


# Responding to the needs of women in the criminal justice system

Evaluation of the training delivered to criminal justice professionals



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## INTRODUCTION

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This report provides an overview of the training delivered to Criminal Justice professionals on the specific needs of women in the Criminal Justice system (CJS). The training was commissioned by the Prison Reform Trust (PRT) and delivered by the national mental health charity, Together for Mental Wellbeing (Together).

The Prison Reform Trust's programme, *Transforming Lives*, seeks to reduce the number of women imprisoned in the United Kingdom, and to improve outcomes for women in contact with criminal justice services. For information see: [www.prisonreformtrust.org.uk/women](http://www.prisonreformtrust.org.uk/women).

The *Care not Custody* coalition, organised by PRT and the National Federation of Women's Institutes, advocates for appropriate liaison and diversion arrangements for people with mental health problems, learning disabilities and other needs in contact with criminal justice services. Together is a member of the *Care not Custody* coalition.

The Criminal Justice Directorate at Together has longstanding expertise in working with women including providing women-specialist Liaison and Diversion roles at Magistrates' courts since 2009. This expertise has contributed to the production of a guide on "[A common sense approach to working with women with health and wellbeing needs in the criminal justice system](#)" (you can access the guide by clicking above).

Initial discussions took place between PRT and Together and it was agreed to offer four, three-hour sessions, delivered over two days of training. More details on this are provided below. The training needs analysis was conducted within Together by the Project Managers leading on the training and the dedicated Women's Liaison and Diversion (L&D) practitioners. We drew upon our experience in providing generic and women-specialist services in a number of settings across police and courts, and considered what would be most beneficial for the professionals working in these settings. Due to Together's operational delivery of liaison and diversion services in police and courts and training delivered previously within these settings, we had a good understanding of the training interests across the range of criminal justice professionals.

The overall aim of the training was to facilitate a better understanding and awareness of the distinct needs of women in contact with criminal justice services, and to assist criminal justice practitioners, professionals and members of the judiciary in becoming better equipped to recognise and respond appropriately towards them. We were expecting that after delegates were trained on how to respond to women in the Criminal Justice System (CJS), they would adjust their practices (when needed) and as a result there would be an improvement of the service users' experiences.

## DESCRIPTION OF THE PROJECT

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### Content and structure

The training focused on the specific needs of women in the CJS, how these needs may manifest when women are in custody or in other criminal justice settings, the effect these may have on the woman herself and the different approaches required to meet women's needs. The overall aims for attendees were:-

- to gain a good understanding of the range of gendered responses available to them
- become aware of the distinct referral pathways, and
- provide an opportunity to discuss current practice and operational challenges with the facilitators and the other participants.

We wanted to include professionals from different points of the service user's journey in the Criminal Justice System: from the first contact with the police, the courts and sentencing decisions. Therefore, we targeted police staff, custody staff at the courts, sentencers and court probation report writers.

We grouped the above delegates in two groups, depending on whether they were linked to custody or the courts:-

Group 1: Metropolitan Police (MET) detention staff of any grade and SERCO PECS (Prisoner Escort and Custody Services) officers

Group 2: Members of the Judiciary and court probation officers.

The training was delivered across two different days, each dedicated to a specific professional group. Each training day was split in two 3-hour sessions, one in the morning and one in the afternoon and those who were interested in attending were given a choice of their preferred session. Each session had 15 spaces initially. Due to the high interest we received, we decided to extend the invite to more people and offer up to 20 places.

All sessions were facilitated by two Women's Liaison and Diversion practitioners from Together. The practitioners provide dedicated support to women who come through Thames and Westminster Magistrates' courts.

The content for each day's sessions followed the same principles and was designed to present an overview of a number of areas, adjusted to reflect the different professional and practitioner groups (see Box 1). The training was co-designed by two of Together's Project Managers (both with expertise in working with women in the criminal justice system, including women-specialist services at Thames and Westminster Magistrates' courts), and developed further with support from current Women's practitioners.

Additional training content was tailored to the two different groups; Group 1, which comprised police and court security personnel, covered:

- The impact on women of being held in police /court custody
- Signs/ indicators to look for to support early identification of need while in custody

- How trauma may manifest in custodial settings, and how being kept in a cell may be re-traumatising for some women
- Tips on how to respond to the needs identified, and referral pathways.

