

Learning Point: Early Intervention (Advice Services and Scottish Prisons)

Barriers and challenges in accessing advice services in
Scotland and how they have been addressed

August 2018



About this Learning Point

This learning point is part of a series of publications by the [Improving Outcomes in Money Advice \(MAO\) project](#).¹ This project is funded through a partnership agreement between the UK Money Advice Service and Improvement Service, which aims to improve the impact of Scotland's money advice services, offering support to local authorities and partners.

One key workstream focussed on early intervention approaches. This key learning point provides an overview of the early intervention approaches carried out mainly by money advice workers who help people with convictions whilst in prison and at the point of liberation.

This learning point has explored the link between the advice projects and the prison establishments and provides that overview of provision. It highlights examples of good practice and makes a number of recommendations for improvement across both sectors.

It should be noted that this paper does not reflect the whole range of advice and support available for people with convictions and their families but does have an emphasis on money advice services and debt.

1 www.improvementservice.org.uk/improving-outcomes-in-money-advice.html

Literature Review

Out of Jail but Still Not Free (2010) by The Poverty Alliance²

Scotland-specific research that covered financial exclusion issues faced by prisoners upon their release.

Background

Focuses on the experiences of ten ex-offenders from across local authority areas in the west of Scotland (all were homeless on release from prison)

Findings

All participants were experiencing financial difficulties, such as fuel poverty, financial exclusion and other barriers related to living on a low income.

Financial exclusion affected interviewees in many ways:

- Unable to afford mobile phones which made maintaining contact with friends/family difficult (often viewed as crucial to successful reintegration)
- Problems obtaining basic bank accounts and multiple interactions were common to open a basic account
- Lack of affordable credit which was almost completely unavailable with the majority restricted entirely to borrowing from friends and family, while one could access a loan from a credit union.

Time is Money: Financial Responsibility After Prison (2010) by Prison Reform Trust³

Findings from English prisons showing prisoners tend to already have debts, which worsen in prison, which indicates a real need for financial guidance during and after imprisonment. The findings show the impact on their families and the lack of support given to them.

Methodology

Surveys and interviews were focused in four prisons around England; online surveys of a small sample of former prisoners and their families.

Bank Accounts

A third of people surveyed in prison said they did not have a bank account; and of these, 31% had never had one.

Debt

Imprisonment was likely to increase levels of debt.

2 www.povertyalliance.org/userfiles/files/EPIC/Reports/EPIC_ResearchReportROOP.pdf

3 www.prisonreformtrust.org.uk/Portals/0/Time%20is%20Moneysmall.pdf

Just over half of the people interviewed in prison had debts. Of those who had debts, 40% of people in prison and 64% of former prisoners felt that their debts had worsened during their sentence. Two-thirds of people interviewed in prison who had debts said they owed over £1,000 and one in three said they owed money for housing.

More than half of people in prison said that they had been rejected for a bank loan and 8% said they had tried to borrow from a loan shark (which is at a rate over 10 times higher than the average UK household)

Impact of debt increases on the families of prisoners

Over half of the families surveyed had borrowed money since the conviction.

Two thirds of the families in debt said their debts had increased since the imprisonment of their relative.

10% of families said they were 'in real financial trouble'.

Financial capability and advice for prisoners

Less than a third of people surveyed in prison were unsure or very unsure about managing their money; however more than half of those interviewed were unsure or very unsure when dealing with banks.

Almost two-thirds of people interviewed in prison said they struggled to pay bills, or were in real financial trouble, before coming to prison.

- Yet, three-quarters of former prisoners and almost three-quarters of those interviewed in prison had not been asked about finances, or received any advice.
- Only 5% of people in prison said they had been asked about how their families would cope financially while they were in custody.

Financial capability and advice for families

Following the imprisonment of a relative, the proportion of families which said they felt unsure in managing money more than doubled.

Transforming Rehabilitation: A Summary of Evidence on Reducing Re-offending (2014) by the Ministry of Justice Analytical Services⁴

Some general points from a literature review of current evidence on reducing re-offending.

Employment

Offenders employed before or after custody are less likely to reoffend.

