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# 1. Introduction to our service

## 1.1 End of year report

This report reflects a range of activities across the Shine Women's Mentoring Service during the year from 1 April 2016 to 31 March 2017. As outlined in previous reports 2016-2017 has been a particularly busy year with significant developments in the Scottish Prison Service (SPS) women's estate, an increase in referrals and staff changes. Shine staff and mentees have continued to promote the Service at a number of national events highlighting positive journeys of individual women. This report includes the voices of women engaging with the Service, mentors, partners, the challenges Shine has experienced and the interventions put in place to manage them. It also outlines the close collaboration between Shine, SPS, local authorities and other partners. During this year Shine has:

- » significantly exceeded set targets, with more women presenting with multiple and complex needs;
- » consolidated and further developed collaboration with a range of statutory and other partners;
- » continued to develop the strength of working in partnership with SPS Throughcare Support Officers (TSOs);
- » undertaken an Audit of our work against Shine Operational Guidance and Standards, which were introduced to support consistency of practice;
- » continued to promote engagement with women remanded into custody and are about to implement a new approach to reach women post release from court or custody;
- » continued to engage with local authority Criminal Justice Social Work (CJSW) to promote Shine for women at risk of breaching community orders;
- » engaged with SPS nationally and within the five prisons to which women are now allocated;
- » maintained our commitment to continuous learning and improving outcomes.

## 1.2 Improving our service

Shine has again commissioned Ipsos Mori to undertake a further evaluation of the Service, which will focus on outcomes, views of mentees and partners and ongoing challenges that women in the criminal justice system continue to experience. Representatives from Shine have contributed to a number of events that highlight ongoing difficulties facing women, including changes to the benefit system, implications of new CJSW arrangements, on-going cuts to local authority and health budgets which are affecting access to safe accommodation and health services.

The Service continues to utilise the expertise of the Shine Programme and Project Boards to identify and agree solutions to challenges.

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## 2. Our Resources

### 2.1 Staffing

Shine continues to recognise that staff represents one of the Service's greatest assets and we continue to be incredibly fortunate in the retention and recruitment of a high quality and committed group of people. There have been changes at mentor and manager levels throughout the year including the commencement and return from maternity and adoption leave, staff embarking on Social Work training and moving to other posts in the community.

Shine took the opportunity arising from staff departures to review the allocation of existing resources against local and often changing demands. Consequently we have redistributed mentor resources available within Lanarkshire and Glasgow, the Highland and Moray areas.

Following changes within SPS women's estate which now incorporates five separate establishments it has been necessary to increase the Prison-Based Champion resource from within existing resource of 25.5 FTE mentors. The Shine Partnership Managers continue to work with SPS colleagues to enable minimal disruption to the delivery of Shine. An essential element of this is the role of local managers and Prison Based Champions (PBC) working with SPS staff and TSOs in the prisons to support a collaborative and co-ordinated approach to women leaving prison. As referrals have increased and mentors often have to travel greater distances, this has placed additional pressure on the Service and mentors to provide the level of contact pre-release.

An essential element of Shine is the 'back-room' support provided by the national team, in relation to administrative and performance management requirements.

### 2.2 Resource planning

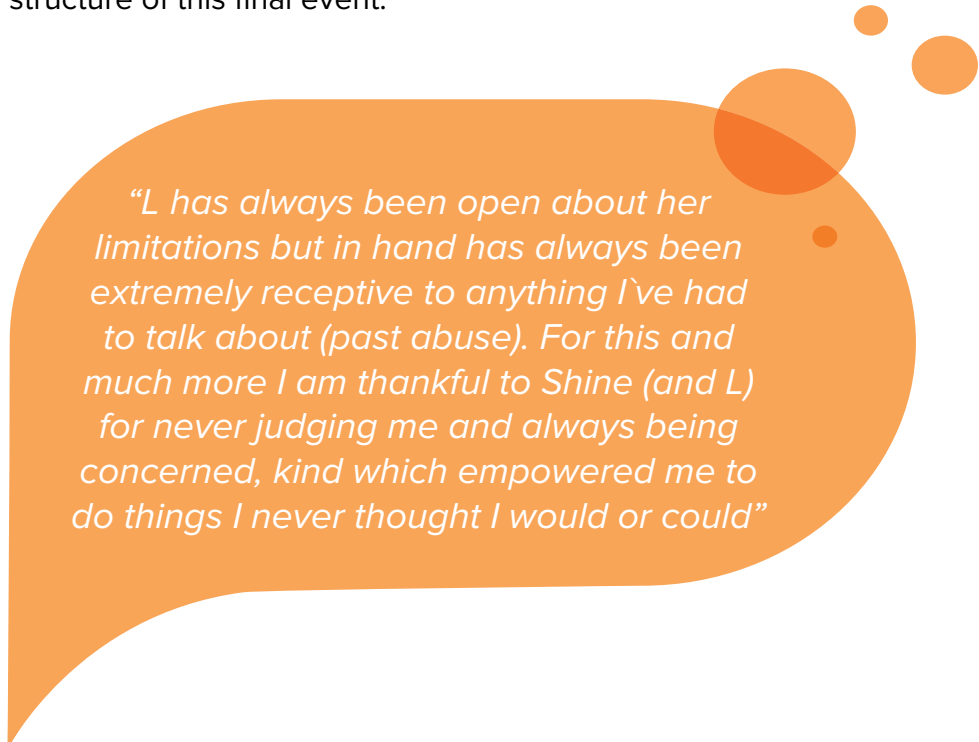
Shine was fortunate in 2015 to have its allocation of 24 mentors increased to 25.5 to resource the PBC posts. In August 2016 Blair House in Polmont Prison was opened as a dedicated women's unit. With the exception of women allocated directly to HMP Grampian, all other women are allocated to HMP Cornton Vale from where they will be transferred to one of three prisons within 48 hours. The transfer of women across five separate prisons has created significant pressures on Shine resources. This undoubtedly presents logistical challenges for both SPS and Shine staff in our endeavour to meet with women following admission. One of our PBC works across Cornton Vale and Polmont and configures her time to meet the established needs of the individual prisons. This places restrictions on the time she has to contact women especially those who have been remanded. Arrangements to interview women vary across the SPS estate and this has presented unexpected challenges for Shine PBC and mentors working with the emerging admissions and transfer arrangements.

As outlined in previous reports the current level of staffing provides the minimum resource to enable the delivery of the Service across Scotland. Increased demands throughout the year together with staff changes have presented significant challenges in planning and providing contingencies and developing resilience within the staff group. The co-operation and responsiveness of Shine partners to offer support and assistance has been exceptional. Shine recognises, however, that resources are finite and discussion and advice from the Shine Programme and Project Boards as well as sponsors, continues to be critical to support Shine to manage the increased demands and maintain its excellent reputation to deliver services to women in the criminal justice system.

### 2.3 Training and Awareness

Shine recognises that the work undertaken by Shine mentors can be extremely challenging as they often work with women who have and continue to experience extreme trauma.

The staff group all undertake training related to working with women who have experienced trauma but it was considered the potential impact of this work on the mentors required to be further addressed. A two day workshop on “keeping well” was organised and delivered by an external provider, Safe to Say. This was followed up with a one day workshop with managers who received the feedback from the staff in terms of their learning needs. A final follow-up session with mentors has been approved by the Programme Board and the Partnership Managers will meet with the programme providers to confirm the structure of this final event.



*“L has always been open about her limitations but in hand has always been extremely receptive to anything I’ve had to talk about (past abuse). For this and much more I am thankful to Shine (and L) for never judging me and always being concerned, kind which empowered me to do things I never thought I would or could”*

## 2.4 Capacity

Shine continues to maintain and develop work with a wide range of community organisations to ensure that women using our service in the criminal justice system have access to available local and often essential resources, particularly out-with normal working hours and over public holiday periods. One excellent example of this was a seasonal greetings card given to all women engaged with Shine, providing them with details of all local services, times of opening and highlighting what, when and where these were available.

Delivering Shine, in often impoverished rural areas, continues to be a major challenge for the Service yet despite such challenges mentors continue to provide innovative and imaginative solutions.

## 2.5 Shine Partner profile

Shine partners bring a diverse range of skills and expertise to the Service that strengthens the capability of Shine to achieve positive change in women's lives. The distribution of providers varies across the country, reflecting local circumstances from a single provider often in a rural area, to a mixed provider based in urban areas. All have developed positive links with other local services to support and assist the integration of women into their local communities. This has enhanced the responsiveness of the service in meeting women's needs.