Group 2, which comprised Magistrates and court probation officers, covered:

- Discussion on different sentencing options, and how these impact on women
- Mental Health Treatment Requirements
- Impact of prison remand
- Advice on how Prison InReach teams work
- Enhanced input on domestic violence, which was provided by Agenda (an alliance of organisations that work together to advocate for change for women and girls at risk), and was based on findings from their report, Hidden Hurt: <http://weareagenda.org/wp-content/uploads/2015/11/Hidden-Hurt-full-report1.pdf>

**Box 1:**

Each event covered the following areas, which were tailored to meet the needs of each professional group

- Substance misuse
- Domestic violence
- Relationships
- Sex work
- Trauma
- Sexual abuse
- Self-harm and associated mental health disorders
- Borderline Personality Disorder
- Transgender women
- Trafficking
- Assessment of risk
- Referral pathways to services.

Case studies were used to frame the training. Each training session started with a Quiz ([Appendix 4](#)) on facts and figures about women in the criminal justice system, mostly when compared to men in the CJS or the general population. The answers to the quiz were revealed at the end of the sessions. Throughout the training, there was the use of group exercises to encourage discussion and for participants to engage in conversations with colleagues.

All participants received hand-outs of the presentation, Together's Common Sense guide and relevant PRT publications.

## Recruitment

Each group was approached using contacts Together or PRT had within each of the different organisations, using a "top-down" approach. The organisation contact person was asked to assist

with the identification/ recruitment of participants and/or forward the request to someone else within their organisation who would be better placed to support the training.

A leaflet was developed for each training event and was circulated to relevant professionals and practitioners. PRT identified and organised the booking of venues and lunch. Both venues were centrally located in London, to allow easy access to those attending. The rooms were set up in a cabaret style, as this was considered the most suitable arrangement to allow and facilitate participation in group discussions.

Communication regarding the training began two months prior to the identified training date for both groups. Those participants who reserved a place were contacted a week prior to the training to confirm attendance and receive the joining instructions. There was a reserve list for most of the sessions and in cases where someone cancelled, their place was allocated to another person. We tried to offer each participant their preferred sessions (morning or afternoon) and at the same time ensure that there was a good mixture of professionals in each session.

The communication with each of the organisations is described in more detail below:-

#### **Group 1**

SERCO PECS – contact was made with the Head of Business Services. The process was supported by the Head of Development and Engagement and the organisation’s Training Co-ordinator.

MET detention – initial contact made through Together’s link person. Since no response was received within ten days from the initial email, even after a further prompt, an alternative PRT contact was used. This approach was successful and communication was circulated to the appropriate individuals within the organisation.

#### **Group 2**

Sentencers – the recruitment was supported by the Magistrates’ Association and through contact with individual sentencers.

National Probation Service (London Division) (Court Probation Officers and Pre-sentence report writers) – we approached the Women’s Senior Probation Officer (SPO) and the Court Senior Probation Officer. They, in turn, disseminated the training information to the SPOs of each Magistrates’ and Crown court in London and encouraged them to send officers to the training.

In addition, the offer of training was extended to a small number of staff from the London Community Rehabilitation Company (CRC). They were interested in the opportunity for their Women’s Specific Point of Contact (SPOCs) offender managers, even though they are not based at court. It was suggested that they would benefit from further learning on women’s needs, decision-making processes at sentencing stage, and different referral pathways depending on the needs women present with. Since there were some last minute places available we were pleased to facilitate the request.

## TRAINING ANALYSIS

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### EVALUATION METHODS

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We took two different approaches to obtaining feedback and evaluating the impact of the training. The first one was through the administration of feedback forms that were given to participants at the end of each session. Further to that, approximately 2 weeks after the training, delegates were sent a link to a survey where they were asked which aspects of the training they had put in practice in their work with women. Additionally, every participant was offered the opportunity to discuss any female cases they had with one of the expert facilitators, and advice on appropriate courses of action. A reminder to complete the survey was sent to participants a couple of weeks following the initial email.

The ratings in each of the questions/ items of the feedback questionnaire were inserted into an excel file and analysed using pivot tables (an excel tool to quantitatively analyse data). The qualitative feedback was analysed using a thematic analysis framework.

