

Report Supplementary Material 5
Quotes from qualitative interviews

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Table 1a Quotes to support Theme 1 Aims and benefits – Gateway staff at T1

Ref	Study ID	Quote
1	L2-2	<i>...reducing reoffending and putting younger people on a path that's more positive for their future, giving them opportunities to access support... achieve goals and be able to move away from offending.</i>
Subtheme: Overall aim of the intervention		
2	FG1-N2	<i>I guess the overall aim is to reduce reoffending, but within that we're offering support to individuals with quite complex needs.</i>
3	N1	<i>The ultimate aim, obviously, is to cut down reoffending for those young people involved, providing them with something in life that they don't have... A lot of them are care-leavers, a lot of them haven't been through education or have any</i>

		<i>support, so, it's providing them with the support, and that's where I think Gateway's main aim is...</i>
Subtheme: Benefits to clients		
4	N1	<i>...most of them have had really positive results. I think out of it, one of my guys is back in prison, but there was, kind of, no helping that guy... but most of them have had positive results, and we haven't seen them come back through and rearrested.</i>
5	FG1-N1	<i>I think one benefit for them, especially, is having someone to open up to and talk to, because a lot of them would never have told any of the issues to anyone else, because they've got no one there to talk to. So, in our initial assessment, when we're asking them about all these different areas, no one's ever asked them that, so then they've never had the opportunity to get the support that they need.</i>
6	L2-2	<i>...when you read the feedback, when they say things like, 'It's so nice to finally feel listened to. It's nice to feel like somebody isn't judging me, and somebody believes in the fact that I can achieve, and I now believe that I can achieve'.</i>
7	L2-3	<i>I think quite a lot of people have come to the group being really anxious about being around people they don't know and talking about things, and we've had quite a bit of feedback about how much more comfortable they feel with people they don't know... more comfortable talking about things, and I'd like to think that we've started to move people more towards talking when they're struggling and going to people for support, when they didn't before.</i>
8	FG1-N4	<i>Another way of looking at it, in terms of prosecution, would be not receiving a criminal conviction for some of these offences that they've committed... and yeah, again, just being that support person to help them make positive life choices...</i>
9	P1-2	<i>People who have no formal form of identification at all or just a prison identification then are unable to, or maybe unwilling to, access things like housing, the benefits that they need, looking at job opportunities etc... So, people that had no accommodation, have now got accommodation, people that didn't have a job, have at least been given the opportunity...</i>
10	L1-1	<i>Usually, if you're given a conditional caution or any kind of police intervention, you get whatever the police give you and that's it... I personally think it's a really, really good concept. I think it's a really [good] project in that it gives young people an opportunity to stop, take stock, have a look and then get the support they need in different parts of their lives... So, a young person that comes with a drug problem, for instance, and that might be the reason they've got a criminal conviction that's tied up with that – actually, we can offer support around helping them...</i>

Table 1b Quotes supporting Theme 2 Setup and partnerships

Ref	Study ID	Quote
Subtheme: Multi-agency partnerships		
1	N1	<i>I worked very closely with her mental health worker. So, she had a care coordinator from the community mental health team.</i>
2	S4	<i>I think I'd wanna improve the partnership working... because that has caused problems for the staff, which in turn then causes problems, not directly, but for young people...</i>
3	S3	<i>So, the biggest challenge has probably been working across agencies, which, obviously, we knew it was, when we signed up to the job, but it's been a lot more challenging... The communication, as I mentioned earlier, the issues that we've had with [organisation], even with [another organisation] – it's been very challenging.</i>
4	S1	<i>...when you are working in a team where people come from three different organisations, that just makes it more challenging, from line management, to policies and procedures... and also, it is a difficulty keeping everybody updated...</i>
5	S3	<i>So, now we're on to our third one [manager], which is obviously... you've got to teach them all about Gateway, and Gateway's not an easy concept to come around. I think, if you know nothing about Gateway, it's very hard to come and get involved, especially with a lot of the challenges that are going on.</i>
6	S7	<i>No one knew who we were for a long time... now, I feel like people finally know who we are, but I've been there for over a year, and it got to the point that I would walk in, and they thought I was a young person... maybe that's a good thing?.. but obviously I'm there to work... We've only recently got access to e-mails...</i>
Subtheme: Navigator location		
7	S7	<i>I think we've been quite lucky with (names of the police officers), because, compared to some police officers, they're very committed to the project... I mean, at the start we did have some issues with what we can tell them... whether they need to put it as intel... if they overhear something they then have to do it... if there's an issue that I'm worried about now, I know I have to go to my (navigator provider) manager, rather than to (the police officers), which is sometimes challenging, because they are sat right next to me... Ultimately, (the navigator provider) pay us and we have to go by their policies... but we're sat at the police station...</i>
8	S1	<i>Having had further conversations with the (LINX provider), actually, that's probably the right thing – that a lot of what is said in those LINX sessions, or between a client and their navigator, is stuff that needs to be worked through with them, and, unless it poses some kind of critical risk, to the client or other</i>

