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'Pups in Prison' Social Impact Report

Serco, Southern Queensland Correctional Centre

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Prepared by

HUBER SOCIAL

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Executive Summary

Background

Recognising the powerful benefits of prisoner-animal programs for both prisoners and animals, Serco implemented the Pups in Prison program through partnering with Assistance Dogs Australia (**ADA**) at Southern Queensland Correctional Centre (**SQCC**), where prisoners train and care for the dogs (**Trainers**) that are then provided to members in the community who need their assistance (**Recipients**).

The program aims to improve the overall Wellbeing of the Trainers and Recipients by providing them with the capabilities and opportunities to be in the best position to fulfil their potential, both in prison and once released.

Serco is seeking to understand the effectiveness of the Pups in Prison program, so they can confidently direct resources to have the greatest impact for prisoners and others in the community. To this end, Serco has engaged Huber Social, independent experts in social impact measurement, to measure the impact of the program in terms of its effect on the Wellbeing of Trainers and Recipients.

Measurement Process

Data was collected through self-report surveys from individuals not yet participating in the program (prisoners who were not in the program and individuals on the ADA waitlist to receive a dog) and those directly impacted or involved with the program (Trainers and Recipients). It should be noted these surveys were conducted amid the COVID-19 global pandemic.

Observational and statistical analysis was then conducted to compare the groups. Representative data was collected from the prisoner group, however only a limited sample size was achievable for the waitlisted group (n=2). While some statistical analysis could still be conducted for this group, the analysis was restricted, and all findings should be accepted with caution. Further surveying and analysis should be conducted to confirm the reliability of the findings in relation to ADA Recipients in this report.

Key Findings

Analysis of results between (1) those not participating in the Pups in Prison program, and (2) those directly impacted by the program i.e. Trainers and Recipients, conclude the following:

1. The Pups in Prison program improves overall Wellbeing for Trainers and Recipients
Trainers have significantly higher levels of Wellbeing than prisoners who are not in the program. Recipients have marginally higher levels of Wellbeing.

2. The program achieves its target outcomes
Trainers experienced positive improvements against all target outcomes for the Pups in Prison program. The biggest areas of impact were found across confidence and self-esteem, mental wellness, connection and relationships. As these findings have been adjusted for demographic and other variables, similar results are likely to be found as the program scales in size and across different locations.

3. Self-acceptance, self-esteem and the ability to give back contribute most to the Wellbeing of prisoners
Prisoners who like who they are, do not feel like a failure and have the opportunity to give back to others in the community are more likely to have high levels of Wellbeing.

4. Relationship skills and mental wellness factors contribute most to the Wellbeing of Recipients
The ability to make friends with ease and having less frequent feelings of sadness are the factors that predict a high Wellbeing for Recipients.

5. Trainers tend to be more involved with prison programs
Participation in the Pups in Prison program encourages prisoners to explore and participate in other prison programs.

PROGRAM CONTEXT

Need for the Program

One in five people in Australia live with a disability. Assistance dogs provide these individuals with "independence, self-esteem, improved health and relationships"[1], ultimately improving their overall quality of life.

ADA place dogs with those in need completely free of charge. However, training a dog takes two years, relies on willing volunteers, and costs over $40,000. The organisation receives no government funding and relies solely on the generosity of individuals and businesses. The current wait time is approximately two years to receive a dog and ADA have more dogs available than they can train. The challenge is therefore to find volunteers who can dedicate a consistent amount of energy and time to train the dogs. Although perhaps an unlikely match, prisoners in correctional facilities are able to provide these dogs with the care and attention they require.

Since the goal of correctional facilities is to enable prisoners to re-enter the community in a position to make a positive contribution, prisoners need opportunities to develop their capabilities and address their challenges. For prisoners this often includes overcoming mental health issues, building self-esteem and resilience, and finding a sense of purpose and motivation moving forward.

Secondary evidence[2] indicates there are benefits for both animals and inmates in matching the needs of the two. The animals are given consistent, quality attention and care. Inmates benefit through "opportunities to train the dogs, give back to society, gain a sense of responsibility, improve self-confidence and social skills, and acquire vocational qualifications to improve job opportunities post release".[3]

To build on the growing body of evidence, this project is focused on directly measuring the impact of the ADA Pups in Prison program at SQCC in terms of its impact on the Wellbeing of the prisoners who train the dogs and those who receive a fully qualified assistance dog.

Prisoners make for great puppy educators because they are able to give the round-the-clock attention the puppies need...In return, the puppies help their rehabilitation.[4]

[1] Assistance Dogs Australia (2020). *Homepage*, https://www.assistancedogs.org.au/.
[2] Strimple, Earl. (2003). A *History of Prison Inmate-Animal Interaction Programs*. American Behavioral Scientist - AMER BEHAV SCI. 47. 70-78. 10.1177/0002764203255212.
[3] Humby, Lauren & Barclay, Elaine. (2018). *Pawsitive Solutions: An Overview of Prison Dog Programs in Australia*. The Prison Journal. 003288551879395.10.1177/0032885518793951.
[4] Greaves, Nathan. (2019). *Prison Pups Prepare for New Trials*. Gatton Star. https://www.gattonstar.com.au/news/prison-pups-prepare-for-new-trials/3720966/

"Training the pups helps so many people. It gives people back their lives."

The program is the most amazing program that I have had the opportunity to be involved in, not only in jail but in my whole life. Training the pups helps so many people. It gives people back their lives, and the opportunity to become an active member in the community. So not only are we giving back to the community, we are also giving someone the availability to be a part of that same community. My pups are, or are training to become, court support dogs. With me being in jail and having victims myself, being able to help other victims in their cases is so much of a blessing. In a funny sort of way, it has made my jail sentence worthwhile.

- Primary Trainer

PROGRAM CONTEXT

About the Program

Recognising the powerful benefits of prisoner-animal programs, Serco implemented the Pups in Prison program through partnering with ADA. The program involves prisoners at SQCC training puppies, which are then provided to members of the community who require their assistance.

The program commenced in 2012 when SQCC was an all-male prison. In 2018 the prison changed to all-female. This change also saw the Pups in Prison program expand. Previously, puppies were trained by prisoners from the age of six months old. The program expansion has increased the capacity of the program to raise and train pups from as early as two months old.

The program aims to improve the overall Wellbeing of the prisoners and recipients by providing them with the capabilities and opportunities to be in the best position to fulfil their potential.

