enough?*
  - *Could you contact them at any time if you required to?*
  - *How often did you meet them after release?*

#### **IF NO – DID NOT TAKE UP OFFER OF SUPPORT PREVIOUSLY OR DROPPED OUT OF SUPPORT**

- *Why did you not take up the offer of support / ‘dropped out’ of support?*
  - *Didn’t feel I needed it*
  - *Didn’t know enough about it*
  - *Didn’t think it would help*
  - *It wasn’t helping*
- *How did you find out about the throughcare support available to you during the previous sentence?*
- *What stage did you find out about voluntary throughcare and mentoring?*
- *Did you feel that you were able to make an informed choice?*
  - *How much did you know about voluntary throughcare and mentoring services when you made the decision?*
  - *Did anyone in particular speak to you about voluntary throughcare and mentoring services?*
- *Did you know if you could change your mind and get this at a later time?*
- *Could anything have been done differently that would have changed your decision about taking up the support previously?*

#### **IF PREVIOUSLY NOT OFFERED VOL T&M SUPPORT**

- *Did you know this kind of support was available to you at the time?*
- *Do you think you would have taken it up? Why / why not?*

ASK IF HAD PREVIOUS SENTENCE

**If you are comfortable sharing, I am interested to know if you think the level of support you received/didn't receive had an impact on you returning to custody?**

- *When / for what reason did you return to custody? [Only if comfortable sharing]*
- *Do you think this could this have been prevented?*
- *What type of support would have helped prevent this from happening?*

### Support needs – 10 Mins

ASK ALL

**When you entered prison what would you say were your main needs?**

- *Did you get any support with these?*
- *Is there anything in the community that you were unable to tidy up / sort out before you had to leave (e.g. your accommodation, belongings, childcare/other dependents or caring responsibilities, employment/education)?*

**As you approach the end of your sentence, what kind of support do you think you might need help with ahead of your release from prison?**

- *Is there anything that you are particularly worried about ahead of your release?*
- *Is there anything that would help with these concerns?*
  - *Meeting your support network in advance*
  - *Someone to talk through the process*
  - *Anything else?*
- *What would be the most helpful type of support – meeting support organisation in person, telephone calls*

**What support could you use on the day of your release and in the period after you return to your community?**

- *Is there anything that you are particularly worried about when you think about returning to your community?*
- *Is there anything that would help with these concerns?*
  - *Travel arrangements on release date*
  - *Accommodation*
  - *Meeting your support network on release date*
  - *Meet support organisation on release date?*
  - *Someone to talk through the process*
  - *Anything else?*

- *What would be the most helpful type of support – meeting support organisation in person, telephone calls, meet on release date?*

**Do you have a plan for any of the following when you are released from your sentence?**

- *Accommodation? Probe – Is this stable or temporary? What will this involve?*
- *Travel from prison? Probe – How far are you travelling? Do you think there will be any issues?*
- *Meeting up with your support networks? Probe – Plan to meet with family/friends? What will this involve? Have any concerns?*
- *Finances/employment? Probe – Will you have money on release/in the first few days? What about returning to work, or finding out about work? Have you thought about this? What might this involve?*

ASK ALL

**What would you do/will you do to manage your release and settling in the community [if a service such as voluntary throughcare and mentoring services was not available to support you through this time]?**

- *Speak to friends / family?*
- *Anything else?*

ASK IF HAD PREVIOUS SENTENCE

**How did you find your transition between custody and community?**

- *Did you find any particular support (voluntary throughcare and mentoring services) to be suitable for your needs?*
- *Was there anything missing?*
- *IF DID NOT RECEIVE VT&M PREVIOUSLY: Was there anything you struggled with on release?*
- *What was easier/harder than you expected when returning to the community?*

**ASK IF HAVE EXPERIENCE OF VT&M**

**For both those who have used / are currently working with a voluntary throughcare and mentoring service.....**

- *How helpful was / has the service been?*
  - *Why do you say that?*
  - *In what ways? What has been most helpful?*

**IF USED SERVICE PREVIOUSLY AND CURRENTLY**

- *Are there any differences in the service received at each time?*
  - *If so, what were the differences? What worked better?*
- *Is there anything about the service that you would change or improve?*

ASK ALL

**Is there anything else you would like to mention regarding support you have received or would like to receive when in prison or when you are released from prison that we have not discussed?**

#### CLOSING INFORMATION

- Support is available following the interview - there are several support sources including personal officers, support through prison chaplains, and Samaritans – information on these is available in a leaflet if you would like to find out more. (DETAIL RELEVANT ESTABLISHMENT SPECIFICS RE. SUPPORT).
- To thank you for speaking to us today we would like to add £5 to your PPC. Your name will be passed to the person that deals with this in the prison and they will add this within 24 hours. (Check they are happy for this to happen)
- If you are eligible for Voluntary Throughcare and Mentoring Support (*women and young males on remand, and all short term sentenced people*) and would like to find out more about what support is available please speak to your personal officer or again any of the people mentioned above.

**Topic guide for those on remand**

**Community Justice Scotland**  
 Commissioning research – Interview script for people who are eligible or could be eligible for voluntary throughcare and mentoring services and currently in custody (Remand)

This guide is for interviews with participants who are on remand. Questions about throughcare and mentoring support whilst on remand are not asked of adult male participants as they are not eligible for this support.

<b>Eligibility for Voluntary Throughcare and Mentoring Support</b>	
Remand	Women and Young People only. <b>Adult males are not eligible</b> for this support at the present time.

Method: Depth interviews. The below script is semi-structured to allow interviewers to follow up on respondents’ answers.

**INTRODUCTION (2 Mins)**

- Introduction by moderator and explanation of Market Research Society Code of Conduct (i.e., researchers will respect the rights, wellbeing, opinions of research participants, and findings will be presented to our client impartially).
- Community Justice Scotland commissioned Progressive to conduct this research on its behalf. They are interested in understanding your experience of support you have received during your time in prison.
- Completely confidential – whatever you say will only be used for the purposes of the research project.
- Anonymous – names are not attached. We pull all findings together and report it back on a group basis.
- Zoom – the discussion will be recorded, so we don’t have to take notes. It will only be used for the purposes of this research project.
- Explanation of rules of engagement of discussion
  - not a test
  - no right or wrong answers
  - just interested in your own views
  - REASSURE:** only share what you are comfortable sharing
- Reiterate GDPR rules if required: Withdraw at any time, only share what you are comfortable with
- We won’t be asking you to disclose lots of personal information or experiences but note that support is available following the interview by speaking to your personal officer if you require.

