



# ICPA 2024 Annual Conference

Enabling Desistance: Beyond Recidivism  
1-6 September 2024, Singapore

# Innovation in improving access to mental health support for people in prison: A mental health text service

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**MENTAL  
HEALTH  
INNOVATIONS**

**shout**  
for support in a crisis

**serco**

# Serco Justice



25 Years  
Justice  
experience  
& 98% self  
delivery

c.10,000  
Employees  
delivering  
c.25 service  
lines

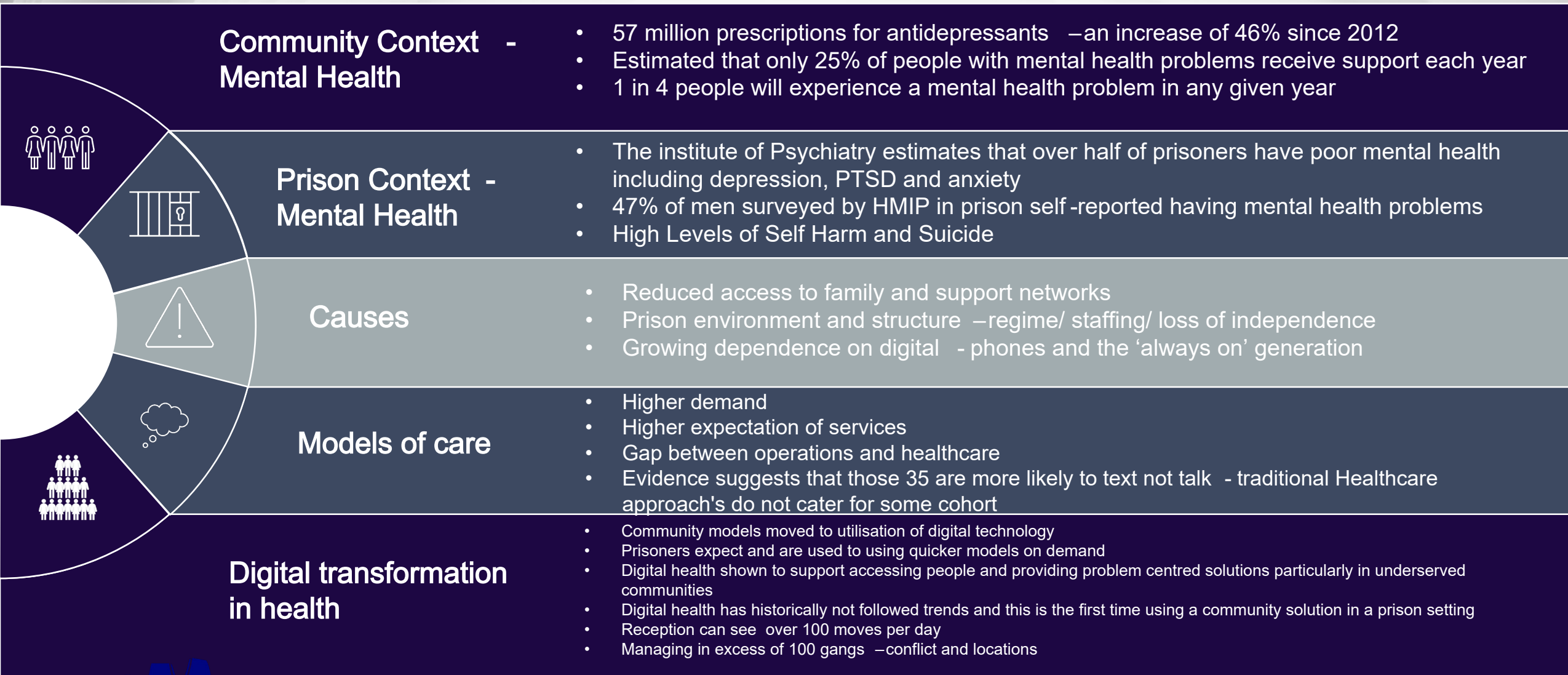
c.12,000  
prisoners in  
our care  
every day

England &  
Wales,  
Australia &  
New Zealand

Male. Female,  
Max. to Min.  
Sentenced &  
Remand,  
Adult/Youth

7 Prisons  
across the  
UK and  
Asia/Pacific

# Scale of Challenge and Setting the Scene



# shout

for support in a crisis



A charity that supports people in need, all by text/ messages.  
Silent and confidential support service



Urgent issues could include:

Suicidal thoughts, abuse or assault, Self-harm, Bullying,  
Relationship challenges

Urgent issues can range within cohorts from issues with pets,  
estrangement, finances etc



The goal is to move Texters from a 'hot moment' to 'cool calm,' and  
create a safety plan with them.