Stages of the Pups in Prison program

Step 1: Application and Selection	Prisoners who are living in a space with the puppies but do not have an active role, may make an application to be part of the program. Prisoners are then vetted and selected by SQCC and ADA staff.
Step 2: Motivation and Theory	Ten weeks of classes and theoretical learning. Prisoners are given a mentor and must show motivation, commitment and the right behaviours to be a Trainer.
Step 3: Training	Prisoners are allocated a dog to train over the next two years. Each dog has a primary and secondary trainer. • Puppy Phase: 12-18 months of base training. • Advanced training Phase: An additional six months of tailored training for specific recipient.
Step 4: Graduation	Handover between Trainer and Recipient, facilitated by ADA.
Step 5: Back in Community	Trainers leave SQCC and return to the community with new capabilities.

PROGRAM CONTEXT

People Impacted by the Program

The impact of an assistance dog and the Pups in Prison program are far reaching.

The program not only achieves outcomes for prisoners who care for and train the dogs, but also delivers more trained dogs into the community to support those that need them most. Beyond these more direct participants, the dogs also impact others in the prison environment and in the local community.

The Pups in Prison program impacts the following groups of people:

1. **Trainers:** those who have a role as a primary or secondary trainer.
2. **Recipients:** the community members with a range of disabilities who receive the trained dogs.
3. **Prisoners not in the program:** prisoners who are living in accommodation or sharing a communal space with the dogs, but do not have a primary or secondary trainer role. They may or may not have supporting roles with the dogs, referred to as a 'Nanna' or 'Aunty' role who cares for the Wellbeing of a dog without the responsibility of training.
4. **Community volunteers:** local businesses and community members who look after the dogs on a volunteer basis to provide 'out of prison' experiences for the dogs.
5. **Correctional Centre staff:** who work in parts of the prison with the dogs. Some Correctional Centre staff also act as volunteers and look after the dogs on a volunteer basis.
6. **Support network for Recipients:** The families, friends and carers of the Recipients who are either directly or indirectly impacted by significant changes to the Recipients life.

Supporting ADA
The impact of the Pups in Prison program therefore reaches beyond the prison environment and those under Serco's care and responsibility. Through the program Serco supports the ADA to not only sustainably and effectively grow its impact through reaching more Recipients, but also through all the other people the program touches.

Scope of Measurement

For practical reasons this social impact measurement project was limited to the two groups most directly impacted by the Pups in Prison Program: 1) the Prisoner Puppy Trainers and 2) Recipients.

Why Measure Social Impact?

We measure the social impact of the Pups in Prison program to both prove the impact of the program, and to be able to inform how service delivery may be improved.

1. Prove

The measurement framework measures shifts in the Wellbeing (impact) and target outcomes for program participants.

It provides data and insights that allow Serco, SQCC and ADA to articulate the program's social value to internal and external stakeholders.

2. Improve

The measurement framework provides a data driven approach to understanding the needs of prisoners. This informs targeted investment to maximise social outcomes going forward, and to facilitate effective collaboration with other service providers where appropriate.

Summary of Key Findings

Social impact measurement of the Pups in Prison program provides a clear and data driven approach to articulate Social Value for internal and external stakeholders as well as inform targeted investment to maximise social outcomes going forward.

Social impact measurement has identified the following key findings:

The Pups in Prison program improves overall Wellbeing for prisoners and Recipients

The Pups in Prison program creates a significant positive shift in overall Wellbeing for the Trainers who participate in the program, when compared to prisoners not in the program.

Furthermore, Recipients have marginally higher levels of Wellbeing, when compared to those on the waitlist for a dog (to be explored in further measurement).

The program achieves its target outcomes

To contribute to an overall positive shift in Wellbeing, the Pups in Prison program achieves a positive improvement across all target outcomes identified in the Social Impact Model. Within those high-level outcomes, statistical analysis found the biggest areas of impact to be in the areas of confidence and self-esteem, mental wellness (reduced feelings of shame or guilt) and connection and relationships (reduction in feeling lonely).

As these findings have been adjusted for demographic and other variables, similar results are likely to be found as the program scales in size and across different locations.

For Recipients, the biggest areas of impact were found in relationship skills and mental wellness.

Self-acceptance, self-esteem and the ability to give back contribute most to the Wellbeing of prisoners

To inform how to best support prisoners at SQCC, statistical testing was performed to understand what matters most to the Wellbeing of all prisoners i.e. the capability and opportunity factors that have a significant correlation with Wellbeing. Prisoners who like who they are as a person, do not feel like a failure and have the opportunity to give back to others in the community are more likely to have high levels of Wellbeing.

Relationship skills and mental wellness factors contribute most to the Wellbeing of Recipients

The ability to make friends with ease and having less frequent feelings of sadness are the factors that predict a high Wellbeing for Recipients.

Trainers are more involved with prison programs

Participation in the Pups in Prison program encourages prisoners to explore and participate in other prison programs.

Scope of Measurement

To measure the impact of the Pups in Prison program, we first determine what change the program intends to have on the people it affects (Trainers and Recipients). This is known as the Theory of Change. A Theory of Change considers various levels of impact as defined below.

Theory of Change Definitions

	DEFINITIONS
1. Impact	Long term impact or ultimate effects produced by the program or service, directly or indirectly, intended or unintended. The Huber Social Wellbeing Measurement Framework measures the overall target impact in terms of subjective Wellbeing.
2. Outcomes	Outcomes are a necessary condition to achieve the impact. The Huber Social Wellbeing Measurement Framework identifies specific capability and opportunity needs in the context of the program and the people it seeks to help.
3. Outputs	The tangible results that a program delivers. Not necessarily a condition to achieve an overall improvement to subjective Wellbeing.
4. Activities	Actions taken or work performed to achieve the outputs, outcomes and impact.
5. Resources	The financial, human, and material resources put into the establishment and operation of the program.

Once the Theory of Change is agreed, a set of metrics is established to measure the actual impact of the program against this theoretical or intended impact. Combined, these elements are known as the Social Impact Model and explains how each level of impact will be measured.

The Pups in Prison Social Impact Model was developed with consultation and input from ADA and SQCC staff who work closely with the Trainers and Recipients. Through measuring each level of impact, Serco can use a data driven approach to demonstrate what is working in the program and (if required) how the program may be improved to maximise the impact and outcomes.

See Appendix B for the Pups in Prison Social Impact Model.

Measurement Activities

Measurement Groups

To measure the impact of the Pups in Prison program, our analysis looks for the difference in levels of Wellbeing, capabilities, and opportunities between those directly involved in the program, and people who are not involved in the program.

Trainers
This analysis compares data collected via hard copy surveys from:

1. *Participants:* Primary and secondary Trainers
2. *Non-participants:* Prisoners who live in similar accommodation, but are not in the program

In addition, to strengthen the rigour of findings, data may be collected from Trainers who have been released from SQCC and are back in the community, enabling long-term impact to be determined. However, as the program in its current form (with female prisoners) has only been in progress for two years, this data collection is not yet possible.