Housing

Access to stable accommodation is important in enabling ex-offenders access to employment and training opportunities, which can reduce re-offending.

4 https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/305319/transforming-rehabilitation-evidence-summary-2nd-edition.pdf

Unsuitable or lack of accommodation can also impact on social relationships, thereby affecting hopes for a successful reintegration into the community upon release from prison, which is important in reducing re-offending.

To sustain accommodation, offenders may need advice in managing their money and or debt situation.

Digital Video Linking with Prisoners

Prison Video Link System for Solicitors (Scottish Legal Aid Board) SLAB⁵

SLAB is leading the Scottish Government's Justice Digital strategy to make greater use of video links for solicitors' advice to:

- clients in prison
- suspects in police stations
- suitable court proceedings

The aim is to have modern, user-focused justice systems that use digital technology to deliver simple, fast and effective justice at best cost while reducing the need for unnecessary travel.

The prisons currently set up for agents visits by video link are:

Addiewell; Barlinnie; Cornton Vale; Edinburgh; Grampian; Inverness; Low Moss; Perth; Polmont; Dumfries; Glenochil; Shotts; Kilmarnock and Greenock.

Preventing Homelessness and Reducing Re-offending—Insights from service users of the Supporting Prisoners; Advice Network, Scotland⁶

This report details the findings of in-depth interviews with 16 service users of the Supporting Prisoners; Advice Network about their experience of housing, homelessness and the strong link with re-offending. The report makes a range of recommendations from Shelter Scotland to improve the housing outcomes for people on release from prison. The recommendations are divided between strategic issues and promotion of good practice on the ground.

Unlocking Credit Unions

Developing partnerships between credit unions and criminal justice agencies⁷

This report provides recommendations for government, credit unions, prisons and for probation and community-based organisations with regards the partnerships between credit unions and criminal justice agencies in England and Wales.

5 www.slab.org.uk/providers/AgentVideoLinks/

6 https://scotland.shelter.org.uk/_data/assets/pdf_file/0010/1185787/Preventing_Homelessness_and_Reducing_Reoffending_092015_FINAL.pdf/_nocache

7 www.unlock.org.uk/wp-content/uploads/2014/03/unlockingcreditunions.pdf

The Scottish Prison Service Survey 2017⁸

This report describes the key findings of the Scottish Prison Service's (SPS) biennial prisoner survey. The survey, which is undertaken in each of the 15 Scottish prisons, involves all Scottish prisoners.

Almost one-third of prisoners had accessed services while in prison to help them prepare for release (29%).

Of those who accessed services, 56% had sought advice in relation to housing and 40% in relation to welfare benefits, 39% addictions. 27% employment, 25% throughcare, 22% health, 14% financial advice, 11% training, 8% relationships. 10% other.

The Scottish Prison Service Strategic Approach to Throughcare Support Service⁹

This strategy applies to service users, their families and partners of the Scottish Prison Service.

Background

The government¹⁰ has a vision of how a progressive and co-ordinated justice system can contribute to the development of a just, equitable and inclusive society, by establishing a system that holds individuals to account for their offending but which ultimately supports them to rehabilitate themselves, improve their life chances, and make positive contributions to our communities.

Prisoners have special rights and often need access to the relevant information on the practical arrangements before going into and leaving prison and the details of the organisations offering advice.

Under the National Strategy for Community Justice,¹¹ local authorities and other statutory partners have a key role to play in improving community justice outcomes.

The advice services can play a vital role in helping to deliver improvements on release from prison and reintegration back into the community.

Advice services should work with the Multi-Agency Planning and Protection Arrangements (MAPPA)¹² for people who are subject to these arrangements and need to be supported through the current multi-agency arrangements within each local authority. This will include certain people with convictions who are subject of statutory supervision in the community and who are assessed as posing a risk of serious harm to the public.

