

“We don’t waste prisoners’ time and we don’t waste bicycles”

*the impact of restorative work
in prisons*



educationphotos.co.uk

educationphotos.co.uk

The Restorative Prison Project

**Published by the
International
Centre for Prison
Studies King's
College London**

“We don’t waste prisoners’
time and we don’t waste
bicycles”

*the impact of restorative work
in prisons*

International Centre for Prison Studies
King's College London
75-79 York Road
London SE1 7AW

Tel: 020 7401 2559

Fax: 020 7401 2577

ISBN 0-9535221-2-1

© International Centre for
Prison Studies, May 2002

Contents

Foreword **5**

We don't waste prisoners time and
we don't waste bicycles: the impact of
restorative work in prisons **7**

Restorative justice in
HM Prison Holme House:
a research paper **39**

Foreword

The Restorative Prison Project was launched in January 2000. In the Project ICPS has set out to look afresh at the concepts which influence the use of imprisonment and to work with colleagues in the Prison Service to explore the viability of introducing restorative principles into the prison setting.

The project has identified four pillars on which to base its work:

- Linking the prison and the community – the prison explaining itself to the community and asking the community to get involved and to find out more.
- Encouraging prisoners to do work for the benefit of others which is public and publicly recognised, thus allowing prisoners to be altruistic.
- Stimulating more involvement of victims' groups and raising awareness of the suffering of victims of crime.
- Creating an environment with an educational rather than a disciplinary ethos, by dealing with disputes and infractions of rules through mediation rather than by use of an adversarial process.

Activities under all four pillars are being developed in three pilot prisons, Holme House, Deerbolt Young Offenders Institution and Kirklevington Grange Resettlement Prison.

Following the publication of the Woolf Report in 1991 there was a great deal of discussion about imprisonment and the idea of the 'community prison' was the focus of a great deal of interest and experiment. The events of the mid-nineties – prison escapes, politicisation and the emphasis on security and austerity – led to a withering of new thinking and an emphasis on management, reducing costs and avoiding bad publicity. Most recently the Prison Service has entered a new phase, with an emphasis on the importance of prisoners' relationships with the community. The Restorative Prison Project is intended to make an impact on this thinking.

An inspiration for all those who have wanted to develop a more restorative regime in prison has been the work of the Inside Out Trust, a non-governmental organisation that has been working since 1994 to involve prisoners and prison staff in work for the benefit of others. We were glad therefore to carry out the analysis of the impact of the Trust's work which appears in this booklet and to be able to show how valued it is by staff, prisoners, and prisoners' families. Based on a semi-structured questionnaire, forty-one members of staff and fifty-seven serving prisoners from fifteen prisons were interviewed. All the interviewees were, or had been, involved with work provided to prisoners by the Inside Out Trust.

We are grateful to the Governor and staff of Holme House prison for allowing the second research project reported in this booklet to be carried out. Jennifer Dinsdale, an

MSc student at Manchester Metropolitan University, worked in the psychology department of the prison over the summer of 2001 and, during that time, completed a study of the feasibility of introducing restorative practices into an individual prison. The report in the second half of this publication describes her findings. The conclusions provide helpful indicators for the continuing work of the project and clear evidence of the interest and willingness of prisoners to be involved in restorative work.

We are grateful to the Northern Rock Foundation for their support for this Project.

Andrew Coyle

March 2002

“We don’t waste prisoners’ time and we don’t waste bicycles”: the impact of restorative work in prisons

Report on research into the activities in prisons of the Inside Out Trust produced by the International Centre for Prison Studies

Introduction

In recent years a narrow emphasis has been placed on the development in prison regimes of programmes based on the notion of the prisoner as an object with a number of defects which in some way may be mended. In prison workshops there has been a further emphasis on commercial contracts and income generation which may pay little regard to the needs and motivation of the workforce, the prisoner. More recently, however, there has been a widening of the understanding of the prison as part of the outside world and of the prisoner as a responsible subject capable of making a contribution to that outside world.

We are now beginning to see a growing awareness of the need to promote a wider public understanding of the work of prisons and of the role which they fulfil in preparing prisoners for resettlement in the community. What happens inside prisons is now recognised as a public issue and there is a widening debate about the purpose of prisons and about the way in which prisoners spend their time in custody.

Recent years have also brought a growing recognition in public policy of the interests and concerns of victims of crime and of the need to take these into account in the way that the sentences of the Court are carried out. Politicians and public alike want those who go to prison to gain something in the hope that this will result in less crime in the future.

Interest in restorative principles is a thriving concept in the wider criminal justice world but has so far had only a limited influence on the running of prisons or the idea of what prisons should be like. The application of restorative principles, of giving prisoners the opportunity to do work for others, raises questions about what prisons are seeking to achieve and about how prisoners spend their time to prepare for resettlement in the community, to which all but a tiny minority will return sooner or later.

If prisoners are to resettle in the community on release then prison has a vital role to play in ensuring that they remain part of the community whilst in custody. There are many examples, past and present, of ways in which prisons have been involved in positive activities with their local communities. With the notable exception of the approach taken in the specialist resettlement prisons, the impetus for such activity has often been part of a public relations effort to build links with the surrounding area or, more probably, the result of the initiative and interests of individual members of staff. Historically, therefore, many of these initiatives have tended to be short-lived and have usually been seen as peripheral to the prison's main activity.

Since 1994 the Inside Out Trust has promoted the more systematic development of links between prisons and the community and of the opportunity for prisoners to develop and demonstrate a responsible awareness of the needs of others. In this research we have set out to explore the ways in which the work of the Inside Out Trust

is viewed by prisoners and by prison staff. We have also looked at the impact which its work has on the regime of the prisons with which it is associated and attempted to draw conclusions about the integration of this approach into the day-to-day work of prisons.

The Restorative Prison Project

The research described in this paper into activities in prisons organised by the Inside Out Trust has been carried out as part of the Restorative Prison Project of the International Centre for Prison Studies. The Project, which is funded by the Northern Rock Foundation, has been looking at the way in which prisons are run and at public expectations of their purpose. In particular there has been interest in exploring the concept of restoration or restitution, paying back in some way for wrong done, and its relevance in a prison setting. This exploration is being piloted in three prisons in the north-east of England. In each prison restorative activities and regimes are being developed which are aimed at changing the relationship of the prison and the prisoner with the wider community, as well as the perceptions that a local community might have of prisons and prisoners that are nearby.

The Inside Out Trust

Involving prisoners in doing work for others has a long history in prisons, but in recent years has been developed to a new level by the voluntary organisation, the Inside Out Trust. The Inside Out Trust was founded in 1994. It has a role which is well recognised by the Prison Service, and it has established working links with over 90 prisons or young offender institutions – some of which stretch back over the 7 years of its existence.

The Trust brings into prisons activities such as refurbishing discarded NHS wheelchairs, which, once refurbished by the prisoners, are then sent to countries in need in the developing world. Under the Trust's aegis a number of prisons run Braille and Moon transcribing programmes in conjunction with the National Library for the Blind and the Royal National Institute for the Blind. The Trust also puts charities needing help with mailing or packaging in touch with prisons who want to take on such work. Efforts are also made to ensure that the work the prisoners do has some educational value and helps them into employment when they leave prison.

The underlying philosophy of the Inside Out Trust is to promote social inclusion and influence prisons to use prisoners' time more constructively. Activities are aimed to build self-respect, self-esteem and a sense of responsibility, as well as concern for others in need and for the environment, for example, by the avoidance of unnecessary waste of goods and materials. As a negotiator of arrangements for work to be done by prisoners, Inside Out Trust acts on behalf of other charitable organisations which may have a local, national or international remit.

The research

To find out how Inside Out Trust projects were seen and understood by staff and prisoners, what benefits they might have and how they could be improved, a small research study was carried out from June to October 2000. Visits were made to 15 prisons and young offenders' institutions.¹ The organisational arrangements, the process for the selection of prisoners to undertake work and the details of the beneficiaries (where known) were discussed with staff members who were involved or present where work was done for the Inside Out Trust. Work being undertaken by prisoners was observed. This study has therefore included projects in which work undertaken by serving prisoners has helped to meet the needs of individual beneficiaries, organisations providing assistance and services in the United Kingdom and developing countries and also the provision of emergency relief in crisis situations.

A questionnaire was used as a basis for semi-structured interviews, which were conducted with prison staff who were directly involved in the negotiation, management or supervision of the work provided by the Inside Out Trust and, wherever possible, with some of the prisoners who were doing the work. A total of 98 face-to-face interviews were conducted, 41 with staff members and 57 with prisoners.

There were also some discussions – as distinct from interviews – with other prison staff members who, although not directly involved in the management or supervision, were aware of or interested in the work being undertaken for Inside Out Trust and other charitable organisations. This group included prison officers, workshop supervisors and education staff. As individuals they expressed support for the idea of prisoners using their time to do work for the benefit of others, being helped to learn a useful skill and also becoming more aware of some of the needs and difficulties experienced by other people. Staff support and enthusiasm was found to be strongly associated with their active interest and/or knowledge of the projects at each of the establishments visited.

Details of the visits that were made and of the work being undertaken at each of the institutions visited are set out in Appendices 1 and 2. The findings and conclusions set out in this case study are based on an analysis of information gained from the visits, from interviews that were conducted and from background information provided by staff or volunteers working with the Inside Out Trust.

Staff of Inside Out Trust made the initial suggestions for institutions to be visited based on their experience of working with them on a regular basis over a period of time – which varied from six months to seven years. A standard letter was sent to the Governor of each selected institution explaining the background to the case study, requesting a copy of any existing written material about the working arrangements established between the prison and Inside Out Trust and seeking permission to visit in order to see the work being undertaken and to conduct interviews with staff and

1 In the research study young offender institutions are not differentiated from prisons and all the institutions are referred to as prisons.

prisoners involved in the process of arranging, supervising or doing the work. No written material was forthcoming but agreement to visits and interviews was received from 15 of the 16 institutions that were initially approached.

Notes of each visit were made and a record was kept of each interview conducted. An undertaking was given that no comments included in the final report would be personally attributable, although quotations would be used to illustrate findings and perspectives.

The findings have been grouped under headings although there are some overlaps. Some actual responses have been quoted where they illuminate the quality of the response. The responses have also been grouped and the results given in tabular form.

The work produced by the prisoners

The nature of the work

Work in prisons is subject to the constraints of security and the management of risk, so providing prisoners with tools and equipment is hemmed in by these considerations. Nevertheless, a wide variety of work was being undertaken at the 15 institutions visited during the study. Details are set out in Appendix 2. Repair and renovation work to equipment such as wheelchairs, bicycles, sewing machines and typewriters was being done on items that would otherwise have been scrapped or sent to land-fill sites. Instead they were having their useful life considerably extended. Restoration work by prisoners has to be done to satisfactory standards of safety and performance reliability as many of the renovated articles are transported for use by the disabled or by others in need in the United Kingdom or in developing countries. Recycling of clothes and textiles helps to produce a lot of clothing for babies, children and the homeless, while clothes sorting and packaging ensures that emergency supplies are available at times of crisis both nationally and internationally. Craft items and renovated goods are supplied to charity shops to raise funds for specific causes. More specialist work such as Braille-setting and transcribing, and the construction of pieces of equipment for schools requires a high level of skill and supervision which has been developed over time at particular institutions – often those accommodating long-term prisoners.