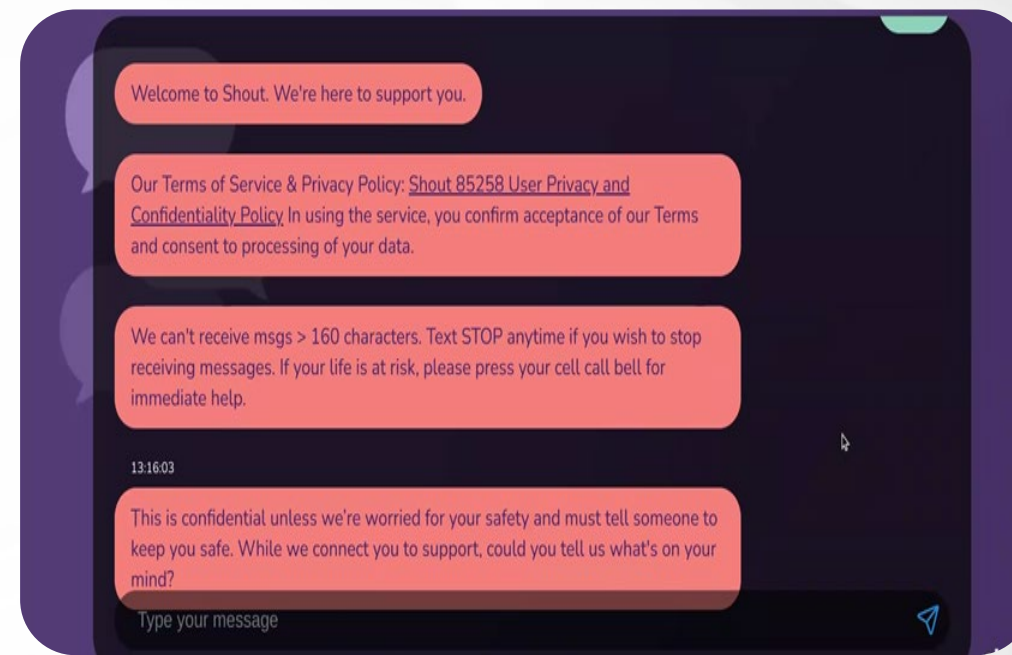
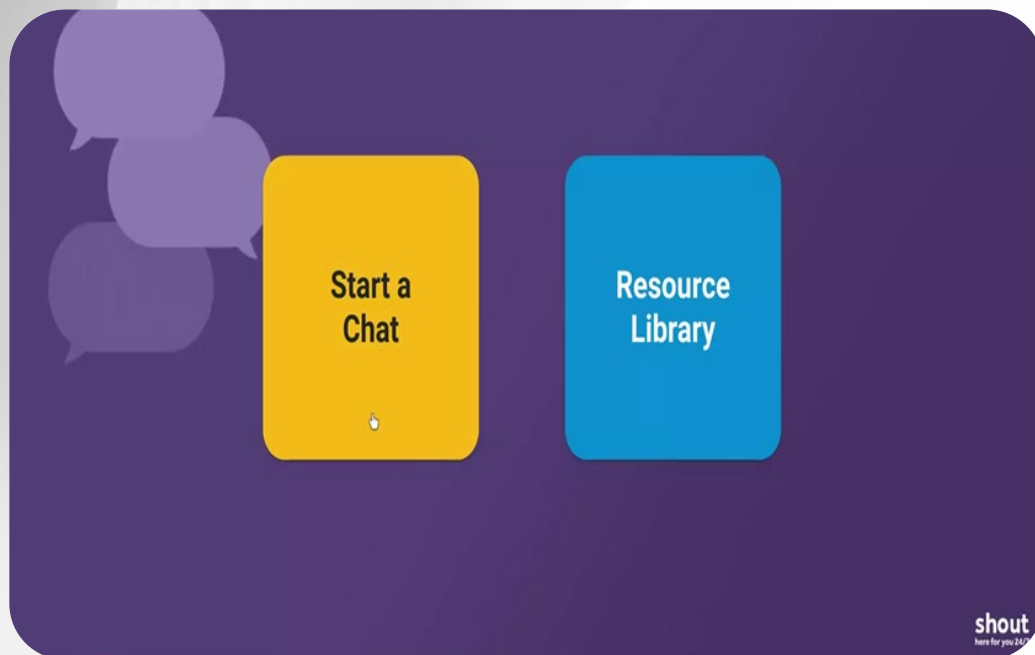