To improve access to advice, community justice partners should develop multi-agency protocols with local advice and financial inclusion providers to ensure the advice needs of those who have

8 www.sps.gov.uk/Corporate/Publications/Publication-5751.aspx

9 www.sps.gov.uk/Corporate/Publications/Publication-5540.aspx

10 www.gov.scot/Topics/Justice/policies/reducing-reoffending/community-justice

11 www.gov.scot/Resource/0051/00510489.pdf

12 www.gov.scot/Topics/Justice/policies/reducing-reoffending/sex-offender-management/protection

committed offences are identified and addressed at all stages of the criminal justice process (Community Justice Outcomes, Performance and Improvement Framework).¹³

Every individual has their housing, health and welfare situation along with any other related support needs assessed by prison staff within 72 hours of entry to prison and on transfer to another establishment. At this point the assessment should have identified any relevant advice needs and a request made for support.

Within 14 days of being admitted to prison, the Scottish Prison Service¹⁴ will contact the relevant local authority to agree prevention options and/or ascertain the current position in the housing/homeless system. An agreement should be reached on how the case needs to be handled and by whom. It is recommended a Housing Options¹⁵ approach should be taken at the earliest opportunity and housing options officers should engage with private landlords to negotiate options to retain private tenancies and mortgage lenders in respect of owner occupiers. Development of the individual pathway starts here facilitating ownership by individuals; and complete a housing application and medical form where appropriate.

This would be a good trigger point to be thinking holistically at the overall advice needs and engagement with the advice services when identified and ensure robust referral mechanisms exist between housing officers and housing, money and benefits advice.

Advice services should also consider what role they can play when working with the Scottish Prison Service, landlords and the throughcare services and any other partners in the person's journey through the justice system.

Advice services should develop close arrangements with the criminal justice social work teams and the throughcare support services. This is for any people who may request support to return to the community, continue to develop an agreed plan and agree lead responsibility/handover arrangements and ensure that they are supported to sustain accommodation where appropriate following liberation and to continue to work towards realising their full potential.

The length of support provided will be dependent on the individuals support plan. For those with a high level of complex needs this may be for a long period.

Methodology

A series of interviews were carried out by the Improving Outcomes in Money Advice project team with individual stakeholders to look at the extent of the partnership across the advice services and prison sector in Scotland and the various funding models.

Presentations were made at two national networks to engage with key stakeholders and a workshop delivered to understand more about the barriers and challenges for this client group. The two networks comprised of the Local Authority Community Justice Co-Ordinator Forum and the Criminal Justice Voluntary Third Sector Forum.¹⁶

13 [/www.gov.scot/Resource/0051/00510517.pdf](http://www.gov.scot/Resource/0051/00510517.pdf)

14 www.sps.gov.uk/

15 <https://beta.gov.scot/policies/homelessness/housing-options/>

16 www.ccpscotland.org/cjvsf/

Information was gathered from wider stakeholders to produce two separate case studies to help share knowledge and learning at a local level and include examples for partnership working across the justice and advice services sector in North Lanarkshire¹⁷ and West Lothian.¹⁸

The North Lanarkshire and West Lothian case studies are available on the Improvement Service website. Download them below.



Improving the links between justice and financial inclusion in North Lanarkshire



Partners work together to make advice work for people impacted by the justice system in West Lothian

A stakeholder workshop¹⁹ was also co-ordinated by the Improving Outcomes in Money Advice team and included representatives across the Scottish Prison Service and the advice sector from the local authority and third sector involving a mix of management and front-line advice service professionals.

Funding

The Scottish Legal Aid Board Tackling Money Worries programme²⁰ was designed to focus on improving outcomes for low-income families with children facing a change in their circumstances which placed them at higher risk of debt and money problems.

Projects focused on tackling the unmet debt and financial capability needs of low income families. This included key life events: which involved the impact of going through the criminal justice system, including families where someone is in prison or about to leave prison.

The family inclusion justice project works with families of women who are resident in North Lanarkshire and who are working with the North Lanarkshire Council Criminal Justice Women's Service, who are serving a term at HMP Cornton Vale or who are working with Throughcare or Restorative Justice services.

This project provides money advice, financial education and income maximisation to help families and children cope with the financial impacts of a family member going through the criminal justice system.