The level of commitment

At most of the institutions visited for the study, workshop space and instructor or supervisor time was committed as part of the prison's formal and recognised plan. Regular employment could be provided for up to 20 prisoners each day and formal processes of application and selection were used for a place in the workshop. In three of the prisons however the work was being undertaken on a much more ad hoc basis, often to provide a fill-in alongside commercial contract work or other work for the prison service itself which constituted the main output from the workshop.

Prisoners’ and staff’s responses to doing Inside Out Trust work

There was therefore a considerable variation in the level of skills required to undertake the work that was observed during the study. For some prisoners it was a dedicated and chosen task, for others an experience that they might gain simply by virtue of being in a workshop when work for Inside Out Trust or another charity happened to be undertaken. This influenced the expressions of importance and satisfaction from both staff and prisoners about the work that they were involved in but the vast majority of prisoners interviewed welcomed variety and interesting work. Those who were aware that the work was being done for a good cause and that it was saving articles or material that would otherwise be wasted conveyed that these were factors that mattered strongly to them. All staff involved in the arrangement or supervision of work for Inside Out Trust stated that more work of a similar kind could be undertaken subject to the availability of adequate and suitable workshop space, equipment, and instructor/ supervisor time. Many of them expressed the view that more work of this kind should be undertaken because of the many positive benefits that could be achieved with prisoners, for the reputation and image of the prison, and for beneficiaries – whether individuals or charitable organisations. Considerable value was placed on the useful skills that could be learned and might assist towards future employment prospects.

| Table 1 Percentages referring positively to prisoner interest, satisfaction and motivation to do the work | | | |
|--|----------|-------------|-------|
| Prisoners | (n = 57) | 32 mentions | (56%) |
| Staff | (n = 41) | 20 mentions | (49%) |

Prisoners’ views about work for Inside Out Trust

The perceived value of the work

The work that prisoners do in prison varies considerably in the demands that it makes on their mental, physical and technical abilities, and equally in the extent to which it engages their thinking, interest and reflections on what they are doing.² A small minority who were interviewed [table 2] said simply that they would rather do work for a charity than work from which – as they saw it – the prison service might benefit in any way. For others even the most basic tasks, such as sorting clothes or stamps and packaging, seemed worthwhile. Prisoners doing very basic work were usually either short-term prisoners or prisoners on a Vulnerable Prison Unit who might otherwise have been in their cells because they were not or could not be allocated to places in workshops.

2 See The Myth of Prison Work, Andrew Coyle, ICPS, 2001 on www.prisonstudies.org

Table 2

I am willing to work to benefit charities, but not the Prison Service

Prisoners 5 mentions (8%)

I like doing any charity work

Prisoners 15 mentions (26%)

The most articulate and strongly held views about the work, its importance to them and its value tended to come from prisoners or young offenders working in the more established workshops which have been developed as part of a prison’s work plans and which are recognised by prisoners and staff as being dedicated to restorative or charitable purposes. Prisoners interviewed in these workshops were more aware that their work was for Inside Out Trust or another charity or community group. In these interviews [table 3] there was evidence that prisoners can and do become strongly identified with the work that they are doing, value the fact that it serves a useful purpose and start to reflect on its relationship to their own lives, feelings, hopes and future plans. Prisoners did not usually express themselves in terms of their self-esteem or self-worth, but they used words about taking pride, getting some confidence and feeling useful as a result of the work that they were doing. They could begin to make connections between their crime and the need to make reparation to the community through their own efforts and through taking responsibility for their actions.

The following quotations from interviews illustrate the range of relatively simple, straightforward meanings that work had for prisoners:

“I have been making T-shirts and boxer shorts for homeless people. I have been homeless myself it’s desperate, so I know what they might be going through and I put a bit extra into the jobs. I get confidence and some pride that I can do something to help, even from in here.”

Woman prisoner, short sentence

“I have to organise the work for myself and three others. I feel good about that and I like having the responsibility. We are all getting on better together through the work as well.”

Young Offender, VP Unit

“An officer told me I could do this work (clothes-sorting) if I got onto Enhanced Status. I thought it would break the boredom and I know it’s for a good cause – I hope we get some different things to do for them, (the Trust) because it’s worthwhile.”

Young Offender, VP Unit

“I think the prison gets a better reputation because charities can get work done for them and we use our time to help all kinds of people who need help. I never get bored

in here (the workshop) because we do different things all the time and some of it makes you think about what it's for, and how prisoners can be helpful."

Young Offender, Charity Workshop

"I am dismantling, repairing, testing and packing spectacles that other people don't want any more – we stop them being wasted. I have also made some soft toys and story-bags. I know I have done wrong, but now I am repaying a good turn to others – that's how I see it."

Young Offender, Charity Workshop

"I do it because I like the feeling of helping others, because I am doing something useful and because it stops the terrible boredom. I think I have calmed down quite a lot since I came in here (the workshop) and I will try not to lose this job because it can do some good."

Young Offender, Charity Workshop

"We do it because we like it (sewing) and because it's for children and we know there are famines in other countries.

It tells them we care about people on the outside – we are giving something back to people who need it."

Women Prisoners, Sewing Project

"It gives me a chance to be creative – the work is not about the money for me."

Women Prisoner (sewing)

Over 50% (32) of the prisoners interviewed referred to feeling good about doing valuable work. The useful purpose it would serve was seen as important in maintaining prisoners' awareness of the world beyond the prison gates and getting them to think about the plight of others. This was contrasted by 20 prisoners (35%) with the depressing experience of enclosed prison life and culture which they often found negative and self-centred, not helpful in any way for their future, and at its worst deadening and boring.

"This work is definitely helping others and I know I have to think about others. All the other prisoners in here (the workshop) seem pleased to be helping too and we can talk to the Instructors about what we are doing and who it is for. We need their help and they take a big interest in how we do the work. None of it is ever slipshod – we wouldn't let anybody down."

Woman prisoner, sewing work

"I heard about this work on the Induction Programme and asked to do it. Basically it sounded worthwhile. I am definitely improving my mechanic and hand-tool skills ... but most of all I like the chance to see a job through from start to finish and thinking about it as it's going on. Starting with a shabby, broken wheelchair, then I get

satisfaction from turning out a good one at the end that is going to make a difference to somebody's life. It has made me more aware of other people's lives and what they have to face and how they get help. You can't switch off from all that when you go back to your cell, you go on thinking."

Prisoner, Category C Prison

"I do this work (Braille transcribing) because it is real, necessary work and I have a big personal commitment to it. It is a challenge and it keeps me thinking and learning – it would be easy to go brain-dead in here and that's a big fear for some of us."

Prisoner, Category A Prison

Table 3 References to prisoners helping others, thinking about the beneficiaries and their lives, showing some responsibility

| | | |
|-----------|-------------|-------|
| Prisoners | 25 mentions | (44%) |
| Staff | 9 mentions | (22%) |

Job satisfaction

Other prisoners described the work in terms of its interest [table 4], especially when they received feedback from benefiting agencies or individuals, what they could learn from doing it and how responsible they felt about doing a good job and being capable of producing something worthwhile and co-operating with staff and other prisoners.

"I want to do the best job I can to help those who need my work. I tell my visitors and I write about it in my letters because it's interesting for other people to learn how we can help. They don't hear about it except from me."

Woman prisoner, sewing work

"It is good when we get an explanation from our Instructor about what happens to the work when we have finished – and especially when we get a thank you letter or a certificate. I always show my visitors or tell them the latest news in letters, because there is not much else to write about in here."

Young Offender, Charity Workshop

"I have had letters even visits from satisfied customers for my work, which makes it very worthwhile. I could be earning 50% more on other work in the prison but I like the positive atmosphere in this work unit and we learn something from each other every day. Giving help back to the outside world has meaning for us – some people wouldn't believe that, but it's true."

“Inside Out Trust helps to provide a link with other people doing similar Braille work and can provide specialist help we couldn’t otherwise get. We all feel good when we see positive references to the work of this unit in magazines and reports.”

Prisoner, Category A Prison

Table 4

The importance of feedback and its usefulness to prisoners for learning

| | | |
|-----------|-------------|-------|
| Prisoners | 15 mentions | (26%) |
| Staff | 9 mentions | (22%) |

Need for more feedback

| | | |
|-----------|-------------|-------|
| Prisoners | 13 mentions | (23%) |
| Staff | 12 mentions | (29%) |

Family interest

Prisoners who received regular visits from their family [table 5] also talked of their visitors’ attitudes to the worthwhile work they were doing and they voiced their awareness of the shame that families could feel about having a relative in prison. The importance of family interest and support to effective resettlement of prisoners is well recognised and involvement in this work was obviously seen as helpful to its continuity and maintenance while in prison.

“My family think this is the right kind of work for me to be doing – giving something back – because they are ashamed of me being here. I have been able to talk to my kids about where the bicycles go to (in Africa and Romania) and that interested them a lot. They want to know about it each time I see them.”

Prisoner, Category C Prison

“My family visitors know what I am doing – it’s a regular topic on visits. They see it as very positive work and say at least I am repaying something, and there should be more work like this in prisons and then maybe we wouldn’t be seen as such outcasts.”

Prisoner, Category C Prison

Table 5 Family/visitor awareness and support

| | | |
|-----------|-------------|-------|
| Prisoners | 11 mentions | (19%) |
|-----------|-------------|-------|

Purposeful nature of the activity

Most prisoners who were interviewed emphasised the constructive features of their work and the appropriate use it made of the time of sentenced prisoners. They contrasted it with the tedium of time spent in a cell with no activity or working on a repetitive production line with no end product to take pride in.

"I didn't really want to do any work at all for the prison, but I don't mind doing this. The money is not too bad and I find I get the chance to do a good job that uses my time and has some point to it."

"I am doing wheelchair repairs and maintenance and they go to people who need them and who seem to appreciate them judging by some of the letters we get. I would like to know some more about all that side of it – about the world outside there and where our work fits in."

"This job gets us working together well, staff and everybody. There's never any bother and a much better working atmosphere than in other workshops I have been in. Doing good work is the important thing here and we help each other to do it the best we can."

Prisoner, Category C Prison

"I volunteered to do this work, because I would rather get something lasting out of what I am doing, even though I earn £2 less than where I was working before."

Young Offender, mechanical work

Twenty-eight prisoners interviewed (49%) wanted to know more about what happened to their work. There was a high level of interest in building on what they could learn from doing the work so that it might be useful to them in the future.

"I like making different articles on the sewing-machine, and I can learn a few bits from the variety of things we make ... but I did not know it was for charity and I wish we knew more about all that side of it. You want to know you matter."

Woman prisoner, short-term, doing "fill-in" work

"I am glad to have the chance to earn a bit of money from doing this (sorting clothes) so I don't just rely on my parents for it. I would like more variety of work though ... I am not really learning much and I know I need to."

"I would like to do some work that teaches me more skills so I might get a job or improve my reading and writing."