Data was also collected from several prisoners with supporting roles called 'Nanas' or 'Aunties'. This data was excluded from measuring the difference between participants and non-participants. But included when looking at prisoners as a whole group (separate to looking at the impact of the program).

Recipients
This analysis compares data collected via online surveys from:

1. *Participants:* Recipients of assistance dogs trained through the program
2. *Non-participants:* Individuals on the ADA waitlist to receive a trained assistance dog

Sample Size

The sample sizes for the analysis conducted for this report are as follows:

GROUP NAME	SAMPLE SIZE
Trainers	10 individuals (6 primary and 4 secondary)
Prisoners not in the program	16 individuals
Prisoners in supporting roles	4 individuals
Recipients	9 individuals
Waitlisted Recipients	2 individuals

While this report is based on analysis comparing the averages of relatively small sample sizes, the analysis has been adjusted to consider differences in demographics and other measured factors, thereby reducing the likelihood that the findings in this report are due to chance and demographics variables. This increases confidence that consistent results will be seen as the program scales in size and location.

Notwithstanding the above, care should be taken when interpreting the findings in this report as averages of small sample sizes may be misleading where the individual results within each of the samples varies widely. This is especially the case with findings on Recipients, as the waitlist sample includes just two individuals.

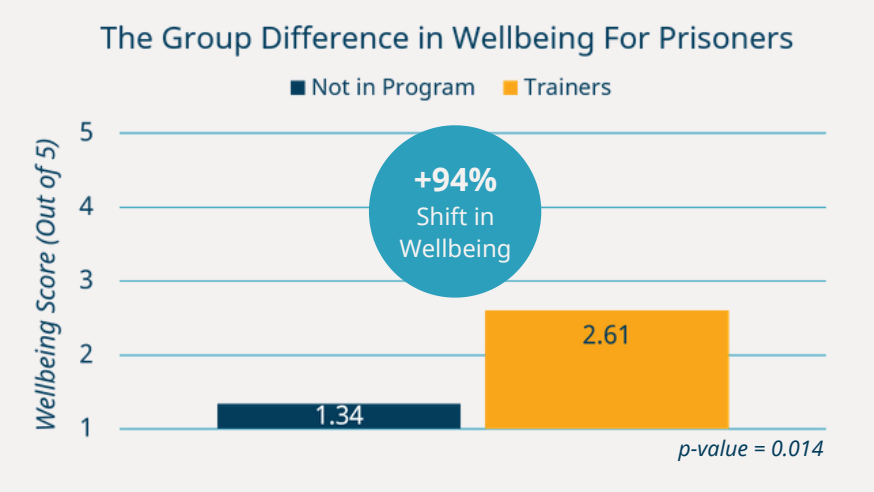
Continued measurement as the program grows will strengthen the initial findings in this report.

The Pups in Prison Program Improves Overall Wellbeing for Prisoners and Recipients

Prisoners

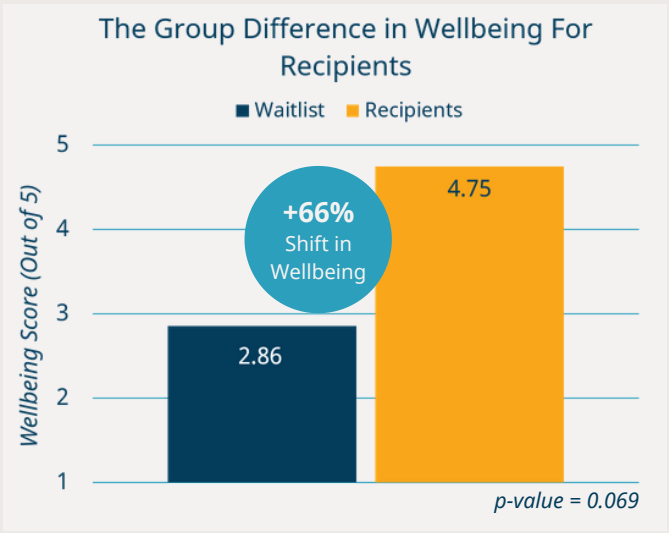
The Wellbeing metric measures an individual's satisfaction with life.[5] The results show that Trainers have a +94% higher Wellbeing than prisoners who were not in the program.

The shift in Wellbeing is statistically significant and has been adjusted for demographics and other measured variables. This indicates the result is unlikely to be due to change or coincidence, and rules out that the differences between groups is due to pre-existing differences based on demographic variables (such as age or education) or any other factor measured in the survey. It provides Serco with confidence that the difference in Wellbeing is due to the Pups in Prison program.



Recipients

After adjusting for demographics and all other factors Recipients have 'marginally significant' higher levels of Wellbeing than those on the waitlist for an assistance dog. Given the small sample size, this marginally significant result should be regarded as important, but used with caution until further data collection and analysis can confirm the result.



Significant and Marginally Significant

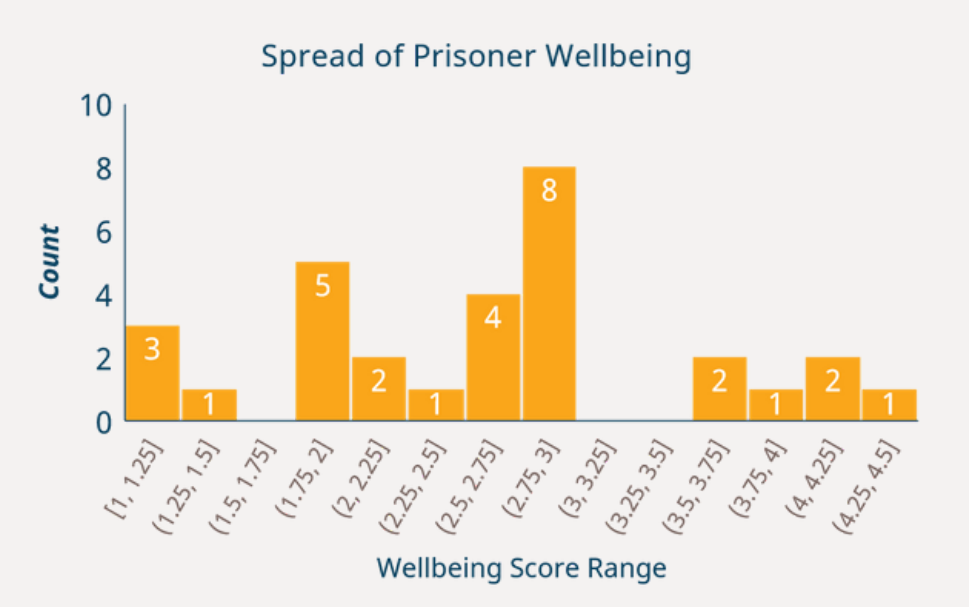
Statistics uses p-values to gauge whether a result is statistically significant. The p-value provides an estimate of the likelihood of the current results (and others more extreme) being obtained if the "null hypothesis" were true (the null hypothesis is that there is no effect, or no difference between the groups being studied).