		<i>people, the police don't need to know about it, and we need to have professional trust that they will deal with that risk... That is probably one of the key areas where I hadn't realised from the outset that that would be so problematic.</i>
Subtheme: Communication and information-sharing		
9	S3	<i>(A LINX practitioner's name) used to have access to that [IT system], so, we would share information, she would know what's going on with our clients, and we would know what happens at LINX.</i>
10	S11	<i>When we originally started, we had information around the crimes that they committed. We kind of knew much the same as the navigators... I think with GDPR coming into play, trying to iron out all of those parts, that became quite blurred, so now what happens is, we don't get any information about their past crimes, unless it's a safety issue for us... and we just work with whoever comes through the door, with whatever comes through the door... and we only give back whether they attended or not, or whether there was a safeguarding issue. So, if a young person disclosed a piece of criminal behaviour, unless it involved a safeguarding issue, we don't share that back...</i>
11	S7	<i>So, after LINX, she would send us a whole paragraph of what's happened, and how we can support them... but it was agreed that that's not working, because there was lots of issues around what the police have access to, whether this is a breach of confidentiality, and it was then decided, in several big meetings, that she won't have access to [IT system] anymore. We won't find out what happens at LINX... we just find out that Joe Bloggs has attended – and, for me, that's been a very big challenge...</i>
12	L2-2	<i>A few months ago we'd made the decision that no information's gonna be shared between us, so, nothing in the workshop goes back to the navigators and nothing from the navigators comes for the workshop... So, I suppose the discussion will be with the client... if they disclose things to me, I can have a chat with them to discuss, "How do you feel? Would you consent for me telling your navigator about this?.." If they consented to that, obviously, I would do that. If they didn't, I would... find agencies and other support networks that could help that person, if they weren't consenting to the navigator doing it, but there isn't a "I need to check in with my navigator now, to find out if they did that thing that they said they were gonna do". There isn't that.</i>
13	S10	<i>I do think communication is probably one of the key issues that we are finding quite difficult, especially as we are based here, and every other agency is based at different places around Southampton and the New Forest. Also, coming together for a meeting can be really, really difficult – to make sure that we're all available at one time... that's been a potential issue and communication in general, whether that's through email, verbal or phone calls...</i>

Table 1c Quotes to support Theme 3 Working on Gateway

Ref	Study ID	Quote
Subtheme: LINX		
1	L1-1	<p><i>LINX uses a set of materials that kind of almost knock on the backdoor of young people... they are designed to enable disclosure... and then get them to talk about those issues. We kind of plant different issues out there for young people to then grasp on to and say, 'Actually, that's going on for me,'... for us to say, 'Now, this was obviously something that you could talk about to your navigator.' So, sometimes we get disclosures of alcohol, drug abuse or domestic abuse... Well, we've had all sorts of disclosures, and then it gives us the opportunity to talk to them about how they might wanna work with their navigator around those issues, and how their navigator would support them...</i></p> <p><i>There's two days, a Thursday and a Saturday. Although obviously we've had to do some sessions on a one-to-one... where, especially at the beginning, both the police and the navigators felt that a particular couple of people weren't going to come unless we did one-to-one... and young women, actually, because we've had so few young women come through the books.</i></p>
2	P1-2	<p><i>LINX course has been quite positive in that – changing people's attitudes and behaviours, and, anecdotally, we've had evidence of people that have fed back to the navigator and said, 'Actually, X weeks ago I would have reacted to this situation in this way, but, actually, I took a deep breath and responded in a different way.'</i></p>
Subtheme: Navigators		
3	N2	<p><i>If a new case comes through that's allocated to myself, I will complete an initial assessment... and then just continue to work with existing clients until they reach the end of their caution date. So, midway assessments, final assessments and anything else in between that may pop-up, that is appropriate.</i></p>
4	N3	<p><i>We're not getting the intake of clients that we had expected, because the niche or the (numbers of) those that we can take on is quite small.</i></p>
5	N2	<p><i>I think we've got sixty overall that have come through over the year. I've currently got seven live cases, but some of those are quite low need. I'm not doing much with them, or they're quite near the end, but I've had two new ones... so, it, kind of, goes up and down. We've had a bit of a flurry of new people recently, but then in May, it was very quiet... or June... if you look at the dates they've come through, we had a period where it was really quiet, then it picks up a little bit.</i></p>
6	N2	<p><i>Due to the lack of numbers... there isn't enough work for four navigators and, because the referrals are quite low and slow coming through, it was decided by the (navigator provider) and our managers that myself and (another navigator) would spend half of our time here and half our time over with the (navigator provider) doing work with them.</i></p>