## Demographics (3 Mins)

ASK ALL

- Can I just check are you on a short-term prison sentence or on remand?
- How long have you been on remand? / What stage are you at?
- Where did you live before being in custody?
- What is your ethnicity? [Only if comfortable sharing]
- Have you previously been in custody?

## Awareness/Knowledge – 5 Mins

ASK ALL

**Have you heard of voluntary throughcare and mentoring** (before today?)

**IF YES:**

- What is your understanding of this?
- When and how did you first hear about this?

**IF NO: \*Explain here what voluntary throughcare and mentoring is for those that don't know\***

- Are you aware of this?
- What do you call it / How would you describe it?

## Experience of voluntary throughcare & mentoring – 10 Mins

**THIS SECTION IS FOR WOMEN & YOUNG PEOPLE ONLY**

- Were you offered voluntary throughcare and mentoring? [If needed explain it is any of the support previously described]
- **IF OFFERED:** Did you take up the offer of this support?

**IF YES – TAKEN UP OFFER:**

- *What made you decide to accept this support?*
  - *Do you have other sources of support on the outside? What are these?*
- *Who will provide / is providing this support?*

- *Justice Social Work;*
- *Shine; New Routes; Moving On;*
- *Other organisation – which one?*
- *How did you find out about the throughcare support available to you this sentence?*
  - *Phone the service directly?*
  - *Someone at the prison told me about it?*
  - *Someone from the organisation visited and told me about it*
  - *Someone else in prison told me (other person on STP/Remand)*
- *What stage did you find out about voluntary throughcare and mentoring?*
  - *Entering remand?*
  - *Leaving remand?*
  - *Convicted waiting on sentence?*
  - *Soon after being sentenced?*
  - *Other time?*
- *When did (or will) the support begin?*
  - *Entering remand?*
  - *Leaving remand?*
  - *Convicted waiting on sentence?*
  - *Soon after being sentenced?*
  - *Other time?*
- *What will you be supported with? What do the support organisation do/specialise in?*
  - *Accommodation*
  - *Finances*
  - *General health/prescriptions/GP*
  - *Specific health needs such as mental health, long-term condition, pregnancy*
  - *Food, clothing etc.*
  - *Employment, training, education*
  - *Alcohol / drug-related substance use issues*
  - *Relationships – partners, family, friends, children / dependents*
  - *Arrangements for release date – travel arrangements*
  - *Something else?*
- *When will you meet them and how long will they work with you? what are your expectations of them?*
- *Staff / Mentors involved so far – what have they done and how well do you think they've worked with you?*
  - *Do you think they understand your needs?*
  - *Did you have a choice of key worker/mentor?*
    - *What did you/would you look for (same gender/similar age/other factors)?*



- *How important is this?*
- *Service received so far – what work or planning has been involved so far?*
- *Level of communications / contact – how often have they been in contact?*
  - *How do you feel about the amount of contact you have had with them?*
    - *Enough? Not enough?*
  - *Could you contact them at any time if you required to?*
  - *How often do you expect to meet with them after release?*
  - *How often would you like to meet them after release?*

#### **IF NO – DID NOT TAKE UP OFFER OF SUPPORT**

- *Why did you not take up the offer of support?*
  - *Didn't feel I needed it*
  - *Didn't know enough about it*
  - *Didn't think it would help*
  - *Have enough support on the outside already*
  - *Didn't like/connect to the key worker/mentor/person I spoke to*
- *How did you find out about the throughcare support available to you this sentence?*
  - *Phone the service directly?*
  - *Someone at the prison told me about it?*
  - *Someone from the organisation visited and told me about it*
  - *Someone else in prison told me (other person on STP/Remand)*
- *What stage did you find out about voluntary throughcare and mentoring?*
  - *Entering remand?*
  - *Leaving remand?*
  - *Convicted waiting on sentence?*
  - *Soon after being sentenced?*
  - *Other time?*
- *Do you feel that you were able to make an informed choice?*
  - *How much did you know about voluntary throughcare and mentoring services when you made the decision?*
  - *Did anyone in particular speak to you about voluntary throughcare and mentoring services*
- *Do you know if you can you change your mind and get this at a later time?*
- *Have you thought about changing your mind at all and taking up the support?*
  - *Why / Why not?*

- *Could anything have been done differently to change your decision about taking up this opportunity?*

#### **IF NOT BEEN OFFERED VOL T&M SUPPORT [BUT ELIGIBLE]**

- REMINDER: *What stage in sentence/remand are you at currently?*
- *Do you expect to hear from voluntary throughcare and mentoring service?*
- *Would you want to hear from this support service?*
  - *What, if anything, do you want to hear more about?*
  - *What type of support do you think would be most useful to you when moving from prison into the community?*
- *Do you know how you might find out about this if no-one contacts you directly?*

#### **Any previous sentence – 10 Mins**

##### ASK ALL

- Have you served a short-term prison sentence before?

##### **IF YES:**

- Were you offered voluntary throughcare and mentoring during your previous sentence? [If needed explain it is any of the support previously described]
- **IF OFFERED:** Did you take up the offer of this support?

