



Evaluation of the Liverpool Women's Turnaround Project: *Moving forward*

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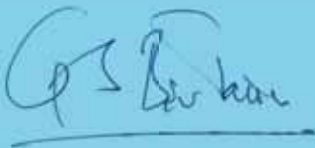
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Foreword

Liverpool's Turnaround service for women is a great example of a "one stop shop" designed specifically for women with multiple needs. The service delivers group work programmes, one to one intensive support, counselling and peer support in a welcoming women only environment. PSS who run Turnaround has demonstrated innovation, collaboration and great partnerships with other services in order to meet the women's needs. It is a good example of a health and wellbeing service which tackles the causes of disadvantage in order to reduce inequality. It has had a positive impact on women, their children and the wider community.



Gideon Ben-Tovim OBE
Chair Liverpool NHS
Primary Care Trust 2006-2013

Across PSS our teams work tirelessly to improve the lives of other people. Whatever their background, we're really keen to help people get the most from life and Turnaround is a really creative example of this. The women we work with have often had some very difficult periods in their lives and as this report will tell you, we are very keen to instil confidence and self-belief. The knowledge and awareness of the PSS team at Turnaround is incredible and this is highlighted in the report as one of Turnaround's biggest attributes. I'd like to thank them all for their commitment and hope seeing the independent acknowledgement of the quality of their work drives them on further.

Finally I'd like to thank LJMU. By helping us to complete this piece of work, Ellie, Lisa and Jim have ensured we are not only assured of the positive benefits of our current work but also aware of how we can take steps to move the service forwards in the future. One of our values is 'to get even better at what we do' and with the findings herein I feel very positive we are truly living this.

We hope you enjoy reading this report and finding out more about Turnaround.



Lesley Dixon
PSS Chief Executive

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1 Introduction

Offending is less common amongst females, and women offenders often have complex multiple needs (*Calderbank et al., 2011*). Research on females who commit offences has demonstrated that their patterns of offending are different to males (*Fawcett Society, 2004*). The majority of women sentenced to prison are convicted of non-violent offences (*Fawcett Society, 2003*); most often for acquisitive crimes including theft, handling stolen goods (*Home Office, 2002*), shoplifting and fraud (*Fawcett Society, 2004*).

The needs of females can be quite different to males (*Covington, 2007*) and prison can have detrimental effects on females (*Corston, 2007*). Women offenders are likely to have multiple presenting problems (*OASys, 2006-2009*) and a history of unmet needs (*Fawcett Society, 2004; Mclvor, 2004; Carlen, 2002*). They are likely to present with drug and alcohol misuse, accommodation needs, education, training and employment needs, financial needs and they are likely to have been victims of domestic abuse (*NOMS, 2006; Gelsthorpe et al., 2007*). A significant proportion of women in prison are mothers and the sole carers of dependent children (*Calderbank et al., 2011*). The Home Office found that 66% of females in prison have dependent children under 18 years of age (*Home Office, 2003*) and it is estimated that each year 17,700 children are separated from their mother by imprisonment (*Bromley Briefings, 2009*).

Provision is traditionally focused on the needs of male offenders (*Gelsthorpe et al., 2007*) and Covington (2007) raised concern that the Criminal Justice System has not adapted to meet the needs of the increasing numbers of females. A review of women with vulnerabilities in the Criminal Justice System was published in 2007 (*Corston, 2007*). The review considered the needs of females inappropriately placed in prison and those outside of prison who were at risk of offending (*Corston, 2007*), and highlighted the necessity for a new approach for working with women. Community provision is needed (*Fawcett Society, 2007*), which requires a multi agency, women centred, holistic approach (*MOJ, 2012*). Following the review, funding was made available to develop community provision aimed at diverting women away from custody.



The Turnaround Project

The Turnaround Project is part of the organisation PSS (Person Shaped Support). It is a female only service for Liverpool (and Knowsley) residents who are already involved or at risk of becoming involved with the Criminal Justice System. The project is commissioned by Merseyside Probation Trust and in 2012/13 received additional funding from Liverpool Primary Care Trust (PCT).