*Ladies from Barnardo's Shine Women's Mentoring Service and South Ayrshire Family Support Service took part in the Ayrshire Hospice Starlight Walk in May 2016.*

## 2.6 Partner engagement

The Shine structure is now very well established. Positive relationships have developed which support opportunities at a strategic and operational level for open dialogue and discussions. In addition to the Programme and Project Boards, meetings are arranged to resolve issues identified by managers and mentors. Such an approach is inclusive and has facilitated solutions and opportunities to consider the merits of alternative ways of working.

Following discussions with staff and mentees concerning the challenges of engaging with women who have been remanded, the suggestion of a 'Passport' free phone contact card was developed and is about to be provided with the support of SPS to all women leaving custody. The intention is that the card may offer women who have declined the Service or released prior to an interview an opportunity to contact Shine and request the assistance. This initiative has been warmly received and the uptake of the Service from this approach will be monitored.

Membership of the Criminal Justice Standing Committee continues to be a central point of contact with Criminal Justice Social Work managers, local contacts with Social Work services is primarily undertaken by area Shine staff that have developed positive relationships with their local services including co-location in a number of cases.

*All women leaving custody will be given a Shine 'Passport' card. The card has been introduced to assist and encourage women to engage with the service after their release.*



*"Shine is a multi-partner and national project working with very vulnerable women in the criminal justice system. The Programme and Project Boards provide one venue to identify, discuss and resolve issues impinging on Shine. The approach adopted is inclusive and the partnership manager's regularly contact Shine partners to discuss ways to improve the Service which has been essential in managing the increased resources directed to the PBC posts as a result in changes to the SPS women's estate. As a partner contributing to the PBC posts I have been included in meeting with SPS which has been of benefit to my organisation and Shine. Shine has demonstrated that a national and multi-agency project can deliver positive outcomes, however this is dependent upon good working relationships and open and honest communication."*

Access to Industry

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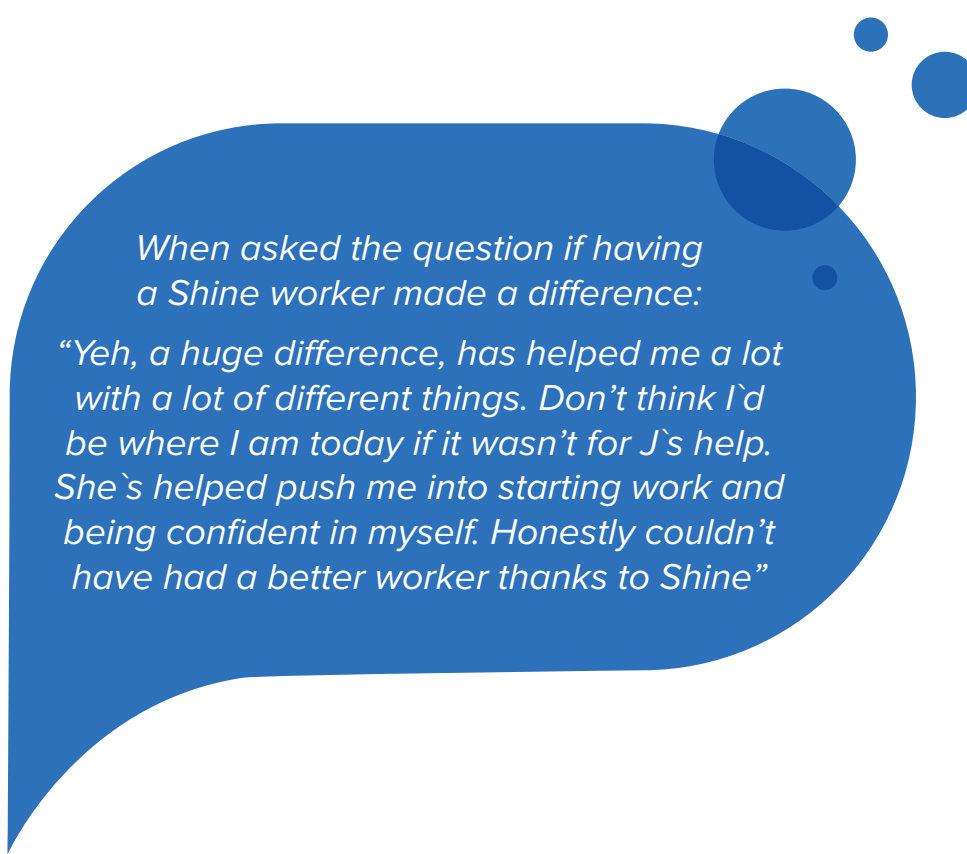
## 3. Funding

See Appendix C for Shine – 2016/2017 Financial Report.

### 3.1 Benefits in kind

Shine delivery partners alongside our partners within SPS and local communities continue to provide mentors and PBCs with resources crucial to delivering Shine.

Availability and access to computer terminals and workstations has proved challenging in some SPS establishments, although the commitment to support Shine is evident. Mentor access to technology is being developed across the delivery partners for staff especially those in rural areas who may spend minimal time at their base, but still need support to undertake administrative tasks. Partners have provided tablets which enable staff to access and complete such requirements remotely. A majority of Shine partners provide their staff with smart phones which allow staff to check emails as well as being contactable. This is important for staff who often work in very isolated positions.



*When asked the question if having a Shine worker made a difference:*

*“Yeh, a huge difference, has helped me a lot with a lot of different things. Don’t think I’d be where I am today if it wasn’t for J’s help. She’s helped push me into starting work and being confident in myself. Honestly couldn’t have had a better worker thanks to Shine”*



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## 4. Activities

### 4.1 Delivery of Change

Considerable resources and time have been devoted to ensuring that all managers and staff are competent in the use of the single electronic Case Management System (CMS).

Following the review and updating of Shine Operational Guidance and Standards in 2016, it was agreed that a case file audit would be undertaken to assess adherence to the guidance as well as other aspects of service delivery.

The two Partnership Managers devised a template for the audit and to ensure work from every Mentor was viewed two cases were audited from each FTE, one chosen by the Mentor and one chosen at random.

#### **Audit summary**

The audit demonstrated evidence of:

- » Consistent use of the Case Management System (CMS) by all mentors;
- » Working in partnership, where appropriate, is embedded in practice;
- » Information included in referral forms is appropriate;
- » The quality of case recording is variable and does not always reflect the complexity of the work undertaken;
- » Generally a good adherence to Shine Operational Guidance and Standards.

Areas for future development:

- » Continued and on-going support for use of CMS (mentors and managers);
- » Case recording;
- » Completion of Needs Assessments (Outcomes Star and Shine Needs Assessment);
- » Action Planning – including outcomes (intended and achieved).

Shine continued to provide a range of reports to the eight Community Justice Authority Boards which had oversight of the delivery of some criminal justice services until they were disbanded in March 2017. Arrangements are being developed to ensure local reporting in terms of community justice planning arrangements is maintained, including engagement with CPPs.

Detailed arrangements are being discussed for the new arrangements and a meeting with the Chief Executive Officer of Community Justice Scotland has recently taken place. It is planned she will visit a number of Shine teams across Scotland to further develop knowledge and understanding of need.

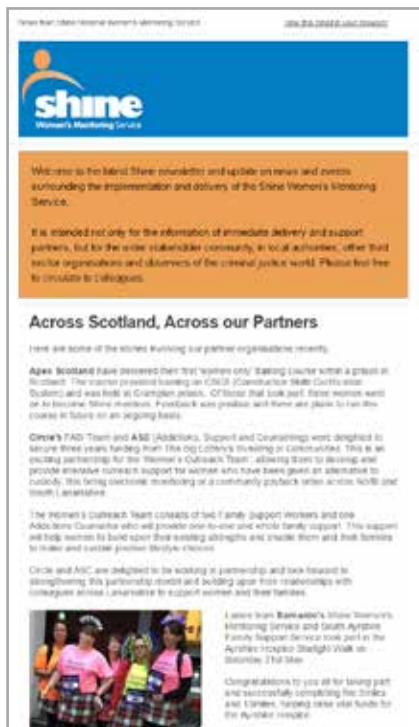
## 4.2 Service Delivery

### Challenges

- » The volume of prison referrals in some geographical areas has reduced our capacity to pursue greater engagement of community order referrals;
- » Women who are remanded in custody present complex and challenging circumstances for mentoring relationships;
- » The mentoring period of six months can be restrictive, given the chaotic lifestyles and complexity of needs of some women in a person centred approach;
- » Monitoring the demand and resources allocated in certain geographical locations;
- » Maintaining a complementary and value added role for Shine within broader local authority women services;
- » Providing Shine Service across five prison establishments from within existing resources and impact in the community;
- » Implications of changes to Home Detention Curfew procedures;
- » Implications of Prisoners (Control of Release)(Scotland) Act 2015;
- » Ongoing changes to the benefit systems;
- » Impact of austerity measures to essential services.