At a certain threshold – Huber Social adopts the standard threshold of 'p is less than 0.05' – the result is considered significant and along with other causal attribution strategies, can infer a true effect. However, when a p-value is a little greater than 0.05, the result is considered "marginally significant", implying there may still be a real effect occuring.

[5] Ed Diener, Robert A. Emmons, Randy J. Larsen and Sharon Griffin as noted in the 1985 article in the Journal of Personality Assessment.

Spread in Wellbeing for Prisoners

The following graph shows the spread of individual Wellbeing scores across all prisoners who completed a survey.



All six of the highest scoring individuals had some role in the program, while six of the eight lowest scoring individuals had no role in the program, supporting the finding that the Pups in Prison program improves the overall Wellbeing of prisoners.

The Pups in Prison Program Achieves its Target Outcomes

To understand the specific outcomes of the Pups in Prison program, Huber Social measured a range of capabilities and opportunities identified in the Social Impact Model (see *Appendix B*). The percentages below represent the differences in these outcomes between the Trainers and prisoners who are not in the program.

The results show that the Trainers have higher levels across nearly all capabilities and opportunities measured, indicating that the program is achieving its intended outcomes.

Outcomes of the Pups in Prison Program for Trainers

HIGH LEVEL OUTCOME	RESULT	METRICS	RESULT
Confidence and self-esteem	**+32%**	Self-acceptance	+30%
		Purpose	+34%
		Self-belief	+28%
		Self-respect	+46%
Life skills	**+14%**	Relationship skills • Empathy • Leadership and teamwork • Vulnerability	+21%
		Communication skills • Ability to communicate • Importance of communication • Leadership and teamwork	+7%
		Personal development • Patience • Goal setting • Self-awareness • Opportunity for self-development	+11%
		Employment skills • Puppy training skills • Teaching others • Opportunity to increase skills and knowledge	+23%
Mental wellness	**+25%**	Hope	+14%
		Enjoyment	+16%
		Passion	+12%
		Emotions • Increase in feelings of happiness, reduction in feelings of sadness, anger, guilty, anxiety, fear	+29%
		Feeling safe in living environment	+30%
Physical wellness	**+3%**	Physical activity • Level of activity • Motivation to exercise	+0%
		Opportunity to develop physically	+9%
Resilience	**+17%**	Problem solving	+18%
		Coping	+10%
		Self-discipline	+24%
		Determination	+21%
		Adaptability	+19%
Connection and relationships	**+21%**	Community Connection	+31%
		Loneliness	+33%
		Respectful relationships	+13%
		Access to personal relationships	+16%
		Opportunity to develop socially and emotionally	+24%
Community service	**+10%**	Opportunity to give to others	+10%

The Biggest Areas of Difference for Prisoners are in Confidence & Self-Esteem, Mental Wellness and Connection & Relationships

While the analysis above shows the program achieves its intended outcomes according to the Social Impact Model, further statistical analysis was conducted to determine the biggest shifts within those high-level outcomes. This additional analysis strengthens the findings and helps identify the areas of the program that appear to be working best.

The following results show the top five factors with the highest positive shift between prisoners not in the program and Trainers. In this instance, the difference between the two groups is of statistical significance, meaning the difference is unlikely to be due to chance or coincidence.

Confidence & Self-Esteem: Self-Respect

+46%

Increased levels of self-respect

Confidence & Self-Esteem: Self-Acceptance

+44%

Reduction in feeling useless

Confidence & Self-Esteem: Self-Acceptance

+33%

Reduction in feeling like a failure

Mental Wellness: Guilt

+33%

Decreased frequency in feelings of guilt or shame

Connection & Relationships

+33%

Reduction in feeling lonely

Self-Acceptance, Self-Esteem and the Ability to Give Back Contribute Most to Prisoners Overall Wellbeing

To inform how to best support prisoners at SQCC, further statistical testing was performed to understand their priority needs for Wellbeing. Priority needs are capability or opportunity factors that are found through statistical analysis to have a unique and significant relationship with overall Wellbeing i.e. they have a high correlation with Wellbeing.

The Pups in Prison program saw a positive shift against all three of the priority needs identified when comparing Trainers to prisoners not in the program. This demonstrates that the program works to effectively improve the overall Wellbeing of its program participants by addressing the factors that matter most to the Wellbeing of all prisoners.

NB: the sample surveyed represents a selection of prisoners living in residential accommodation, both in and not in the Pups in Prison program (n=30).

Confidence & Self-Esteem

Liking oneself

+30% shift for Trainers

Scored 4.3 / 5 for Trainers
p value = 0.009
Change in Wellbeing = 0.91

Confidence & Self-Esteem

Feeling less like a failure

+33% shift for Trainers*

Scored 3.9 / 5 for Trainers
p value = 0.013
Change in Wellbeing = 0.55

Community Service

Opportunity to make a difference in other people's lives

+10% shift for Trainers*

Scored 4.4 / 5 for Trainers
p value = 0.022
Change in Wellbeing = 0.56

* denotes a statistically significant shift.

"The pups help us when we are sad or having a bad day."

I love absolutely everything about this program. Ray is my first puppy and I have had him since he was 8 weeks old, so I've taught him absolutely everything he knows. The pups help us when we are sad or having a bad day, as most of us in here have PTSD [and other mental health challenges]. So, we know how the recipients feel when they [the dogs] finally go out to them. This has been great for all of us and it's something that I would like to pursue on the outside.

- Primary Trainer

The Biggest Areas of Difference for Recipients are in Relationship Skills and Mental Health

When adjusting for demographics and all other factors, Recipients of assistance dogs have a significantly higher ability to make friends and significantly less frequent feelings of sadness and unhappiness than those on the waitlist.

Life Skills:
Relationship Skills

+148%

Improved ability to make friends with ease

Mental Wellness:
Sadness

+224%

Less frequent feelings of sadness or unhappiness

Sample Size Restrictions
The online data collection for the Recipients returned nine surveys from Recipients of dogs trained through the Pups in Prison Program, but only two from individuals who were on the waitlist to receive a trained dog. A wider sample was unfortunately not possible due to COVID-19.