Funders including Comic Relief, Big Lottery, The Robertson Trust, Local Authorities and others have

17 www.improvementservice.org.uk/documents/money_advice/ma-case-study-nlan-justice-links.pdf

18 www.improvementservice.org.uk/documents/money_advice/ma-case-study-wlc-justice-advice.pdf

19 www.improvementservice.org.uk/money-advice-events.html

20 www.slab.org.uk/export/sites/default/common/documents/about_us/whatwedo/Plan_as_to_criteria_TMW.pdf

invested in various projects across the advice and justice sector at different times.

Advice Workers Co-locate or Provide Outreach in Scottish Prisons

The Scottish Prison Service (SPS) has 13 publicly managed prisons and two managed by private sector operators under contract to SPS.

SPS throughcare support sets out a strategy²¹ for supporting people on release from custody, as it recognises that many service users are dependent on benefit and welfare support.

SPS will ensure that:

- Service users are supported to access benefit and welfare services that will address money related issues; and
- Service users are supported to maximise income and minimise debt by working closely with the Department of Work and Pensions (DWP), local authorities and third sector partner organisations to streamline services.

The Throughcare Support Officer (TSO) is a link between prison and the community. SPS have 41 TSO's across 11 sites.

The DWP has a work coach in each prison. SPS and DWP have a shared commitment to work with people in and leaving prison to become economically involved in Scottish society, through employability and wider system change and improvement.

Partners have been delivering learning sets together to share awareness and the TSOs have been linking in with the DWP work coaches to provide support in the preparation of benefit applications as Universal Credit (UC) rolls out across Scotland. Partners have been trying to deal with the implications for those leaving prison.

Work has been ongoing to improve access to banking for people leaving prison. SPS has been piloting internet use for prisoners across two prisons, which includes support to create email accounts for UC, applying for Individual Training Account funding, undertaking job searches and developing CVs.

Recommendation

Advice services should explore the opportunity to work in partnership with Scottish Prison Service and throughcare support services to improve access to advice services. This would allow them to look at the client pathway through justice services, remove any barriers and get to know and understand the needs of the clients with a complex set of circumstances, and introduce early interventions to support people.

As SPS takes forward developments under its digital strategy and advice services continue to develop and improve their offering of advice through multi-faceted channels using digital technology, the opportunities and potential for further collaboration and early intervention using digital solutions should be explored across both sectors.

21 [/www.sps.gov.uk/nmsruntime/saveasdialog.aspx?fileName=SPS+Throughcare+Strategy+January\(27+02+18\)+web+version5541_2587.pdf](https://www.sps.gov.uk/nmsruntime/saveasdialog.aspx?fileName=SPS+Throughcare+Strategy+January(27+02+18)+web+version5541_2587.pdf)

Barriers and Challenges – Community Justice, Social Work and Advice

North Lanarkshire Council Justice Throughcare has established good links with financial inclusion services. One of the actions for the Financial Inclusion team in the Community Justice Action Plan is to ‘improve access to and responsiveness of financial and welfare advice services for people with convictions by September 2018’.

Amanda Gallagher, Senior Officer, Financial Inclusion Team and member of the Community Justice Partnership, says, “We aim to do this by creating questionnaires for service users and staff. The service users will be asked what it is they want from a welfare rights and money advice service and how this would prove to be beneficial to themselves and their families. The social work staff will be asked about their training needs and their confidence in bringing up ‘money issues’ with their service users. We will carry out a training needs analysis for justice staff specifically to look at the issues their service users are facing because of the welfare reforms and resulting changes in the benefit system.”

Feedback from social work highlights many challenges for service users in accessing financial services. It can be really complex for the service user group and this can be off putting for many. This can be compounded by mental health issues, addiction issues and other problems which make it difficult for service users to advocate on their own behalf.

Clients can often be anxious about the information they share and how it may be used and may perceive this to disadvantage them in some way. For example, some clients may not declare information in relation to housing as a way of avoiding paying full rent or council tax and, because the service being delivered is part of a council-run service, can often feel uneasy about the sharing of information with housing colleagues. It’s therefore important for the advice worker to build up a level of trust and encourage that early engagement to help avoid people getting into deeper problems. If the barriers are not addressed this can further compound the problems the clients may face.

People can often feel stigmatised because of their financial difficulties and for being in prison. It can be a barrier to people asking for help as they may often worry about having to disclose their prison history.