Young Offenders, Prison and YOI

Table 6 Prisoners' view of the work

| | |
|--|-------------------|
| Constructive, out-of-cell activity | 20 mentions (35%) |
| Helps others | 25 mentions (44%) |
| Paying back for wrong-doings | 12 mentions (21%) |
| Helpful for the future | 12 mentions (21%) |
| More prisoners should do work of this kind | 17 mentions (30%) |

Links to other re-settlement activity

At a Category A (high security) prison the workshop undertaking the work for the Inside Out Trust had become part of the required education provision as set out in the contract between the education provider and the prison. Therefore a classroom operated in one corner where teaching of literacy, numeracy, technical and social awareness skills could be related to the tasks that the prisoners were involved in. Supervisors, teachers and prisoners were learning to integrate the potential for achieving accreditable skills and qualifications which could have value both during a sentence and into the future.

"I wanted to get into this Workshop when I heard about it but I didn't like the idea of having to do the education classes as well. Now I see the sense of connecting the classroom time to the job you are on with. I have got a long time to do ... who knows what work I might do on the outside, but at least this is keeping my mind active. I can't remember any other work in here that I actually went on thinking and puzzling about back in my cell."

Prisoner, Category A Prison

Table 7 The work as an aid to resettlement – Prisoners' views

| | |
|--|-------------------|
| I have learned/acquired new skills | 29 mentions (51%) |
| I could learn more useful skills | 8 mentions (14%) |
| Doing the work will help in the future | 12 mentions (21%) |

The views of Prison Service staff

The majority of staff members who were interviewed were either responsible for managing the arrangements through which work was undertaken in the institution for Inside Out Trust or for full-time supervision of the work being done for the Trust and other charitable organisations. They were usually supportive of the idea that such work could and should be undertaken by prisoners. Some were obviously aware that this view was not fully shared by all prison staff. Five (12%) of those interviewed mentioned the negative attitudes of some colleagues but commented that not all staff were fully informed about the work and its purpose, which they felt ought to be the case.

"Some prison officers here (not a lot) are antagonistic to what we do with the men. They say it's a waste of time and that prisoners should not have the chance to get praise for their work; but most of the ones who talk to us about it support the idea of doing some good for charities – and we have even had suggestions for work that we might take on in the future."

Instructional Officer, Category C Prison

Where the work was incorporated as part of the prison's plan of activities, however, managers and instructors could readily identify its relevance and usefulness to both the prison and prisoners.

"The work helps the prison to fulfil its objectives; it is a purposeful activity, quality work is produced for organisations and individuals that need it, and it can be closely linked with key skills learning. All good performance targets."

Industrial Manager, Category A Prison

"The benefits for prisoners are that the work challenges them, it interests most of them, so it motivates them and we get better co-operation, and it's a productive use of their time in here."

"Society in general benefits, not just individual beneficiaries because I have seen it really affect some of their attitudes and make them think about other people. You hope that will be lasting, but it's worthwhile nonetheless."

Instructional Officer, Prison and YOI

Although they recognised that prisoners' attitudes towards the work and their motivations for doing it could be very varied, instructors and supervisors who were interviewed often described improvements that they had observed in the behaviour and demeanour of many prisoners. Such changes were usually related to their interest, their application to the task, and their co-operation with staff and other prisoners. Staff also referred to the issues that the work raised for prisoners in terms of its potential value for resettlement planning.

"The women working in here think they are doing something to help, something worthwhile – they often start to talk about their own problems and their children. It can be quite difficult emotionally."

"They do seem to get some respect for themselves – because they are showing that they are trying to do something useful with their time here."

Civilian Instructor, Sewing Workshop

"Most women like doing something that helps others rather than just doing it for Prison Industries as they see it – one said to me last week, 'I would rather do my time for charity'. Making clothing and packs for children brings out a lot of information"

and sad tales about their own lives – we just don't have time to deal with all the sadness and problems they reveal ... but the work brings out the issues that are on their minds."

Workshop Instructor, Women's Prison

Table 8 Staff views of the work

| | |
|--|-------------------|
| Social values rated highly | 21 mentions (55%) |
| Fits with positive regime activity and service objectives | 13 mentions (32%) |
| Valuable when linked to sentence planning, education programmes, resettlement aims | 10 mentions (24%) |

Relationships and the working environment

In several of the workshops that were visited, staff members and prisoners made reference to the positive and co-operative atmosphere in the workshop – which they associate with the nature of the work and the interest/motivation that it generated. Supervisors indicated that they experienced fewer supervisory and discipline problems with prisoners doing work for charity than they had been used to having to deal with in other workshops in the same prison. Prisoners referred to having good, helpful relationships with the staff who were supervising them and to feeling like part of a team in their relationships with fellow prisoners because of the interest in doing a good job. [table 9]

Five supervisors (12% of those interviewed) said it was their impression that there was a lower than usual level of sickness absence from charity workshops for both prisoners and staff, which they associated with good motivation, interest and commitment to producing satisfying, worthwhile work.

These statements were usually coupled with an emphasis on the demonstrable need for the work being undertaken, such as wheelchair repairs, Braille transcribing, making clothing, the opportunity to learn and practice new skills and the availability of feedback about the value of the work to others, all of which encouraged co-operation and commitment.

"I did not receive any specific training for this project but I have learned such a lot since we started (October 1998) – including from the prisoners. Some of them get very absorbed and committed to the jobs we do and that is very satisfying.

"The work is positive and well regarded by the men who do it, and by a lot of other staff in this place. We have put right over 500 wheelchairs, which has helped several Third World countries as well as getting the men to put something back into work for the community."

Instructional Officer, Wheelchair Project

“Some prisoners really show a lot of interest in the charity work – especially if they are making things for children. They get the chance to be inventive and creative as well as learn some new abilities like pattern-making and cutting, button-holes and zip-setting.

Because they feel good about it they like having it to tell to their families and visitors.”

Instructor, Women’s Prison

“I think most – but not all, some don’t take the interest – prisoners get a satisfaction from doing something that they can see is worthwhile and that can help another person. The feedback they get about where the finished jobs go to is always helpful in encouraging that and sparks some lively discussions in here.”

Workshop Instructor, Category C Prison

Several of the staff interviewed spoke with pride and enthusiasm of the atmosphere and relationships created through the process of the work undertaken.

“I have had to learn new mechanical skills to deal with the project requirements – but you also need to use tact and diplomacy to get people motivated, producing good standard work, and working together, sharing tools etc as they often have to do. There’s a real buzz in here when that goes well.

“There is a lot of satisfaction all round in this work because there are constant challenges and problems to solve –it’s not all routine. Most of the prisoners want to work with you on the problems and to help each other to do a good job. Whatever aggro there may be on the wings, we hardly ever see it in this workshop. There is a good behaviour record in this workshop and we get a lot of positive feedback from other staff. Everybody sees we are doing something for a worthy cause and most people think these bicycles should be restored and used again, not just scrapped. We don’t waste bicycles and we don’t waste prisoners’ time.”

Instructional Officers, Prison and YOI Bicycle and Wheelchair Projects

| Table 9 Views of work environment | | |
|---|--|-------------------|
| <i>Prisoners</i> | | |
| Positive relationships with supervisory staff and prisoners | | 25 mentions (44%) |
| <i>Staff</i> | | |
| Good behaviour, few discipline problems | | 17 mentions (41%) |
| Lower level of sickness absence by staff and prisoners | | 5 mentions (12%) |

Current limitations on the work

Many staff members who were interviewed (30 – 73%) could see more potential for work of a similar kind in prisons and voiced frustrations about the limitations and problems that they experienced. In particular they were critical of situations in which charity workshops or activities were closed at times of staff shortage or other difficulties in the prison, which they regarded as unfair on the prisoners involved because it devalued their work.

“Space and available supervisor time to meet the needs of security as well as oversee the work are the main limitations on what we can do.

In a long-term establishment there is both the time and the continuity to be able to get the right skills for something like Braille-transcribing work – and there is such a need for it. More could be done.”

Prison Officer/Supervisor – Category A Prison

“There is plenty of demand for this kind of work but we are limited by availability of staff time and workshop space – and we can see that the basic skills of many of the inmates need a lot of attention.

We need to find better ways of linking up with other programmes here, and of linking with local organisations and charities that need the help we can provide – but I don’t have the time myself.”

Instructing Officer, YOI

It was also evident from interviews that there were doubts about the value of some of the work being done, for example, routine packaging which could be monotonous and offer no job satisfaction or positive opportunities for prisoners. Of the staff members interviewed, 23 (56%) emphasised the need to ensure that work was linked with sentence planning and educational programmes so that it was a definite and purposeful regime activity and not just a time-filler.

“Prisoners are not here to do work for charity, they are here to be rehabilitated.”

Instructional Officer, YOI

“Too much of the charity work in prisons is menial and it isn’t restoring anything back – it’s not putting right the problems between victims and offenders.”

Staff member, YOI

Table 10 Staff views of impact of work on prisoners

| | |
|--|-------------------|
| Strong motivation, application & interest | 20 mentions (49%) |
| Gain useful skills and learning | 18 mentions (44%) |
| Opportunities for learning and gaining skills not being fully used | 8 mentions (20%) |
| Potential of the work with prisoners' own problems is underused | 13 mentions (32%) |

There was also recognition that, for prisoners who had to face many resettlement problems, any positive benefits derived from work they were doing in prison had to be seen as part of a comprehensive programme of intervention to equip them better for their release and build up their links with the community.

"There is an opportunity for rehabilitation in this work, but if you return to a dysfunctional family, a poor environment, no job and no settled home it probably doesn't help a great deal."

Head of Inmate Activities, Category B Prison

Skills and learning opportunities

Given the current Prison Service emphasis on improving the basic skills of prisoners and enhancing their chances of post-release employment, it was important to examine the extent to which the work observed enabled this to happen. Both prison staff and prisoners described new skills that they had gained or experience that they had developed in the course of work done for the Inside Out Trust.

Staff skills

Instructional Officers and Prison Officers involved in arranging and supervising the work undertaken for Inside Out Trust and similar organisations were invariably enthusiastic about it. Nearly all had applied or volunteered for the particular role that they held but referred to how they had had to learn new ways of working and develop new skills to cope with new demands and challenges that they had faced in the course of the work. This was usually described as a source of greater job interest and job satisfaction, even if the skills were not being recognised by the prison hierarchy as yet.

Staff placed emphasis on their job's requirement for good people management, motivational abilities, and communication skills to get prisoners working co-operatively and reliably on what could be quite complex repair and renovation work. They also said that they needed to be able to plan work and resource needs, such as tools and materials, in a flexible way in order to maintain a steady flow of work and retain prisoners' interest and motivation. There were particular references to the need for skill in negotiating and planning with organisations such as Inside Out Trust which are based

outside the Prison Service, which have different aims and priorities and which do not operate with the same hierarchical structures and formalities as the Prison Service. Examples were given of misunderstandings and miscommunications that could occur and create problems but there was also a recognition that the process of working in a better-integrated way with community-based organisations constituted an important part of the learning and the experience for prison staff. They hoped the Prison Service would come to value this experience as an important contribution to improved links with the community and partnerships with the voluntary sector.

For some of their supervisory work, staff needed to have very specific skills and qualifications, such as the RNIB Certificate in Braille work, technical and light engineering skills and tailoring skills. Some staff interviewees felt that their developing skills and expertise were not yet sufficiently recognised and valued in the institution where they worked, which could result in overlooked opportunities for constructive work with prisoners and even marginalisation of the work that was being done.

"For both staff and prisoners, I would like to see more specific qualifications linked with the work that is being done, and prisons involved need to learn from and help each other with that. At the moment we are all separate and trying to learn as we go."