The Turnaround Project provides a service that fits the needs of women and is designed to address attitudes and behaviours that may contribute to offending (*Turnaround Project, 2012a*). It is designed to divert women away from prison and aims to reduce the number of females in prison, to reduce family breakdown, improve women's wellbeing and support life changes to empower women to build a positive future for themselves (*Turnaround Project, 2012b*). The project works towards outcome areas for nine reducing reoffending pathways (see findings section for pathways), which were outlined by the Corston report (2007) and originate from the 'seven pathways to resettlement' (*Social Exclusion Unit, 2002; HM Government, 2006*).

The project works in collaboration and liaises with Criminal Justice services including probation and courts, and a number of local services including drug and alcohol, housing and children's services (*Turnaround Project, 2012a*). The majority of females referred to the project come through the Criminal Justice System (including pre-sentence and post release), however, women can also self refer. The project is made up of a team of experienced staff and offers a number of services, including legal advice, mediation and advocacy, housing, benefit and debt management, employment, education and training opportunities, and support for drug and alcohol abuse, offending behaviour and domestic abuse (*Turnaround Project, 2012b*). Specific programmes include: the Freedom Programme, Parenting Programme and Understanding Your Emotions (*Turnaround Project, 2012a*). The project holds sessions in outreach venues and also supports Liverpool women in custody at HMP Styal (*Turnaround Project, 2012a*).

Aims and objectives

This research evaluation was commissioned by Liverpool PCT. The evaluation provides information on the Turnaround Project, activities and interventions undertaken and the outcomes achieved by the females accessing the project. This evaluation highlights good practice and makes recommendations for improvement of the project.

2 Methods

A mixed methodology design was employed to meet the objectives of the evaluation. This included a quantitative analysis of the data collected within the Turnaround Project and a qualitative analysis of a series of interviews and focus groups with the females attending the project. Additional information was provided through case studies completed by staff. The participants recruited for the evaluation were clients attending the Turnaround Project for support linked to offending. Participants were recruited for a period of three months (April to June 2012). All participants were female, Liverpool residents and aged 18 years and over. Ethical approval from Liverpool John Moores University Research and Ethics Committee was sought and granted. All women received participant information sheets and provided written consent to take part in the research.

3 Findings

3.1 Quantitative findings

The Turnaround Project collect data on females when they enter the project using a comprehensive assessment and risk assessment form. They monitor progress at the project and assess the women at their exit from the project. To examine the characteristics of the women accessing the project and the outcomes they achieved, a snapshot of data was analysed for the first quarter of 2012/13, comprising all new clients accessing the project during April, May and June 2012.

Referral and demographics

During the first quarter of 2012/13, 110 women were referred into the project. Referral¹ through the Criminal Justice System was the most common route (n=64, 59.3%), however, a number of women (n=16, 14.8%) did self refer and attend the project voluntarily. Sixty seven of the referrals had engaged with the project at the time of data collection. The 67 'engaged' women were aged between 20 and 70 years², with a mean age of 37. The majority of the women defined their ethnicity³ as White British (n=54, 90.0%). Thirty one (46.3%) women were recorded as having children under the age of 18. At the time of assessment, 46 (68.7%) women faced current criminal proceedings. Most offences⁴ related to violence, theft or drugs (n=10, n=14 and n=6 respectively).

¹ Data on referral source missing for 2 (1.8%) women

² Data on date of birth missing for 3 (4.5%) women

³ Data on ethnicity missing for 7 (10.5%) women

⁴ Data on offence missing for 19 (28.4%) women



Activities accessed by the women

During quarter one, the project held 133 group sessions, which were attended by a total of 610⁵ women. Fifty six women accessed support following a referral to a partner agency. Sessions provided by Turnaround and by external agencies included housing advice, drug and alcohol support, education, training and employment support, advice on finance, mental health support, legal advice and counselling. The majority of women were assessed as requiring tier⁶ three support (n=38, 60.3%).