Recommendation

Although there is some good evidence of partnership working and referral pathways between criminal justice third sector partners, DWP and local advice workers this is an area where the data sharing and performance information could be improved to look at the effectiveness of any arrangements and identify any improvement areas to provide more early intervention and support. Improved links could be made between prison-based and community-based financial inclusion services especially for those prisoners about to be released from prison; early addressing of issues and a holistic needs assessment can help improve the overall outcomes for the person.

Advice services should establish close links with the criminal justice social work teams and consider regularly engaging at cross-sector team meetings to help build relations and raise awareness of both services offered, improving the referral pathway and strengthening the partnership working.

Key Benefits/Things Working Well

Feedback from advice and prison members suggests that the prisoner induction sessions work well. The purpose of the induction meeting is to make prisoners aware of the existence of the range of advice and support services available to support them.

The Armed Services Advice Project also provides a service to ex-military veterans in prison. These sessions have become popular with the prisoners and the issues which the majority find most pressing involve dealing with issues relating to housing and benefits, rent arrears, suspension of utility services and fine remittance.

The induction sessions allow prisoners to have any questions answered immediately. The partnership sessions held within the prison work well for sharing best practice across partner agencies, inter agency referral and help prevent any duplication of service provision.

Key Challenges

Short term funding arrangements cause a challenge for the sector, sustainability and retention of a highly skilled workforce. Advisers working with prisoners and in a prison setting require a set of specialist skills for working in this type of environment and dealing with people in more vulnerable situations and with a very complex set of circumstances.

Maintaining engagement with prisoner's post release was reported as a major difficulty from advisers. If the adviser supports the person whilst in prison communication proved to be easier but often when people get released from prison this can result in a breakdown of communication and often a referral pathway may not exist so continuity of service breaks down and people can then often start to struggle and get into further difficult situations, disengagement of services and then the situation can often deteriorate for people.

Maintaining continuity of a service is therefore important and preventing the revolving doors of re-offending.

Stakeholder Engagement—Identified Barriers to Accessing Advice Services

The Money Advice Outcomes project team, Improvement Service engaged with local authority community justice co-ordinators as well as members of the Criminal Justice Voluntary Sector Forum, who were asked to identify gap areas and needs relating to offenders, victims and families in accessing financial inclusion services and highlight where demand isn't being met.

The following barriers and challenges to accessing advice and financial inclusion were shared:

- People often experience insecurity in accommodation and more problems in temporary accommodation and usually this can be the priority area to be addressed
- Maintaining contact with the person through their journey when they often move accommodation, causing people and services to disengage
- People often experience the challenge of accessing bank accounts and dealing with letters from the DWP, impacted by sanctions and issues around money when dealing with the changes under Universal Credit
- Access to the internet and digital technology for prisoner and families to benefit from online support
- Lack of skills and confidence to getting online and accessing services
- Access to credit
- Lack of ability to deal with lengthy telephone calls when trying to resolve issues with DWP
- Feedback suggests that some stakeholders felt that 'advice services' can be hard to reach rather than the people who need them being 'hard to reach'. This barrier could often be in relation to the way that advice services may be structured
- Prisoners experience barriers to accessing many forms of support whilst inside prison

- there is a lack of freedom of movement and choice inside prisons
- the person needs the permission to be able to move on
- many prisoners struggle with literacy and numeracy skills and national distribution is difficult
- The cost of phone calls, travel and access to the internet is all seen as a barrier
- Prison telephone calls can usually only be made through to the Samaritans and usually depends on whether prison officers are willing to help to arrange appointments for the prisoners
- Dealing with data protection issues is a known barrier when transferring information to families

Some of the solutions suggested to the problems included:

- Peer led interventions
- Prison staff could be trained to be sources of trustworthy accurate information on basic financial related information
- Generally, the most useful information regarding many services would include health and money issues
- Free phone calls
- Implementing the various protocols e.g. signed forms and authorisation

Members of the justice partnership forums were asked to share examples of any projects that may have worked well and to help share any learning.