Subtheme: Experience and training		
7	N1	<p><i>Two of us are [navigator provider], two of us are the [navigator provider]. We all have very different training... which has been a bit challenging in [that] we'd be offering something that the other navigators won't be, or vice versa, when we all need the same kind of training.</i></p> <p><i>[Navigator provider] work with a lot of younger people... and we only work with over eighteens, whereas a lot of the training is aimed at if you're working with, like, the eleven to eighteen... in schools.</i></p>
8	N3	<p><i>A lot of the training that's available... is more around working with children... It would be good to have a lot more training around working with the needs of adults.</i></p>
9	N1	<p><i>So, I'd like some specialist mental-health training. So, I've had to work with some people who've got some very severe mental health conditions, which, obviously, I've not worked with before and, I've, kind of, just had to go along with it... like, I worked with one client – she was very difficult. She had... what was it? Emotional unstable personality disorder, and I've not worked with anyone like that before; with her it was learning as you go.</i></p>
10	FG1- N2	<p><i>I've done a lot of motivational interviewing in my previous roles... so I feel quite confident in that... but through [navigator provider], I have recently done a two-day training on coaching clients to improve outcomes, and that touched on motivational interviewing, and I've also done some, like, trauma-based training and safeguarding, so I personally feel like I've had sufficient training... since starting this role, but previously I have done a lot of that training before.</i></p>
11	L2-2	<p><i>I'd like to know more about what's out there for young people in our area, and what people could be involved in, what they could get involved in, what help they can get. I'd like to know more information or have more training about that, so that when people are mentioning they've got a problem in this area or that area, I would know how to signpost, even though it's not directly my job to do that, it's more the navigators' role to do that, I'd like to feel I had a more of an understanding about where people could go to or be able to bond with somebody when they've said they've gone to the Prince's Trust, for example.</i></p>
Subtheme: Job satisfaction		
12	N1	<p><i>I love my job – like, I love the case-working... I've had so many good positive results with the individuals I've worked with, and they provide really good feedback.</i></p>
13	L2-2	<p><i>A sense of achievement when I've been able to engage the young person, when somebody who we never thought was gonna turn up, has turned up... and when they appear to get something good out of the workshop, even if it's, you know, they could only identify one thing... and I think that's helped motivate me to keep going when it's been really tricky... just trying to focus on the people that we're doing it for and the benefits they can have on their life really.</i></p>

14	P2-2	<i>I'm passionate about this. I think it's the right way to deal with people... I like the fact that we can think outside the box and say, for example with one of [navigator's name] clients... she got her on to an equestrian course, which is not necessarily something that probation have got time to go and research... I mean, there's one guy that's come in, and he's into... blacksmithing, and then you think, 'right, let's... find something that captures his attention to improve his mental health...' You know, it's all about improving life chances. So, I'm still as passionate about the project.</i>
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Table 1d Quotes to support Theme 4 Clients