The two waitlisted individuals varied greatly in demographics, in particular age and the need for an assistance dog. These restrictions on the sample prevent us from being able to produce high level results that are representative of the impact of the Pups in Prison program on all Recipients. Further data collection is required before sufficient analysis can be conducted.

The findings relating to Recipients, including those above, are to be accepted with caution, until more rigorous analysis confirms the findings.

Being Employed or Studying and Self-Love Contribute Most to Recipients Overall Wellbeing

Despite the limited sample size statistical analysis showed two factors that have a significant relationship with Wellbeing:

Confidence & Self-Esteem

Liking oneself

Liking one's self was a marginally significant predictor of higher Wellbeing. Given the small sample size (n = 11), this result should still be considered important, however, as with the other Recipient results, requires replication in a larger sample.

p-value = 0.076
Change in Wellbeing =0.38

Employment Status

Being employed or a student

Being employed or being a student, compared to being unemployed was a predictor of higher levels of Wellbeing. Given the waitlist sample size and ages (under the age of 18 and over the age of 65) we are unable to determine the impact of the program on employment. However, qualitative feedback does show that Recipients feel more confident and able to participate in activities in the wider community, particularly those involving social aspects.

p-value = 0.045
Change in Wellbeing = 0.56

"My assistance dog has changed my life and my ability to achieve the goals I set myself. He gives me both physical and emotional independence."

- Assistance dog recipient with a physical disability or challenge.

Assistance Dogs are a Recipient's 'Best Friend'

Despite the restrictions on the quantitative analysis that could be conducted for the Recipients, the surveys did receive first-hand qualitative responses regarding the impact that having an assistance dog has had on the lives of Recipients, and the capabilities and opportunities it has created for them.

There are consistent themes in these qualitative responses around: improved confidence both in general and out in the community; feeling safer; increased happiness and joy; bringing a sense of purpose and achievement; and for the dogs to help strengthen relationships with family.

The following are responses to the question:

In your own words, how has having an assistance dog impacted your life?

"Having an assistance dog has given me purpose and a routine.
I feel safe and protected by my dog.
My dog knows when I get upset, he constantly nudges me to get my attention and is always looking for me. The bond we have is incredible. He distracts me from my thoughts quite often and engages with the rest of the family. He has brought our family closer together and allows me to go out to the community. Having an assistance dog has given part of my life back with a little bit of normality."

- Assistance dog recipient with post-traumatic stress disorder, 45-54 years old.

"Immensely. Almost beyond words.
My assistance dog has changed my life and my ability to achieve the goals I set myself.
He gives me both physical and emotional independence. The physical tasks he helps with allows me to navigate each without the full-time support of carers. The emotional support is the companionship and comfort knowing he is by my side ready to help should I need it."

- Assistance dog recipient with a physical disability or challenge, 35-44 years old.

In all areas I have become more focused, calm, relaxed and confident.

My dog makes me feel happy and I have stopped stuttering most of the time since she has been living with us. She lets me hug her, read to her and she loves the beach. She makes me feel so good and safe, I tell mum she is my best friend... I do not get as hyperactive, upset, or frustrated when I am with her. My life with my dog is great.

- Assistance dog recipient with Autism Spectrum Disorder, under 18 years old (answered by parent)

It's been helpful and I feel more happy.

I feel more confident out in public.

My new assistance dog makes me feel more confident in general.

- Assistance dog recipient with Autism Spectrum Disorder, under 18 years old

[When I go out] or even to take my dog for a walk I feel more **comfortable and confident** and focused on her, my mind isn't running at 100 mile/hour and worrying about what I have or haven't done. The thought of people looking at me previously is reducing as I just focus on my dog,

I am getting great sense of achievement and happiness as our bond grows and we do more together,

she has also bonded with the rest of the family which then as a whole makes her very much a part of our family. Having her makes me stop, breath and slow down instead of being in full fight/flight response all the time.

- Assistance dog recipient with post-traumatic stress disorder, 45-54 years old.

An assistance dog helps me to maintain my independence and assists with daily tasks that I struggle to do with chronic pain. He makes me happy and

brings joy to the house.

- Assistance dog recipient with a physical disability or challenge, 45-54 years old.

My assistance dog is my best friend.

She provides me with companionship, and I love her. I don't feel so alone. I still find life difficult, but it is better because I have my assistance dog. I walk, groom, and take care of her which gives me purpose and something to get up in the morning for. Assistance Dogs Australia do an amazing job and many more people would benefit from having an assistance dog. The work they do improves the quality of people's lives.

- Assistance dog recipient with autism spectrum disorder, 18-24 years old.

I have been able to get out more (before Coronavirus) and

I can negotiate crowds a lot better.

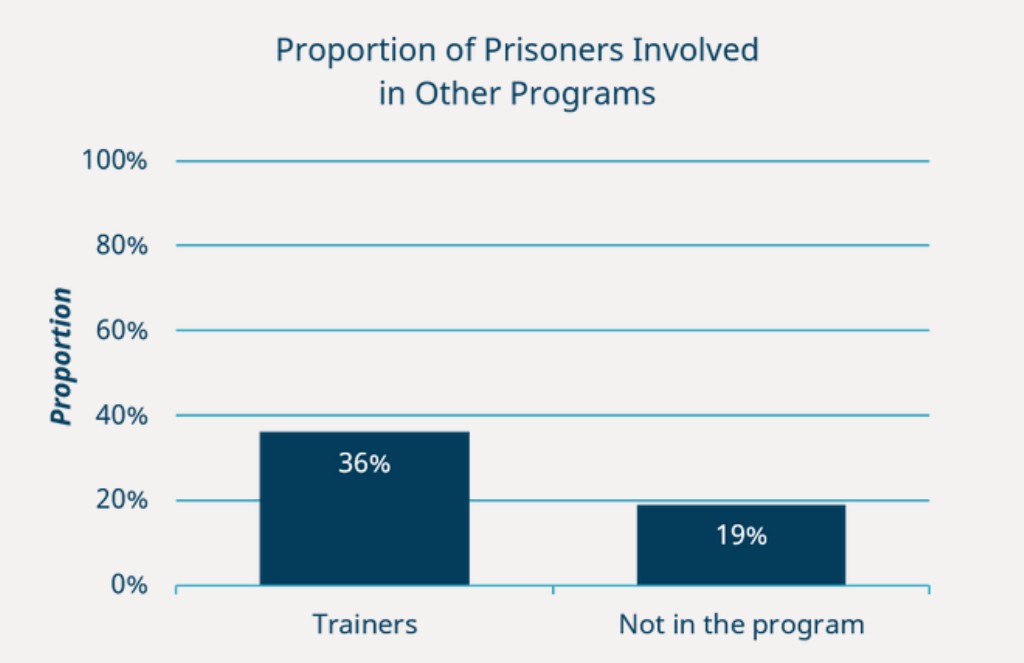
Having [my dog] is the best thing that has happened to me.