What has worked well – key learning points

One stakeholder organisation that had carried out a survey to identify how help people get online shared the results which showed that only a quarter of people had an email address.

EVOG Recovery Essentials financial inclusion project was highlighted as a successful model. The Recovery Essentials Project was a partnership of several agencies working in the field of drug and alcohol addiction in Edinburgh which supported people with convictions and was funded through Big Lottery.

Low Moss PSP received funding for 2013-16 from the Scottish Government, The Robertson Trust and the Big Lottery. It aimed to develop and test a new approach to throughcare support for short-term offenders to reduce re-offending rates.

The booklet produced by Turning Point Scotland, summarises the key findings from Reid Howie Associate's evaluation, showing that the PSP has been beneficial in improving service provision to those who serve short-term sentences in HMP Low Moss. [View the evaluation report](#). A multi-agency and community facing project was highlighted to have good relationships with money advice agencies.

HMP Grampian throughcare support model provides good examples of how the financial needs assessment is undertaken as part of the holistic package of support offered and how prison staff work with the wider financial inclusion, credit union and advice services.

Access to banking and assistance through (Lloyds) bank for prisoners.

RBS helped set up bank accounts which helped prisoners in HMP Inverness and HMP Edinburgh.

What doesn't work so well

Feedback from stakeholders suggested:

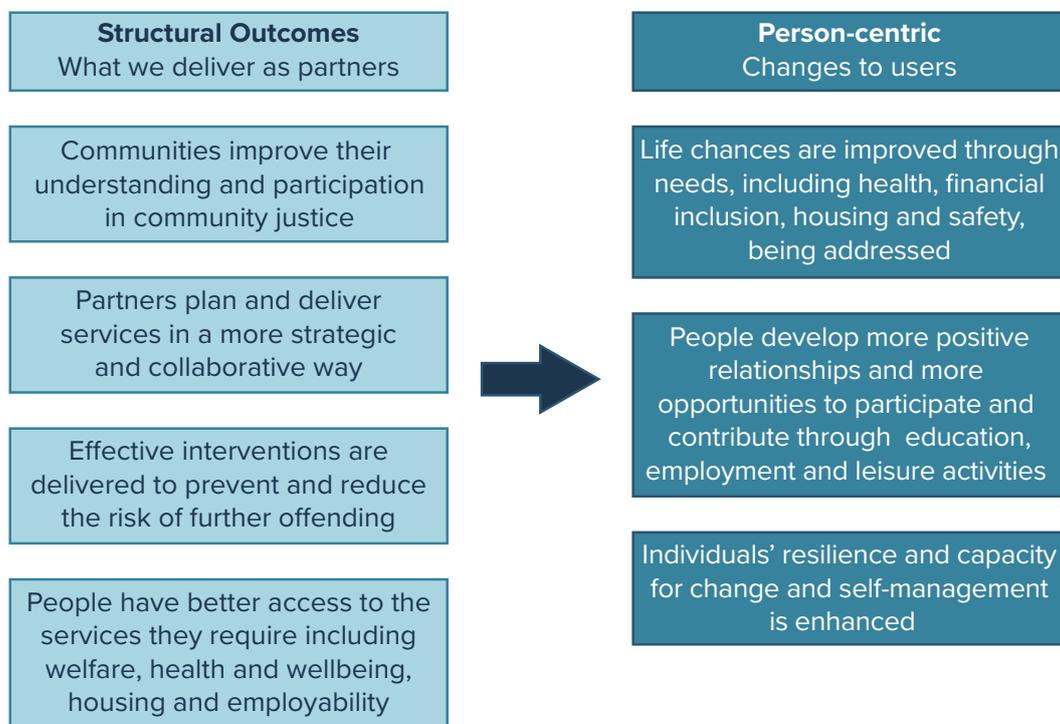
- There is a lack of consistent, equal and fair access to advice services across Scottish prisons and barriers to accessing products and services
- Varying practice exists across different advice agencies around the quality of advice provided
- Women's centres experience various capacity issues
- The advice that is provided around Universal Credit needs improved and how people can manage this

Criminal Justice Outcomes Focused Improvement Plans

Scottish Government has defined the seven national outcomes within the National Strategy for Community Justice (2016), reflecting the need to improve what to deliver as partners, developing a model that better promotes and supports change within individuals and communities to assist to reduce crime and its impact for all.