##### **IF YES – TAKEN UP OFFER:**

- *What made you decide to accept this support?*
- *Who provided the support?*
  - *Justice Social Work;*
  - *Shine; New Routes; Moving On;*
  - *Other organisation – which one?*
- *How did you find out about the throughcare support available to you previously?*
- *What stage did you find out about voluntary throughcare and mentoring?*
- *When did the support begin? How long did the support last?*
- *What were you supported in?*
- *Staff / Mentors involved so far – How well did they work with you?*

- *Do you think they understand your needs?*
- *Did you have a choice of key worker/mentor?*
  - *What did you/would you look for (same gender/similar age/other factors)?*
  - *How important is this?*
- *Service received – How did you find the support that was provided?*
  - *Helpful / not helpful – Why?*
- *How do you feel about the amount of contact you had with them?*
  - *Enough? Not enough?*
  - *Could you contact them at any time if you required to?*
  - *How often did you meet them after release?*

#### **IF NO – DID NOT TAKE UP OFFER OF SUPPORT PREVIOUSLY OR DROPPED OUT OF SUPPORT**

- *Why did you not take up the offer of support / ‘dropped out’ of support?*
  - *Didn’t feel I needed it*
  - *Didn’t know enough about it*
  - *Didn’t think it would help*
  - *It wasn’t helping*
- *How did you find out about the throughcare support available to you during the previous sentence?*
- *What stage did you find out about voluntary throughcare and mentoring?*
- *Did you feel that you were able to make an informed choice?*
  - *How much did you know about voluntary throughcare and mentoring services when you made the decision?*
  - *Did anyone in particular speak to you about voluntary throughcare and mentoring services*
- *Did you know if you could change your mind and get this at a later time?*
- *Could anything have been done differently that would have changed your decision about taking up the support previously?*

#### **IF PREVIOUSLY NOT OFFERED VOL T&M SUPPORT**

- *Did you know this kind of support was available for people who were serving a short-term sentence at the time?*
- *Do you think you would have taken it up? Why / why not?*

## ASK ALL WHO HAD PREVIOUS SENTENCE

If you are comfortable sharing, I am interested to know if you think the level of support you received/didn't receive had an impact on you returning to custody?

- *When / for what reason did you return to custody? [Only if comfortable sharing]*
- *Do you think this could this have been prevented?*
- *What type of support would have helped prevent this from happening?*

## Support needs – 10 Mins

ASK ALL

**When you entered prison what would you say were your main needs?**

- *Did you get any support with these?*
- *Is there anything in the community that you were unable to tidy up / sort out before you had to leave (e.g. your accommodation, belongings, childcare/other dependents or caring responsibilities, employment/education)?*
- *Do you think it would be useful to have some support when leaving custody to go (back) into the community/your local area?*
  - *If yes – why and What would you hope to receive?*
  - *If no – why not?*
- *Is there anything that you are particularly worried about when you think about returning to your community?*
- *Is there anything that would help with these concerns?*
  - *Travel arrangements on release date?*
  - *Accommodation?*
  - *Meeting your support network on release date?*
  - *Meet support organisation on release date?*
  - *Someone to talk through the process?*
  - *Anything else?*
- *What would be the most helpful type of support – meeting support organisation in person, telephone calls, meet on release date?*

**Do you have a plan for any of the following when you are released from remand?**

- *Accommodation? Probe – Is this stable or temporary? What will this involve?*
- *Travel from prison? Probe – How far are your travelling? Do you think there will be any issues?*

- *Meeting up with your support networks? Probe – Plan to meet with family/friends? What will this involve? Have any concerns?*
- *Finances/employment? Probe – What about returning to work? Have you thought about this? What might this involve?*

ASK ALL

**What would you do/will you do to manage your release and settling in the community [if a service such as voluntary throughcare and mentoring services was not available to support you through this time]?**

- *Speak to friends / family?*
- *Anything else?*

ASK IF HAD PREVIOUS SENTENCE

**How did you find your transition between custody and community?**

- *Did you find any particular support (voluntary throughcare and mentoring services) to be suitable for your needs?*
- *Was there anything missing?*
- *IF DID NOT RECEIVE VT&M PREVIOUSLY: Was there anything you struggled with on release?*
- *What was easier/harder than you expected when returning to the community?*

ASK IF HAVE EXPERIENCE OF VT&M

**For both those who have used / are currently working with a voluntary throughcare and mentoring service**

- *How helpful was / has the service been?*
  - *Why do you say that?*
  - *In what ways? What has been most helpful?*

IF USED SERVICE PREVIOUSLY AND CURRENTLY

- *Are there any differences in the service received at each time?*
  - *If so, what were the differences? What worked better?*
- *Is there anything about the service that you would change or improve?*

ASK ALL

**Is there anything else you would like to mention regarding support you have received or would like to receive when in prison or when you are released from prison that we have not discussed?**

#### CLOSING INFO

- Support is available following the interview - there are several support sources including personal officers, support through prison chaplains, and Samaritans – information on these is available in a leaflet if you would like to find out more. (DETAIL RELEVANT ESTABLISHMENT SPECIFICS RE. SUPPORT).
- To thank you for speaking to us today we would like to add £5 to your PPC. Your name will be passed to the person that deals with this in the prison and they will add this within 24 hours. (Check they are happy for this to happen)

THE FOLLOWING POINT IS NOT FOR ADULT MALES ON REMAND (NOT ELIGIBLE)

- If you are eligible for Voluntary Throughcare and Mentoring Support (*women and young males on remand, and all short-term sentenced people*) and would like to find out more about what support is available please speak to your personal officer or again any of the people mentioned above.

## Appendix 2: Community interviews topic guide

### Community Justice Scotland

Commissioning research - Interview script for people currently in community in receipt of voluntary throughcare support (previously in custody on remand and STP)

Method: depth interviews. The below script is semi-structured to allow interviewers to follow up on respondents' answers.

#### INTRODUCTION (2 Mins)

- Introduction by moderator and explanation of Market Research Society Code of Conduct (i.e., researchers will respect the rights, wellbeing, opinions of research participants, and findings will be presented to our client impartially).
- Community Justice Scotland commissioned Progressive to conduct this research on its behalf. They are interested in understanding your experience of support you have received during your time in prison and as you have settled back into the community.
- Completely confidential – whatever you say will only be used for the purposes of the research project.
- Anonymous – names are not attached. We pull all findings together and report it back on a group basis.
- Zoom – the discussion will be recorded, so we don't have to take notes. It will only be used for the purposes of this research project.
- Explanation of rules of engagement of discussion
  - not a test
  - no right or wrong answers
  - just interested in your own views
  - REASSURE:** only share what you are comfortable sharing
- Reiterate GDPR rules if required: Withdraw at any time, only share what you are comfortable with
- We won't be asking you to disclose lots of personal information or experiences but note that support is available following the interview by speaking to your mentor/worker if you require.

IF MENTOR/WORKER IS PRESENT DURING INTERVIEW: Check – there will be a section in the interview where we may ask the mentor to step out of the room. Does the participant want their mentor present during the whole conversation or will it be okay to ask them to leave for one section? Either option is fine.