Instructional Officer, Prison and YOI

Prisoner skills and the impact on resettlement

Many staff could identify even more potential for learning skills that might lead to accredited qualifications which would be useful for prisoners' future employment. They also referred to opportunities for influencing prisoners' attitudes and encouraging behaviour changes that might contribute to more effective resettlement and socially responsible life in the community on release. At the same time they recognised that this needed to form part of a comprehensive and integrated programme of work with prisoners during their time in custody.

"If we want to do something about the re-offending side of their lives, then we have got to open up their eyes to what's going on around them and what life's like for some people out there."

... with this work (wheelchair renovation) they learn and they get more confidence and that helps ... they can get a certificate, and a certificate gives most of them a pride and a sense of worth."

Staff member, Wheelchair Project

"Linking the work to some qualifications would improve the overall standard of what we turn out and it would be good accredited training for prisoners. We still have a lot more to learn about organising this kind of work in prisons and how we can make it better and even more useful to the outside world."

"This work (on wheelchairs) is quite technical and needs ingenuity. It could be a basis for developing quite a number of skills and the men know it has to be done to high standards because somebody else's safety depends on that".

Instructional Officer, Category B Prison

"The regime is all geared to NVQs now but the young offenders only learn slowly if they have to do a lot of paperwork ... they get on much better if they use a manual as they go along with doing the bike and learn to cut the right lengths and so on."

Supervising staff, YOI

In the interviews with prisoners and young offenders there were only five (8%) who regarded the work they were doing as likely to lead directly to employment on release, but 29 (51%) could readily give examples of the ways in which they were learning:

- a) Literacy skills – because they needed to read and understand instruction manuals.
- b) Numeracy skills – because they needed to measure accurately and cut to length.
- c) Basic computer skills – if they started to keep a record of their work and prepare guidance and manuals for future reference.
- d) Sewing, machining and pattern-making skills – based on the need to use materials and large garments to make-up alternative clothing and babywear.
- e) Mechanical, light engineering, and metalwork skills – based on a lot of the renovation work being done on wheelchairs, bicycles, motorbikes and pushchairs. This frequently required 'cannibalising' of very damaged equipment and learning how to adapt and make use of it for spare parts.
- f) Painting, decorating and maintenance skills.

There was also very strong emphasis on the worthwhile nature of the work and the discussions associated with it – whether with staff or with other prisoners – the continuing interest and work satisfactions that it offered and especially the opportunity to see a job through from start to finish and feel some pride in the quality of what had been achieved and the use to be made of it. A woman prisoner working on a sewing project said:

"Doing this makes me more employable. I could get a job sewing, or I could get enjoyment from making curtains and things for my family at home."

Staff in charge of a workshop at a Young Offenders' Institution saw a need for more definite training opportunities to be developed:

"The bike project can give inmates an insight into job opportunities in light industry. It helps them with written and verbal communication and with numeracy, as well as providing practical skills and better hand-eye co-ordination; but what they really need is to get some qualifications out of it if possible".

Other interviewees felt that doing something constructive and positive while in prison had its own merits:

“Labour intensive, time-consuming, recovery and recycling work is all a sensible use of prisoners’ time.”

Workshop Instructor, Category C Prison

“Seeing a job through from start to finish is a big achievement for many of our prisoners.”

Workshop Instructor, Category C Prison

Undoubtedly the prisoners who spoke with most confidence about the skills that they were acquiring and their value to them were those involved in Braille-transcribing work, which increasingly involves computer-based knowledge.

“Doing Braille-setting means learning a new language, learning the Braille alphabet, familiarity with computers, and regular use of literacy, numeracy and language skills. Braille work builds your self-confidence, provides a useable skill, and is a lasting influence. The pride you can take in it can start to change your outlook on life – it is the most rehabilitating thing I do.”

Prisoner, Category A Prison

| | |
|---|-------------------|
| Table 11 Staff views of skills/learning opportunities | |
| Prisoners gain useful skills from the work | 18 mentions (44%) |
| Opportunities for new skills/qualifications under-used | 8 mentions (20%) |
| Valuable opportunities for staff to learn new and useful skills | 11 mentions (27%) |
| Staff skills/training opportunities should be improved | 5 mentions (12%) |
| Opportunities for building links with outside organisations should be better used | 9 mentions (22%) |

Links to other prison activity

During the visits to 15 institutions little evidence was found of the work being done for Inside Out Trust by prisoners being directly related or linked to other programmes within the prison, such as education classes, offending behaviour programmes, social skills programmes, victim awareness groups. However, as indicated earlier (see tables 8 and 10), a significant proportion of the staff interviewed saw considerable potential for this to happen and for the work to reinforce positive attitudes, educational opportunities and victim awareness.

At HM Prison Frankland, a maximum-security prison accommodating long-term prisoners, a charity workshop was established in January 2000 with a classroom area situated within the workshop. The workshop and classroom are managed as part of the

Education Contract at the prison. Prisoners selected for the workshop are required to undertake education classes related to the practical work that they are doing as part of their commitment to the work placement. Some prisoners were said to have been initially reluctant to do this. However, both the workshop supervisors and the class teachers said that they were finding many ways of building in and deriving learning opportunities from the practical work, for example, literacy, numeracy, design-work, computer skills, general knowledge, community and victim awareness.

There were signs of a growing interest in some of the prisons visited in the possibility of integrating work done for the community or community organisations into the sentence and resettlement plans for selected prisoners who had been through a satisfactory risk assessment process. The model of a combined workshop and classroom facility introduced at HM Prison Frankland therefore signals an important development which is capable of enabling more of the potential for linking restorative work to a prisoner's sentence and resettlement plans to be realised.

The impact of the work on the prison

The Prison Service in England and Wales sets out its aims and objectives in a 3 Year Strategic Plan. Every prison is in turn required to prepare an annual Business Plan setting out objectives and resource plans that will enable it to deliver key performance priorities. Amongst these, the provision of purposeful activity, education programmes and work opportunities for prisoners are important requirements in all institutions.

At 10 of the 15 institutions visited there was a formal recognition of the work done for charities or community organisations in the Business Plan. This usually related to purposeful activity and work rather than education opportunities or any concept of restoration. At the other 5 institutions work for organisations such as Inside Out Trust or other charities was happening on a much more ad hoc and sporadic basis and was often dependent on the initiative or enthusiasm of individual members of staff and their personal contacts. Charitable work would be undertaken mainly as a fill-in activity in a workshop primarily committed to fulfilling other industrial or commercial contracts or when available space and staff supervisory time allowed. In these institutions staff who were interviewed said that it was unlikely that a prisoner's involvement in doing the work would be part of a sentence plan or be associated with any other element of their prison experience, such as education or resettlement planning. It also appeared that prisoners undertaking the work knew little about its purpose or the likely beneficiaries, although, if it added to the variety of their work or enabled them to occupy their time and be out of their cell, the activity was welcomed.

In the 10 institutions where a formal decision had been made to establish either a charities workshop or an ongoing working relationship with Inside Out Trust, the decision was recognised in the Business Plan and the arrangement was thus more widely known amongst all staff groups. Staff who were interviewed all saw this formal recognition as an important validation of the work and its impact.

“The big decision at the top is the really important one that affects what happens in here (the workshop) and where it fits into the plans for the prison and the prisoners.”

Education Manager, Category A Prison

Managers and supervisors who were interviewed saw the inclusion in the Business Plan as being likely to influence:

- 1 Whether the work and its requirements would be taken into account in annual planning, in the allocation of workshop facilities and equipment and in the identification of dedicated staff time and roles.
- 2 The inclusion of opportunity to include the work in prisoners’ sentence plans.
- 3 The use of risk-assessment and other administrative procedures to determine allocation of suitable prisoners to work placements.
- 4 Record-keeping and assessment of work completed, its value to the prison and the prisoners and consideration of future plans and developments.
- 5 Whether the work for charitable organisations and the community is known about – and its purpose understood – by the majority of staff in the institution.

As indicated earlier, a recently established partnership between Inside Out Trust and HM Prison Frankland provided a useful example of the way in which Business Plan objectives could develop. A Charity workshop, referred to in the prison’s Business Plan, operates as part of the education contract. It is dedicated to the renovation, repair and maintenance of bicycles, wheelchairs, typewriters and sewing machines. Prisoners are allocated to the workshop by the Work Allocation Board, which takes both security and educational abilities into account. Prisoners who were interviewed at Frankland Prison said that they had applied for the workshop because the work sounded interesting, challenging and worthwhile.

Key skills learning constitutes a core element of the workshop and is a required commitment for each prisoner allocated to it as part of their daily or weekly timetable. Classroom space and education resources occupy a designated space within the workshop area which facilitates the integration of work experience, skill development and learning.

“Some prisoners don’t want to do the classroom work, but they realise that they have to if they want to be in this workshop. They begin to take much more interest when they start to work on manuals connected with their charity work, learn something about design techniques, some basic computer skills, and then gather information about the countries and the charities involved in the work they do. That is when it all comes together for most of the men in here.”

Workshop Instructor

Although it was still early days, the staff associated with the workshop’s development who were interviewed – managers, teachers and instructors – said that most men

allocated to it worked well, appeared to derive a lot of satisfaction and interest from their work and posed very few discipline problems while in the workshop. Instructional Officers responsible for another dedicated charity workshop working closely with Inside Out Trust in a Category B prison expressed similar views about the relevance of the experience for selected prisoners.

"It works best for the men when it is in their sentence plan that they come to this workshop. They can see how it fits with other things they are doing (during the sentence) like education or an offending behaviour programme. I would like to see it do more for their job prospects later – we could do more to help that than we do at present, by ensuring they get qualifications as well as experience.

"In here they can pick up a work ethic which is about seeing a job through from start to finish and doing it to proper standards. To turn out something worthwhile and with a sense of pride in it is a new experience for most of them. You can see that it can make a difference to how they behave and see themselves."

The majority of staff interviewed (56%) put strong emphasis on the way in which work for charities and community organisations could help the prison to fulfil a key performance target of providing purposeful, out-of-cell activity, especially for prisoners who did not have places on other accredited programmes. This is the position for the majority of prisoners, including virtually all those who are serving short sentences.

"The sewing project provides the prison and the prisoners with another structured, useful activity – and it is not a costly programme, which helps."

Civilian Instructor, Women's Prison

"Inside Out Trust offered this work to the prison at a time when it was needed because we had lost contract work. We have the work-force and the workspace but there was a real shortage of useful work. Repairing the bicycles has done more than fill the gap. A short time on, we have completed 180 good bicycles. We had an article in the Staff Newsletter which led some staff to bring in damaged or disused bicycles to be worked on and put into use again. We have had some other good ideas offered too – most staff see some real point in this work, just like most prisoners do."

Workshop Instructor, Category C Prison

Of the staff members interviewed, 13 (32%) expressed the view that work of this kind could be introduced and developed much more widely. They felt that there was a clear need for more information and explanation of where the work fitted in with prison planning, and the contribution it could make to the work of the prison. In particular they thought that more attention should be given to its relevance as an experience for selected prisoners as an aid to resettlement and the benefits to the community should be more widely known.