Thirty-one feedback questionnaires were returned on the first day of training and 27 on the second day; a total of 58 (90%). The questionnaires are included in [Appendix 2](#).

#### Number of attendees

In total, 64 people attended (a rate of 73% out of the 88 people who initially signed up).

For the first training day, 22 people expressed an interest and signed up for the morning session and 19 attended (86%). In the afternoon, 11 people attended out of the 21 who had initially signed up (52%).

For the second day, 24 people registered to attend the morning session and 19 attended (79%). In the afternoon, 19 people registered and 15 attended (79%). All police, probation and CRC participants were London-based; however SERCO officers and magistrates came both from London and other parts of the country.

### FEEDBACK QUESTIONNAIRES

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#### Overall rating for the course

Of the 55 participants who responded to this question, all reflected positively on the training and reported that they were either 'Very Satisfied' or 'Satisfied'.

#### Learning Objectives

The questionnaire asked how the training met pre-identified training aims. The answers were given using a 5-point Likert scale, with option 1 being 'Not at all' and option 5 'Extremely'. The feedback received on the six learning objectives – broken down by aim – is described below. The following

analysis is based on the forms collected from 58 participants, unless otherwise specified. Detailed analysis can be found at [Appendix 1](#).

***Objective 1: To develop confidence in recognising specific women's issues.***

Overall, 84% of participants said their confidence increased as a result of the training.

***Objective 2: To develop an understanding of the effect these issues/ needs on a woman held in a custody suite.***

Most participants (88%) said that the training helped them to effectively develop an understanding of how the needs women have may affect them while detained in custody (police and/or court).

***Objective 3: To provide practical skills and techniques around engaging female service users.***

60% (n=57) said they had learned new skills and techniques to engage with female service users.

***Objective 4: To develop skills around risk assessment and management of female detainees.***

62% (n=57) said the training helped them to develop risk assessment and management skills.

***Objective 5: To develop knowledge of the support structures, pathways and services available for female service users.***

Almost three quarters (71%) said their knowledge of the support structures, pathways and services for female service users had increased.

***Objective 6: To provide knowledge and support understanding of the need for different approaches to treating<sup>1</sup> women in the criminal justice system.***

76% said that the training provided them with knowledge and support to understand the need for different approaches to treating women in the criminal justice system.

## **Facilitators**

### ***Learning methods used***

Most participants (81%, n=57) were satisfied with the learning methods used at the training.

### ***Coverage of the subject matter***

Regarding the subject matter, 88% (n=57) agreed that pre-identified training content was covered by the training.

### ***Resources/ Hand-outs***

The handouts were considered of a good quality by 81% of participants (n=57).

### ***Overall delivery style***

Most participants (81%) were satisfied with the overall delivery style.

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<sup>1</sup> The words 'treating' and 'treatment' are used here to mean 'dealing with' and they do not refer to medical treatment.



Participants were asked to provide anonymous feedback on three different areas, and comment on which aspects of the training they had used. The questions differed slightly between groups, an outline is provided at [Appendix 3](#). The response rate was better for group 1 (nine participants filled in the questionnaire they received, whereas six responses were received from group 2). The analysis is provided separately, below, for each group.

### **Group 1**

#### *Aspects of training used in practice*

This was a multiple-choice question. Information on domestic violence, self-harm and tips on how to respond to female detainees were most highly relevant to this group, followed by information on sex work, transgender women and trafficking.

#### *Other ways training has affected practice*

Participants mainly referred to how they started looking at the wider context of the woman's life or other background factors that may have contributed to either her wellbeing or the offending behaviour.

“I now think of what might be going on in the woman's life outside of custody that might influence her behaviour in custody”

#### *Other training needed*

Participants were asked what they would like included in any future women's training they may receive and were given free text to write their answers. Two participants referred to having a service user describing their experiences in the training or the use of videos:

“Maybe a guest speaker (a woman who could speak about her needs whilst she was in custody) as I always feel that they are more impactful”

Other suggestions included more detailed presentation on human trafficking and sex work, different mood disorders (such as depression or anxiety) and tips on how to communicate more effectively with women who are victims of abuse.

### **Group 2**

#### *Aspects of training used in making decisions about sentences of women*

This was a multiple choice question and answers included information on: domestic violence, trauma and impact of traumatic experiences, sex work, self-harm, transgender women, sentencing options and Mental Health Treatment Requirement.