### Successes

- » The power and effectiveness of the mentoring relationship in assisting women to a positive destination and successful outcome;
- » Increasing levels of self-confidence and self-esteem amongst the women engaged with the service;
- » The integration of Shine (in some areas) with other services, including specialist and universal services;
- » Collaboration and respect demonstrated across the group of delivery partners;
- » The skills and commitment of mentors;
- » Positive case histories and letters and blogs from our mentors and mentees (see Appendix D);
- » The credibility of the Shine service with Sheriffs, solicitors and other partners;
- » Introducing a 'coaching' approach to mentees speaking in public, 'telling my story';
- » Women completing Venture Trust's Next Steps programme;
- » A Shine mentee's membership of the Scottish Working Group for Women Offenders;
- » Shine mentees and mentors speaking at national events describing their "lived experience";
- » Innovative local initiatives to meet the needs and improve outcomes for women;
- » Integration with local authority women's services as part of the exit plan to sustain ongoing support following completion of Shine contact, e.g. Tomorrow's Women;
- » Staff engagement with regional and local mentor meetings;
- » Contributing to conferences and workshops;
- » Shine Newsletter, blog and other means of communication.



The Shine e-newsletter is sent to stakeholders.

### 4.3 Communications

Shine recognises the importance of effective communication within and across the Service and with other partner organisations. Systems are in place to facilitate good communications including all Board documents and minutes being available on the Shine Website and a weekly electronic bulletin to all staff. Shine is aware from discussions that staff often feel overwhelmed by the volume of information that is sent to them which may result in key information being missed.

Communication channels include:

- » An electronic weekly bulletin for all staff;
- » An intranet facility to provide information, including a secure resource section;
- » Talks to groups of interest;
- » Facilitating academic research;
- » Media coverage – print, radio, television.

External communications continue to be developed:

- » Use of social media;
- » The Shine website;
- » Delivering presentations at conferences and workshops;
- » The Shine newsletter has a wide circulation.

*“C supported me at length by taking me to doctor and hospital appointment. She also and more importantly loaned a good ear, giving me the support, confidence and moral boosts I needed to remain drug free”*

## 4.4 Business improvement

### Planning

Shine is about to introduce a new needs assessment tool, the Outcomes Star. This is an evidence based tool for supporting and measuring change and is used throughout the United Kingdom. Shine believes the tool, which is participative, will be more meaningful to mentees and will visually highlight progress or areas that would benefit from further attention.

There is currently a mapping process ongoing which is examining the similarities and any gaps between the various domains of the Outcomes Star tool - Justice Star, compared to the Shine RRCF outcomes evaluation tool which has been used so far to record the women's journey through the Shine service. The various domains are very similar with housing, benefits, relationships, education and employment, addictions and readiness to change being highlighted.

### Improving Performance - Case Management System (CMS)

Shine CMS is being further developed to ensure that the Shine and Sacro's systems are fully integrated. This will improve the day to day management of the system, referral allocation and performance reporting. Assistance continues to be provided on an individual basis to staff that require additional support to fully maximise the capabilities of CMS and to record all of the work that is undertaken with their mentees.

The Outcomes Star will be integrated into CMS and will enable a more detailed outcome monitoring and evaluation process. Reporting tools that have been designed and built for Sacro in their CMS will be available for use by Shine in the coming year to give complete performance visibility to Shine management and individual partner organisations and staff.

This work will enhance the evidential outcomes and impact that Shine can have with individual women. It can also contribute and inform the agenda concerning women in the criminal justice system through engagement with the Community Justice Scotland Board and local authority Community Planning Partnerships.

The Service plans to host a number of focus groups culminating in a workshop to review and consider the learning from Shine from the perspectives of stakeholders, community services, mentees and mentors.

Managing the recruitment and retention of staff within the final year of the Service has been highlighted as a risk to Shine. The retention of experienced Shine staff – and therefore the effectiveness of the service in the coming year – will be carefully monitored and managed to ensure continuous delivery of a high quality service to vulnerable women in the criminal justice system.

## **Sustainability of the Service**

The future sustainability of the Shine Women's Mentoring Service beyond March 2018 continues to be a priority for members of the Programme Board. Amongst the recently introduced changes across the criminal justice landscape following the demise of the CJAs and introduction of a national Community Justice Scotland Board there are concerns as to how Shine could be commissioned or procured beyond March 2018. The Chair of the Shine Programme Board, supported by Shine partner organisations and other community agencies is engaged in discussions with Scottish Government and Community Justice Scotland to seek clarity as to the future of Shine.

Across Scotland there is significant interest in improving the lives of women in the criminal justice system. Shine is working with partners to make this happen. The testimony from women themselves demonstrates the needs and value of the Shine service – it has transformed lives and given women back their self-respect.

Shine has continued to receive requests from individuals wanting to volunteer and gain experience of working with women in the criminal justice system. As agreed with the Programme and Project Boards such enquires are, with the individual's permission, forwarded to the appropriate Shine partner currently recruiting volunteers.

Throughout the year Shine has received several requests from students wishing placements with the Service to support their studies. One such example is a post graduate psychology student completing her "Charter" requirement whilst on placement with Shine. The knowledge she imparted was very helpful for staff as well as the work she undertook with a small group of women. The increasing number of such requests has required Shine to carefully assess and approve those requests which will directly benefit individual women and the Service.

## **Referrals**


Overall the number of referrals has risen significantly throughout the year. Prison referrals from Glasgow, the three Ayrshire councils, and the Northern CJA region remain high. Shine has been able to transfer and allocate an additional part time post to Highland Council area to support the Service in this predominantly rural area and to promote the use of the Service with women breaching on community orders. Community referrals, with the exception of the Ayrshires, are less than was initially projected although some areas have seen a modest increase. Shine faces a dilemma in that current resources are stretched with prison referrals leaving limited capacity to proactively seek to increase community referrals. However the Service is aware, especially in Highland area, that women are being imprisoned for failing to comply with community orders, hence the provision of the additional resource. Shine is keen to improve outcomes for women in this area.

The Service has introduced greater flexibility to increase capacity with staff in Lanarkshire and Glasgow and North Strathclyde areas being able to work across geographical boundaries as demands increase.

### **Mentoring Development**

Alongside formal training highlighted earlier in the Report within geographical areas Shine Partnership managers have facilitated and delivered workshops on issues identified by mentors. Although relatively informal these workshops have been used to discuss issues such as:

- » Improving mentors' understanding of risk and needs assessments of individual women;
- » Feedback from the audit and improvement plan;
- » Using CMS;
- » Case study provided by a mentor for discussion and advice;
- » Providing mentors with feedback from:
  - » the national agenda;
  - » future plans for the delivery of services for women in the criminal justice system;
- » Shine's response to changes within the SPS women's estate;
- » Review of working arrangements with other partners, including SPS TSOs.



*“My Shine Mentor and I agreed a plan which was about things I wanted to make happen and then we agreed how I could do this”*

## 5. Participation

### 5.1 Our service users

Shine mentees continue to present multiple and complex needs often including mental health and long term physical conditions. Dependency on drugs and alcohol linked to earlier life trauma remains a constant challenge. Reliance on welfare benefits with the increased use of “sanctions”, as well as other changes, including the introduction of Universal Credits, paid monthly and in arrears, has huge implications for women. This is particularly the case for those entering or being released from short periods of custody.