“Not all staff know that we do charity work in here. If they do find out about it, most – but not all – are usually positive. When I told some colleagues that we were designing and making historical costumes for an important exhibition, I was pleased that several helped by bringing material, buttons and other things we needed. They were pleased, just as the prisoners were, when we got letters of praise.”

Workshop Instructor, Women’s Prison

“We have had Custody Officers who volunteer to supervise the work we do for charities. They do it because they say it provides greater job interest – and they say that the prisoners doing this kind of work give them far less hassle.”

Work co-ordinator, Prison and YOI

“I know there are mixed views about charity work amongst prison staff. Some don’t think it is right that it should be done here and that prisoners get kudos from it... but I think most would support the idea that prisoners should pay something back to society through their work... We need to spend more time explaining what is involved to all prison staff, where it fits in with their work, where it fits in for the prisoners who are all going back to the community, and how it can build bridges from here to the world outside.”

Views of work co-ordinators and instructors

References to the need to develop work for the community as a means of building bridges, making relationships and forging better levels of understanding between prisons and the outside world were frequent amongst staff who were interviewed. The issues were of concern to some prisoners too, who hoped it might help them to be seen in a different light and as capable of being responsible for worthwhile work for the community.

Table 12 Work as a link with the community

Prisoners' views

| | |
|---|-------------------|
| Welcomed feedback about benefits provided by their work | 15 mentions (26%) |
| Would like more feedback about benefits provided | 13 mentions (23%) |
| Considered paying back for their crime important | 12 mentions (21%) |
| More prisoners should do work for the community | 17 mentions (30%) |
| More information about the work should be made public | 7 mentions (12%) |

Staff views

| | |
|---|-------------------|
| Rated the social value of the work highly | 21 mentions (51%) |
| Feedback from beneficiaries is constructive in work with prisoners | 9 mentions (22%) |
| More could be done to the benefit of prisoners, prisons and the community | 20 mentions (49%) |

"Prisoners see the work they do in here as having a definite purpose – to benefit others who need help. They like to get the feedback about who is getting the benefit and what difference their work has made.

"I have seen that it can really open both their eyes and their minds to other people's problems and needs, and I think it changes some of them for the better... They can start to take some responsibility and to think of others, not just themselves."

Instructional Officer, Prison and YOI

"The bike project could be used to better effect with prisoners by the Prison Service. Prisoners get to do something that is genuinely useful and constructive on a regular basis. The jobs help to build their self-esteem through the mutual interest that is created and the problem-solving that has to be done, staff and prisoners connect with each other better ... it is a good basis for relationships."

Prison staff, YOI

"A unit like this (sheltered workshop) provides important work opportunities for vulnerable prisoners who are not placed in other workshops (because of bullying, or the nature of their offence). They get personal satisfaction and interest, sometimes a chance to get a qualification but I think the positive feedback from staff and words of thanks from the people who have been helped by their work is what they really value."

Prison Officer/Supervisor, Category A Prison

There were some examples of good local publicity for the prison and members of its staff resulting from work that had been done for Inside Out Trust or local charities. The general view of staff who were interviewed (49%) was that the Prison Service was failing to capitalise on the opportunity to improve its image, its standing in the eyes of the community or the understanding of its aims and purposes which work in partnership with outside organisations could provide. Twenty-two per cent of staff members interviewed felt that opportunities for links and establishing partnerships with outside organisations were valuable to the Prison Service and could help many prisoners by strengthening their connections with the community prior to release.

"I think there have been signs of change in the community's view of the inmates we have here and of the job that the staff do with them because of work we have done for local schools – such as making story-sacks and wall-charts. We could get much more good publicity for this work and it would give the public more facts and figures about what we are trying to do. Very few people know what our work involves ... we should tell them about it."

Instructional Officer, Charity Workshop, YO1

"Braille work has very positive impact on the image of this prison. There has been widespread interest in what we can do here, we get good feedback from people who benefit from the work that is done, and it is known that we can provide a specialist service. It gives a different view of the prison, the staff and the prisoners to people outside."

Staff members, Category A Prison

"Getting better publicity for the work that is being done in prisons, and the good it can achieve with prisoners would be very valuable. We are always having to soak up bad press and a lot of ignorance about what we are trying to do in prisons – it is time we did something about it..."

"We should start by telling more people about what we are already doing, see what else we might do for the community, and build from there."

Prison Officers and Workshop Instructor, Category C Prison

The need to improve public understanding and acceptance of prisons and their work was seen as important by both prison staff and prisoners and a necessary step to the improvement of prisoners' chances of effective reintegration and resettlement following release. Restoration work of the kind observed and discussed during this case study was seen as an important opportunity for the Prison Service to achieve this but which is as yet underused and undervalued in terms of its potential.

Conclusions and recommendations

It is clear then from the views expressed by both prisoners and staff that there is a recognition of the value of the initiatives promoted by the Inside Out Trust. At their best they are seen as providing a wide range of opportunities for prisoners to demonstrate their altruism and to do work for the benefit of others. They help to forge new and structural links between the prison and the wider community at local, national and international levels. The formality of the links and the substantive nature of the work being undertaken provide safeguards against the short lifespan observed in some earlier examples of links between prisons and their communities.

Prisoners and staff also recognise that these projects provide an opportunity for prisoners to look beyond themselves at the needs of others. They encourage responsibility and an outward perspective, contributing indirectly to a greater awareness of victims and their experiences.

As well as addressing the needs of the wider community these programmes also provide opportunities for the personal development of the prisoners and staff involved in them. They can provide a context for the acquisition of new skills, particularly where there is a close harmony between the initiatives in the workshop and the work of the prison's education department. Furthermore, integration within the prison's sentence planning regime, as at HMP Frankland for example, provides a clear framework within which these programmes can make a positive contribution to resettlement activity.

The case study has identified links between the nature of the work and higher levels of motivation and self-esteem. Work for charity also enables prisoners to earn the esteem of others, especially their families and friends. Both staff and prisoners also associate the work with a more positive relationship, leading to a more co-operative and conciliatory atmosphere in the workshop.

The comments of prisoners and staff also point, however, to a number of frustrations and anxieties. Those concerns stem largely from an awareness of the positive outcomes that can flow from a well-integrated programme rather than from any scepticism as to its intrinsic merits.

There are genuine concerns where the work does not seem to be clearly embedded within the Business Plan of the prison, leading to an anxiety over long-term commitment. There may also be only limited and indirect feedback to prisoners and sometimes to staff about the nature of the work and the way in which it is received by its beneficiaries. That may be coupled with a lack of awareness of the programme amongst other staff and prisoners.

In summary, therefore:

- Voluntary work and links with the community need to be seen as central to the business plan of the prison and not simply as a peripheral bonus.
- They must be embedded within the sentence planning and resettlement framework of the prison and must link to education and other activities.
- Prisoners need to receive close and direct feedback on the impact of their work in the wider community.
- Prisons have much to gain from promoting a greater awareness, both inside and outside their walls, of the diversity and quality of the work which they do.
- These links can form the basis of true and equal partnerships, capable of beginning to change the image, relationship and awareness of both prisons and prisoners as important resources and contributors to community life.
- Prisons can be places where there is greater reciprocity with the community, contributing to the task of preparing prisoners for resettlement in the community at the end of a custodial sentence.

This study is set within the context of the Restorative Prison Project. In differing degrees we have seen how these programmes can make a contribution to each of the four pillars of that project:

- introducing more awareness of victims and their experience;
- giving prisoners a wide range of opportunities to practise altruism, to do work for the benefit of others;
- forging new and more structural links between the prison and the area it is in;
- developing new and more reconciliatory ways of dealing with disputes and conflicts in prison.

Prisons are, inevitably, a part of our society. The work of the Inside Out Trust points to one way in which prisons and prisoners can also become an integral part of our community.

APPENDIX 1

Prison Service Institutions visited June – October 2000

HM Prison Birmingham
HM YOI Deerbolt
HM Prison and YOI Doncaster
HM Prison Frankland
HM Prison Full Sutton
HM Prison Garth
HM Prison Highpoint
HM YOI Huntercombe
HM Prison Long Lartin
HM Prison and YOI Low Newton
HM Prison Moorland
HM Prison and YOI New Hall
HM Prison and YOI Norwich
HM Prison Parkhurst
HM Prison Wymott

Interviews

Staff members: 41
Prisoners: 57

Brief meetings or discussions also took place with other staff members who knew of work being undertaken for Inside Out Trust (and other charitable organisations) but were not directly involved in its management or supervision.

APPENDIX 2

Work done for Inside Out Trust in 2000

1 Wheelchair repair and renovation

HM Prison Frankland
HM Prison Garth
HM Prison Long Lartin
HM Prison and YOI Moorland
HM Prison Parkhurst

2 Bicycle repair and renovation

HM Prison Frankland
HM Prison and YOI Moorland
HM Prison and YOI Norwich
HM Prison Parkhurst
HM Prison Wymott

3 Motorbike repair and renovation

HM Prison Garth
HM Prison Huntercombe
HM Prison Wymott

4 Braille transcribing

HM Prison Birmingham
HM Prison Frankland
HM Prison Full Sutton
HM Prison Garth

5 Sewing machine and typewriter repair and renovation

HM Prison Frankland

6 Recycling of clothing and textiles

HM Prison Highpoint

HM Prison and YOI Low Newton

HM Prison Long Lartin

HM Prison and YOI New Hall

7 Clothes sorting and charity packaging

HM YOI Deerbolt

HM Prison and YOI Doncaster

8 Assembly of goods and equipment for schools

HM YOI Deerbolt

HM Prison and YOI Norwich

9 Bookbinding and craftwork

HM Prison Birmingham

HM YOI Deerbolt

HM Prison Long Lartin

Restorative Justice in HM Prison Holme House

A Research Paper by Jennifer Dinsdale

A note

HM Prison Holme House is one of three Prisons in North East England which are participating in development work with the Restorative Prison Project.

Jennifer Dinsdale, an MSc student at Manchester Metropolitan University, undertook a piece of research at Holme House during the summer of 2001. The following report describes her findings. Although the report is not part of the Restorative Prison Project, we decided that it deserved to be published. The conclusions provide helpful indicators for the continuing work of the Project and clear evidence of the interest and willingness of prisoners to be involved in restorative work.

Thanks are due to the Governor, Richard Crouch, and the Psychology Department at HM Prison for facilitating this research, and especially to Jennifer Dinsdale and her academic supervisors for their active interest in the important subject of Restorative Justice in a prison setting.

Anne Mace, Project Manager

Introduction

What is restorative justice?

Restorative Justice is a very different way of viewing crime to the way we currently do.

The focus of the justice system today is the relationship between the offender and the state, where the state takes over the process from the victim (Bazemore, 1998).

In restorative justice the emphasis of the process is placed on the relationship between the offender and the victim (Mackay, 2001).

It is an approach to crime that understands it mainly as harm and that seeks to respond by repairing this harm, rather than merely by processing and punishing offenders.

In doing this, a more balanced process and outcome are sought, with both the victim's needs and the wider impact of crime on offender's community being recognised and considered.

The Restorative Prison Project

Restorative justice in prison is a relatively new concept and is primarily concerned with encouraging prisoners to take personal responsibility for their crimes by providing opportunities for them to make amends to victims and victimised communities (Mace, 2000).

In January 2000, the International Centre for Prison Studies (ICPS) embarked upon the Restorative Prison Project.