Outcomes

The project works towards helping women achieve outcomes in nine pathways, which include: (i) accommodation; (ii) skills and employment; (iii) health (physical and mental); (iv) drugs and alcohol; (v) finance, benefits and debt; (vi) children, families and relationships; (vii) attitudes, thinking and behaviour; (viii) supporting women who have been abused, raped or experienced domestic abuse; and (ix) supporting women who are or have been involved in sex work.

The median number of needs identified at assessment for each woman was three⁷ (ranging from one to eight needs). Positive progress was identified for 68.4% of the women and 75.0% of the women achieved positive progress on 50.0% or more of their identified on-going needs. Sustained progress was achieved for 31.1% of needs. Progress included an improvement in living conditions, gaining employment, registering with a GP or dentist, reduced alcohol use, managing debt, improved relationships, increase in self esteem and a reduction in offending. The project works towards a 60.0% target for each of the nine pathways, which they are already achieving for six of the nine pathways⁸ (Figure 1).

⁵ Based on number of attendances rather than individuals

⁶ Data on tiers missing for 4 (6.0%) women

⁷ Data on needs at assessment available for 20-54 women across the nine pathways, data missing on all pathways for 6 (9.0%) women

⁸ PCT data will be higher than LJM data as it includes women already attending the project, rather than new referrals only

⁹ Source – tabulated data provided to PCT/probation

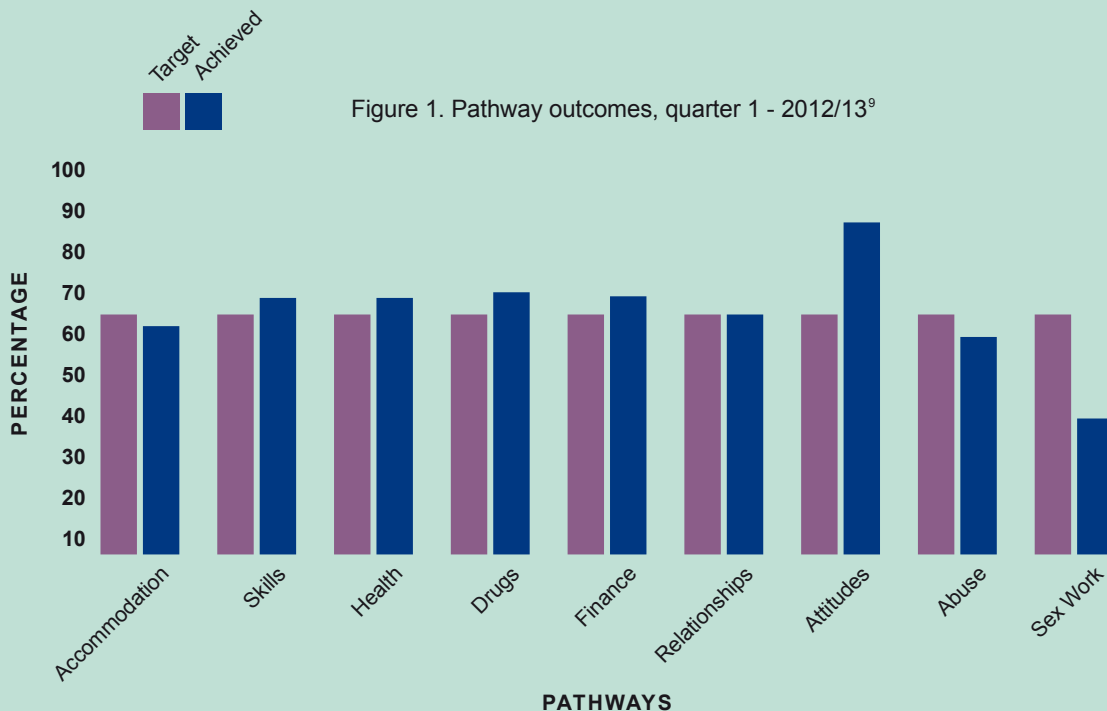


Figure 1. Pathway outcomes, quarter 1 - 2012/13⁹

3.2 Qualitative findings

In total, 26 women participated in the qualitative research. This included one to one interviews (face to face and telephone) and focus groups held at the Turnaround Project and outreach services. All participants were female, aged 18 and over and included women with different ethnic origins. A thematic content analysis of transcripts allowed for the identification of a number of themes.