Ref	Study ID	Quote
Subtheme: Needs		
1	L2-2	<i>We've had people from such different ends of the spectrum. We've had some people that have literally made one really stupid mistake, but they've got their life sorted, they're at university, they've got a great family and friends, they've got a partner, they're driving, they don't take drugs, they don't smoke like all... they know where they wanna go, they know what they wanna achieve... They recognise that they've done something stupid, and it feels like they're never gonna be in that place again, because the workshops just helped them learn... a lesson, and then we've had other people, in the exact opposite end of the spectrum that are homeless, that have been involved in trafficking... maybe, that are abusive or are vulnerable and are being abused. Drugs and alcohol are a problem, their mental health's a problem – and so, are so chaotic in their lives – they've been in and out of prison – so, we've almost got two ends of the spectrum... It has felt difficult sometimes to almost bridge that gap, because they are so very different, and it's blatantly obvious how different they are, even in a group setting.</i>
2	FG1-N2	<i>We will have to be more responsive and look at... people's needs, and there are some people that we're working with who've got a high level of need and have got lots of issues, and then we've got other people that this is maybe their first offence and haven't really been in trouble before, and have one or two little small issues that they want support with, so in those kind of scenarios we can obviously offer more time and support to those that need it, and less to those that don't. Some people are in full-time employment and live with their parents, or they've got their own accommodation...</i>
3	L2-2	<i>There's some exercises... in the workshop that we do that feel like they're more geared to men than they are to women, or more relevant to men than women and vice versa... I wonder whether it's important to consider having a slightly different workshop... or some slightly different exercises and tailor it to women... and then tailor it to men... I think it's something to consider.</i>
Subtheme: Attitude towards Gateway		
4	L2-2	<i>We've had really positive feedback about how people have really benefited from having people that listen to them, that don't judge them, that are believing in</i>

		<i>what they can achieve, and they come out of the second workshop believing that they can achieve the goals they've set themselves.</i>
5	N1	<i>The young people? They do enjoy it. I think they see us as quite annoying and quite intensive, because we're making them go to the job-centre appointments, making them go to the mental health appointments, and because we've got the time, we will really bother them and make them go.</i>
6	SM3	<i>Some of them might not necessarily be ready for change, and I know that young people... you get the best results from young people when they want to make the changes, and so the Gateway navigators have a really tough job of trying to help the young person realise that they might wanna change and support them through that.</i>
7	L2-2	<i>We've only ever had one negative piece of feedback... on the feedback form was, 'you need to stop prodding'... and he... said to me at the end of the workshop, quite aggressively, and pointed at me... 'You need to stop forcing people to get help for their mental health. You need to stop prodding people. You need to stop making people talk about their mental health and do things about it, some people don't need support – some people can do it all on their own'... and he was quite forceful in his opinion... and it was clearly something that had hit a nerve with him... (he) said he didn't learn anything about the programme, he didn't find it beneficial – there wasn't anything to learn. He was an individual that said things like, 'I don't need anybody in my life. I'm quite okay on my own. I can cope on my own', and he'd suffered a lot of trauma in his life... I think he disclosed things and then wanted to backtrack, but we learned quite a bit about him and the way he behaved in the group... and I just think he's somebody that really needs mental health help, and he wasn't in a place to accept it... and he was the only one that we've had any negative feedback from.</i>
Subtheme: Eligibility and recruitment		
8	P2-1	<i>We went live in June 2018. Subsequently, because the numbers were low, we changed the intervention slightly, in that this was an alternative to prosecution... So, we opened it up to delivering Project Gateway as a normal conditional caution... before, if you were due a conditional caution, you couldn't have Gateway because we were only an alternative to prosecution or going to court... but, as of September last year, we changed it that if you were due a conditional caution, we would offer Gateway, which is now where we get the bread and butter of our clients from, so this means that they're slightly lower level offenders, some could have no previous convictions... but actually, we still recognise that there's problems in their lives where the intervention can be delivered and is useful for them.</i>
9	FG3-N2	<i>I think in the beginning, it wouldn't have been foreseen that we would take that type of crime but, I think, it's more about the numbers, which I appreciate, so we're taking on board people that perhaps don't really need the kind of support that we were expecting to deliver.</i>
Subtheme: Engagement		

10	FG1-N1	<i>I guess a big part of the role is building up a rapport with that young person, so with the client that we're working with, coz obviously they need to want to help themselves for us to help them, so I think that's quite a big part of our job as well: building up that level of trust but taking into account all the risks that they also present.</i>
11	FG3-N2	<i>I don't know how well that's explained to people in the beginning... because we've had a few people that haven't been good at engaging, in terms of like their appointments – so, cancelling, not being able to contact them, and then we get to the point where someone is consistently either not contacting or engaging week-to-week, and you can get to half-way through their caution, and you've seen them once or twice, and that way it's very hard to measure what progress has been achieved by the midway... There's been some discrepancies... whether someone should at that point be considered to breach.</i>
12	P2-2	<i>So, you've got non-engagement with a navigator, not attending the LINX course and reoffending. They are all discretionary.... We made a form where we had the breach process so, the navigator will have an input, and now (a LINX practitioner) has an input from the LINX, to say, 'They did this on LINX and actually they engaged well,' and then it'll come to myself and (the other Gateway project officer), and we'll see that information that the navigators put on and say, 'Right, in this scenario, I think we should breach, or, in this scenario, we shouldn't breach – depending on the information that they've given.'" So, it's a rounded decision. It's not just a, you know, on a whim, "Oh yeah, they've committed another offence, let's breach them.'</i>

