

# Using Near Me Video Consultations in Justice – Finding a Resolution

Near Me

- The nature of Near Me allows key professionals to meet with their service user in a crisis at short notice.
- It reduces travel and removes the difficulty of finding time in busy schedules to facilitate an in-person and unplanned visit.
- The ability to hold up to 250 people on any given call allows the host of the call to invite other key partners to participate and help resolve or provide an outcome to the service user in real-time, providing them with clarity and confidence that the crisis is in hand.
- In turn this will ease anxieties for the service user in an instant, rather than being left to wait a week or more before an in-person visit could be arranged, by which point the crisis may be unresolvable (i.e. losing their home)



## Aims

- Improve throughcare and pre-release planning by facilitating collaboration between social work and other partners such as housing, employability, and benefits.
- Strengthen key relationships and foster greater connections with support networks, local communities, and services.

*“I was really surprised with how straight forward it was and helped me to meet at short notice with two women...due to the short time scale from the court to complete this, I would have struggled to meet with the woman to gather the info in time had it not been for Near Me.” – Justice Social Work*

*“The calls were arranged last minute to deal with a crisis situation with her housing, so it was really helpful being able to catch up with her at such short notice.” - Justice Social Worker.*

*“Being able to just jump on a video call definitely helped me meet the needs of my client, and it also saved me having to take time out of my day to travel to/from prison. This saved over 2 hours of my time, and road miles on my car.” – Justice Social Worker*

For more information about using Near Me in Justice Services please contact Calum Campbell, Digital Social Work Policy and Practice Advisor, Social Work Scotland: [calum.campbell@socialworkscotland.org](mailto:calum.campbell@socialworkscotland.org) or Sammi Allan, National Services Scotland Project Manager, Digital Health and Care, Scottish Government: [sammi.allan@nhs.scot](mailto:sammi.allan@nhs.scot)