Each local authority is required by Scottish Government to produce an action plan and to ensure that all national outcomes feature in this plan.

Community Justice Common Outcomes Diagram



This should involve actions which

'Improve access to financial and welfare advice services for people who have committed offences, families and victims of crime'

Community Justice Scotland²² is responsible for promoting world-leading standards of community justice across Scotland. This organisation has been established to provide assurance to Scottish Ministers on the collective achievement of community justice outcomes across Scotland. A National Hub for Innovation, Learning and Development has also been created, as a function of the organisation.

The National Strategy for Community Justice has a focus on strong partnership working. Re-offending is a complex social issue and an individual's likelihood of desistance can be significantly affected by structural factors such as timely access to housing, health and wellbeing, financial inclusion and employability.

People who have committed offences may present complex and multiple needs, or require support to engage effectively with necessary services.

The Scottish Government believes that people who have committed offences and their families should have equal access to the services that will help them desist from offending. Whether at the point of arrest, in receipt of a custodial sentence or during transition back to the community.

The strategy outlines the need for collaboration and co-ordination between both statutory and non-statutory partners at a national and local level. It highlights that at all points of the community justice pathway, people will be dependent on welfare and benefit payments to support themselves and that an early assessment of financial issues is crucial.

Recommendations for financial inclusion and advice services

Stakeholders should continue to review how people impacted by the justice system can access their services at every point from arrest, on admission to prison, whilst in custody, in preparation for release and then on release when integrating back into the community.

Advice and financial inclusion partners should make sure that they feature in the local Community Justice Outcomes Improvement Plans and that opportunities exist to strengthen the partnership working, identifying the gaps and needs, remove any barriers and improve access to services for people who need it most.

Practitioners need to be supported and have the right skills set and experience when dealing with people in vulnerable situations with a complex set of needs who may require additional support. Advice managers should continue to review the training needs of individuals working in these complex environments and ensure additional support is offered and that any additional support requirements are evidenced to funders.

Community justice outcomes cannot be improved by one stakeholder alone and advice workers should work in partnership with justice partners to address the complex issues.

Recommendation for Scottish Prison Service

To consider how improving internet access for prisoners as part of the digital transformation strategy can help prepare people for their release, be more financial and digitally included as they integrate back into the community.

22 <https://communityjustice.scot/>

Encourage and strengthen the opportunities for partnership working and continue to build connections with advice services and wider financial inclusion providers.

Recommendations for community justice organisations and professionals

Identify the strengths and weaknesses across the financial inclusion pathways, the Community Justice partnerships and the outcomes improvement plans and share areas of good practice. Identify and target interventions to support and address any gaps to improve the partnership working with key stakeholders across the justice and financial inclusion sectors.

Continue to share knowledge and good practice across both networks and build on the body of evidence of what works to address the challenges, remove the barriers and improve the outcomes for offenders, victims and their families.

List of organisations which contributed content referred to in this learning point

Scottish Prison Service

Scottish Legal Aid Board

Criminal Justice Third Sector Forum

Community Justice Scotland

Shelter

Local Authority Community Justice Co-ordinators

North Lanarkshire Council

West Lothian Council

West Lothian Citizens Advice Bureau

Parkhead Citizens Advice Bureau

Motherwell Citizens Advice Bureau

Dumfries and Galloway Citizens Advice Bureau

Inverness Citizens Advice Bureau

East Dunbartonshire Citizens Advice Bureau

Stirling University – Social Work

Inverclyde Health and Social Care Partnership

Appendix

Advice practitioners working across Scottish prisons 2017/18 and 2018/19

The information in the appendix shows specifically where money advice providers are currently working across Scottish prisons for 2018/19 and where funding may already have ended or may be due to end during this period.