Table 2a Quotes to support Theme 1 Building on anticipated mechanisms of change – Clients at T2

Ref	Study ID	Quote
Subtheme: Social determinants and their impacts		
1	P010	<i>When I have offended, it's either when I've been in a bad state of mental health breakdown, or intoxication.</i>
2	P004	<i>For me, it was education, drugs and money</i>

3	P017	<i>I'd been a Xanax addict for about 3 years or so, and I basically kept struggling to wean myself off. They affected my mental health and my emotional state... I had no idea how much she would be able to – or how much work she would put into helping me. It was all about providing me with the resources to sort my life out, anything I was interested in... It was ruining my body. Both mentally and physically. I'm completely out of that now, it's been extremely beneficial</i>
4	P005	<i>There wasn't really much I needed to do to make it better or to change my lifestyle for the better, obviously I had problems with drugs but other than that there was nothing... we were working on what triggers me to smoke, because obviously the thing that I was in for was smoking weed, and she said, 'What triggers you the most?' and I said, 'Things like food and if I'm bored or something like that', and she said, 'Every time you think of having one just grab the closest snack to you and eat that instead or just grab a bottle of beer', so every time I want to smoke one I just go out and have a bottle of beer instead. Just little things like that where it ended up, obviously at the time I wasn't thinking much of it but now it does make sense because I've cut down majorly, I wouldn't say I've stopped completely but I have cut down majorly since all of that stuff happened</i>
5	P010	<i>They tried to support me a bit, didn't they, with that mental health problems through Gateway. Yes, they tried their best but I think where it's out of their power, it's kind of an issue for them as well.</i>
Subtheme: LINX workshops		
6	P015	<i>I think that the only thing would have been the LINX session because that was a group session and I think everyone when you say, 'It's going to be a group' everyone is like, 'Oh my God no, that's horrific, why would anyone want to do that? I don't want to sit around and tell random people how I feel'</i>
7	P1004	<i>I thought I was gonna be turning up with loads of other little dickheads as well and I just thought I'm just gonna be sat in a room with loads of criminals talking about how bloody hard we all are and I was like 'I ain't up for that'</i>
8	P011	<i>I had no idea really. I was just, I didn't really know what I was expecting, but it just felt a bit weird. When I found out it was all group work and the workshop, it made me think it would be weird</i>

9	P006	<i>It was actually all right, I didn't mind it. Well, I only went for two days but it was quite funny, actually. The people there were all right. The people running it were all right... You didn't have to get up, talk about, well, everything everyone had done and they didn't really ask you too many personal questions and stuff. It was mainly like activities really and it was actually quite good</i>
10	P017	<i>with what I was going through these wasn't much within the LINX sessions to help me</i>
11	P014	<i>the course is a lot about perspective</i>
12	P005	<i>Obviously they was talking about a lot of things, about life, where if it was just me talking about it then I don't get any other views from a different perspective, from someone else's perspective</i>
13	P015	<i>I think sometimes when you get arrested you are like, 'Oh my God, I am a terrible person' because none of my friends did anything like this, I am just like a lunatic. It made me feel like okay, people do make mistakes more than I realised. Just because no one around me is doing that, doesn't mean that no one is going through things like that</i>
14	P017	<i>It was kind of relieving to just sit there with some other people who had also made some mistakes – made you feel less alone...just being able to sit there and know that other people are going through their own shit and not feeling alone and isolated in it. You do kind of feel like an idiot after all this stuff, so it's nice to know you are not completely alone with it</i>
15	P015	<i>It made me feel better afterwards, and now I feel more confident to go to things like that</i>
Subtheme: Barriers, facilitators and engagement		
16	P006	<i>Well I thought it was going to be a load of rubbish!</i>
17	P004	<i>I thought it was gonna be, like, being treated like a child. And just like talking to another police officer. That was my expectation that I'm gonna be sat here, having to go and meet this person once a week, to be like ripped to shreds every week. That's what I thought, and I thought it was just gonna be a bit childish... I thought it was a going to be a police officer doing it, and I don't like the police, but no, it turned out to be Sarah. She turned out to be all right, actually. Yes, it wasn't that bad</i>