Two participants said they hadn't used any aspects of the training yet.

### *Influence of training on sentencing decision-making*

Two participants said that the training they received influenced their decision-making process when considering sentences for women, and they provided examples of this.

“[I] interviewed a woman for [an] assault offence - she has been the victim of domestic violence in the past – [the training made me think] how this influenced her future”.

“It has awakened my eyes to the fact [that] rehabilitating women involves approaches which are different to approaches which might be suitable for men, such as the need to consider child care provision, the fact that the crimes are often committed because women feel forced by their partner to commit a crime in order to be loved and financially provided for and hence programmes which help women 'break' their financial and emotional dependence upon their partners, will help them lead more productive and crime free lives”

### *Other training needed*

Similarly to Group 1, participants were asked what they would like to be included in any future training on women’s needs they may receive, but this time they were given a list of options to choose from. The most popular one was training on the Mental Health Treatment Requirement, followed by information on how custodial sentences work for women, domestic violence and mental health.

## QUALITATIVE FEEDBACK

Participants were invited to comment on other aspects of the training. Their responses were categorised in a number of themes, which are presented below.

### *Other comments about the training*

Participants were asked if they had any other comments to make about the training. One person said that the training was:

“... a valuable input and certainly, as agreed with my colleague [at the same event], should be a mandatory input on Personal Development Days [*Personal Development Days are mandatory training that targets all custody detention staff*]” (Group 1)

Some participants (four in total) suggested that the training should be longer than a three-hour session. Three participants commented on the importance of having participants from different professions in the training:

“[it was] useful that many divisions of the system were brought together, i.e. magistrates, probation and other agencies” (Group 2)

### *Improvement of awareness on women-specific needs*

In total, 24 participants said that the training equipped them with more awareness on the needs that women in the criminal justice system have and an understanding of these needs and the right approaches to support women.

“I thought I had a good awareness, but after the training greater I had a greater awareness due to being made to think of detainees’ issues” (*Group 1*)

Further to that, six participants commented that they had quite high awareness of women’s needs but that the training was a good refresher/ reminder.

### *Future use of training*

Some participants described how they planned to use what they had learned as a result of attending the training. The themes that came up were how they would use the training in practice, and how they would share knowledge with their organisation/ colleagues, including using the hand-outs in their work environment.

Twenty-six participants gave examples of how they were planning to use the training in practice.

“Engage more and think of circumstances leading to detainees’ arrest” (*Group 1*)

“It will help me in sitting as a JP, to ensure that we give probation enough time to understand women’s complex needs (exploring other records, GP, etc), and to consider timing of appointments given to women” (*Group 2*)

Five participants commented on ways they will use their learning to inform colleagues or their organisation about the training and some of its content.

“Report back to company and suggest [we] signpost services to refer females” (*Group 1*)

One participant highlighted Together’s Common Sense Guide as a good tool to have to use outside of the training.

### *Most helpful parts of training*

One question asked participants about which parts of the training worked well. Responses were varied, but four themes came to the fore, which were: the group discussions; that professionals from different agencies came together; the quiz; and the use of case studies.

“Group discussions: fantastic to hear things from magistrates perspective” (*Group 2*)

## DISCUSSION

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### Recruitment

This training targeted four different groups of criminal justice professionals and practitioners, all four of which have busy schedules with very limited time to dedicate to external, non-mandatory training. Despite time constraints, the commitment participants demonstrated was noteworthy: some people attended the training on their rest day or travelled to the venue from areas out of London, indicating a need / commitment for training around this topic. The training reached a wider audience than initially anticipated, due to the high interest expressed by some professional groups.

We also attribute the success of the recruitment to two other main factors: the tenacity of Together's co-ordinator in pursuing responses from individuals, mainly around following up the circulation of emails to potential participants, and the utilisation of established relationships Together and PRT have with the organisations targeted for training. For example, the recruitment of NPS professionals was the most straightforward and swift, possibly since there was an established link between Together and the Women's Senior Probation Officer, and NPS staff may have previous experience of Together's expertise and approach. This resulted in a very quick response from probation, with Senior Probation Officers signing up court officers from their teams as soon as the information on the training reached them. In addition to that, Together's court-based Liaison and Diversion practitioners reminded their NPS court colleagues about the training and encouraged them to attend.