	01/04/2013 to 31/03/2014	01/04/2014 to 31/03/2015	01/04/2015 to 31/03/2016	01/04/2016 to 31/03/2017	Comment
Referrals	680/720 <sup>1</sup>	724/720 <sup>1</sup>	756/720 <sup>1</sup>	838/720 <sup>1</sup>	Showing a steady climb
Planned Exits	188	286	254 <sup>2</sup>	272 <sup>2</sup>	
Unplanned exits	317	205	260	320	Increased engagement with remand prisoners
FTE mentors	24	24	25.5	25.5	Prison champions increased in 2015-16
Mentees engaged	n/a	281	206 <sup>3</sup>	292 <sup>3</sup>	As at 31/03/2017
Ratio mentees/mentors	28.3	30.1	31.5	32.8	Showing steady climb

<sup>1</sup> Annual referral target.

<sup>2</sup> Definition of planned exit: The mentee and mentor have identified and agreed areas of work and or goals. Activities have been agreed and actions undertaken that have achieved positive outcomes. The mentee has confirmed that she is satisfied with the progress she has made. The mentee may also wish to be referred on to services where she can build on these achievements and work on specific issues such as addictions etc. A planned exit may therefore take place within the six month mentoring period.

<sup>3</sup> Engaged means engaged for longer than one month.

The Trussell Trust the UK’s largest food bank network recently announced it has provided over a million three day emergency food parcels to people in crisis in 2016-2017 which is a 6.4% increase on the previous year. The Trust states that the six week plus wait time for the first benefit payment was behind the rise in demand. Whilst individuals leaving prison are considered vulnerable within the legislation, the full impact of this new benefit is unknown.



## EXIT

**For women who engage with Shine for less than two months, just under 50% of those will make a planned exit from the service, predominantly because of either mental health issues or addictions, and are referred on to other agencies to carry out this specialised support.**

The majority of women referred to Shine and released from custody are reliant on an Employment Support Allowance as a result of their drug and/or alcohol dependency. This corresponds with budget cuts to alcohol and drug partnerships across all areas of Scotland which will have a direct impact on access to services and reinforces the critical support that Shine provides to women at their most vulnerable state leaving prison.

In a recent interview with The Herald, one mentee described a series of traumatic life events, her resilience and strength in overcoming these events; bringing up a child and embarking on a professional qualification. She also described how it all collapsed, with her child placed in care and loss of her place at university, when she was remanded into custody following a dispute with neighbours. She was subsequently placed on a community order and at her lowest point, considered suicide. With considerable investment from her Shine mentor she has begun to re-establish a more secure life for herself and is working towards having her child returned to her care. She is hopeful that she will be able to return to her university course.

As stated earlier one of Shine's greatest assets are our mentors, who regularly go the "extra mile" to support and encourage individual women to make better choices in their lives. All too often these additional activities are subsumed into day to day engagement with women and as such do not get the recognition they deserve. Discussions with Shine managers and staff have identified that in addition to the expected support and tasks mentors undertake, they are also providing a wide range of support intended to improve 'wellbeing' including groupwork sessions, acupuncture, support to attend college or employment, provision of clothing, footwear and bags. Some areas arrange the occasional pamper day which offers women an opportunity to enjoy a little pampering, have fun as well as to improve confidence and self-esteem. Shine recognises that this latter point is critical if women are to believe they can change.



*On 15 December 2016, women engaging with Shine Mentoring Service were invited to participate in a Christmas Pamper Day held in one of the Shine offices. As a service working closely with women, mentors recognise this is often a difficult time of the year for them, particularly for those estranged from their children. Mentors felt it was important to offer an opportunity for women to come together, taking time out of their often chaotic lifestyles to look after themselves. Women were offered various treatments including: gel nails, spray tan, eye brow wax and a haircut and style (the latter done by a qualified hairdresser - one of our very own Shine mentees!). As well as the pampering treatments, a buffet was provided by staff. All women left with a small gift to enable them to extend the 'feel good factor' at home. The numbers attending was great and the day was viewed as a huge success. Some women said they had never had many of the treatments before, and they now felt more confident in themselves. A mentor summed up the event "Something as small as having your nails painted, a bit of lunch and a chat in a relaxed environment can make a big difference to a woman in the criminal justice system – particularly at Christmas time".*

## 5.2 Gaps in service provision

Shine highlighted in the previous Annual Report (2015-2016) that a number of planned changes across the community justice landscape would undoubtedly create gaps in services including Shine.

- » Developments to the SPS women's estate;
- » The expansion of the presumption against short sentences;
- » Changes to criminal justice landscape and introduction of Community Justice Scotland;
- » The priority of criminal justice within new responsibilities of Community Planning Partnerships;
- » Integration of health and social care arrangements;
- » Changes to the Welfare Benefit System;
- » Increase in needle use infections including HIV;
- » The impact of ongoing reductions in public sector funding;
- » Change to rules governing Home Detention Curfew.

Many of the planned changes are at an early stage or yet to be implemented and their immediate and longer term impact is unknown.



### IMPROVEMENT

**Just over 63% of women who work with Shine for six months or over will show sustained improvement in four or more outcomes and just over 68% will show sustained improvements in three or more outcomes.**

### 5.3 Disengagement from Shine

One of the strengths of Shine is that women's engagement is entirely voluntary and short or permanent disengagement does not result in sanctions. Many women have said that having a choice to engage or not is important to them as they are often directed into services which they may not be ready to engage with and where failure to engage can result in sanctions including imprisonment.

Factors that contribute to disengagement are varied and unique to an individual, although mentees and mentors frequently cite the following:

- » Uncertainty during a period on remand;
- » Peer pressure while both in custody and in the community;
- » Significant substance use and/or mental health issues;
- » Initial euphoria upon being released especially if this is directly from Court.

As an outcome of the above and previously highlighted Shine is introducing a 'passport' to offer women a further opportunity to contact and engage with the Service following release from custody and at a time when they are ready to engage.

Shine remains committed to continuous improvement of the Service and hearing from women who have disengaged is an important element to improve ongoing delivery of Shine. However it has proved difficult to re-establish contact, allowing such discussion, to date our learning has been primarily based on subsequent contact with individual women.

Successful engagement includes:

- » The positive relationship with the mentor;
- » A non-judgemental, open and honest approach;
- » Contact whilst in prison;
- » A prison gate pick-up;
- » Identifying and agreeing priorities and the support needed to achieve them;
- » Discussing with the mentee that relapse or disengagement is not failure rather an element of the journey to successful recovery and reintegration.

### 5.4 Shine demographics

The trend identified in the previous Annual Report has continued with the majority of prison and community referrals being received for women returning to local authorities in the West of Scotland. Glasgow had the highest number of prison referrals followed by the three Ayrshire councils and Northern CJA area.

When community referrals are added to those from prison the South West Scotland CJA area significantly exceeds referrals from other CJA areas, followed by Glasgow, Fife and Forth Valley and Northern.

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## 6. Outcomes

The recording of individual outcomes for women continues to be a high priority for Shine. Recorded outcomes provide tangible evidence of progress, important both for individual mentees and their mentors.

For individual mentees it identifies those areas in which they have made progress and improved their lives. For mentors it highlights areas that with the mentees agreement would benefit from further attention. Often this means at the start of engagement with Shine providing practical support to improve a woman's immediate needs; safe accommodation, access to benefits and an emergency food parcel, support and treatment from addiction services. This assists a woman to move from a state of 'crisis' to one more receptive and 'ready to change'.

From an organisational perspective evidence of outcomes can be used to refine practice, test out other ways of work and allocate resources.

A number of outcome statistics have been highlighted throughout this report. Some of these continue to identify the challenges of working with women on remand as opposed to women on community orders or sentenced, who often have a more settled / stable mind set.

Shine continues to receive case studies and letters from mentors and mentees of their experience with Shine and how this has supported and encouraged them to change. A reoccurring theme from mentees is that their mentor listened to them, did not judge them although will talk about difficult and uncomfortable issues and the potential outcomes of specific behaviour or actions. Many mentees say of their mentor, she was always "going the extra mile for me".

Shine was also successful in securing an earlier release of a young woman who in the mentor's opinion met the criteria outlined in the Prisoner (Control of Release) (Scotland) Act 2015. We understand that this was only the second such release since the legislation came into force in 2016.



### REMAND

**Over 50% of all prison referrals are women on remand and remand referrals account for over 59% of all unplanned exits from the service in the first month after referral.**



## CHANGE

**Over 70% of women who engage with Shine for over three months achieve improvements in three or more outcomes that have been identified during their needs assessment. These are often the outcomes that women need to achieve to be “ready to change”**

### 6.2 How mentees change

The majority of women who engage with Shine have multiple and complex life experiences alongside lengthy contact with the criminal justice system. Supporting them in the belief that they can be in charge of change in their life requires skills and patience from mentors. Shine has said in previous reports that the six months allocated to the Service is for many women an insufficient amount of time to effect change.