- Assistance dog recipient with Post Traumatic Stress Disorder, 45-54 years old

Trainers are More Involved with Prison Programs

As identified in the Social Impact Model (*see Appendix B*), SQCC held the belief that participation in the Pups in Prison program encouraged prisoners to explore and participate in other prison programs, thereby developing different capabilities and opening doors to new opportunities when released back into the community.

This intended output in the Theory of Change is confirmed by the data, which showed that a larger proportion of prisoners in the Pups in Prison program were involved in other prison programs, compared to those not in the program.



The Program May Lead to a Reduction in Aggressive Behaviour and Self-Harm for Trainers

An analysis was conducted on a sample of five Primary Trainers. Four out of five Trainers had numerous incidents and breaches in the years prior to starting with the Pups in Prison program. These incidents related to self-harm, assault on other prisoners, substance use or possession, threats and offensive behaviour. After starting in the program, there have been no reports of incidents or breaches of this type for all five trainers.

Further data and analysis is required to conclude the reduction in incident rates is wholly or partly due to the Pups in Prison program, however the results suggest a correlation exists.

Data Driven Profile of Needs for All Prisoners

The section outlines the strengths and challenges facing all prisoners surveyed, no matter their participation in the Pups in Prison program. This information provides SQCC and Serco with a deeper understanding of the prisoners and how they might best support their Wellbeing.

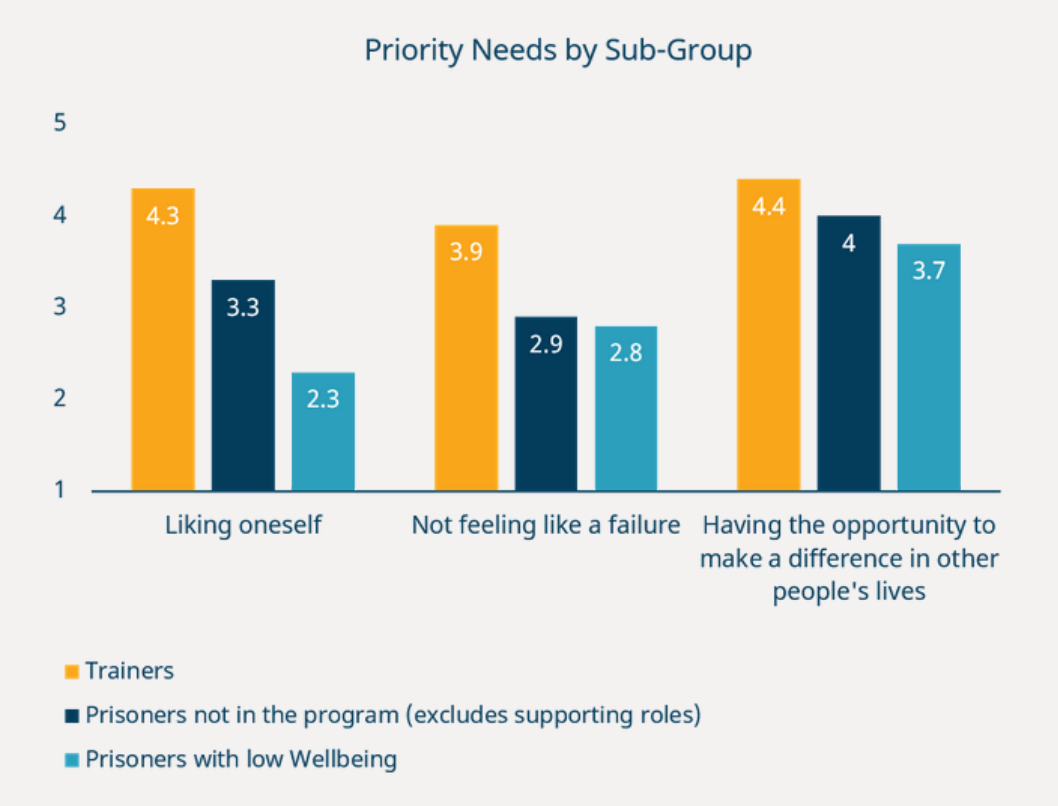
Improving Prisoner Wellbeing

As outlined above, priority needs are the capability or opportunity factors that are found through statistical analysis to have a unique and significant relationship with overall Wellbeing. They represent opportunities for Serco and SQCC, as improvement in these areas is likely to see a corresponding improvement to overall Wellbeing.

The capability and opportunity factors that have the biggest impact on overall Wellbeing among all prisoners are outlined below, along with scores reported by different groups of prisoners (out of five).

As observed in the graph, prisoners not in the program score lower against all factors, with liking oneself scoring in the lowest eight factors for those not in the program.

For the group of prisoners who reported a Wellbeing score of two out of five or below, these factors were particularly low, with both liking oneself and feeling like a failure in the lowest eight factors measured. These findings confirm that Serco and SQCC should continue to develop and fund programs and activities that target confidence and self-esteem.



Strengths of Prisoners

These are the four highest scoring factors among all prisoners who completed a survey.

Challenges Facing Prisoners

These are the four lowest scoring factors among all prisoners who completed a survey.

Recommendations

Data Driven Evidence that the Program Works

Recognising that effective training and education is key to transforming prisoners, and give them the best chance to reintegrate into the community, Serco has invested in the social impact measurement of the Pups in Prison program to provide data driven evidence around its level of effectiveness. The key finding is, that not only does the Pups in Prison program significantly improve the Wellbeing of prisoners in the program and members of the community who receive the trained dogs, but the program also gives participants the capability and opportunity to live a life of value, including:

- Confidence and self-esteem
- Life skills
- Mental wellness
- Physical wellness
- Resilience
- Connection and relationships
- Community service

Focus on the Factors That Contribute Most to Wellbeing

Furthermore, Serco can continue to improve the Wellbeing of SQCC prisoners by focusing on the areas which matter most to their Wellbeing: self-acceptance, self-esteem and giving back to others. This may be achieved by expanding the reach of the Pups in Prison program and/or by creating new programs or initiatives that target these priority needs.

The link between Trainers and the final Recipients of the dogs is one element of the program that ties to all three priority needs, particularly amplifying the opportunity to make a difference in other people's lives.

Quantitative feedback from Recipients shows that this relationship was reciprocal, with several of the Recipients acknowledging and appreciating the impact their dogs have had on the lives of Trainers, many of whom share their challenges with PTSD. One Recipient believed having the option to provide updates or photos to the Trainers on an ongoing basis would strengthen the impact of this relationship for both parties.