The women were mostly referred into the project through a Criminal Justice community order (n=18), however, a number of females did self-refer and attended voluntarily after being signposted by other services (n=8). A number of women also attended the project voluntarily on top of their community order hours. The women accessed the project at least once a week, often for two hours per session and attendance varied between one and four times per week. The outreach services were provided once a week.

“There's all kinds here” – what programmes and activities do the females access?

Women were provided with a template of activities when they entered the project and could also attend one to one sessions. Activities included a breakfast club, help with property searching, Zumba, advice from a solicitor, debt support, arts and crafts, bingo and guided visualisation. Set programmes included Positive You, Understanding Emotions, Parenting, the Freedom Programme and Critical Thinking. The scope and variety of the activities and the freedom to choose their own activities and days they attended were welcomed by the women.





“
She's really flexible, she's nice, she cares, she tries a lot to see it from our point of view instead of from the criminal justice kind of thing
”

“It's someone to care for you” – communication and relationships with Turnaround staff

Communication between the staff and the women at the project was described as excellent by all of the participants. The staff were described as friendly, supportive, flexible and were praised for maintaining communication during periods of non-attendance. The women believed that staff made them feel equal and the project did not have a hierarchy or authoritative feel to it and this made them feel less judged. The women also felt that they had a voice, that staff always listened to their feedback and their opinions were taken on board.

“
All the women in here are good at what they do and they are all down to earth as well. It's helped me deal with a lot. I am really close to my key worker; I can't praise her any more. She really understands me on a level
”

“When you come here you know you have got help” – meeting the needs of the women

The interviews and focus groups focused on the outcomes achieved by the women. Outcomes discussed included changes to and improvements in alcohol or drug use, relationships, employment, education and training, physical health, mental health, offending and social skills (all of which were aims on the nine reducing reoffending pathways). All participants felt they had received the kind of service that they had wanted. The women generally agreed that they had seen significant changes in their lives since attending the project and that it had helped them to deal with their problems more effectively.

“
Just being able to know that there is someone there that you can talk to, that you can trust, who's not going to judge you, they are just going to listen and give you good advice and help you
”

“
There was no one there, there was no help. When you come here you know you have got help. It's just good that you know you are not on your own and you have people who can give you a bit of guidance especially if you haven't got anyone to support you
”

“

I think people that come here with the life that they've had or what they been through have a lot of trust issues with people, but when you come in here it just goes out the door the trust thing. I don't trust people easily, I always think there is an agenda but when I come here that goes right out the window

”



“It's the trust thing again”

The women benefited from knowing they had someone to talk to and trust and they praised the staff for making them feel safe enough to trust in the project, its staff and the other women attending. Many women were victims of domestic abuse and found it hard to trust people, however, they reported feeling safe and secure whilst at the project. The building was secure and only women were allowed access, and they felt that they had complete confidentiality.

“

I just think I can think a bit more clearly, I've got more confidence and I've got more of an understanding about what has gone on and basically how I deal with it. It makes you think twice about situations

”

“We are getting strong now girls”

Improvements in general wellbeing, self-confidence and self-esteem were reported and the women were more confident about speaking in a group setting. The women also felt better about themselves as previously many felt they had been judged because of their offending.

“

Confidence and talking to people that I don't really know, I never really used to talk to people and it's getting me out the house. I just didn't want to do anything and I had no go in me, it has made me come out of my shell. Because I never used to, I used to sit in bed and drink all day

”

"We are all women"

The women highlighted a feeling of equality as being a benefit of the project and that this had helped them to feel accepted. They reported feeling judged due to the stigma attached to their offending, however, the project was shown to provide them with a sense of self belief and encouraged them to feel positive about themselves and their achievements.