#### Demographics and intro questions (3 mins)

- Prison establishment released from
  - Where do you currently live?
1. What is your ethnicity? [Only if comfortable sharing]

2. Previously in custody on remand?
  - Length of time spent on remand and when were you released?
  - Which prison were you held in?
3. Previously in custody on short-term prison sentence?
  - Length of sentence and when were you released?
  - Which prison were you held in?
  - Have you been in custody before? How many times?
  - When / for what reason did you return to custody?

### Experience of voluntary throughcare support (5 mins)

#### Initial experience

4. **Have you heard of voluntary throughcare and mentoring** (before today?)

**IF YES:**

5. What is your understanding of this?

**IF NO: \*Explain here what voluntary throughcare and mentoring is for those that don't know\***

- Are you aware of this?
- What do you call it / How would you describe it?

6. **How and when / at what point did you first hear about voluntary throughcare and mentoring support?**

7. Did you hear about this while you were in prison or after you had returned to the community?

8. What were you told about it?
  - *Who spoke to you / told you about it?*
  - *What was your understanding of this?*
  - *Did you hear about more than one service?*

9. When did you make your decision to initially accept or decline the service?
  - *If you initially declined this, what led to this decision?*
  - *At what point did you change your mind?*

10. What made you decide to accept this support?



- *Why this support? Why this service? (especially if they heard from more than one service)*

11. Do you feel that you were able to make an informed choice?

- *Why / why not?*
- *Did you have enough information?*

12. How did you access it?

- *Phoned the service directly*
- *Someone visited me when in prison*
- *Someone visited me on release from prison*

13. When did this support start?

- *Before you left prison? if so at what stage:*
  - *Entering remand?*
  - *Leaving remand?*
  - *Convicted waiting on sentence?*
  - *Soon after being sentenced?*
- *On release;*
  - *Soon after release*
  - *A period of time after release*

• **Who provides your current voluntary throughcare and mentoring support?**

- Justice Social Work
- Shine; New Routes; Moving On
- SPS Throughcare Support Officers
- Other

14. Has this been your provider from the beginning or has this changed?

- *IF CHANGED: why did this change?*

• **Support offered/received (5 mins)**

- **What kind of things did you need help with on release from prison? [Note everything not just what the support org provided]**
  - Accommodation support?
  - Finances/Benefits?
  - Health-related?
  - Food/clothing?
  - Employment, training, education?

- Alcohol / drug-related substance use issues?
- Support networks / relationships?
- Travel arrangements on release day?
- Something else?

- **What support was provided by the Voluntary Throughcare and Mentoring organisation on release from prison?**

- Accommodation support?
- Finances/Benefits?
- Health-related?
- Food/clothing?
- Employment, training, education?
- Alcohol / drug-related substance use issues?
- Support networks / relationships?
- Travel arrangements on release day?
- Something else?

15. In what way did you access the support?

- Mainly phone calls
- Text
- In-person meetings at their office or other premises
- In person meetings in the community?

- **Thinking more recently, what kind of things have you needed help with (If released from prison some time ago)?**

16. How have your needs changed since returning to your community?

17. How has voluntary throughcare and mentoring supported you with this?

- Accommodation support?
- Finances/Benefits?
- Health-related?
- Food/clothing?
- Employment, training, education?
- Alcohol / drug-related substance use issues?
- Support networks / relationships?
- Travel arrangements on release day?
- Something else?

- **How could your voluntary throughcare and mentoring support continue to help you going forward?**

### Details of current support (5 mins)

If a mentor is present ask: if the participant and mentor are happy, please could the mentor step out for the final part of the interview.

Note when mentor not present: whilst we are asking about the current support and mentor you have, nothing you say will be fed back to the organisation or to your mentor. This is only to help the team think about how they design the support that will be required in the future.

- **How often do you speak/meet with the service?**
  - *Is this adequate?*
  - *Are they available when you want to make contact with them?*
  - *Could you contact them at any time if you required to?*
- **Do you have a key worker/mentor or do you deal with multiple people?**
  - *Did/do you establish a relationship with them?*
  - *When was this relationship established?*
  - *What were/are your overall thoughts about them?*
  - *Do you think they understand your needs?*
  - *Did you have a choice of key worker/mentor?*
    - *What did you/would you look for (same gender/similar age/other factors)?*
    - *How important is this?*
- **How did you find your transition / move between custody and community? / What has it been like to (re)-integrate/(re)-settle (back) into the community?**
  - **What was easier than you expected?**
    - *Why?*
  - **What was harder than you expected?**
    - *What were the main issues you had to overcome?*
  - **What aspects of voluntary throughcare and mentoring helped/hindered this?**
    - *Why do you say that?*
  - **Was the service supportive of your needs?**

- *Why / why not?*
- **Was there anything missing in the type of support offered or the way in which it was offered?**
- **Did any other services help you with reintegration i.e. settling back into the community on release from prison?** [*Moderator note: this could be more specialist services that VT&M referred them to*]
  - *Were you referred to these services through your throughcare worker or other means?*
  - *Have timescales for any services you were referred to by your throughcare worker been acceptable?*
  - *Are you currently waiting to hear back from any of these services/on a waiting list?*
- **If not recently released from prison – did it get easier with time to settle/integrate back into the community?**
  - *In what way?*
  - *If not, can you tell me more about this – why do you think it didn't get any easier?*

#### Usefulness and involvement in service received (5 mins)

- **How helpful overall has the voluntary throughcare and mentoring support been so far?**
  - *Why do you say that?*
  - *In what ways has it been helpful / unhelpful?*
- **Has this support met your expectations?**
  - *In what ways? / Why not?*
- **How could this have been better in terms of the things the service supports you with?**
- **How could this have been better in the way in which they support you?**

*Moderator Note - If interviewee believes that things could have been better, any probing questions should try to clarify whether any specific needs (or previous experiences) are related to the role of the specialist throughcare service, or wider public services. (For example, if individual reports that they were involved with a throughcare service before, but they didn't help them with their housing problem – the probing questions should check*

whether the throughcare service offered any assistance, as it may have been beyond their power to secure a positive outcome).