However our collection of case histories demonstrates that change can and does occur with some personal stories outlining significant achievements in relation to accommodation, health and relationships. Barriers to change can be intrinsic within an individual together with the lack of access to essential resources, especially safe accommodation, responsive health services and delays in receipt of benefits. Such circumstances often result in vulnerable women being placed in high risk situations where survival rather than change is the driving force.

### 6.3 Achieving outcomes

For individual women, their positive outcomes are built around a growing belief that they can take charge of their situation and make informed choices. This provides opportunities to:

- » develop positive, enabling and supportive relationships;
- » recognise that ‘lapses’ create learning opportunities and are part of the process of change.

*‘Women Prisoners: Throw Away the Key?’ was originally broadcast by the BBC in June 2016. Circle, through their partnership with the Shine Women’s Mentoring Service, supports one of the young people featured in this documentary. ‘Sarah’ shared her views and experiences of being a child whose mother has been in and out of prison.*



From an organisational perspective this means that the service support mechanisms must be in place, sufficiently resourced and monitored to ensure continuous performance improvement. This means in practice that:

- » targets, practice and processes are as agreed;
- » the opportunity is taken to monitor, review and amend practice and processes as appropriate;
- » the service is properly resourced;
- » mentors and managers are supported to deliver Shine services.

Factors that can positively and negatively affect outcomes include;

- » The integration of Shine alongside other women specific services in local areas;
- » Lack of access to essential services, housing, health and benefits;
- » Outstanding charges and arrest warrants which can negatively impact on their motivation and belief in their ability to change;
- » A good relationship between mentor and mentee.

Shine has continued to support and deliver services to women on remand. Women in this group present particular difficulties as a result of the impact of their remand and the immediate uncertainties they face. Women engaging with Shine who have received a custodial sentence may have their Shine support temporarily closed until eight weeks prior to their release. Whilst this is necessary to manage workloads it may have an impact on the future of the mentor / mentee relationship. Women released directly from courts often face additional issues of not having built up a relationship, peer pressure and initial euphoria of release.

#### 6.4 Research and Evaluation

During 2016-2017 Shine received requests from several students completing post graduate qualifications who requested permission to review aspects of Shine as part of their dissertations. Approval was agreed in several cases and declined in others where it was considered inappropriate or would place an unnecessary burden on mentor and mentees.



## ENGAGEMENT

**Over 81% of all women who are signed up to Shine will engage with the service for at least one meeting where immediate needs are assessed and future aspirations are discussed.**

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## 7. The next 12 months and beyond

### 7.1 Priorities for action:

- » Increasing engagement with women referred whilst on remand;
- » Implement and review actions identified in the Audit;
- » Implement and monitor the 'take up' of referrals from the introduction of the 'Passport';
- » Increasing the number of women who make a planned exit from Shine;
- » Review ongoing work with SPS;
- » Shine's contribution to SPS Managing Women in Custody Strategy 2017 – 2020;
- » Contribution and engagement with Community Justice Scotland and Community Planning Partnerships;
- » Ongoing review of demand and resource allocation;
- » Retention and recruitment of staff during 2017 – 2018;
- » Promotion of Shine across all partners;
- » Implementation and review of the Outcomes Star;
- » Improving the quality and quantity of outcome and performance monitoring data;
- » Improved outcome analysis including follow up interviews and research to improve understanding of what works/ what does not;
- » Improved service user and stakeholder feedback;
- » Ensuring the smooth transition of Shine services during the transfer of women prisoners from HMP Cornton Vale to HMP YOI Polmont;
- » Develop an exit plan should Shine in its current form not be continued beyond March 2018;
- » Exit Plan to reflect
  - » Ongoing mentee needs and other support
  - » Staff issues
  - » Referrals and allocation
  - » Publication of cessation of Shine across key community services.

*Venture Trust's "Next Steps" programme is for women whose chaotic and disadvantaged backgrounds have led to their involvement in offending or means that they are at high risk of offending. It supports women referred onwards by their Shine mentors to sustain them in their journey of recovery and build on the progress they have made during their period of mentoring.*



## 7.2 Changes to make going forward

Shine's work with women on remand will be monitored and informed through discussions with staff. Systems will be established to monitor the implementation of the 'Passport', including call to the Freephone number and take up of the Service including planned and unplanned exits.

## 7.3 Challenges

Shine is funded by the Reducing Reoffending Change Fund until March 2018 and the future of the Service beyond that date is uncertain.

The existing budget allocation for the service has been significantly supported by benefit in kind from the lead partner and all of the Shine partner organisations. These benefits include accommodation/property, governance structures, continuous professional development and specialist support such as addictions and children and family support.

It is unclear whether this current level of support would be continued in a future Shine service.

The change from CJAs to local authority Community Planning Partnerships and the introduction of a national Community Justice Scotland Board will have significant and as yet unknown implications for the Shine Public Social Partnership.

Over the next two years there will be significant changes to the women's custodial estate. This includes the redevelopment of HMP Cornton Vale as Scotland's national prison for women and the introduction of five Community Custodial Units. Shine is represented on the Advisory Group in order to help influence these developments. There will be implications for the delivery of Shine once these changes take place.

These impending changes will present major challenges for staffing including the retention and recruitment of staff in the final six months of the Service.



### SUPPORT

**Over 200 women have taken advantage of the opportunity to sign up for Shine on more than one occasion, building on previous support and achievements and continuing to improve over the longer term**

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## 8. Summary

This has been another exciting, satisfying and challenging year for Shine. Women who engage with Shine continue to make remarkable changes in their lives. Some are willing and able to publicly tell 'their story' to a wider and not necessarily knowledgeable audience.

The Service has seen a significant increase in referrals. This is welcomed and clearly demonstrates a need for a mentoring service that complements other women specific services in the criminal justice system. It does however presents a major management challenge to Shine to allocate and provide a quality service within an already stretched resource.

The proposed changes within the SPS women's estate are innovative and Shine fully applauds and supports them. The transitional period has substantially increased demands on Shine's resources to provide a Service within the five prisons now accommodating women. Shine has endeavoured to minimise the impact of increasing prison resources through greater flexibility of the Service resource distribution model. As would be expected this has not always been possible and referrals to some areas continue to exceed allocated resources.

During the year Shine has continued to consolidate relationships with other essential partners in local communities and within SPS. In the coming year Shine will actively promote the Service nationally and locally with a greater role given to women who have engaged with the Service.

The major challenge facing the Service in 2017-2018 is the sustainability of Shine and the retention of highly committed and skilled staff. Shine offers support and encouragement to change to very vulnerable women with multiple and complex problems, who all too often do have little belief in the possibility of change. Shine Women's Mentoring Service, offers such women opportunities along with support to try and to begin that process.

*Access to Industry's annual certificate ceremony took place at Edinburgh College where their students and supporters gathered to celebrate their successes over the year. One of these was Bev who received "Shine Mentee of the Year" award.*

*Bev became the first woman to take up a full-time NHS placement at the Western General Hospital while serving a sentence at HMP Edinburgh. A model prisoner, she took full advantage of education and work opportunities during her eight months in prison, including Shine mentoring. She addressed her drug issues, went through a full detox and participated in SMART recovery groups.*

*On her placement Bev worked as a domestic, cleaning areas within the hospital. "I felt like a pioneer," Bev said. "I wanted to show it can be done so other people would get the chance. The best thing was turning round to everyone and saying, "I've done it! I have got potential! I can be trusted!"*

*"I get quite excited about the possibilities now," Bev said. "I know what I want to do in life and know there are options out there."*





## Appendix A: Performance

### Performance reporting and referral data

KPIs	Report Period	Actual	Comment
1. 25.5 FTE Mentors in place	1 April 2016 to 31 March 2017	25.5 FTE	New agreed allocation
2. Each Mentor will work with 15 Mentees per 6 month period (avg. 2.5per month)	1 April 2016 to 31 March 2017	116%	Average at 2.9 per month per mentor (target 2.5)
3. Shine will work with 720 referrals per annum (avg. 60 per month)	1 April 2016 to 31 March 2017	116% (target 720 actual 838)	Averaging at 70 referrals per month.