"We all come in the same and walk out the same, we are all equal. No one's better than anyone we are all equal. We feel equal with each other in here. You've got no one putting you down or 'slagging' you off I think we all just strip ourselves bare and throw it on the table; this is where we are at now"

"Christmas is the worst time of year for us"

One of the most important aspects that the project provided for the women was support and the feeling that they had someone to talk to. The project had not only provided the women with structured support from the staff, they had found support and learnt from the other women attending. Many of the women had been isolated with no family contact, and attending the project had given them the opportunity to meet new people, make friends and socialise. The project was seen as enjoyable and as a nice place to come and the women regarded it as their space. Many of the women wished they had such help available to them when they were younger.

"Yes because otherwise you are at home aren't you, isolated, on your own and you don't know whether you are coming or going. And that's when you think more isn't it. You would just isolate yourself in the end otherwise wouldn't you, because you can't face reality"

"It is really good, you are sort of meeting people who you have never met before and you are forming new friendships and there is something good for everyone to do. It's positive"

“

A lot of the women in here who I have met, and myself have had issues with men in the past. It's good, women need women, to sit down and have all women connecting and helping each other out, it really works

”

“

It's really good and that's why it improves your confidence because we are women and we do deserve respect and we do deserve the good things in life and only you can go out and get them, they are not going to get handed to you. So it's a bit of woman power going on and a bit of understanding, so I couldn't really say anything more good about it. It's positive, it's a good positive place to be

”

“I'm not saying that in front of him!”

The women agreed that having a female only service was more effective and preferable. They felt more comfortable speaking in an all-female environment and believed it was empowering for the women attending the project.

“

And it's not just for women for jail time, it's for clean and sober time too, when you don't use or pick up, it keeps you going. If I didn't come when I did I would be still sitting in my chair drinking a bottle. I've stopped drinking since I came here, five months clean and sober

”

“Everything is a lot better now”

Most women rated their psychological health as poor before attending the project but felt it had vastly improved during their time at the project. The women reported an improvement in depression, anxiety and general wellbeing. Attending the project also helped them recognise health issues and address them through access to services.

“

Yeah before I came here, I was drinking a lot with friends, occasional drug use and things like that. So it was poor and I had no confidence you could tell by looking at me, I think that I was drained. But obviously now I've got a routine, I've got my life in order and I've got a bit more self respect. Because I don't think I could even look at myself in a mirror before I came here. I was at the bottom and now I'm right up again

”

"We don't want to do crime"

All of the women who had a history of offending stated that they had not offended during their attendance at the project. However, they felt that if they did re-offend they could come to the project and speak to staff about it to get the additional support they needed to prevent further offending.

“

I tell you what I will never offend again, I would never ever dream of getting myself in that situation again, although, even though it was a bad experience in a way it's kind of helped me because I might never have dealt with the issues I had before. So you have to take things as a lesson learnt and everything happens for a reason, it's the only way you can think of it

”

*"They are going to have to kick us out the door"
– following on from the project*

Many of the women provided strong statements about how they felt about the project and were strongly in favour of it continuing. Women stated that they "would be lost without it" and that "it was a lifeline". Most women planned to continue attending the project voluntarily following completion of their order and compulsory hours.



“

Put it this way, if it was shutting down tomorrow we'd all be devastated. We would phone the newspaper and tie ourselves to the railings. We would fight for this, it isn't half helping us

”

“More prizes for bingo” - recommendations

The women were asked if there were any improvements the project could make to develop or improve services. Although some women made suggestions for additional activities, quite a few felt that the project was working well, however, they felt that the project should be more widely advertised. All of the women said they would recommend the project to a friend or family if they were in need of similar support, with a number of them already doing so.

“

It's just the best thing for women I've ever known, it's changed my life round completely, it is improving lives definitely

”



Case studies

The staff at the Turnaround Project routinely collect case study information. The case studies detail journeys through the project and demonstrate the work carried out on an individual basis. Six case studies were provided for the evaluation and outcomes achieved by the six women include:

- Compliance with order and good attendance, including completion of programmes
- Achieved stable accommodation
- Maintained non-offending status
- Decreased alcohol consumption
- Achieved a drug free status
- Re-established contact with children
- No repeat incidents of self-harm or attempts of suicide
- Gained full time paid employment