- **Have you been involved in decisions relating to what support you have received?**
  - *How did you feel you were part of the decision making process?*
  - *Would you want to be involved more / less?*

**For those who previously served a short-term prison sentence and had subsequently returned to custody**

- **If you are comfortable sharing, I am interested to know if you think the level of support you received/didn't receive had an impact on you returning to custody?**
  - *When / for what reason did you return to custody? [Only if comfortable sharing]*
  - *Do you think this could this have been prevented?*
  - *What type of support would have helped prevent this from happening*

**Service end times (3 mins)**

- **How long do you expect this support to last?**
- **Do you know when the support will come to an end?**
  - *When did you find this out?*
  - *When and how will this come to an end?*
- **How do you feel about this?**
  - *Is this appropriate for your needs?*
  - *How long would you like this support to continue for?*

**Future voluntary throughcare and mentoring services**

- **Through this research we have an opportunity to shape future voluntary throughcare and mentoring services. What do you think are the most important things that these services should provide (or continue to provide)?**
- **Is there anything you think they should stop providing?**

END

## Appendix 3: Professional stakeholder survey questionnaire

### *SURVEY INTRO*

Thank you for agreeing to participate in our voluntary throughcare and mentoring professional stakeholder survey. Your responses as an expert group will be invaluable to the research being conducted into this area.

Community Justice Scotland want to understand the current voluntary throughcare and mentoring services that are provided for short-term prisoners and their needs when accessing services. This will provide a solid foundation onto which the planning and delivery of future throughcare and mentoring services can be built.

The survey takes around 20 minutes to complete and is quite detailed. This will allow us to really understand the issues from across our wide range of stakeholders and identify what is needed to propose the right changes in the future. Participation in the survey is voluntary – you may stop at any point or may choose to skip questions. No one will be able to be identified from information used within the final report.

The survey contains the following sections:

- Your organisation and service provision
- Attitudes to throughcare and mentoring services
- Client experiences of throughcare and mentoring services
- Information, engagement and support for clients
- Improving throughcare and mentoring services

If you have any queries about the survey please email [elise.livingstone@progressivepartnership.co.uk](mailto:elise.livingstone@progressivepartnership.co.uk) or for questions about the commissioning project in general [commissioning@communityjustice.scot](mailto:commissioning@communityjustice.scot)

Thank you for your responses and for taking the time to support this research.

### Terms and conditions

- Responses will not impact on any future procurement or commissioning decisions in relation to particular organisations.
- The information in this survey will be analysed along with other surveys, focus groups and workshops and all of these will be compiled into a report.
- The survey can be completed on a range of devices, however it is best suited to be completed on a desktop for optimum experience.
- Community Justice Scotland are working with external research agency Progressive Partnership Ltd, to administer this survey and to conduct some of the other research in the area. Progressive works in accordance with the General Data Protection Regulation and the Market Research Society Code of Conduct. Please be assured that your confidentiality and anonymity is respected at all times. [Click here](#) for Progressive's privacy policy.

## 1. Which organisation do you work for?

Organisation	Code
Access to Industry	1
Action for Children	2
Aid & Abet	3
Apex Scotland	4
Barnardos	5
Bethany Christian Trust	6
Change Grow Live	7
Circle	8
CJVSF	9
Community Justice Partnership	10
Crisis	11
Crown Office and Procurator Fiscal Service	12
Cyrenians	13
Families Outside	14
Grace Chocolates	15
Heavy Sound CIC	16
IFIT	17
Junction 42	18
Local Authority non-justice social work	19
Local Authority justice social work	20
Moving On	21
New Routes	22
Police Scotland	23
Recovery Enterprise Scotland	24
Right There	25
Sacro	26
SAMH	27
Scottish Courts and Tribunals Service	28
Scottish Government	29
Prison establishment (includes Scottish Prison Service, Serco and Sodexo)	30
Scottish Recovery Consortium	31
Shine	32
Simon Community Scotland	33
Sisco	34
Social Work Scotland	35
The Wise Group	36
Turning Point Scotland	37
Venture Trust	38
Vox Liminis	39
We Are With You	40
Willow's 'Just Us'	41
Other, please specify _____	42
Prefer not to say	43

2. In this organisation, do you have a client facing role? *By this we mean do you work directly with people to support them to reintegrate into the community following a short-term prison sentence or a period of remand.*

	Code
Yes, all the time	1
Yes, some of the time	2
No	3

3. Are you responding as an.....?

	Code
Individual	1
Organisation	2

4. In which geographical area does your organisation work? Select one response

Present as a drop-down list	Code
National – Scotland	1
National – UK	2
Aberdeen City	3
Aberdeenshire	4
Angus	5
Argyll & Bute	6
Clackmannanshire	7
Dumfries & Galloway	8
Dundee City	9
East Ayrshire	10
East Dunbartonshire	11
East Lothian	12
East Renfrewshire	13
Edinburgh City	14
Comhairle nan Eilean Siar (Western Isles)	15
Falkirk	16
Fife	17
Glasgow City	18
Highland	19
Inverclyde	20
Midlothian	21
Moray	22
North Ayrshire	23
North Lanarkshire	24
Orkney Islands	25
Perth & Kinross	26
Renfrewshire	27
Scottish Borders	28



Shetland Islands	29
South Ayrshire	30
South Lanarkshire	31
Stirling	32
West Dunbartonshire	33
West Lothian	34
Prefer not to say	35

5. Thinking about voluntary throughcare and mentoring support in general, to what extent do you agree or disagree that the current provision meets the needs of all clients?