### Shine Outcome Targets 2016-2017

Target	Outcome/Activity	Actual
At least 60% of women who engage with the service in Prison will continue to engage following their release*	Medium Term Sustained engagement with mentor	72%
At least 60% of women who engage with the service in the community will achieve improved motivation.	Short Term Increased motivation to change behaviour	77%
At least 60% of women who engage with the service in the community will achieve an agreed level of contact with other services and agencies.	Medium Term Increased engagement with services	70%
At least 60% of women who engage with the service in the community will progress to a planned exit from the service.	Activity Controlled exit	54%

\* Based on women who engage for at least one month after community referral or liberation from prison

**Comment:** The outcomes reported over the period have shown sustained achievement against all four targets. In relation to target four, the previous year's work has been consolidated and resulted in an improvement in outcome. Further work tackling the uncertainty of outcome for court appearances of women on remand is being carried out, e.g. utilisation of the new Shine 'passport' contact card.

## Prison Referrals by CJA area 2016/2017

Area	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Totals by CJA
Fife & Forth Valley	8	5	8	9	4	5	8	2	3	11	4	4	<b>71</b>
Glasgow	5	12	11	9	14	14	7	9	4	13	8	19	<b>125</b>
Lanarkshire	4	6	4	8	6	2	9	6	2	5	0	1	<b>53</b>
Lothian & Borders	3	2	2	8	1	3	2	3	6	6	4	5	<b>45</b>
Northern	13	10	15	2	7	8	8	11	6	3	2	8	<b>93</b>
North Strathclyde	4	3	5	4	3	2	2	1	3	4	4	7	<b>42</b>
South West Scotland	16	9	8	17	7	14	9	9	9	12	14	16	<b>140</b>
Tayside	6	3	5	5	5	7	4	6	3	5	5	6	<b>60</b>
<b>Totals by month</b>	<b>59</b>	<b>50</b>	<b>58</b>	<b>62</b>	<b>47</b>	<b>55</b>	<b>49</b>	<b>47</b>	<b>36</b>	<b>59</b>	<b>41</b>	<b>66</b>	<b>629</b>

## Prison Referrals by Local Authority 2016/2017

Local Authority	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Totals by LA
Aberdeen City	2	3	8	2	4	4	2	3	2	1	0	3	<b>34</b>
Aberdeenshire	4	1	2	0	2	0	1	3	3	0	0	2	<b>18</b>
Angus	2	2	0	0	0	2	0	0	0	0	1	0	<b>6</b>
Argyll & Bute	0	1	0	0	0	0	0	0	1	0	1	0	<b>3</b>
Clackmannanshire	1	2	0	1	0	0	0	0	0	3	0	1	<b>8</b>
Dumfries & Galloway	2	0	0	2	4	1	2	1	2	1	1	1	<b>17</b>
Dundee City	3	0	2	3	2	5	3	3	3	4	1	6	<b>35</b>
East Ayrshire	6	5	3	3	1	6	0	4	0	2	3	5	<b>38</b>
East Dunbartonshire	0	0	0	1	1	0	0	0	0	0	0	0	<b>2</b>
East Lothian	0	0	0	3	0	1	1	0	0	1	0	3	<b>9</b>
East Renfrewshire	0	0	0	0	0	0	0	0	0	1	0	0	<b>1</b>
Edinburgh	2	0	2	4	0	1	1	1	4	5	3	1	<b>24</b>
Eilean Siar	0	1	1	0	0	0	0	0	0	0	0	0	<b>2</b>
Falkirk	1	0	2	1	3	1	0	0	0	2	1	1	<b>12</b>
Fife	4	2	6	5	1	4	7	3	2	2	2	2	<b>40</b>
Glasgow	5	12	11	9	14	13	7	9	4	13	8	19	<b>124</b>
Highland	5	4	4	0	1	3	5	3	0	2	1	2	<b>30</b>
Inverclyde	0	0	1	2	0	1	0	0	1	1	1	0	<b>7</b>
Midlothian	0	1	0	0	0	0	0	1	1	0	1	0	<b>4</b>
Moray	2	0	0	0	0	1	0	2	1	0	1	1	<b>8</b>
North Ayrshire	5	3	3	7	2	5	3	2	7	5	8	7	<b>57</b>
North Lanarkshire	3	2	2	3	4	1	3	3	1	1	1	1	<b>25</b>
Orkney Islands	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Perth & Kinross	1	2	3	2	3	0	1	3	0	1	3	0	<b>19</b>
Renfrewshire	1	2	2	2	2	2	2	1	1	2	2	3	<b>22</b>
Scottish Borders	0	0	0	1	0	1	0	1	0	2	0	0	<b>5</b>
Shetland Islands	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
South Ayrshire	3	1	2	5	0	2	4	2	0	3	1	3	<b>26</b>
South Lanarkshire	1	4	2	4	2	1	6	3	1	4	0	0	<b>28</b>
Stirling	2	1	0	2	0	0	1	0	0	4	1	0	<b>11</b>
West Dunbartonshire	3	0	2	0	0	0	0	0	0	0	0	4	<b>9</b>
West Lothian	1	1	0	0	1	0	0	0	1	0	0	1	<b>5</b>
<b>Totals by Month</b>	<b>59</b>	<b>50</b>	<b>58</b>	<b>62</b>	<b>47</b>	<b>55</b>	<b>49</b>	<b>48</b>	<b>35</b>	<b>60</b>	<b>41</b>	<b>66</b>	<b>629</b>

## Community Referrals by CJA area 2016/2017

Area	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Totals by CJA
Fife & Forth Valley	3	4	5	1	4	0	1	2	4	1	1	6	<b>32</b>
Glasgow	5	3	2	2	0	2	0	3	1	2	1	0	<b>21</b>
Lanarkshire	0	2	0	0	1	0	0	1	1	0	0	0	<b>5</b>
Lothian & Borders	1	2	0	4	7	4	4	1	1	2	4	3	<b>33</b>
Northern	0	0	0	2	0	1	1	1		0	2	0	<b>7</b>
North Strathclyde	1	3	0	0	0	1	0	3	1	0	2	4	<b>15</b>
South West Scotland	15	7	15	3	7	10	4	7	6	5	8	9	<b>96</b>
Tayside	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Totals by month</b>	<b>25</b>	<b>21</b>	<b>22</b>	<b>12</b>	<b>19</b>	<b>18</b>	<b>10</b>	<b>18</b>	<b>14</b>	<b>10</b>	<b>18</b>	<b>22</b>	<b>209</b>

## Community Referrals by Local Authority 2016/2017

Local Authority	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Totals by LA
Aberdeen City				2		1					1		<b>4</b>
Aberdeenshire													<b>0</b>
Angus													<b>0</b>
Argyll & Bute													<b>0</b>
Clackmannanshire	1	1		1	1			1	4	1			<b>10</b>
Dumfries & Galloway	1	2	4		1	1		3	1	1	2		<b>16</b>
Dundee City													<b>0</b>
East Ayrshire	1		6		3	3	1	1	1	2	1	3	<b>22</b>
East Dunbartonshire													<b>0</b>
East Lothian						1	1				1		<b>3</b>
East Renfrewshire													<b>0</b>
Edinburgh		1		3	2	2	1	1			2	2	<b>14</b>
Eilean Siar													<b>0</b>
Falkirk	2	1	3		1		1				1	5	<b>14</b>
Fife		2	2		1							1	<b>6</b>
Glasgow	5	3	2	2		2		3	1	2	1		<b>21</b>
Highland							1	1			1		<b>3</b>
Inverclyde								1			1		<b>2</b>
Midlothian					1					1	1		<b>3</b>
Moray													<b>0</b>
North Ayrshire	1	1				2	1	1	1	1		1	<b>9</b>
North Lanarkshire		2							1				<b>3</b>
Orkney Islands													<b>0</b>
Perth & Kinross													<b>0</b>
Renfrewshire	1	3									1	4	<b>9</b>
Scottish Borders	1	1		1	3	1	2		1			1	<b>11</b>
Shetland Islands													<b>0</b>
South Ayrshire	12	4	5	3	3	4	2	2	3	1	5	5	<b>49</b>
South Lanarkshire					1			1					<b>2</b>
Stirling					1			1					<b>2</b>
West Dunbartonshire						1		2	1				<b>4</b>
West Lothian					1					1			<b>2</b>
<b>Totals by Month</b>	<b>25</b>	<b>21</b>	<b>22</b>	<b>12</b>	<b>19</b>	<b>18</b>	<b>10</b>	<b>18</b>	<b>14</b>	<b>10</b>	<b>18</b>	<b>22</b>	<b>209</b>

## Shine Remand Prisoner Data 2016/2017

Month	All Prison Referrals	Remand Prisoner Referrals	Percentage of total
April 2016	59	27	46%
May	50	30	60%
June	58	34	59%
July	62	28	45%
August	47	28	60%
September	55	28	51%
October	49	23	47%
November	48	23	48%
December	35	22	63%
January 2017	59	30	51%
February	41	21	51%
March	66	25	38%
<b>Totals</b>	<b>629</b>	<b>319</b>	<b>51%</b>

**Comment:** Remand prisoners continue to be a significant percentage (more than half) of all women in prison agreeing to support from Shine.

