**Follow-up conversation 1, ID=3, June 2021, Frontline staff**

Initial email

Subject: Distraction packs

Hi [Name],

I hope you’re well. We have finished our initial analysis of the staff survey data for our covid project, and presented initial findings in a workshop last week. You can view a copy of the presentation here if you would like to: [time-limited link to file].

We are now contacting people to ask for additional detail to add to our final report. I was really interested to learn about the distraction packs that you have been using, and I would like to include a description of them in our report as an example of a beneficial innovation that probation may wish to continue to use in the future. I wondered if you would be willing to help me to write the description? I’ve written one based on your survey response, and wondered if you could complete the attached consent form, and then let me know if the description looks OK to you, or if there is any more detail that could be added to it (I’ve made suggestions for where I think we could add a little more in red below)? I’m happy for you to send suggested changes via email, or I can give you a call about it if you prefer?

Distraction Packs

During the pandemic, distraction packs were sent out to people under probation supervision. These packs included links and contact details for support services such as (EXAMPLE of types of services), coping strategies and exercises to try at home such as (EXAMPLE). In addition they included activities like word searches and adult colouring exercises, which supported people to make constructive use of their time. Feedback from people under probation supervision regarding these packs has been really positive. These packs could continue to be used in any further periods of lock down, and also to help people to adjust after release from prison. All that is required to support this is (what is needed? – system, resources, costs – not sure how it was funded before?)

Best wishes,

[Name]

Reply

Subject: RE: Distraction packs

Hi [Name]

I have added to the red sections as below. Hope this helps,

Distraction Packs

During the pandemic, distraction packs were sent out to people under probation supervision. These packs included links and contact details for support services such as MIND, the Samaritans, coping strategies and exercises to try at home such as relaxation techniques and mindful breathing. In addition they included activities like word searches and adult colouring exercises, which supported people to make constructive use of their time. Feedback from people under probation supervision regarding these packs has been really positive. These packs could continue to be used in any further periods of lock down, and also to help people to adjust after release from prison.

All that is required to support this is (what is needed? – system, resources, costs – not sure how it was funded before?)

A colleague sourced the distraction pack and sent this to the team, I believe this was produced by the NHS and the Changes workbook that was sent out was provided by an external agency that we work with, Shaw Trust.

Many thanks

[Name]

Reply 2

Hi [Name],

That’s great thank you. I’ll write it as:

Distraction Packs

During the pandemic, distraction packs were sent out to people under probation supervision. These packs contained resources produced by the NHS and Shaw Trust, including links and contact details for support services such as MIND, the Samaritans, coping strategies and exercises to try at home such as relaxation techniques and mindful breathing. In addition they included activities like word searches and adult colouring exercises, which supported people to make constructive use of their time. Feedback from people under probation supervision regarding these packs has been really positive. These packs could continue to be used in any further periods of lock down, and also to help people to adjust after release from prison.

Thanks for your help.

[Name]