	Code
Agree strongly	1
Agree slightly	2
Neither agree nor disagree	3
Disagree slightly	4
Disagree strongly	5
Unsure/Don't know	6

6. What, if any, do you think are the current gaps in service provision offered by voluntary throughcare and mentoring support services? *If appropriate please consider the needs of different client groups; geographical regions; and protected characteristics for example gender, age, ethnicity in your response. Please provide as much detail as possible.*

---

- Unsure/Don't know

7. What aspects/elements of support do current voluntary throughcare and mentoring support services excel at? *If appropriate please consider the needs of different client groups; geographical regions; and protected characteristics for example gender, age, ethnicity in your response. Please provide as much detail as possible*

---

- Unsure/Don't know

8. Does your organisation provide a throughcare and mentoring service? *By this we mean provide support that people receive in prison or once they leave, to help them resettle into the community such as finding a home, providing opportunities for work and improved health and wellbeing or mentoring.*

	Code
Yes	1
No	2
Unsure	3

**ASK IF YES (CODE 1) AT Q8 (T&M)**

9. At what stage do you provide voluntary throughcare and mentoring support to the majority of your clients? (tick all that apply)

	Code
On entering remand	1
On leaving remand	2
Convicted awaiting sentence	3
Soon after sentencing (within the first half of a client's custodial part of their sentence)	4
Towards the end of sentence (in the second half of a client's custodial part of their sentence)	5
In the 3 months prior to liberation	6
On liberation date	7
In the 12 months following liberation	8
Other, please specify	9
Unsure/Don't know	10

**ASK IF YES (CODE 1) AT Q8 (T&M)**

10. Thinking about your organisation, is there a cut-off point beyond which clients can no longer commence voluntary throughcare and mentoring support?

	Code
Yes	1
No	2
Unsure	3

**ASK IF YES (CODE 1) AT Q10**

11. What is the *latest* point that a client is able to commence voluntary throughcare and mentoring support with your organisation? (tick one)

	Code
On leaving remand	1
Soon after sentencing (within the first half of a client's custodial part of their sentence)	2
Towards the end of sentence (in the second half of a client's custodial part of their sentence)	3
In the 3 months prior to liberation	4
On liberation date	5
In the 12 months following liberation	6
Other, please specify	7
Unsure/Don't know	8

**ASK ALL**

12. At what stage(s) in an individual's sentence do you believe are the best times to commence voluntary throughcare and mentoring support to clients? (Tick all that apply).

	Code
On entering remand	1
On leaving remand	2
Convicted awaiting sentence	3
Soon after sentencing (within the first half of a client's custodial part of their sentence)	4
Towards the end of sentence (in the second half of a client's custodial part of their sentence)	5
In the 3 months prior to liberation	6
On liberation date	7
In the 12 months following liberation	8
Other, please specify	9
All the above times are equally good	10
Unsure/Don't know	11

**ASK ALL**

13. Do you think there should be a cut-off point beyond which clients can no longer commence voluntary throughcare and mentoring support?

	Code
Yes	1
No	2
Unsure	3

**ASK IF YES (CODE 1) AT Q13**

14. What is the latest point that a client should be able to commence voluntary throughcare and mentoring support? (tick one)

	Code
On leaving remand	1
Soon after sentencing (within the first half of a client's custodial part of their sentence)	2
Towards the end of sentence (in the second half of a client's custodial part of their sentence)	3
In the 3 months prior to liberation	4
On liberation date	5
In the 12 months following liberation	6
Other, please specify	7
Unsure/Don't know	8

**ASK IF YES (CODE 1) AT Q8 (T&M)**

15. Does your organisation have a maximum length of time in which to provide voluntary throughcare and mentoring support to clients?

	Code
Yes	1
No	2
Unsure	3

**ASK IF YES (CODE 1) AT Q15**

16. What is the maximum length of time that voluntary throughcare and mentoring support is provided by your organisation?

	Code
3 months after release from prison	1
6 months after release from prison	2
9 months after release from prison	3
1 year after release from prison	4
More than 1 year after release from prison	5
Other (please expand)	6
Unsure/Don't know	7

**ASK ALL**

17. Do you think there should be a maximum length of time in which organisations can provide voluntary throughcare and mentoring support to clients?

	Code
Yes	1
No	2
Unsure	3

**ASK ALL**

18. When is the most effective point at which voluntary throughcare and mentoring support should come to an end?

	Code
Within 3 months of release from prison	1
Within 6 months of release from prison	2
Within 9 months of release from prison	3
Within 12 months of release from prison	4
Within 18 months of release from prison	5
Other, please specify _____	6
Unsure/Don't know	7

18.1 Please use this space to explain/expand on your answer

---

**ASK IF YES (CODE 1) AT Q8 (T&M)**

19. How does your voluntary throughcare and mentoring support typically come to an end for clients?

Tick one.

	Code
Phased reduction of support	1
With other support in place where required	2
Client choice	3
Organisation choice	4
After a specific time period	5
Other, please specify _____	6
Unsure/Don't know	7

**ASK ALL**

20. How should voluntary throughcare and mentoring support come to an end for clients? Tick all that apply.

	Code
Phased reduction of support	1
With other support in place where required	2
Client choice	3
Organisation choice	4
After a specific time period	5
Other, please specify	6
Unsure/Don't know	7

20.1 Please use this space to explain/expand on your answer

---

**ASK IF YES (CODE 1) AT Q8 (T&M)**

21. To whom do you typically provide voluntary throughcare and mentoring support? (tick all that apply)

Age group	1.Male	2.Female	3.Trans male	4.Trans female	5.Non-binary people	6.Other not listed
<18	1	1	1	1	1	1
18-21	2	2	2	2	2	2
22-26	3	3	3	3	3	3
27-59	4	4	4	4	4	4
60-70	5	5	5	5	5	5
>70	6	6	6	6	6	6

**ASK IF YES (CODE 1) AT Q8 (T&M)**

22. Are there any people not eligible for your service? Tick all that apply.

	Code
Adult males (>21 years old)	1
Adult females (>21 years old)	2
Young males (Up to 21 years old)	3
Young females (Up to 21 years old)	4
Individuals released from short-term prison sentence	5
Individuals released from remand	6
Individuals with some offence types (please specify)	7
None of the above	8

**ASK IF YES (CODE 1) AT Q8 (T&M)**

23. How are clients typically informed about your organisation’s voluntary throughcare and mentoring support? Tick all that apply.

	Code
Service representative regularly attends prison to meet with those who are approaching liberation date or currently on remand	1
Justice social work (community or prison-based) staff regularly attend prison to meet with those who are approaching liberation date or currently on remand	2
Prison informs those approaching liberation date or currently on remand about services	3
Service is advertised throughout the prison	4
Social worker informs those approaching liberation date or currently on remand about services	5
Service advertised in/by universal services (e.g. in GP surgery, community centres, citizens advice, job centres)	6
Services advertised in/by specialist services (e.g. recovery cafes, addiction services)	7
Word of mouth	8
People who have left prison are informed via a third party e.g. community or universal service contact like GP	9
Service contacts those who are approaching liberation date or currently remand	10
Other, please specify _____	11
Unsure/Don't know	12

**ASK ALL**

24. Do you think the current routes for referral to voluntary throughcare and mentoring services are appropriate and timely?