18	P011	<i>I think it was mostly down to the people and the way they spoke to you. I don't think it was specifically the workshop, it was more the people that you interact with. Obviously, yes, it was the people</i>
19	P005	<i>It's not that far from my house but it was more timekeeping that I had an issue with, but other than that everyone was pretty friendly, it was pretty straightforward what I had to do</i>
20	P007	<i>She was very understanding because obviously I have a full-time job and obviously a lot of people that are on the programme don't and my navigator made it work around my schedule as well, so it was really good</i>
21	P017	<i>She was lovely. She was really considerate as well, whenever it was a raining day and I was supposed to go to the police station she was happy to meet me somewhere else, even somewhere close to home at a café or something</i>
22	P004	<i>I mean they don't let you take the piss. They were flexible within... they knew I worked full time. But then if I kept rearranging, they would tell me 'look you need to take a day off work just to do this', so they were flexible and fair. They were fair more than anything</i>

Table 2b Quotes to support Theme 2 Beyond anticipated mechanisms for change – Clients at T2

Ref	Study ID	Quote
Subtheme: Motivation		
1	P005	<i>I did feel motivated because at the end of the day, obviously, it was this or court. To me it was just more like either do it, get your head down and do it or you end up back in court, so that was the motivation</i>
2	P006	<i>you get less trouble, with... You don't get as bad... Someone else might go to court and then they could get prison or something. Gateway kind of stops it really, doesn't it, if you agree to do it</i>
3	P007	<i>I definitely think that it deters reoffending, but not in a, 'if I do this, I'm going to end up here again' sort of way, but in a 'stop, what have you learnt', do you know what I mean? It was more useful tools to actually prevent wanting to do that, rather than fear of the consequence</i>

4	P005	<i>I guess it's just expectations of the navigator, because obviously once you're speaking to them and you're with them every now and then and they're tracking your progress and things like that. It sounds weird but, in a way, you don't want to let them down because obviously you're promising them, 'Okay, well, I'm going to work on this, I'm going to do that, I'm going to do that'</i>
5	P004	<i>I think in a way, it's because I don't wanna let my navigator down. In a way. Cos, you know. She put that much work into it. I don't wanna let her down by letting myself down. Because she showed me she wanted to help me, it made me wanna help myself.</i>
Subtheme: Relationships, and relationship with navigator		
6	P017	<i>So I was just an absolute nightmare to deal with. And I was living with my mum, and growing up in catholic Ireland like she did. She knows nothing about drugs or drug culture so it just wasn't something she could understand, so in turn she wouldn't be able to react in the best possible way either</i>
7	P015	<i>I've only ever had support from my mum and she's a bit clueless when it comes to things like that, she doesn't really know. She will phone the doctors for me over and over again but if you don't know what you're talking about there's not much point</i>
8	P015	<i>I felt anxious and I didn't know what was going to happen, and I didn't want to talk to some random stranger about how I felt, and I just wanted to, I'd been arrested and that be the end of it and just move on with my life... I had a breakdown all day and my mum continuously texted me until I agreed to go... My mum had spoken to, I don't think she'd spoken to Kate at that point, I think it was the police officer in charge of the case and she said, 'We're ready whenever she's ready to come, just get her down here today.'</i>
9	P017	<i>I had no idea how much she would be able to, or how much work she would put into helping me. I mean, I guess it is her job at the end of the day... but she really did make it her main focus to sort me out</i>
10	P004	<i>She come to citizens advice with me to talk about money and get advice on it. She rung people like drug counsellors, all sorts. Anything I needed she done</i>
11	P015	<i>Kate, my Gateway lady, I was in contact with her all the time. I was going to social services conference meetings and she came to all of them with me. I didn't expect that. In between sessions if there was a child protection conference coming up then we would be in contact and she would arrange to come to that and speak with social services for me, because there was a period of time where I was having a lot of trouble with social services</i>