Example case study

- Referred as part of a specified activity order
- Received initial assessment and support plan initiated
- Needs included – history of self harm and suicide attempts, accommodation, children in care, domestic abuse, alcohol use, childhood abuse
- Interventions accessed – outreach service, one to one key worker, Freedom Programme, counselling
- Referrals – alcohol service, housing service
- Outcomes achieved – working towards completing order, engaging in group work, enrolled on tenancy scheme, maintained non-offending status, monitoring alcohol consumption



4 Discussion

This research evaluation aimed to demonstrate good practice at the Turnaround Project and make recommendations for improvements to ensure that the project continues to provide support for women who have offended or are at risk of offending. During quarter one of 2012/13, the women reported attending the structured programmes including the Freedom Programme, as well as complimentary sessions including exercise classes, cooking, and arts and crafts. The project is working successfully towards helping women achieve outcomes in the nine outcome pathways, with six out of the nine pathways being achieved. The interviews and focus groups support and provide a context to these findings, with women reporting changes to and improvements in alcohol or drug use, relationships, employment, education and training, physical health, mental health, offending and social skills.

Data monitoring

Monitoring and evaluation are important to ensure that services are based on what works and allows for continuous reflection and improvement of the services provided. A proportion of the women referred into the project, did not attend for an initial assessment and did not engage. It is not only important to ensure consistent and complete data is provided and monitored to provide evidence of effectiveness, it is important to ensure vulnerable women are not falling through the gaps. To improve the quality of data monitoring at the project it is not feasible or necessary for more data to be collected and therefore data quality processes should be put in place. As there are now a number of providers of similar services across the UK, it would be beneficial to work towards the development of a core data set across these services that could be used to provide a national and local picture of community provision for female offenders.



Importance of women's involvement

Whilst it is essential to collect data to demonstrate the number of women accessing the project and the number of outcomes achieved, this does not take into account the 'soft' outcomes achieved by the women. This would include other changes and improvements and the impact the project has on their lives. It is therefore essential to include a narrative to complement the data collected when monitoring progress and reporting findings from the project. The Turnaround Project already collects case studies and it is important that this work is continued. This opportunity to be heard, along with providing their opinions, experiences and recommendations during interviews and focus groups further empowered the women.

Aftercare

During the interviews and focus groups many of the women discussed their intention to carry on attending the project for the foreseeable future. Whilst it is important to ensure the women have continued support and can continue to attend the project, it is also important that an aftercare process is put in place, to support the women following the completion of a court order. The project currently has processes in place including signposting, liaising with education, employment and training services and they have recently developed a peer mentoring scheme.

Research limitations

Missing and incomplete data made it difficult to interpret and fully analyse the data available. The project staff are aware of inconsistencies within the reporting of data and are taking steps to prevent this. At the beginning of the evaluation, a number of women did not attend the scheduled interviews; this was overcome by opportunistic interviewing, telephone interviews and running focus groups.

5 Conclusions and Recommendations

Conclusions



Baroness Corston (*Corston, 2007*) believed that there were three main categories of vulnerability which put women at risk of offending: domestic circumstances; personal circumstances; and socio-economic factors. The Turnaround Project provides services addressing all of these vulnerabilities and has demonstrated that it is successfully working with women to tackle and reduce such vulnerabilities. The women who participated in this research believed that the project had provided them with an abundance of valuable support; it had helped to improve their circumstances and provided them with opportunities for a crime free and positive future. Based on the evaluation, the following recommendations have been made:

Recommendations

Data monitoring

- Design a core data set and make the collection of all data items compulsory
- Set up a process for capturing missing data
- Consider using a purposely designed database
- Consult with other community services to identify their level of data collection
- Continue to collect narrative outcomes through detailed case studies

Service delivery

- Continue to involve the women in the decisions about the project
- Develop and establish further service user groups/forums
- Consider recommendations set out by the women during the evaluation
- Establish an aftercare group for women no longer attending programmes
- Continue with the development of the peer mentoring scheme
- Continue with processes put in place to follow up on women disengaging from the project
- Continue to link in and liaise with other local services
- Advertise the project more widely, utilising the PSS re-launch
- Set up a more structured process for women leaving the project

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