> *"The Pups in Prison program also provides us with a different perspective on life, yes people are in prison for a reason, but none of us know the story of the life that got them to the point of doing something that resulted in them being in prison. We really hope that the handler (Trainer) was able to get benefit for themselves for rehabilitation or start to talk about whatever the drivers were. I think if possible, it would be beneficial that photos could be passed back to handler (without any way of identifying location or identity)."*

Strengthening the Social Impact Measurement Findings

To strengthen the findings of this report, improvements can be made to the measurement itself:

- Each Trainer to complete a survey at the beginning and end of their time in the program. This individual tracking increases the confidence that any improvements are due to the program, as we can compare the same individual over time.
- Data should also be collected from Trainers who have been released from SQCC and have returned to the community. This longitudinal measurement enables us to determine the long-term impact of the program and sustainability of the outcomes achieved while in prison.
- The sample size for ADA waitlist and Recipients should be increased to allow for more robust analysis against the original Theory of Change. ADA may embed this into their systems for ongoing measurement across all Recipients, not just the Pups in Prison program.
- Serco can collect the metrics identified in the Social Impact Model against Outputs to provide a full picture of the impact of the program against all levels of the Theory of Change. These metrics can then be compared with prison wide statistics or national level administrative data.
- Finally, if the program is implemented across several facilities, comparing the results between the different locations will enable measurement to control for situational factors and strengthen the findings around the contribution of the program to the overall impact and outcomes.

Appendix A. The Measurement Framework

When conducted with the right intention, social impact measurement works to both prove that a program is having a positive impact, and to identify ways in which the program might be improved. This provides organisations such as Serco with the confidence to invest resources in programs that deliver high levels of social value.

The goal for each of us is the same; Wellbeing. The part that differs, are our individual needs.

The Huber Social Wellbeing Measurement Framework

As an independent third party, Huber Social applies a universally applicable Wellbeing Measurement Framework to determine the effectiveness of a program and identify where resources may be directed to have the greatest impact.

The Huber Social Wellbeing Measurement Framework recognises that the overall goal of all social impact is to put people in the best position to fulfil their potential and achieve Wellbeing. To measure the effectiveness of a social intervention, Huber Social therefore measures shifts in subjective Wellbeing to be able to prove the impact, as well as shifts in the capability and opportunity needs of people to inform what outcomes the program is achieving and how the impact may be improved.

Why 'Wellbeing'

Huber Social recognises Wellbeing as the overall measure of success because a program may achieve outputs and outcomes without putting someone in an overall better position.

For example, a prisoner may gain an accredited qualification (output) which secures them stable employment (outcome) when re-entering the community, but beyond vocational skills, they may still lack self-worth, sense of purpose and hold antisocial attitudes resulting in overall low Wellbeing. Left unaddressed, this can lead to them returning to a non-law-abiding way of life.[6] Therefore, to make sure all needs are addressed for a person to be in the best position to fulfil their potential and live a life they value, the overall measure of success is their individual Wellbeing.

This approach is reflected in the *Guiding Principles for Corrections in Australia*, *Outcome 5 Rehabilitation and Reintegration*,[7] "Prisoners and offenders are supported to change their behaviours and attitudes through participation in targeted programs and services which address criminogenic and wellbeing needs and support their transition to a prosocial law abiding lifestyle."

How 'Wellbeing' is Measured

There are two levels to the Huber Social Wellbeing Measurement Framework.

As the inputs of Wellbeing are unique to each and every one of us, it is not effective to select a set of objective targets and infer overall Wellbeing, it is almost inevitable that an aspect of a person's life will be missed. Instead, Huber Social measures overall satisfaction with life. This is ascertained using a globally recognised question set[8] to give a person a score out of seven (adjusted to five for instances with children or lower levels of comprehension).

[6] J J, Payne, *Recidivism in Australia: findings and future research*, Australian Government, Australian Institute of Criminology, Post-release difficulties p 98.
[7] *'Guiding Principles for Corrections in Australia*, Government of Australia through the Corrective Services Administrators' Council, 2018, p 20.
[8] Ed Diener, Robert A. Emmons, Randy J. Larsen and Sharon Griffin as noted in the 1985 article in the Journal of Personality Assessment.

To understand what a person needs to be in the best position of Wellbeing, the second part of the framework measures a person's level of 'capability' and 'opportunity'.[9]

At this level, the framework is a holistic and very comprehensive list of human needs summarised in the diagram below. The level of each capability and opportunity factor is measured using a mix of qualitative and quantitative measurement activities with a focus on the use of surveys and mapping of secondary data sets. Scores against each factor are on a scale of one to five.

Observational and statistical analysis is then performed to understand the shift in overall Wellbeing as well as identify any unique and significant relationships between the levels of capability and opportunity factors to identify what matters to that individual or group at that point in time. This identifies the program outcomes and opportunities to direct resources to have the greatest impact.

The Huber Social Wellbeing Measurement Framework

IMPACT

Wellbeing

To be in the best position to fulfil your potential and live a life of value. The overall goal for all services working with people.

OUTCOMES

Through building

Capability

Resilience
Life skills
Mental, physical and spiritual wellness

OUTCOMES

and providing

Opportunity

Resources
Self development
Societal structures
Relationships

The Huber Social Wellbeing Measurement Framework has been successfully applied in Africa, Asia, Australia, the United Kingdom and New Zealand and across many sectors including microfinance, safe water, youth at risk, victims of sexual abuse, domestic violence and grieving - in slums, schools, rural and remote communities and urban environments.

[9] An application of Amartya Sen's Capability Development approach. Amartya Sen is the Master of Trinity College Cambridge and winner of the 1998 Nobel Prize in Economic Science. Sen's Capability Development Approach describes the goal, as well as the means, of all development as 'freedom'. In other words, addressing the disadvantages of people and increasing access to opportunities gives people the freedom to create their own Wellbeing.

Alignment to Government Indicators

At a State and National level, Government measures the equity, efficiency and effectiveness of Corrective Services using the Corrective Services performance indicator framework.[10]

The framework includes 12 indicators:

1. Prisoner Employment by Indigenous Status
2. Offence Related Programs
3. Education and Training
4. Prisoner Employment
5. Time Out-Of-Cells
6. Community Work
7. Prison Utilisation
8. Apparent Unnatural Deaths
9. Assaults in Custody
10. Cost Per Prisoner Offender
11. Completion of Community Orders
12. Escapes

Effective Education and Training Recognised as Key to Reduce Recidivism

In 2019, government figures showed that 54.9% of adults released from prison in Australia return to corrective services within two years of release[11]and the rate of imprisonment of women is 11 times higher than in 2009-2010.[12]

Within the Corrective Services Performance Indicator Framework, education and training is recognised as a key indicator of the government's objective to provide programs and services that address the causes of offending, maximise the chances of successful re-integration into the community, and encourage offenders to adopt a law abiding way of life.[13]

The Government's measure of success is the percentage rate of participation. That is, the number of prisoners participating in one or more accredited education and training program courses under the Australian Qualifications Framework, as a percentage of those eligible to participate. The guidance is high or increasing education and training participation rates of prisoners are desirable.[14]

Recognising that participation alone does not equal successful transformation, in order to support government decision making about what programs get the best outcomes for prisoners, social impact measurement reporting provides the program level data to measure the specific program outcomes and overall impact. This is informed by aligning the program outcomes to factors related to reoffending.