There were, however, some recruitment challenges that we had to overcome:-

MET detention – There was no response to the initial email sent to Together's link, even after a further prompt, and therefore an alternative PRT contact was used. This approach was successful and communication was circulated to the appropriate individuals within the organisation. This whole process took about one month, resulting in the MET Training Lead circulating the email with the leaflet to all MET detention staff. We also used our links with other liaison and diversion service providers in London and asked them to remind police staff at the stations they were based about the training.

Sentencers: there were some initial barriers around recruiting Magistrates and Judges. We contacted our link person from the court who explained to us that due to the Judicial Office being responsible for training delivered to sentencers, the court was not in a position to circulate the leaflet to members of the Judiciary. As a result, the recruitment process was delayed for over a month. At that time, we changed strategy and approached the Magistrates Association (MA) (through a contact from PRT) and individual sentencers.

During the recruitment stage, Together's practical knowledge of the operational sites across London supported identification of specific police custody suites and courts that had not provided representation for the training. To allow equal representation of each setting, the recruitment process became more targeted. In these cases, we sent separate emails to the managers of the identified settings and offered places to the training for their staff.

The success in recruitment is also a testimony to the relevance of women-specific training for this group of professionals and demonstrated an interest not only at an individual but, most importantly, at an organisational level, with managers supporting the professional development of their staff in this area. A list of the job titles for participants attending the training can be found in [Appendix 5](#).

### **Training day**

On the day, participants expressed a high level of interest in improving current practice and in better supporting the vulnerable individuals they work with. Both groups brought curiosity to the sessions and willingness to challenge their current practices, learn from experts, share their experiences and exchange practice with colleagues.

Participants' appreciation for the training was reflected not only in the feedback they provided but also in the discussions amongst them following the training. Some participants emailed the Together co-ordinator to express their gratitude. The training generated a lot of interest within the MET, who have requested that it be replicated and delivered at their Professional Development Days (PDDs). Specifically, Together has been asked to present on the needs of women and the appropriate responses to these needs, including practical advice on how to best support women when they are held in police custody. PDDs are compulsory for all MET detention staff in London and they are attended by over 800 members of staff of any organisational ranking. This is a major achievement.

### **Follow-up**

Most attendees, with the exception of a couple of participants who had to leave before their training sessions finished, filled in the feedback forms at the end of the training. The follow up response to the survey monkey anonymous feedback was rather limited, even though reminders were sent to people about a week after the initial email.

We also believe that heavy workloads may have prohibited a better response to the survey, even though we emphasised to participants that this will take no more than 3 minutes of their time. Further to that, we understand that not everyone is office-based and/ or has access to a computer during work hours.

Participants were also offered a follow-up short case discussion, if they wanted advice on any specific practice issues around working with women. None of the participants responded to the offer. 'This may be due to pressures of time, but also because participants felt better able to deal with practice issues themselves, as a result of our training.

## RECOMMENDATIONS

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The following 15 recommendations draw on our experience of organising and delivering women-specific training, and feedback from participants on the training content and style of delivery. Recommendations further draw on relevant research from the Prison Reform Trust and the Bradley Report (2009).

Evidence suggests that where criminal justice agencies work with specialist women's support services to build their knowledge and skills, and share information, their responses to women offenders improve (Prison Reform Trust 2017a). Criminal justice professionals and practitioners who attended our training were clear that the information covered and opportunities for discussion, especially with participants from different parts of the criminal justice system, was valuable in helping them to understand the need for women-specific responses and how they can be applied in practice. The expertise of the training facilitators, grounded in practical approaches to supporting women in the criminal justice system, and the wealth of data they were able to draw upon from their own organisation (Together for Mental Wellbeing), contributed to the success of each training session.