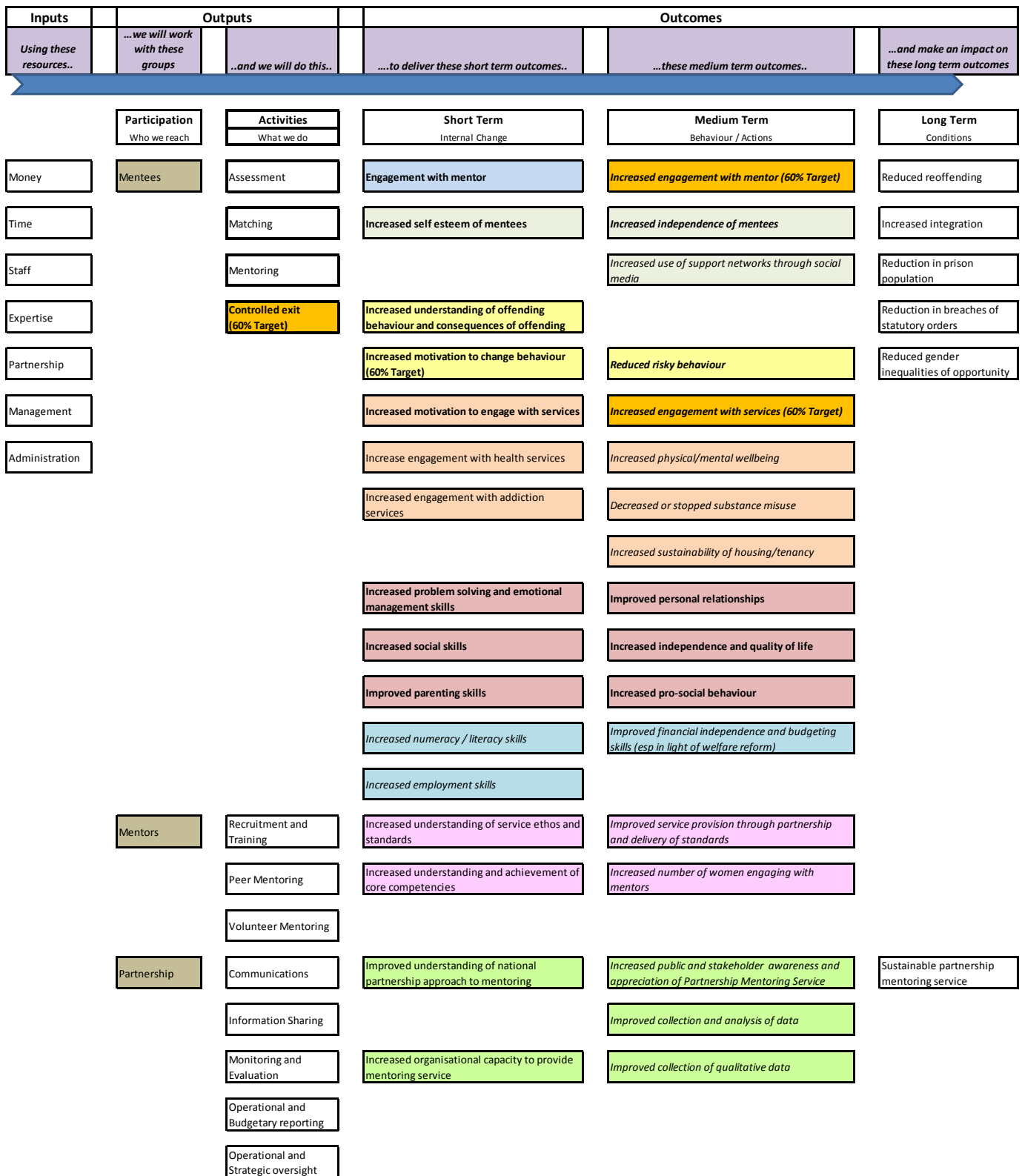
## Shine Exit Analysis 2016/2017

Month	Prison		Community		Overall	
	Planned*	Unplanned	Planned*	Unplanned	Planned	Unplanned
April 2016	20 (63%)	12 (37%)	9 (75%)	3 (25%)	29 (66%)	15 (34%)
May	24 (57%)	18 (43%)	12 (80%)	3 (20%)	36 (63%)	21 (37%)
June	10 (53%)	9 (47%)	0 (0%)	8 (100%)	10 (37%)	17 (63%)
July	20 (40%)	30 (60%)	10 (50%)	10 (50%)	30 (43%)	40 (57%)
August	21 (38%)	34 (62%)	15 (38%)	24 (62%)	36 (38%)	58 (62%)
September	7 (44%)	9 (56%)	8 (57%)	6 (43%)	15 (50%)	15 (50%)
October	17 (43%)	23 (57%)	9 (30%)	21 (70%)	26 (37%)	44 (63%)
November	14 (54%)	12 (46%)	5 (38%)	8 (62%)	19 (49%)	20 (51%)
December	7 (50%)	7 (50%)	1 (33%)	2 (67%)	8 (47%)	9 (53%)
January 2017	13 (31%)	29 (69%)	3 (27%)	8 (73%)	16 (30%)	37 (70%)
February	12 (41%)	17 (59%)	6 (86%)	1 (14%)	18 (50%)	18 (50%)
March	23 (59%)	16 (41%)	6 (37%)	10 (63%)	29 (53%)	26 (47%)
<b>TOTAL</b>	<b>188 (47%)</b>	<b>216 (53%)</b>	<b>84 (45%)</b>	<b>104 (55%)</b>	<b>272 (46%)</b>	<b>320 (54%)</b>

\*Target 60%

**Comment:** Community planned exits have dipped from 2015-16 (56%) whilst Prison planned exits fare better. Overall figures for planned exits have declined and are somewhat below target.

# Appendix B: Shine Logic Model



## Appendix C: Shine – 2016/2017 Financial Report

### Introduction

The total grant funding for the Shine PSP in 2016/2017 is £1,431k. This is part of an indicative total grant of £2,862k made from the Reducing Reoffending Change Fund to the Shine PSP over financial years 2015/2016 and 2016/2017. This report provides an overview of the financial position for Shine as at 31 March 2017.

### Financial Position as at 31 March 2017

The Shine PSP reports an underspend of £12k for 2016/2017, with total expenditure of £1,419k for the year as analysed in Table 1 below:

**Table 1: Expenditure Analysis**

<b>Staff Costs</b>	<b>2016/2017 ACTUAL Expenditure £'000s</b>
Mentors	777
Service Managers	108
Administrators	62
PSP Management/Coordination	47
Performance Officer	40
Project Administrator	24
Contribution to Project Support	30
<b>Total Staff Costs</b>	<b>1,088</b>
<b>Non-Pay Costs</b>	<b>2016/2017 ACTUAL Expenditure £'000s</b>
Travel Expenses	122
Recruitment	1
Administration Supplies	33
Telephones (incl. Mobiles and Lone Working)	11
Training Costs	32
Case Management – licence and support costs	18
Promotional Activities	10
Management Fee	104
<b>Total Non-Pay Costs</b>	<b>331</b>
<b>Total Expenditure</b>	<b>1,419</b>
<b>Budget for 2016/2017</b>	<b>1431</b>
<b>Underspend for the year</b>	<b>12</b>

## Mentors

Expenditure on Mentor Staff Costs was lower in the first half of the year due to vacant posts in Glasgow/Dumbarton and the North. Additional temporary resource was secured during this period to ensure referral targets were met for 2016/2017.