	Code
Yes	1
No (please expand) _____	2
Unsure	3

25. In your experience what are the best methods of informing potential clients about voluntary throughcare and mentoring support? (Select top 3)

	Code
Service representative regularly attends prison to meet with those who are approaching liberation date or currently on remand	1
Justice social work (community or prison-based) staff regularly attend prison to meet with those who are approaching liberation date or currently on remand	2
Prison informs those approaching liberation date or currently on remand about services	3
Service is advertised throughout the prison	4
Social worker informs those approaching liberation date or currently on remand about services	5
Service advertised in/by universal services (e.g. in GP surgery, community centres, citizens advice, job centres)	6
Services advertised in/by specialist services (e.g. recovery cafes, addiction services)	7
Word of mouth	8
People who have left prison are informed via a third party e.g. community or universal service contact like GP	9
Service contacts those who are approaching liberation date or currently remand	10
Other, please specify _____	11
Unsure/Don't know	12

#### ASK ALL

26. What aspects of a throughcare service are most important in successfully maintaining the engagement with the service user? Please select the **three most important** from the list below.

	Code
A good relationship	1
Good communication	2
Regular appointments with voluntary throughcare and mentoring worker	3
Plan of action from the beginning	4
Practical help with appointments (e.g. set up, reminders, arranging transport, attending appointments with service user etc.)	5
In-person contact	6
Contactable when the service user needs them	7
Key workers or mentors with lived experience of the justice system	8
Locally-based	9
Other, please specify	10

26.1 Please use this space to explain/expand on your answer

---



**ASK IF YES (CODE 1) AT Q8 (T&M)**

27. What support is provided by your service at each stage of a client's time in the justice system?

Please click on each support option that is relevant to your service. If your service doesn't offer this type of support at each stage of the client's time in the justice system then please leave blank.

	Before release from remand	After release from remand	Before release from short-term sentence	After release from short-term sentence
Support with accommodation				
Support with personal finance				
Support with general health needs (e.g. prescriptions, registering with a GP or dentist)				
Support with specific health needs (e.g. long-term health condition, addiction, pregnancy)				
Support to obtain food, clothing, furnishings (and other purchases)				
Support with employment, training or education				
Support to get help with alcohol-related substance use issues				
Support to get help with drug-related substance use issues				
Support links in the community (e.g. family, friendship or other networks) to allow smooth transition to community				
Support to get help with mental health				
Advocacy services i.e. helping people to express their views to influence decisions about their lives				
Guidance / support with life skills				
Support client on liberation e.g. meeting client, making travel arrangements				
Meeting with client's main support network to offer support for them				

27.1 If there are any specific client groups (e.g. gender, age, ethnicity, geographical area) that you think require a more tailored support package, please share details of this in the box below. If not, please leave blank.

---

**ASK NON T&M SERVICES (NO OR UNSURE CODE 2 AND 3 IN Q8) ONLY**

28. Which of the support options below do you think voluntary throughcare and mentoring services should make available for sentenced individuals prior to their release?

	Code
Support with accommodation	1
Support with personal finance	2
Support with general health needs (e.g. prescriptions, registering with a GP or dentist)	3
Support with specific health needs (e.g. long-term health condition, addiction, pregnancy)	4
Support to obtain food, clothing, furnishings (and other purchases)	5
Support with employment, training or education	6
Support to get help with alcohol-related substance use issues	7
Support to get help with drug-related substance use issues	8
Support links in the community (e.g. family, friendship or other networks) to allow smooth transition to community	9
Support to get help with mental health	10
Advocacy services i.e. helping people to express their views to influence decisions about their lives	11
Guidance / support with life skills	12
Support client on liberation e.g. meeting client, making travel arrangements	13
Meeting with client's main support network to offer support for them	14
All of the above	15
Other, please specify_____	16
No support should be available prior to release	17

**ASK ALL WHO BELIEVE SUPPORT SHOULD BE AVAILABLE PRIOR TO RELEASE (CODES 1-16) IN Q28.**

**ONLY SHOW CODES SELECTED IN Q28. SHOW CODES 1-15 IF ALL OF THE ABOVE (CODE 15) SELECTED.**

**IF 3 OPTIONS OR LESS SELECTED AT Q28 THEN AUTO-POPULATE THIS QUESTION**

29. Of the support options you selected, which are the most important for voluntary throughcare and mentoring services to provide prior to release? (Select top 3)

	Code
Support with accommodation	1
Support with personal finance	2
Support with general health needs (e.g. prescriptions, registering with a GP or dentist)	3
Support with specific health needs (e.g. long-term health condition, addiction, pregnancy)	4
Support to obtain food, clothing, furnishings (and other purchases)	5
Support with employment, training or education	6

Support to get help with alcohol-related substance use issues	7
Support to get help with drug-related substance use issues	8
Support links in the community (e.g. family, friendship or other networks) to allow smooth transition to community	9
Support to get help with mental health	10
Advocacy services i.e. helping people to express their views to influence decisions about their lives	11
Guidance / support with life skills	12
Support client on liberation e.g. meeting client, making travel arrangements	13
Meeting with client's main support network to offer support for them	14
Other, please specify_____	15

**ASK NON T&M SERVICES (NO OR UNSURE CODE 2 AND 3 IN Q8) ONLY**

30. Which of the support options below do you think voluntary throughcare and mentoring services should make available for sentenced individuals on or after their release from custody? Tick all that apply.