The project is investigating different models of integrating restorative approaches within prison regimes, which involve and benefit the local community.

Ultimately, the project is working towards applying such restorative justice principles within selected prisons in the North East, one of which is Holme House.

Research aims

Accordingly, the purpose of this report was to investigate the feasibility of introducing such Restorative schemes into Holme House with a particular focus on:

- Investigating prisoners' perceptions of the impact of their crimes on their victims (including the wider community)
- Identifying the degree to which they would be 'sympathetic' to engaging in reparative activities and their motivations for doing so
- Establishing how important they feel it is to build a relationship with the community outside prison, and how important they feel their reconciliation with wider society actually is.

All of these were assessed in relation to individual offence types for comparison.

Objectives

Are prisoner motivations strong enough to favour going ahead with restorative justice schemes within Holme House?

What do prisoners think will be the anticipated effects and benefits of such schemes on themselves, the prison and the local community?

Research methodology

Semi-structured questionnaires were the primary method used to obtain prisoner views on implementing such schemes into the prison, as they were deemed to be the most efficient way of obtaining a wide range of opinions in the time available.

Follow up semi-structured interviews were also devised and conducted on a much smaller scale to gather more in-depth information and to compare the main themes discussed with the kind of views obtained in the questionnaires.

Sampling

Using a Local Inmate Data System (LIDS) printout of every prisoner in Holme House, each individual was sorted into a category according to his offence type, i.e. 'burglary', 'robbery' etc. to produce 19 different offence categories.

In order to obtain the desired sample size of 200 prisoners, at least 10 people were needed in each category. However, because several of the groups did not contain this number those groups that had under 10 were all included in the sample and those categories that had 10 or more had an equal number of extra subjects randomly taken from their particular group and added to the overall sample in order to reach the target.

Each prisoner was assigned a number and a random number generator on computer used to randomly select the individuals who were to receive questionnaires within each offence category.

Distribution & collection procedures

Once selected, enveloped questionnaires were delivered to each inmate with an enclosed envelope marked 'Return to Psychology' to ensure confidentiality.

Three days were given for the completion of the questionnaires, which were collected by the psychology department:

- 200 questionnaires were distributed to prisoners, which reflects a population sample base of approximately 24%.
- 110 completed questionnaires were returned – a return rate of 55%.

Scoring methods – questionnaires

The structured questions from the returned questionnaires were scored on a 'Yes = 1' and 'No = 0' basis. Any that were open ended were content analysed, scored and all the results totalled.

Aside from demographics, all the questions were assessing different aspects of restorative justice (RJ) including victim awareness, willingness to participate in RJ schemes and individual reasons behind their willingness to get involved.

Any question where it was possible to answer with more than one response was analysed differently according to the aspect of RJ being assessed.

Scoring methods – interviews

Individual responses to the interview questions were grouped together and ranked where possible to produce categories of like answers that could then be scored. This would allow for direct numerical comparisons to be made with the questionnaire data.

The 15 interview questions assessed the following aspects of RJ:

- Victim Awareness
- Relationship with the community
- Willingness to participate in RJ schemes
- Individual motivations behind willingness to get involved
- Understanding of the aims & purposes behind RJ.

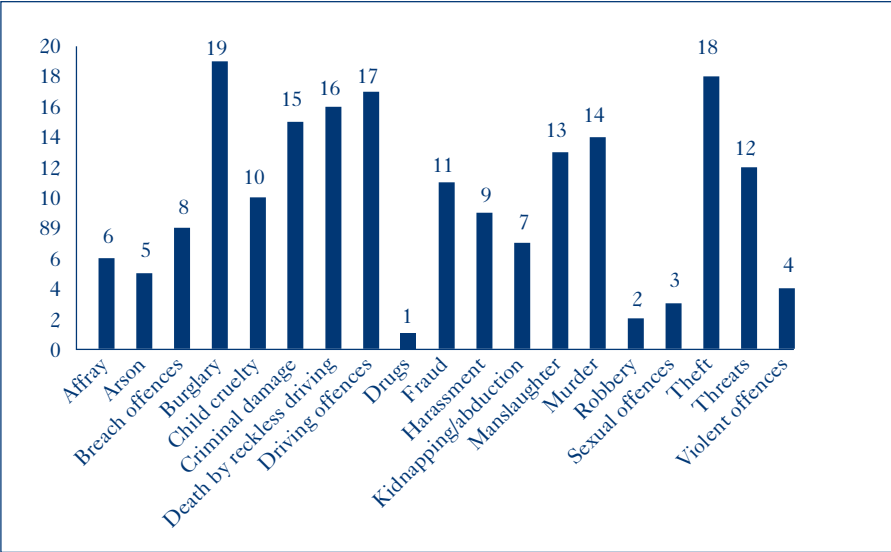
Analysis

Basic analysis was carried out on the results to produce frequencies and percentages for all the questions in both the questionnaire and the interviews. The statistical package SPSS was used to provide more in depth information on the data where appropriate.

Population demographics

- The average age of respondents was 30, ranging from 21 – 61 years.
- 78% of prisoners in the sample were aged 21-35, 18% were 36-50 and 4% were 50+. 27% of prisoners reported that this was their first time in prison.
- The largest groups contained 12.7% of the sample and these were drug offences, robbery, burglary and driving offences. Together these formed about 50% of the overall sample.
- 9 out of the 19 groups had up to 4 respondents and the categories 'harassment' and 'threats' had no respondents at all.
- The average number of times subjects in the sample reported being imprisoned previously is 4.5, ranging from 0 to 24 times.

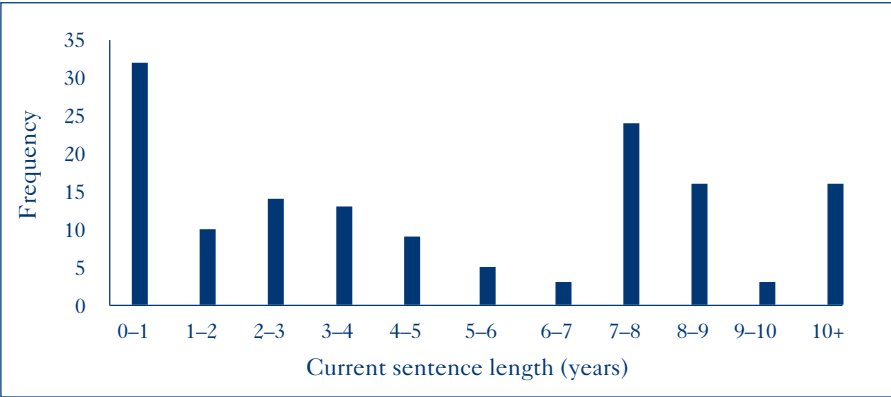
Figure 1 Questionnaire results



- Figure 1 shows the relative proportions of each offence type in the sample used.
- Figure 2 represents the time prisoners in the sample have left to serve. As the graph shows, the majority of prisoners who returned the questionnaires were serving sentences less than one year in duration.

In fact, there was found to be a statistically negative correlation between current sentence length and returned questionnaires (Spearman’s rho = . 671). In other words, as sentence length increases, the number of returned questionnaires drops.

Figure 2 Current sentence length (groups in sample)



Below is a set of tables outlining the percentage responses to the items most pertinent to restorative justice in the questionnaire.

| | | |
|----|---|-----------|
| Q2 | Is this your first time in prison? | |
| | Yes 26.36% | No 73.64% |
| Q5 | Part A – Do you think anyone was affected by your offence? | |
| | Yes 90.91% | No 9.09% |
| | Part B – If so, who? | |
| | An individual | 26.15% |
| | An individual's family | 19.27% |
| | Your own family / friends | 40.37% |
| | The local community | 14.22% |
| Q6 | Do you think that the effects were: | |
| | Physical | 21.26% |
| | Emotional | 51.72% |
| | Financial | 27.01% |
| Q7 | Do you regret the effects the effects your crime had on these people? | |
| | Yes 89.11% | No 10.89% |
| Q8 | Would you like the opportunity to make up for some of the harm done by your crime? | |
| | Yes 73.74% | No 26.26% |
| Q9 | Would you be willing to explain why you committed the offence and the circumstances surrounding your offending by either, | |
| | Part A Meeting those personally affected by your crime | |
| | Part B Meeting with other people who have been affected by the type of offence you are in prison for? | |
| | Part A | Part B |
| | Yes | 74.29% |
| | No | 25.71% |
| | No. of subjects | 70 |

Q10 Would you be willing to write letters of apology to those personally affected by your crime?

Yes 44.44% No 55.56%

Q11 **Part A** Would you be willing to participate in work in prison which benefited the local community, such as making things for people to use (e.g. park benches, wheelchairs etc.).

| | | | | |
|---------------|-----|--------|----|--------|
| Part A | Yes | 87.16% | No | 12.84% |
|---------------|-----|--------|----|--------|

Part B If yes, How do you think such work would benefit you?

| | |
|---------------------------------|--------|
| Make me feel good | 16.92% |
| Get me out of my cell | 12.99% |
| Help me gain new skills | 24.47% |
| Make me feel I was being useful | 20.54% |
| It'd stop me being bored | 9.06% |
| It'd look good on my record | 8.16% |
| Any other reason | 7.85% |

Q12 How important do you feel it is for Holme House to build a relationship with the community outside?

| | |
|----------------------|--------|
| Very important | 50.46% |
| Quite important | 28.44% |
| Not that important | 13.76% |
| Not at all important | 7.34% |

Q13 Do you think that doing work which helps the local community would improve:

| | |
|--|--------|
| The atmosphere | 24.46% |
| Good relations between staff & prisoners | 36.41% |
| Relationships between yourself & other prisoners | 17.39% |
| Nothing about the atmosphere / relationships in prison | 8.15% |
| Other | 13.59% |

Q14 If you fell out with another prisoner would you welcome the opportunity to sit down with them and discuss the problem in the presence of someone from outside prison to try and resolve the situation?

Yes 37.04% No 62.96%

There was a mixed response to the open ended questions added onto most of the questions above. These gave prisoners the opportunity to clarify the reasoning behind their responses and included probes like, ‘How?’ or ‘Why do you feel as you do?’

Interestingly, there was quite a significant overlap in the kind of remarks made – to the extent that they could largely be grouped into response themes. These are summarised for some of the main questions below.

Q9 53 did not comment at all on their willingness to meet either with their own victims or those of similar crimes, but overall the response of those that did comment was quite varied. Those who were against either scenario commented that:

'It'd be too awkward for me ...'

'I don't think it'd achieve anything for me or the victim ...'

'Mine was a one-off crime and I'll never do it again, so there's no point ...'

'Because I know the victim and it'd be too difficult to face them'

Generally, a high percentage of those sampled gave a favourable response to the suggestion that they meet with their victim (around 65%) and even more so to the idea that they meet victims of similar crimes (around 74%). It became clear from comments made that this was generally because it would 'probably be less tense or embarrassing than meeting with personal victims'.

The largest proportion of prisoners who responded, (19%) said that they would like to 'hear and understand how the victim was affected by what I did' and 3.5% reported having already met with their victim through the CPS. Other comments included the following:

'I'd like to say sorry ...'

'It might help me and the victim feel better ...'

'I want to explain it wasn't personal ...'

'I'd try to tell them why I did it ...'

'It might help stop people offending again if they could see what they had put someone through ...'