### Information and training

1. Information and training for criminal justice professionals and practitioners on the specific needs of women in the criminal justice system, and appropriate responses, is an essential precursor to improving outcomes for women, and should be incorporated into mandatory training programmes, including continuing professional development.
2. Training should include a mix of participants from different parts of the criminal justice system and relevant health and social care services to encourage shared understanding and partnership working (The Bradley Report, 2009), which in turn can support joined up working, shared problem solving, and whole systems approaches (Prison Reform Trust, 2017a)
3. Development of training should take place in conjunction with local liaison and diversion services (The Bradley Report, 2009).
4. Women with direct experience of criminal justice services should be involved in the development and delivery of training (see also, Prison Reform Trust, 2016).
5. Information and training could be organised in thematic sessions for participants to attend those most relevant to their area of work, and should be an integral part of continuing professional development.
  - a. Thematic sessions could be developed and delivered online and as webinar training opportunities.
6. Follow up activity on the impact of training on practice should be factored into the development of training programmes, and adequate time and resources should be allocated for this.

7. The good reputation and professional expertise of the training provider and strong justice, health and social care networks through which to recruit, are essential in delivering well attended and successful training.

#### **Liaison and diversion services**

8. To ensure the specific needs of women are recognised and responded to at an early stage in the criminal justice process, a specialist women's role should be part of the core or extended team within liaison and diversion services.

#### **Domestic abuse and women's offending**

9. Police guidance and training must include a specific focus on the links between domestic abuse and some women's offending. Police forces should work with the CPS and local domestic abuse specialist services, and where possible enable co-location of domestic abuse specialists in police stations.
10. The Judicial College should review the availability and effectiveness of information and training for the judiciary in this area, including judicial directions regarding the treatment of women defendants affected by domestic abuse (Prison Reform Trust, 2017a).
11. The police, prosecutors, probation services and the courts should adopt the practice of routine enquiry into women's histories of domestic abuse at each stage of the criminal justice process to ensure informed decision making.
12. The National Probation Service and Community Rehabilitation Companies should adopt a practice of routine enquiry about histories of domestic abuse, supported by training about barriers to disclosure and other relevant factors. Pre-sentence reports should always include information about whether or not a woman's offending is linked directly or indirectly to domestic abuse (Prison Reform Trust, 2017a).

#### **Women from Black, Asian and minority ethnic groups**

13. The Judicial College should review the availability and effectiveness of information and training to the judiciary on the different experiences and needs of women from minority ethnic groups as part on the social context within which they operate. This should include programmes enabling members of the judiciary to understand and challenge their own unconscious bias (Prison Reform Trust, 2017b).
14. The National Probation Service should ensure that pre-sentence reports, whether oral or written, draw the court's attention to relevant cultural factors and pressures, and training for offender managers should include cultural awareness relevant to their client groups. This may include for example family dynamics and gender-power relations in a woman's community, the impact of sentencing on dependent children, and programmes enabling offender managers to understand and challenge their own unconscious biases (Prison Reform Trust, 2017b).

## Women with dependent children

15. All training bodies (The Judicial College, The Law Society, The Bar Council) should ensure sufficient emphasis in both induction training and continuing education on the balancing exercise to be undertaken when sentencing an offender with sole or primary care responsibilities. This is important for all lawyers practicing in the criminal courts with responsibility for both prosecution and defence, but particularly for defence lawyers (Prison Reform Trust, 2015).