Prison	Provision of Money Advice
<p>Addiewell</p>	<p>Indicates a gap in money advice provision within the prison</p> <p>West Lothian Council Advice Shop – One2One Project 1 FT advice worker dealing with ex-offenders in prison and through criminal justice social work 5 days a week. Funded through European Social Fund until 2020.</p> <p>Motherwell Cab Project was funded through Tackling Money Worries which ended 31 March 2018.</p> <p>Citizens Advice Bureau West Lothian 1 PT money adviser 1 day at Addiewell and 1 day at Cab per week. Funded through joint match funding Sudexo and The Robertson Trust until September 2019.</p>
<p>Barlinnie</p>	<p>Parkhead CAB Barlinnie Link Centre Outreach—Prisoners Parkhead CAB has provided free, confidential, impartial and independent advice, assistance and representation service to prisoners whilst serving sentences at HMP Barlinnie since 2007. The project provides assistance on a wide range of issues with particular focus on the provision of housing and money advice and associated issues. Appointments are available two days per week subject to review of resources, funding and regard to demand for the services. Service users are made aware of the service and offered the opportunity of an appointment as part of the prison service induction process however prisoners may request a referral to access the service at any time during the term of their sentence by contacting the appropriate person in the Link Centre. Currently funded through short term small grant funding.</p> <p>Parkhead CAB Barlinnie Prisoners Families Project—Prisoners Families Parkhead CAB has provided free, confidential, impartial and independent advice, assistance and representation service to families of prisoners serving sentences at HMP Barlinnie since 2012. The project provides assistance on a wide range of issues with particular focus on the provision of money advice and associated issues. Appointments are available two days per week subject to review of resources and regard to demand for the services. Service users are made aware of the service through project publicity and offered the opportunity of an appointment through direct contact with the family member when visiting the prison or through referral by the prisoner or partner agencies working within the prison. Currently funded through short term small grant funding. Project funded through Tackling Money Worries has ended 31 March 2018</p>
<p>Castle Huntly</p>	

Prison	Provision of Money Advice
<p>Cornton Vale</p>	<p>Shelter Shelter advice worker is part time 2 days per week in HMP Cornton Vale Funded through HMP Cornton Vale until 31 March 2019.</p> <p>North Lanarkshire Council 1 FT money advice worker 5 days a week with 1 day spent at HMP Cornton Vale and 1-day HMP Polmont Funded through Scottish Legal Aid Board (SLAB) – tackling Money Worries Grant Programme until 31 March 2019</p>
<p>Dumfries</p>	<p>Dumfries and Galloway Citizens Advice Bureau 1 FT welfare benefits specialist worker spends 5 days a week between in prison and at the Cab office Funded through Dumfries and Galloway Council Funding to cease end of September 2018</p>
<p>Edinburgh</p>	<p>City of Edinburgh Advice Shop 1 money adviser 1 day per fortnight Outreach provided through City of Edinburgh Council Advice Shop</p>
<p>Glenochil</p>	
<p>Grampian</p>	
<p>Greenock</p>	<p>No provision at present but ad-hoc money advice sessions with prisoners and staff have been provided through Inverclyde Health and Social Care partnership</p>
<p>Inverness</p>	<p>Inverness Citizens Advice Bureau Part Time Specialist case worker 3 to 4 days a week Funded through match funding from Highland Council and The Robertson Trust Service has been provided for more than 10 years through various multiple funders over this period</p>
<p>Kilmarnock</p>	
<p>Low Moss</p>	<p>East Dunbartonshire Citizens Advice Bureau 1 money adviser at HMP Low Moss every second Friday and at the Family Visitor Centre every Tuesday from 2pm for Benefits/Tax Credit issues. Outreach provided by East Dunbartonshire Cab – ongoing</p>

Prison	Provision of Money Advice
Perth	The Cab is no longer funded and resourced to provide a service at the prison having previously provided 2 advisers, one to deal with debt and one to deal with benefits issues. This was part of a pre-release programme for small groups of prisoners on a regular basis and the Cab also provided face-to-face advice for any prisoner who needed it.
Polmont	The North Lanarkshire advice worker visits North Lanarkshire clients only at HMP Polmont and visits family members on the mobile bus once a week (Wednesday). Financial capability workshops are also delivered and money advice is presented as part of the induction process.
Shotts	

Improvement Service
iHub
Quarrywood Court
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