Q10 35 did not comment on their response to the suggestion that they write a letter of apology to those affected by their crime.

However, overall this was not regarded as a good idea by prisoners who did reply, with 55% admitting they would not be willing to do so. Of these the most common response was that they knew their victim, blamed them in some way for what happened and consequently were 'not sorry' (15%).

Other reasons included:

'It would upset the victim ...'

'I wouldn't know what to write ...'

'It wouldn't change anything for them or me ...'

Additionally 9.3% claimed they had already tried to write letters to victims and had had a negative response.

The largest proportion of those that thought the idea had potential felt that it would 'allow them to apologise without risking angry confrontation from victims'. (36%).

Q11 Unfortunately, 73% of prisoners did not comment on their motivations for wanting to participate in restorative work but one third of those who did said that they would want to get involved because 'it'd be a chance to put something back into the local community'.

The majority of the remainder (23%) said that they would be willing to do so if they felt that 'it might give them skills to help gain employment on release'.

Q12 Only 16% thought that it was unimportant or not important at all for Holme House to build a relationship with the community, instead 33% of prisoners commented that it was essential in order 'to help change the public's perception of prisoners..'

Other popular responses included:

'It could help prevent further offending and prepare us for our reintegration back into the community ...'

'It might make the community understand/increase awareness of what prison is like and how prisoners can be sorry and change ...'

'It would help inmates keep in touch with the reality of life outside ...'

Figure 3 illustrates the overall average degree of willingness to get involved with RJ schemes across all the different offence types in Holme House.

Clearly, offence group 16 (Death by Reckless Driving) responded most positively to the suggestion of prisoners getting involved with RJ whilst inside, with categories 7 (Kidnapping/Abduction) and 11 (Fraud), not far behind.

However these results are misleading in that these groups were amongst those with the smallest number of people in the sample. This means that outliers or 'rogue' results will more significantly affect any average response for the groups.

Therefore, the following graph (figure 4) was done to see if a prisoner's time left to serve could be more accurately indicative of their motivation to participate in RJ schemes.

Statistical analysis using SPSS showed that there was a clear correlation between a prisoner, his time left to serve and willingness to get involved with RJ schemes (Spearman's rho = 0.6). In other words, as time left to serve increases so does overall motivation for RJ. This result could explain the preceding finding that those in offence group 16 were the most willing to get involved with RJ schemes, as they were indeed serving some of the longest sentences in the overall sample and generally had the most time left to serve.

Figure 3 Average level of willingness to participate in RJ schemes by offence type

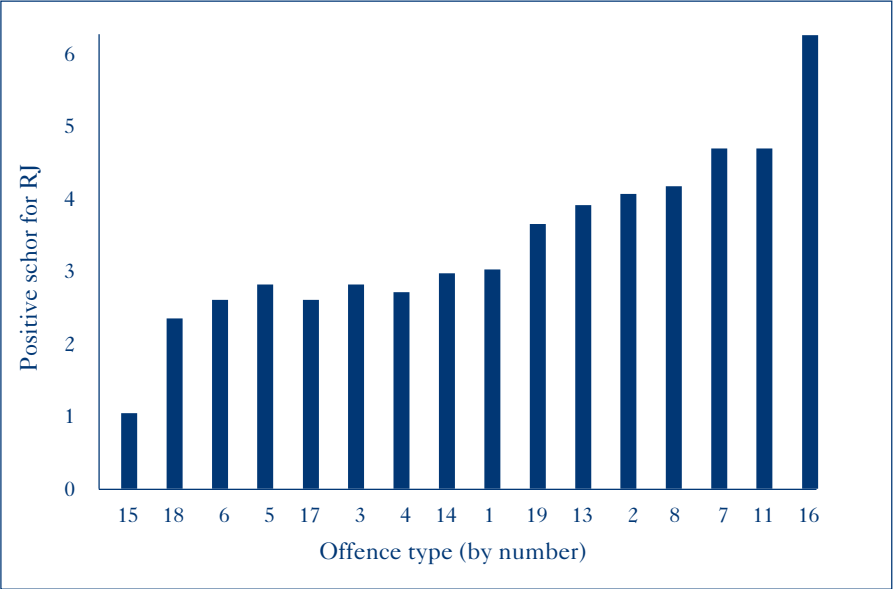


Figure 4 Relationship between time left to serve and willingness to participate in RJ schemes

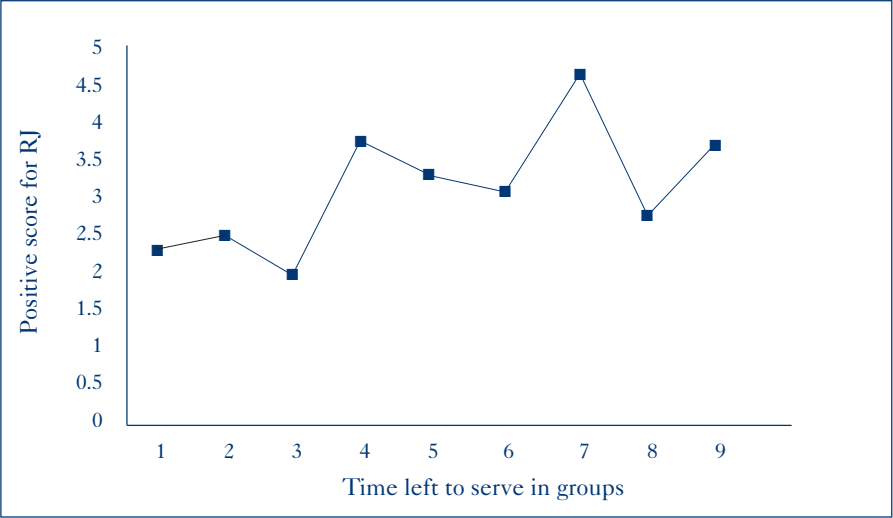


Figure 5 Relationship between willingness to participate in RJ schemes and victim awareness

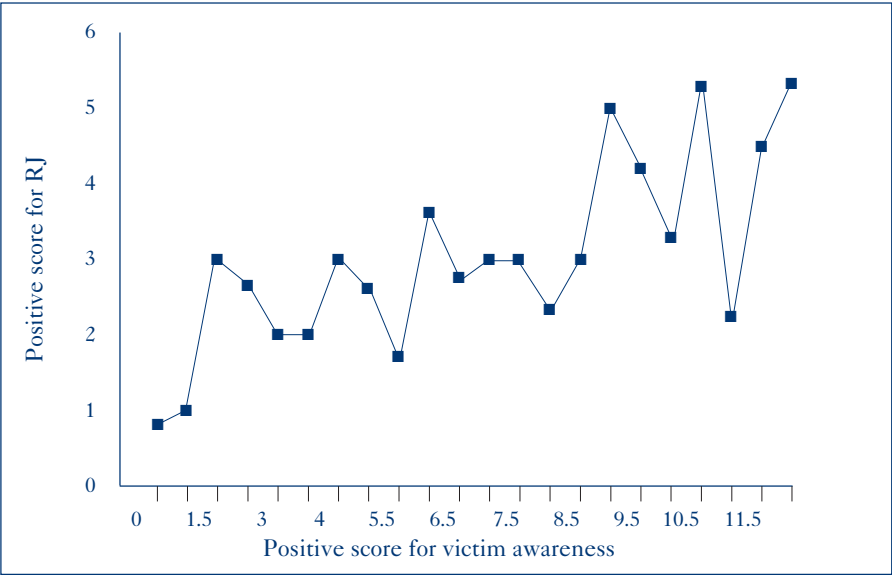


Figure 5 shows the link between a prisoner’s level of victim awareness and his motivation for getting involved with RJ initiatives.

While the graph indicates that there appears to be a positive relationship between the two variables, statistical analysis confirmed that there was a strong positive correlation between victim awareness and motivation for RJ (Pearson’s $r = .734$).

Interview results

Only 15 in depth interviews were conducted due to constraints on time and the requirements placed on separate analysis for the University.

Ordinarily, interviews could not be analysed quantitatively but for the purposes of this report similar responses for each interview question were grouped together and ranked on a scale according to the aspect of RJ being assessed, e.g. ‘Relationship with the community’ or ‘Victim awareness’ etc. Each group was then assigned a score according to their position within the ranking system.

Individuals were then given a score depending on which group their particular response fell into.

Figure 6 Relationship between current sentence length and positive reasons behind willingness to get involved with RJ

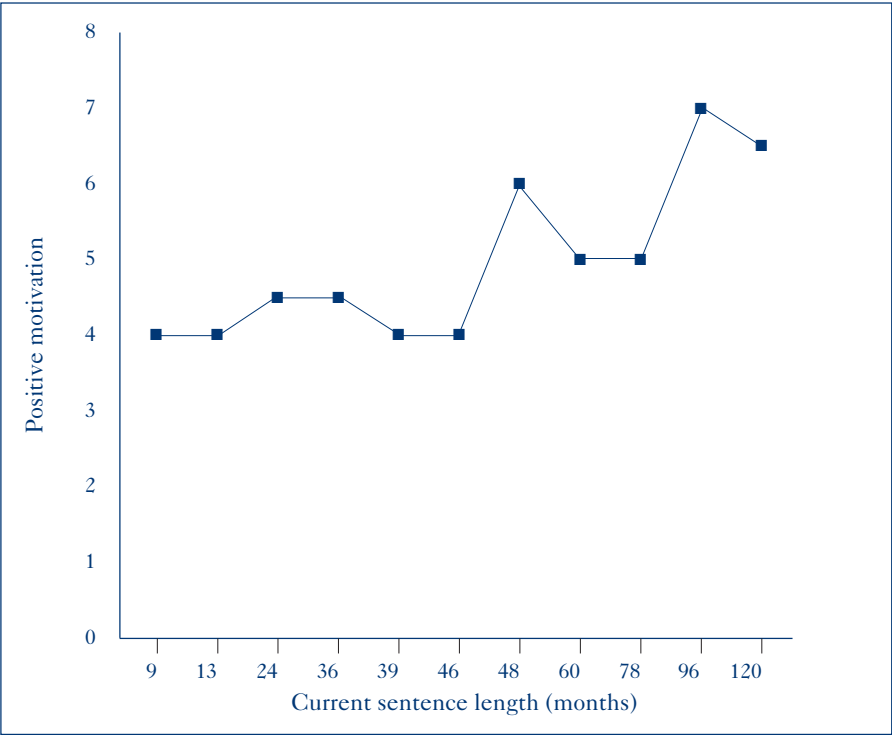
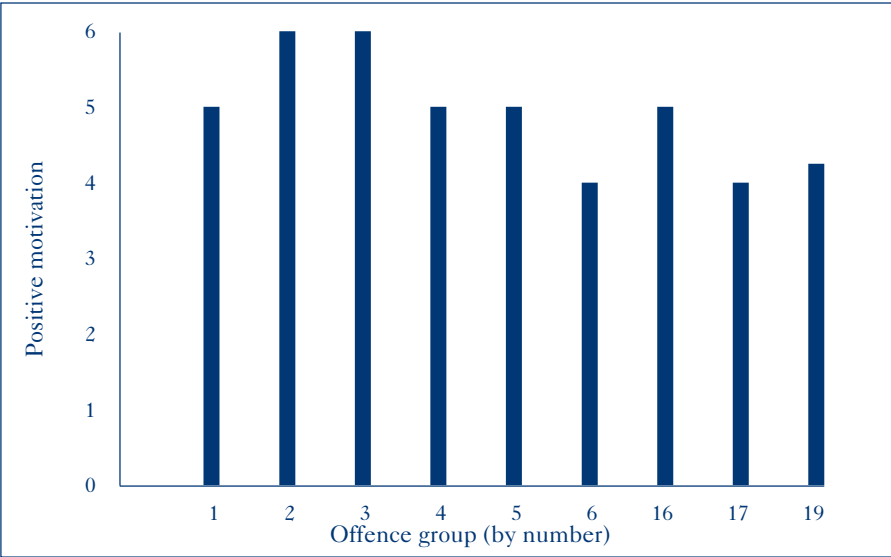


Figure 6 shows that there is a significantly positive correlation between a prisoner’s current sentence length and his level of positive motivation for RJ. (Pearson’s $r = .816$)

In other words as overall sentence length increases, prisoner motivations for taking part in RJ schemes appear to become more genuine in this sample and more what they ‘should’ be, that is, not because it might ‘get them out of their cell’ or ‘stop them being bored’.