Challenge was to understand how we could deliver this service  
from a **prison location and manage identified risk**



# The Solution

## [Shout 85258 | How Shout works - YouTube](#)



### Partnership Agreement

- **Confidential** - Unless there is an imminent threat to life.
- **Risk process** - Active Rescue/ Safeguarding process
- **Trained volunteers** - overseen by clinical/ safeguarding team
- **Equivalence** - Can be accessed in the community
- **Monitor the impact** - Survey/ Data collection/ Healthcare service



# Barriers

## Infrastructure

- Internet/Digital access
- Setting up the service
- Ensuring it is scalable
- Security

## Data protection

- Identification of data flows
- EU regulations
- Confidentiality requirements

## Active Rescue

- Ensuring imminent threat to life aligned to PSI
- Process, testing and training

## Covid

- Delays in approvals and testing

## Approval & Funding

- MOJ & Prisoner approval (PIAC and Controllers)
- Securing initial funding, development and onward funding (Health vs prison initiative)

## Approach

- ✓ Clear ambition and agreement on what we wanted to collectively achieve.
- ✓ Partnerships
- ✓ Adaptable Technology- In cell device
- ✓ Prisoner engagement
- ✓ Amendments to process to meet requirements
- ✓ Testing process
- ✓ Slow phased rollout
- ✓ Training and staff engagement

# Collaborative Working



- Clinicians
- 5 Prison Nurses
  - Psychologists
  - Patient Engagement Lead
  - Counsellors (volunteers)
  - Psychotherapists



- Patients
- Forums
  - 1-2-1s
  - Peer support workers (various) testing, pilots, wider initiatives
  - Surveys



- Authority & Commissioners
- MOJ
  - NHSE
  - Prison Contract Directors
  - Metropolitan Police



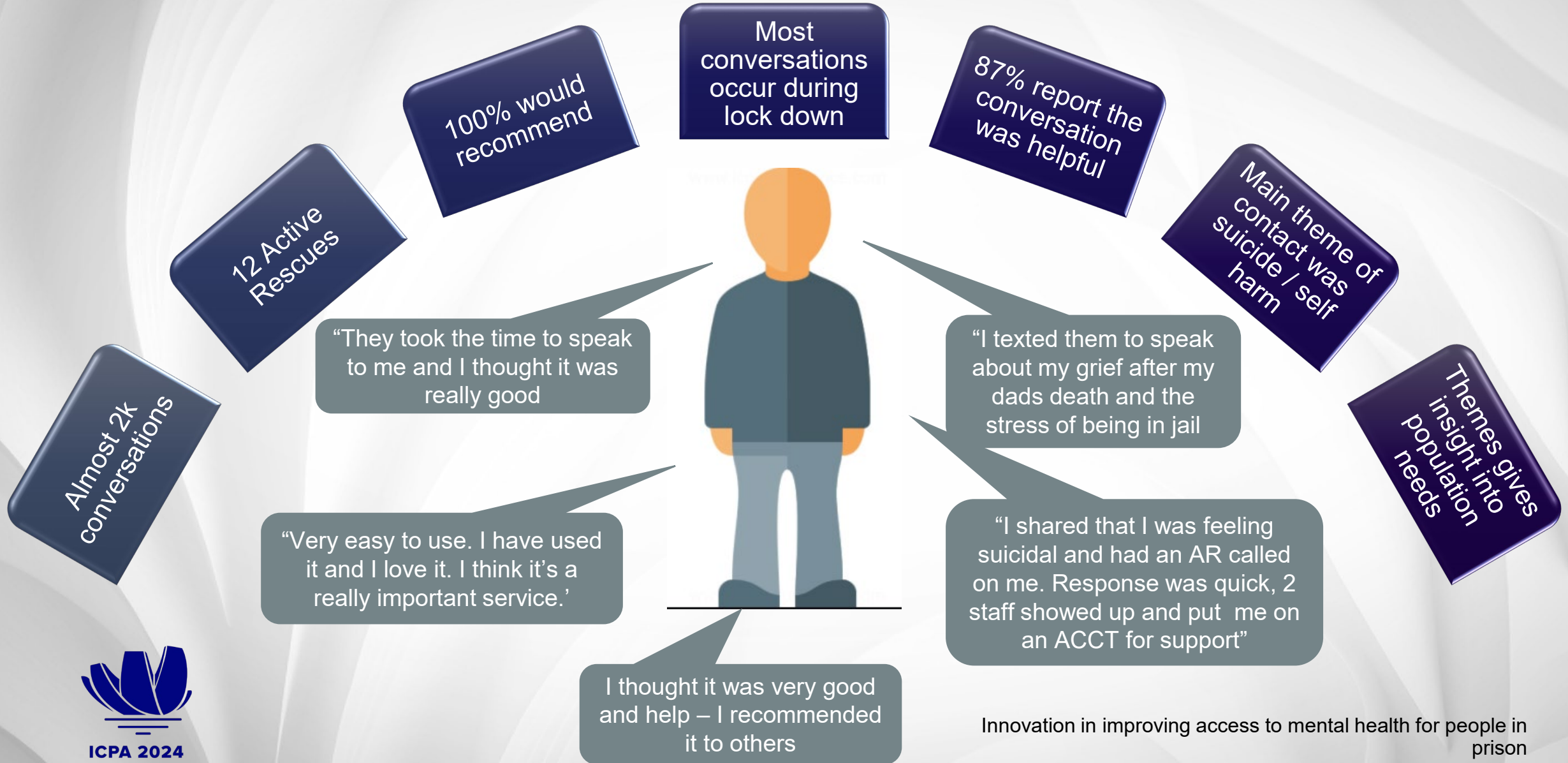
- Digital Solution
- Senior Software Engineers
  - Digital Security Director
  - Data Protection Officer
  - IT partners UNIFY