12	P004	<i>I'd say the best thing about it was the navigator... I think because she actually gave a shit. Which quite a lot of people didn't. When you're in the cells people come in and say 'ohhh you alright?', they don't care they're just filling out paperwork - but whereas she wanted to meet to actually help people. I think that was the best thing about it</i>
Subtheme: Control and ownership		
13	P017	<i>I was not in a place of life where I could carry on living the way I was at all, but, definitely obviously in the sense of being arrested leading to gateway helped, because it put me into a programme of... it's more the fact it put me into forced paid therapy</i>
14	P011	<i>I was kind of just a bit forced into it really. Obviously, when I got arrested and stuff and it was then that I was just assigned it</i>
15	P006	<i>Yes, it was a choice; well, we had a choice of doing it or we had a choice not to do it</i>
16	P017	<i>the idea of being forced into it makes anyone more reluctant, obviously. But, yeah, giving someone the freedom when they really shouldn't have it is really helpful because it makes you realise it's what you need to be doing with it</i>
17	P004	<i>I kept asking them to do stuff, rather than them telling me I had to do this I had to do that, I thought I'd use it to my advantage. And I sort of milked it, anything they can do for me I'd let them do</i>
18	P017	<i>"I was quite downtrodden at the time. But going to talk to her, she made it really clear what was going on. And I realised how much control over Gateway I had if I wanted. I realised if I didn't really want to engage, I wouldn't have to, but because I realised I had more of an option it made me realise how free I was to kind of ask for help and get any of the stuff I needed"</i>
19	P001	<i>"The only reason why I would carry a knife again is because I had to go through the area where I needed to get to mine. You know what I mean. I had to go through there, so I had to take something".</i>
Subtheme: Hope, aspiration and optimism		
20	P005	<i>I guess it benefits everyone, well anyone who has committed and things like that, especially my age as well because it's inevitable, you're obviously going to make some mistakes during this age. Well, it's not to say everyone else doesn't make mistakes, but you tend to make a lot more when you're younger. Yes, I guess it is almost like a second chance for people to set themselves straight and maybe have a think about what they are doing</i>
21	P010	<i>I felt like it could have been... It's a change round in my life to try and get my head back on track and try and get the support I need</i>

22	P007	<i>Yeah, and there was a chance to sort of learn from the mistakes that had been made rather than be penalised for it. I mean it was still a penalisation, but it was much more constructive</i>
23	P017	<i>Her just kind of, handing me an olive branch</i>
24	P014	<i>I think it's the understanding. Before, I felt like no one understood how I feel, or why I act the way I act, but people actually do</i>
25	P004	<i>having my navigator. Just having someone who is there who believes in me</i>
26	P017	<i>It's fixed me more than I could imagine</i>
27	P015	<i>I think up to now I have been in denial, I have been like 'no, there is nothing wrong with me, I am fine'. But now I feel, 'okay, there is something wrong with me and I can do these things to change it.' I don't know. I've always had a positive outlook on the future, it's just right now, like the present that I struggle with, but I feel like I feel better and I have more hope now and I understand myself better</i>
Subtheme: Success means different things to different people		
28	P004	<i>I've only been arrested once since Gateway, and I got no further action within 24 hours of being there. And it was a lot more before Gateway... obviously my DNA ain't changed, I've still got a bad temper. But, if I think about it I'd probably say about 70% less. Because obviously there was that other time I got arrested, so I'd say 70%, maybe a bit more</i>
29	P005	<i>I've cut down smoking, I consider that as a positive impact on my health. I mean I'm still smoking, it's not like I've completely stopped smoking, I haven't quit or anything, even though she gave me quite a few options of where I can go to quit and what I can do and things like that</i>
30	P012	<i>Yes, they helped me sort a bank account and sort out Universal Credit until I can find a job, but yes, help finding a job and shit like that</i>
31	P001	<i>Just helping me get in the gear of like finding a job and getting my arse in gear and moving and putting myself on the council and stuff. It was that push, I suppose</i>
32	P015	<i>Then you have people like, 'You're not crazy, you have done this because of this, and this has happened and it can actually be sorted out.' I feel like that's helped me</i>
33	P010	<i>I would say it's opened my surroundings a bit more. Like trust-wise and stuff, but it took more perseverance. It encouraged me to cope on a day-to-day basis... It's encouraged me to get out a lot more and to speak to people and to attend sessions a lot more, like anger management and stuff like that</i>