## APPENDICES

### Appendix 1 – Analysis of feedback questionnaires

| <b>Aims</b>   |   |   |               |
|---|---|---|---------------|
| <b>Aim 1: To develop confidence in recognising specific women’s issues.</b>   |   |   |               |
| <b>Extremely</b>  | <b>Very much</b>                              | <b>Partially (Somewhat)</b>                   | <b>Fairly</b> |
| 11 people (19%)<br>(22% group 2, 16% group 1)   | 38 people (66%)                               | 9 people (16%)                                |               |
| <b>Aim 2: To develop an understanding of the effect these issues/ needs on a woman held in a custody suite.</b>                                     |   |   |               |
| <b>Extremely</b>  | <b>Very much</b>                              | <b>Partially (Somewhat)</b>                   | <b>Fairly</b> |
| 15 people (26%)<br>(33% group 1, 19% group 2)   | 16 people (62%)<br>(65% group 1, 59% group 2) | 7 people (12%)                                |               |
| <b>Aim 3: To provide practical skills and techniques around engaging female service users.</b>  |   |   |               |
| <b>Extremely</b>  | <b>Very much</b>                              | <b>Partially (Somewhat)</b>                   | <b>Fairly</b> |
| 6 people (11%)<br>(33% group 1, 19% group 2)  | 28 people (49%)<br>(61% group 1, 35% group 2) | 19 people (33%)<br>(29% group 1, 38% group 2) | 4 people (7%) |
| <b>Aim 4: To develop skills around risk assessment and management of female detainees.</b>  |   |   |               |
| <b>Extremely</b>  | <b>Very much</b>                              | <b>Partially (Somewhat)</b>                   | <b>Fairly</b> |
| 6 people (11%)  | 29 people (51%)<br>(58% group 1, 42% group 2) | 20 people (35%)<br>(29% group 1, 42% group 2) | 2 people (4%) |
| <b>Aim 5: To develop knowledge of the support structures, pathways and services available for female service users.</b>                             |   |   |               |
| <b>Extremely</b>  | <b>Very much</b>                              | <b>Partially (Somewhat)</b>                   | <b>Fairly</b> |
| 11 people (19%)<br>(33% group 1, 19% group 2)   | 30 people (52%)<br>(65% group 1, 59% group 2) | 17 people (29%)                               |               |
| <b>Aim 6: To provide knowledge and support understanding of the need for different approaches to treating women in the criminal justice system.</b> |   |   |               |
| <b>Extremely</b>  | <b>Very much</b>                              | <b>Partially (Somewhat)</b>                   | <b>Fairly</b> |
| 15 people (26%)<br>(23% group 1, 30% group 2)   | 29 people (50%)<br>(55% group 1, 44% group 2) | 13 people (22%)                               | 1 person (2%) |



| <b>Facilitators</b>                                  |  |                 |               |
|--|--|-----------------|---------------|
| Learning methods used                                |  |                 |               |
| Excellent  | Good   | Fair            | Poor          |
| 10 people (18%)<br><i>(16% group 1, 19% group 2)</i> | 36 people (63%)<br><i>(58% group 1, 69% group 2)</i> | 11 people (19%) |               |
| Coverage of the subject matter                       |  |                 |               |
| Excellent  | Good   | Fair            | Poor          |
| 16 people (28%)<br><i>(19% group 1, 38% group 2)</i> | 34 people (60%)<br><i>(68% group 1, 50% group 2)</i> | 7 people (12%)  |               |
| Resources/ Hand-outs                                 |  |                 |               |
| Excellent  | Good   | Fair            | Poor          |
| 20 people (35%)<br><i>(32% group 1, 38% group 2)</i> | 32 people (56%)<br><i>(61% group 1, 50% group 2)</i> | 5 people (9%)   |               |
| Overall delivery style                               |  |                 |               |
| Excellent  | Good   | Fair            | Poor          |
| 13 people (23%)<br><i>(16% group 1, 31% group 2)</i> | 33 people (58%)<br><i>(61% group 1, 54% group 2)</i> | 10 people (18%) | 1 person (2%) |

## Appendix 2 – Feedback questionnaires groups 1 and 2



Training Evaluation  
Form Women's Trainir



Training Evaluation  
Analysis - women's tr

## Appendix 3 – Online survey



Survey monkey  
questions.docx

## Appendix 4 – Quiz with answers



Quiz police training-  
with answers highligh



Quiz court training-  
with answers highligh

## Appendix 5 – Attendees

| Job title | Number of |
|-----------|-----------|
|-----------|-----------|

|   | participants |
|---|--------------|
| Custody Inspectors/ Custody Managers                                  | 9            |
| Court Probation Officers/ Service Officers (including a Women's SPOC) | 14           |
| Designated Detention Officers   | 11           |
| Custody Sergeant/ Custody Officer                                     | 4            |
| Custody Support   | 1            |
| Justices of the Peace (including a Mental Health Champion)            | 10           |
| Magistrates   | 4            |
| SERCO (including 2 managers)  | 4            |
| Restorative Justice Facilitators (CRC)                                | 2            |
| NPS Director for Women and Victims                                    | 1            |
| Chair and Deputy Chair of Magistrates Association                     | 2            |
| Offender Manager  | 2            |

## Appendix 6 – References

Department of Health (2009). The Bradley Report: Lord Bradley’s review of people with mental health problems or learning disabilities in the criminal justice system. London: Department of Health.

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Prison Reform Trust (2017a). There’s a reason we’re in trouble: domestic abuse as a driver to women’s offending. London: Prison Reform Trust.

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