- Custodial Operations
- Prison Directors
  - Custodial Operations Managers
  - Prison Custodial Officers
  - Prisoner Peer Roles
  - Staff Wellbeing Project Lead



# Prisoner Feedback



Innovation in improving access to mental health for people in prison





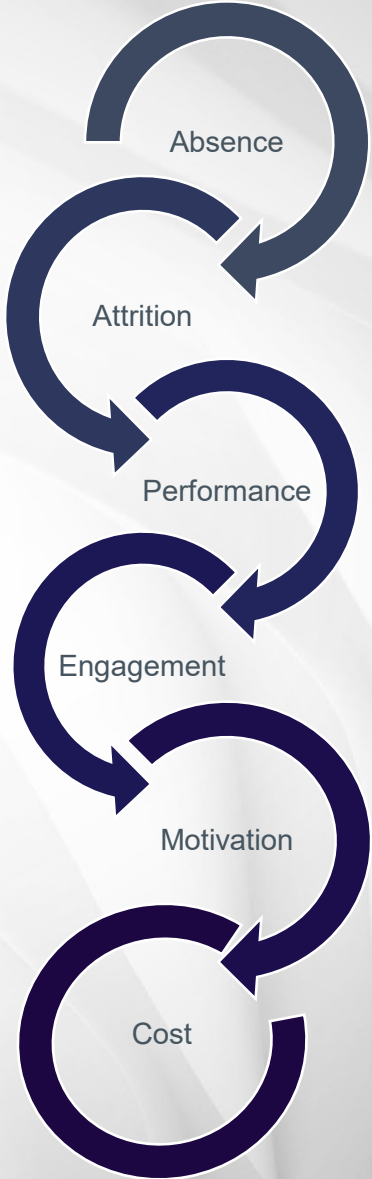
# Diversity, Equity and Inclusion



Relieves workload pressure

Data Insights to enable holistic oversight of prisoner wellbeing & proactive intervention

Mitigates risk of exposure to trauma due to reduction in serious self-harm



# Growth & Development

IRC Roll out  
2025

HMP Ashfield  
2025

To be presented at  
International Corrections  
and Prisons Associations  
Conference, Singapore  
September 2024

HMP Doncaster  
August 2024

HMP Fosse Way  
August 2024

Staff Service, all J+I  
contracts  
December 2023

Presented at Royal College  
of General Practitioners  
Conference, Belfast  
October 2023

HMP Dovegate  
September 2023

HMP Thameside  
July 2023





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## THANK YOU!

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SINGAPORE  
PRISON SERVICE