	Code
Support with accommodation	1
Support with personal finance	2
Support with general health needs (e.g. prescriptions, registering with a GP or dentist)	3
Support with specific health needs (e.g. long-term health condition, addiction, pregnancy)	4
Support to obtain food, clothing, furnishings (and other purchases)	5
Support with employment, training or education	6
Support to get help with alcohol-related substance use issues	7
Support to get help with drug-related substance use issues	8
Support links in the community (e.g. family, friendship or other networks) to allow smooth transition to community	9
Support to get help with mental health	10
Advocacy services i.e. helping people to express their views to influence decisions about their lives	11
Guidance / support with life skills	12
Support client on liberation e.g. meeting client, making travel arrangements	13
Meeting with client's main support network to offer support for them	14
All of the above	15
Other, please specify_____	16

**ONLY SHOW CODES SELECTED IN Q30. SHOW CODES 1-14 IF ALL OF THE ABOVE (CODE 12) SELECTED.**

**IF 3 OPTIONS OR LESS SELECTED AT Q30 THEN AUTO-POPULATE THIS QUESTION**

31. Of the support options you selected, which are the most important for voluntary throughcare and mentoring services to provide on or after release from custody? (Select top 3)

	Code
Support with accommodation	1
Support with personal finance	2
Support with general health needs (e.g. prescriptions, registering with a GP or dentist)	3
Support with specific health needs (e.g. long-term health condition, addiction, pregnancy)	4
Support to obtain food, clothing, furnishings (and other purchases)	5
Support with employment, training or education	6
Support to get help with alcohol-related substance use issues	7
Support to get help with drug-related substance use issues	8
Support links in the community (e.g. family, friendship or other networks) to allow smooth transition to community	9
Support to get help with mental health	10
Advocacy services i.e. helping people to express their views to influence decisions about their lives	11
Guidance / support with life skills	12
Support client on liberation e.g. meeting client, making travel arrangements	13
Meeting with client's main support network to offer support for them	14
Other, please specify _____	15

32. Is there any support that is currently provided by voluntary throughcare services that you think should not be provided by them?

---

- None
- Unsure/Don't know

33. Are there any types of prisoner or offence types that would not be suitable for voluntary throughcare? If so, which ones, and why?

---

- None
- Unsure/Don't know

34. What are the current challenges faced by voluntary throughcare and mentoring support services?  
Please provide as much detail as possible

---

- No current challenges
- Unsure/Don't know

35. How could the support provided for people to reintegrate into their community post-release be improved? Please provide as much detail as possible

---

- No improvement needed
- Unsure/Don't know

36. If there is anything else you would like to share with us please do it in the space below.

---

- No other comments

37. How was this survey to complete?

	Code
Very easy	1
Easy	2
Neither easy nor difficult	3
Difficult	4
Very difficult	5
Unsure/Don't know	6

37.1 If you have any further comments on the survey please add them in the space below

---

**Thank you for completing the survey.**

## Appendix 4: Technical notes

### Method

#### *Quantitative*

1. The data was collected by online survey
2. The target group for this research study was professional stakeholders working in the Justice sector with knowledge and/or experience of providing throughcare and mentoring services.
3. The survey was distributed by email by CJS.
4. The sample type was Non-probability.
5. The sample source was a database of contacts held by CJS.
6. The target sample size 100. The final achieved sample was 205, due to higher than estimated response.
7. The fieldwork period was between the 16th of November and the 22nd of December 2022.
8. All persons on the sampling frame were invited to participate in the study. Respondents to paper and internet self-completion studies are self-selecting and complete the survey without the assistance of a trained interviewer. This means that Progressive cannot strictly control sampling and in some cases, this can lead to findings skewed towards the views of those motivated to respond to the survey.
9. As surveys were returned anonymously there was not any opportunity for validation. However, all questionnaires returned undergo rigorous editing and quality checks and any thought to be invalid were removed from further processing.
10. All research projects undertaken by Progressive comply fully with the requirements of ISO 20252, the GDPR and the MRS Code of Conduct.

#### Data processing and analysis

11. The overall sample size of 205 provides a dataset with an approximate margin of error of between  $\pm 1.36\%$  and  $\pm 6.84\%$ , calculated at the 95% confidence level (market research industry standard).
12. The following methods of statistical analysis were used:
  - Z tests, t-tests
13. The data processing department undertakes a number of quality checks on the data to ensure its validity and integrity. For online questionnaires, these checks include:
  - Responses checked for duplicates where unidentified responses permitted. Cookies are also used and open-ended response are checked to avoid duplicate responses.
  - All responses checked for completeness and sense.
  - Specific quality checks to be conducted during fieldwork may include checking speed of completion, responses in patterns/flat-lining, contradictory answers, quality of open-ended responses etc.
  - A computer edit is carried out prior to analysis, involving both range (checking for outliers) and inter-variable checks. Any further inconsistencies identified at this stage are investigated by reference back to the raw data where possible.
  - Where an 'other – specify' codes is used, open-ended responses are checked against the parent question for possible up-coding.
  - Responses to open-ended questions will be spell and sense checked. Where required these responses may be grouped using a coding frame, which can be used in analysis. The code frame will be developed by the executive or operations team and will be based on the analysis of minimum 50 responses.

- Open-ended coding is validated using a dependent approach, whereby a second person has access to the original coding and checks a minimum of 5% of cases coded. Once responses are fully coded and validated, the completed code frame is given a final check by the Executive responsible for the project, and any queries or amends are passed back to the Data Project manager.
14. A SNAP programme was set up with the aim of providing the client with useable and comprehensive data. Crossbreaks were discussed with the client in order to ensure that all information needs are met.

### **Qualitative**

1. The data was collected by depth interviews.
2. The target group for this research study was study was individuals currently serving short-term sentences or being held on remand in custody, and individuals currently in receipt of voluntary throughcare and mentoring in the community.
3. Participants were recruited by CJS and stakeholders.
4. In total 40 depth interviews were conducted. Each lasted approximately 30-50 minutes.
5. Fieldwork was undertaken between the 21<sup>st</sup> of November 2022 and the 24<sup>th</sup> of January 2023.
6. An incentive of £5 on prison cards for those in prison was provided as a thank you for their participation. An incentive of £10 shopping voucher compensated community respondents for their time and encouraged participation.
7. In total, 3 moderators were involved in the fieldwork for this project.
8. It should be noted that, due to the small sample sizes involved and the methods of respondent selection, qualitative research findings do not provide statistically robust data. This type of research does however, facilitate valid and extremely valuable consumer insight and understanding.
9. All research projects undertaken by Progressive comply fully with the requirements of ISO 20252, the GDPR and the MRS Code of Conduct.