Australian research has identified that the most consistent factors related to reoffending include unemployment, residential location (living in low socioeconomic areas), family attachment, drug use and mental health issues.[15] In addition, imprisonment itself has been identified as having 'collateral' impact that can contribute to reoffending. 'Collateral' factors were identified as:

- institutionalisation and the decreasing ability to live independently;
- excessive vigilance;
- aggression;
- emotional over-control; and
- a loss of self-worth

The social impact measurement of Pups in Prison will therefore assess the impact of the program on these factors (where relevant), as well as other observed outcomes of the program.

The complete metric set used to measure the effectiveness of the Pups in Prison program is included in *Appendix B* of this report.

[10] *Report on Government Services 2020*, Part C. Justice, Section 8. Corrective Services, released on 29 January 2020, available at: https://www.pc.gov.au/research/ongoing/report-on-government-services/2020/justice/corrective-services.
[11] Ibid, Adult Reoffenders.
[12] Ibid, Size and Scope.
[13] Ibid, Indicator Framework.
[14] *Section 8 Corrective Services Interpretative Material - Report on Government Service Provision 2020*, p 6.
[15] Payne, J, Recidivism in Australia, Findings and Future Research, Australian Institute of Criminology, Australian Government, 2007

Appendix B. The Pups in Prison Social Impact Model

The Pups in Prison Social Impact Model outlines how the program affects those who participate in the program, and the metrics used to measure that affect. This Social Impact Report provides insights and results relating to Impact and Outcomes. The remaining levels of impact are to be tracked by Serco over time.

	THEORY OF CHANGE	METRICS
1. Impact	The impact of the Pups in Prison Program is to improve the Wellbeing of prisoners, Recipients and the wider community by putting them in the best position to fulfil their potential and live a life they value.	Subjective Wellbeing - using the globally recognised Satisfaction with Life Scale *(Ed Diener, Robert A. Emmons, Randy J. Larsen and Sharon Griffin as noted in the 1985 article in the Journal of Personality Assessment.)*
2. Outcomes for Prisoners	This impact is achieved by building capabilities and providing prisoners with opportunities in the following areas: • Confidence and self-esteem • Life skills • Mental wellness • Physical wellness • Resilience • Connection and relationships • Community service	*Self-assessed level of capability across the following Huber Social Wellbeing Measurement Framework factors (score out of 5)* **Confidence and self-esteem** • Self-acceptance • Purpose • Self-belief • Self-respect **Life skills** *Relationship skills:* • Empathy • Leadership and teamwork • Vulnerability *Communication skills:* • Ability to communicate • Importance of communication • Leadership and teamwork *Personal development:* • Patience • Goal setting • Self-awareness • Opportunity for self-development (to try new things) *Employment skills:* • Puppy training skills • Teaching others • Opportunity to increase skills and knowledge **Mental wellness** • Hope • Enjoyment • Passion • Emotions: happiness, sadness, anger, guilt, anxiety, fear • Safe living environment **Physical wellness** • Physical health • Opportunity to develop physically **Resilience** • Problem solving • Coping • Determination • Adaptability **Connection and relationships** • Community connection • Loneliness / isolation • Respectful relationships • Access to personal relationships • Opportunity to develop socially and emotionally **Community service** • Opportunity to give to others
Outcomes for Recipients	This impact is achieved by building capabilities and providing Recipients with opportunities in the following areas: • Confidence and self-esteem • Life skills • Mental and spiritual wellness • Physical wellness • Self-expression and respect • Connection and relationships • Societal structures and services • Resilience	**Confidence and self-esteem** • Self-acceptance • Purpose **Life skills** • Daily life skills • Personal development • Communication skills • Relationship skills **Mental and spiritual wellness** • Hope • Enjoyment • Passion • Emotions: happiness, sadness, anger, anxiety and stress, worry, fear • Spirituality **Physical wellness** • Physical health • Opportunity to develop physically **Self-expression & respect** • Self-expression • Self-respect **Connection and relationships** • Community connection • Loneliness / isolation • Access to personal relationships • Access to community **Societal structures and services** • Safe living environment **Resilience** • Coping • Adaptability • Determination

	THEORY OF CHANGE	METRICS
3. Outputs	Pups in Prison delivers the following outputs: • Fully trained dogs placed with recipients • Prisoners involved in the training program • Prisoners who earn a qualification that can be used in the wider community • Prisoners who benefit from having access to a dog in prison environment i.e. within their accommodation/environment • Prisoners with reduced need for medication or mental health services • Prisoners increased participation in different programs	• # of dogs graduated from the program and placed with recipients • # of recipients • # of prisoner trainers who complete the program • # of prisoners who repeat the program with another dog • # of qualifications earned by prisoners due to the program • # of prisoners who have access to a dog within the prison (whether in the program or not) • # of prisoners on mental health related medication • # of prisoners using mental health services • # of other prison programs prisoners in the Pups in Prison program participate in • # of prison incidents • $ spent by Recipients on NDIS benefits (to determine saving to government)
4. Activities	These outputs are achieved with the following activities: • Application process including interviews by ADA staff • Placing puppies into the prison • Weekly theoretical and practical education • Daily care and training for puppies by prisoners and officers • Practical training classes run by prisoners • Support and mentoring from ADA staff • Providing food, equipment and medical care for the dogs • Dog field trips – day excursions into the community by ADA staff • Bed and Breakfast – weekend stays with community • Volunteers • Handover with recipients	• # of education sessions attended per prisoner (average) • # of dogs in the prison • # of graduation/handover ceremonies between prisoner puppy trainer and recipients • # of mentor relationships with ADA staff
5. Resources	The above impact requires the following inputs: • ADA staff • Prisoner Trainers • Correctional Centre staff • Volunteers • Food and bedding for dogs • Veterinary services • Funding	• Total $ to fund program • # of ADA staff • # of Correctional Centre staff required • # of volunteers involved • # of prison trainers required to run program

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