However, this finding should be viewed cautiously due to the small number interviewed and the fact that the interviews themselves would not normally be analysed in this way. For it to be more representative this would have to be reproduced on a larger scale.

Figure 7 Association between offence type and average score for positive motivation behind willingness to participate in RJ



The interviews sampled 53% of the available offence types in Holme House, and as can be seen from figure 7 there doesn't appear to be much variation in positive reasons behind prisoner willingness to participate in RJ schemes, with those from every offence type sampled scoring at least 50% on average overall.

However, again the sample size is too small to make conclusions based on this finding across the rest of the prison population, but nonetheless it is encouraging enough to warrant replicating on a wider scale to see if the effect is reproduced.

Also, there is a chance that those interviewed may have been dishonest and said what they thought would be wanted to be heard, rather than disclosing their true feelings in order to look better in front of the interviewer.

Finally it is worth noting that of those interviewed 93% scored highly for understanding the aims and purposes of RJ in prison, which contrasts strongly with what was found from the questionnaire analysis.

The majority of those prisoners who commented in favour of getting involved with RJ admitted that it would be useful if only to relieve boredom, get them out of their cell or give them a better prison record (38% average).

Again, either those interviewed could have simply been randomly enthusiastic about the ideas of RJ or the interview setting could have encouraged those interviewed to answer less truthfully; a more honest answer could be expected from the self completion questionnaire where their responses are anonymous and do not have to be justified.

Conclusions and recommendations

On the whole, the questionnaire respondents did recognise that their offence had implications for innocent people, but interestingly, the greatest proportion of these felt that the only victim was their own family and friends, even when the nature of their offence made it clear that they were responsible for the direct victimisation of a specific individual, their family and the local community.

In line with this, statistical analysis showed that there was a strong link between prisoners having an awareness of the impact of their crimes on individuals and their willingness to get involved with RJ programmes whilst inside.

Recommendation 1

Taken together these findings strongly suggest that it would be worthwhile introducing victim awareness programmes on a larger scale throughout the prison so that more prisoners are afforded the opportunity to understand how their crimes affect others and take responsibility for their actions. It would seem logical that prisoner motivation for RJ would be more likely to develop if this were in place.

It was also found that as a prisoner's time left to serve increases then so too does their willingness to participate in RJ programmes within prison and more significantly that the longer a prisoner's current sentence the more their motivations behind wanting to get involved with RJ schemes improve.

This could be interpreted to mean that prisoners who are aware they will be staying inside for a long time have a different attitude to those who know they will soon be released because they have had more time to think about their crimes and the consequences of these for others.

Consequently they seem more willing to be interested in getting involved with RJ programmes for the right sort of reasons and at present would appear to be the ideal groups to target for any trial RJ schemes.

Recommendation 2

These findings suggest that it would perhaps be worthwhile working on encouraging those serving the shortest sentences in Holme House to put something back into the local community or to want to try and make amends to their victims (Statistically this would include all those serving 7 months or less).

Almost 80% of all prisoners considered Holme House building a relationship with the community to be important if not essential to help break down negative

stereotypes, increase community awareness of what life in prison is really like and aid their re-acceptance back into the local area upon release.

Recommendation 3

It would be worthwhile interviewing members of the local community to see what their perceptions of Holme House are, and what their attitude toward its community doing restorative work for the benefit would be.

This is necessary inasmuch as such work will probably only improve community relations when it has their full backing and support.

Finally, around 90% of prisoners expressed concern that any work done may not be credited specifically to themselves, which they feel would limit the capacity of restorative work to really change any negative opinions the community have of prisoners as a collective.

Recommendation 4

Therefore, it would be ideal for any future RJ work that is undertaken by the prison community to be well publicised within the local area giving recognition to those prisoners who have earned it.

By the prisoners' own admission they feel that this will boost their self-esteem and self-worth which could prevent re-offending in the long-term.

Summary

This report has shown that on the whole most prisoners are enthusiastic about the prospect of doing worthwhile work in prison.

Overall, 53% of prisoners who responded to the questionnaire and 72% of those who were interviewed were willing to get involved with any RJ work that benefited their victims, the local community and which helped them develop employable skills.

This is encouraging and does indicate that it would be worthwhile introducing Restorative Justice into Holme House.

However, individual motivations behind this willingness have been shown to vary quite a lot and this is the area that requires some improvement if any programmes are going to be integrated into the prisoner regime successfully and benefit both the community inside Holme House and that which is outside.

Jennifer Dinsdale

Manchester Metropolitan University

References

Bazemore, G (1998) 'Restorative Justice and Earned Redemption: Communities, Victims, and Offender Reintegration'. *American Behavioural Scientist*, Vol. 41 No. 6 pp. 768—813.

Mace, A (2000) Discussion Paper – Restorative Principles in the Prison Setting: A Vision for the Future. International Centre for Prison Studies.

Mackay, R.E (2001) 'Restorative Justice, Punishment and Prisons'. *The Prison Service Journal No. 135*, pp. 57—59.

Appendices **1** and **2**

APPENDIX 1

Please tick the appropriate box unless otherwise instructed

Q1 How old are you? _____

Q2 Is this your first time in prison? ☐ Yes ☐ No

If no:

How many times have you been in prison before this sentence?

What is the total amount of time you have served in prison, not including your current sentence?

Q3 What is the length of your current sentence and roughly how long have you left to serve?

Current sentence _____

Time left to serve _____

Q4 Please indicate what you are in prison for now (e.g. Burglary)

Q5 Do you think that anyone was affected by your offence?

☐ Yes ☐ No

If so, who?

☐ An individual

☐ An individuals Family

☐ Your own Family/Friends

☐ The local community

*(Please tick
more than one
if needed)*

Q6

Do you think that the effects were:

- ☐ Physical?
- ☐ Emotional?
- ☐ Financial?

If so, HOW?

Q7

Do you regret the effects your crime had on these people?

- ☐ Yes ☐ No

Q8

Would you like the opportunity to make up for some of the harm done by your crime?

- ☐ Yes ☐ No

If yes: Go to question 9

If no: Go to question 10

Q9

Would you be willing to explain why you committed the offence and the circumstances surrounding your offending by either:

a) Meeting with those personally affected by your crime?

- ☐ Yes ☐ No

b) Meeting with other people who have been affected by the type of offence you are in prison for?

- ☐ Yes ☐ No

Why?

Q10

Would you be willing to write letters of apology to those personally affected by your crime?

☐ Yes ☐ No

Why?

Q11

Would you be willing to participate in work in prison which benefited the local community, such as making things for people to use (e.g. park benches, wheelchairs etc.)

☐ Yes ☐ No

If yes: How do you think such work would benefit YOU?

- ☐ Participating would...
- ☐ Make me feel good
- ☐ Get me out of my cell
- ☐ Help me gain new skills
- ☐ Make me feel I was being useful
- ☐ It'd stop me being bored
- ☐ It'd look good on my record

Any other reason (Please state)

APPENDIX 2

Interview schedule

- Q1** How would you describe your place in your local community before you came to prison?
(Probes) Did you feel like you were part of it?
How important was it for you to be accepted?
- Q2** How do you think your offence might have affected your victim/their family/friends?
- Q3** What about your own family, friends or the local community – how do you think they were affected by what you did?
- Q4** Does knowing how they must have felt affect you?
How/How much?
(Briefly describe how RJ includes victim/offender mediation & describe process)
- Q5** What do you think about this idea being used in prison?
- Q6** Do you think it would benefit/cause problems for prisoners?
How/ Why?
(Probe for their worries/concerns)
(Follow according to response...)
Would you be willing to participate in such a scheme if it were introduced here?
Why/not?
- Q7** Do you think that this kind of approach to sorting out problems could be successfully applied with prisoners who have disagreements?
Why/not?
- Q8** Would writing a letter of apology to those who were affected by your offence be better/worse than meeting them in person? What do you think it would achieve for both parties? Would you prefer it to direct contact?
(Referring back to e.g.'s in briefing about making/repairing things etc.)

- Q9** Do you know of any such schemes in Holme House? If yes – were you made aware of its purpose? (Was it just something else to do?)
- Q10** Have you done any voluntary work like this in another prison?
(Enquire as to what work involved and why volunteered)
- Q11** If Holme House introduced this kind of voluntary reparative work & provided the opportunity for anyone to do it who was willing would you want to get involved? Why?
What would you hope to get out of it? (Skills/emotions etc.)
- Q12** What do you think are the main reasons for having these schemes in a prison?
(What is the prison trying to achieve in your opinion?)
- Q13** How aware do you think people on the outside are of this kind of prisoner work for them? How do you think they do (or would!) view it?
Would you expect them to treat you differently if their awareness was increased?
- Q14** How would you feel about people in the community coming into prison to work with you directly, i.e. you helping them to use your gym etc?
Benefits for a prisoner? Pitfalls?
- Q15** Do you think that doing any kind of restorative work would affect prisoner relations with staff? How would you think they would respond to this kind of scheme?

Thank you to all the staff who gave their time to help distribute the questionnaires and return them so promptly; all the prisoners who took part in this research; Zoë Wilton (Psychologist) and Rebecca Coles (Psychological Assistant) for their ideas, suggestions and support.

The International Centre for Prison Studies

The International Centre for Prison Studies was established in the Law School, Kings College London, University of London, UK in April 1997.

It seeks to assist governments and other relevant agencies to develop appropriate policies on prisons and the use of imprisonment. It carries out its work on a project or consultancy basis for international agencies, governmental and non-governmental organisations.

It aims to make the results of its academic research and projects widely available to groups and individuals, both nationally and internationally, who might not normally use such work. These include policy makers, practitioners and administrators, the media and the general public. Such dissemination will help to increase an understanding of the purpose of prison and what can be expected of it.

The Centre is working to:

- develop a body of knowledge, based on international covenants and instruments, about the principles on which the use of imprisonment should be based, which can be used as a sound foundation for policies on prison issues
- build up a resource network for the spread of best practice in prison management worldwide to which prison administrators can turn for practical advice on how to manage prison systems which are just, decent, humane and cost effective.

£5.00

ISBN 0-9535221-2-1

Published by the International
Centre for Prison Studies
King's College London