## Partnership Management and Coordination

The Programme Board recommended in 2015/2016 that additional resource was required to supplement the project coordination and performance management. This resulted in the appointment of additional capacity to strengthen the management of the partnership. The costs of the partnership management and coordination are in line with the budget for the year.

## Non-Pay Costs

The further development of performance reporting including the use of Sacro's Case Management System in all Shine services, has been implemented by all partners. The costs of the ongoing training, data input and additional licence fees have been met from the 2016/2017 Shine budget.

## Expenditure by Partner

Expenditure claims from partners have been received on a quarterly basis. An analysis of expenditure by partner organisation is outlined in Table 2 below:

<b>Table 2: Expenditure by Partner</b>	<b>2016/2017 ACTUAL Expenditure £'000s</b>
National PSP Management/Coordination	181
Access to Industry	138
Apex	201
Barnardo's	209
Circle	132
Sacro	262
Turning Point Scotland	137
Venture Trust	30
Wise Group	129
<b>Total Expenditure</b>	<b>1,419</b>

## Benefits in Kind

A critical factor in the establishment of Shine was the valuable contribution each of the partners makes to the PSP by way of benefits in kind. These contributions reflect the expertise each partner brings to the PSP, and the infrastructure in place to support Shine.

<b>Table 3: Summary of Benefits in Kind</b>	<b>2016/2017 £'000s</b>
Accommodation (£100 per week per FTE)	135
CPD (40hours per Mentor)	7
Governance	27
PhD Internship – Women’s Mentoring	20
<b>Support Infrastructure for Mentors:</b>	
Mediation/Accommodation	10
Children & Families	20
Employability	30
Addictions	10
<b>Total Benefits in Kind</b>	<b>259</b>

In addition to the agreed benefits in kind above, there are other contributions made by partners throughout the year such as actual management costs, which have not been quantified.

*April 2017*



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## Appendix D: Case Studies, Letter and Blog

### Case Study 1

Elaine was fleeing domestic abuse and had no idea what to do or where to turn. During her time in the abusive relationship, Elaine would use amphetamines and would shoplift as a way of coping and 'escaping'. She felt these were the only things in her life where she had full control. She decided where and when she would shoplift and when she would use amphetamines, everything else in her life was controlled by her partner. During her involvement with Shine, Elaine found refuge in a women's aid shelter and was able to leave the abusive relationship and successfully managed to remain on 'good terms' with her ex-partner for the benefit of their two children.

Elaine has worked hard and has taken the steps needed to get her life back on track and has grown more confidence during the past 6 months.

Elaine has not used any illegal substances since leaving her partner and when she appeared in court on her final two charges she was admonished, the Court acknowledging she was making positive changes in her life.

Elaine was recently offered her own tenancy and with the support of Shine has accessed various funding opportunities to help her turn this house into a home. For the first time in a long time, Elaine is now able to think positively about her future. She believes the support she received from Shine has been vital in helping her get to this good place in her life.

## Case Study 2

Jenny was referred to the Shine and worked with her mentor for two weeks prior to receiving a custodial sentence for outstanding charges. Jenny and her mentor had begun to form a positive relationship and Jenny contacted her mentor from prison and told her that she was pregnant. Prior to Jenny's release the Shine Prison Based Champion contacted her mentor to provide an update on Jenny's situation and that she would be almost eight months pregnant and homeless when released.

Jenny and her mentor met, discussed the areas where Jenny needed support, which included ante natal care, general health and drug treatment, housing and benefit advice and support to link in with the social work department. On release from HMP Cornton Vale Jenny and her mentor had a very busy first day, Jenny was collected from the prison by her mentor and they both attended a variety of appointments that the mentor had been able to make for Jenny prior to her release. They initially presented at the homeless services where the mentor advocated for Jenny and managed to secure her a place in a hostel and after a few weeks Jenny was transferred into temporary accommodation more suitable for her and her baby.

Jenny registered with a GP and received a methadone prescription. Jenny was referred to the the community ante natal services and with her mentors support attended various appointments at the maternity unit. Her mentor supported Jenny apply for appropriate benefits including a maternity grant. The mentor was able to secure a pram, cradle and other baby equipment and clothing. When Jenny went into hospital to have her baby her mentor accompanied her and stayed with her throughout the delivery.

Jenny and her baby are doing well and have been linked to other local services that provide housing support and family support services. Jenny's and her mentor planned her departure from Shine, acknowledged all that she had achieved and that appropriate supports were in place to help her continue to make progress.

### Case study 3

When Helen first came to Shine she was pregnant, living with an abusive partner and due to unrelated health issues was unable to complete her unpaid hours of Community Service. It was felt by the court that she would benefit from support and supervision during this time and her Social Worker referred Helen to Shine.

Shine worked with Helen to engage with the following services:

- » Early Years Team;
- » Health Visitors;
- » Child Protection Meetings/Children's Panel/Core Group Meetings;
- » Housing/Homelessness Situation;
- » Mental Health Services and Mindfulness Options;
- » Welfare Benefits;
- » Domestic Abuse Advocacy Support Service;
- » DNA testing and resulting implications with GP;
- » Criminal Justice Social Worker.

Due to Helen's past criminal behaviour, use of drugs and alcohol and a history of self-harming, the unborn baby was on the Child Protection Register with the possibility of being removed from her mother's care. The baby was initially placed with her grandmother with Helen having unrestricted access whilst Social Workers completed an assessment of Helen's ability to provide safe parenting to the child. Through Helen's engagement with Shine she became more confident and was able to attend and fully engage with all of the supports offered to her. Previously she often felt overwhelmed during formal proceedings and appointments and as a result did not attend.

Helen and her mentor planned the closure of the Shine case at which stage, Helen had:

- » Successfully completed her CPO and was discharged from the criminal justice service;
- » Was no longer living in a domestic abusive relationship
- » Was receiving mental health support;
- » Full custody of her child with local supports available should she need it in the future;
- » Secured her own tenancy;
- » In receipt of benefits support;
- » An awareness of training and on-line courses available to her for the future.

## Mentee Letter

TO WHOM IT MAY CONCERN

Dear Sir/Madam

This is just a wee note to say thank you to S my Shine mentor for being a great help to me. I worked with S for about a year and it's been a pleasure working with her. At the beginning when I started working with S I felt hopeless and very depressed. I did not know what to do with my life any more. But due to her remarkable patience and admirable tact she helped me see light at the end of the tunnel.

As a mentor, S is easily approachable, always motivated, dependable and quick to help whenever possible. Always felt that she gave me a listening ear while still projecting a composed presence, a great sense of humour and maintain a positive attitude. She enabled me to believe in myself despite of the many misconceptions I had about myself. She was always at the other end of the phone when needed someone to talk to which made me feel reassured.

Due to her continued help, I feel my confidence has been boosted and will forever be thankful for all the help.

Please do contact me if you have any queries.

Yours faithfully,

A

## Blog: A Day in the Life of a Shine Mentor

My day starts at 6am – with a long drive from Aberdeen to Inverness in order to start my working day.

My first client “J” and I recently applied for a small grant from a charity aimed at developing interests of unemployed people. Today we are going to a second-hand camera shop to see if it’s reasonable for her to be able to get a camera and a bike with the money, this looks quite positive.

When I pick up my next client “M” she is very distressed and overwhelmed. I manage to calm her down, addressing her issues one at a time. Her health is not great which limits her getting to the doctors as it’s too far away – this is becoming a detrimental cycle, which is particularly concerning as she’s pregnant. We made her a doctor’s appointment for tomorrow which I will attend with her and looked in to the possibility of her moving to nearer her GP surgery. By the time I dropped her off, her mood has improved significantly.

I then go to the CJSW department to pick up my next client “S” after her meeting, unfortunately she has not turned up for this and neither I nor her social worker can contact her. I fill my time catching up with emails and phone calls until my next appointment.

My last meeting of the day is “D”, this is her last meeting with Shine. Her engagement has been very sporadic so we have not made much progress. Today is mostly about signposting her to other community services – I have made contact with Women’s Aid for her and encouraged her to get her Community Psychiatric Nurse to refer her to Apex for further support and acupuncture.

Then an overnight stay in Inverness for me, before it all starts again tomorrow!

Shine Women's Mentoring Service is delivered across Scotland by:



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