34	P014	<i>I'd say situation management. When you're in a situation, how to manage yourself out of that without doing something that isn't sort of who you really are</i>
35	P015	<i>I do feel better than I did before. I think that was the first step in saying then everything has been in domino effect and then different things have happened that are positive from that</i>
Subtheme: Losing support after the programme		
36	P011	<i>Yes, like Kate helped me get signing up to the council register housing thing, but I forgot my details so now I can't actually look at it</i>
37	P010	<i>Because I was getting back on the straight and narrow until last year I reoffended and then everything's gone back downhill</i>
38	P011	<i>Afterwards people just do the same stuff. Do you know what I mean? Some people have obviously stopped doing stuff but most people wont</i>
39	P001	<i>Shit going on with people in the areas. If I didn't have to go through there to get to my gaff, then I wouldn't have needed to carry that knife and none of it would have happened</i>
40	P017	<i>Even after it ended, I asked Sarah if I would be able to see her. She offered me places I would be able to go, but because the programme had ended she obviously had other people to deal with, but she just pointed me in the direction of people I could talk to. I didn't really take that help, it was only really because I enjoyed being able to tell someone every week how far I was getting on with life, without them being a close friend or family member who really didn't know me so I didn't feel anxious about talking about this stuff</i>
41	P004	<i>And then other than that - so my navigator was Sarah - and she was amazing. I even tried talking to her after, I wanted to see if we could stay in contact. Obviously she's not allowed but she was that good. Like, my mum wrote her a massive letter</i>

Table 3a Quotes to support Theme 1 Barriers and enablers for change – Gateway Clients at T3

Ref	Study ID	Quote
Subtheme: Relationship with the navigator		
1	C7	<i>The lady I had was lovely... you could talk about anything and she was okay with it... she kind of was just perfect, in a sense... – Adding later, the participant stated, ...She was one of the rare ones. She was one of the rare people you find in that side of things, where she just was so calm and friendly...</i>

2	C7	<i>...she was so open and just went with the flow, and it made my life easier talking to her because, I always talk with walls built up in my mind, and I know what to say and when to say things in certain situations, and that's automatic, but with her it was kind of like you actually seem quite calm and genuine, so it was a lot easier to open up to her and saying things.</i>
3	C9	<i>She was just very friendly. I think she was one of these people you could easily approach and talk to. I've got no negative comments about her.</i>
4	C11	<i>I was quite anxious, but I had – my worker, [navigator's name] I think it was, we overcome that barrier. It was just all right to open up and tell someone how I feel...</i>
5	C11	<i>...My navigator – I quite liked her. She was the nicest I've met. I grew up in care, so I've got loads of social workers and all of that and I don't really get along with anyone, but I got along with my navigator all right.</i>
6	C13	<i>... she rang on time... so that was one nice thing... if I sent her an email or a text message, there was a response within probably a couple of hours... So it did feel like it was - not 24-hour service, but if I needed something, a couple of times I did send an email, there was a response waiting for me. It wasn't like I was sat in the police station for hours on end waiting for someone to find a piece of paper, she gave me an answer, so that was good, to be fair. I don't know whether that's part of their role or whether she just went above and beyond, but that was really quite nice, to be fair.</i>
7	C13	<i>...the navigator, separately, she's very good at making sure there was the phone calls at the times we had agreed, so I felt supported or still able to ask questions if I had any at the time.</i>
8	C9	<i>You could tell that she really enjoyed her job, and she really wanted to make a change.</i>
Subtheme: LINX		
9	C13	<i>It was very good at pointing out the specifics of maybe your situation, or at least the course leaders were, how to potentially manage whatever your issue was in a more healthy or more beneficial way.</i>
10	C13	<i>Both the people there were lovely, they weren't there to judge, criticise. They were just there to teach, I guess you could say, or understand, and just suggest maybe trying to positively influence maybe future decisions. – Adding later, the participant stated, ...it was very relaxed, everyone was actually quite friendly. We didn't feel like we'd all been cautioned, to be fair, but sometimes nice people just make bad choices, sadly.</i>
11	C8	<i>I think that the presenters/ hosts were quite approachable, and friendly, and down to earth, which made me feel more confident when I was participating in it.</i>

12	C8	<i>... it will help you work through your thoughts and things like that, and then your decision-making becomes clearer, because you get to think things through with other people, and get their points of views.</i>
13	C8	<i>I was able to meet some people that I've stayed in contact with, and I've been able to get advice from them, and speak to them about different situations, and things that I'm going through. So there's a bit of a social aspect to it as well.</i>
14	C3	<i>... I was the odd one out; I was from [city in Hampshire]; they was from [city in Hampshire]. I was the only one from [city in Hampshire]. I was in there for a completely different thing... so I felt like a bit of a scumbag really, because they was looking down at me, the other two lads.</i>
15	C13	<i>...when she mentioned ten other people there, I was like, [makes sound], I don't like new social situations, especially with people that, we've all been taken in by the police for something. So I guess I was also a little bit fearful, my brain overthinks things, so the first thing I thought was, oh my God, I'm going to be sat in a room with ten other criminals like myself, and that kind of freaked me out.</i>
16	C13	<i>...it was completely at the far end of [city in Hampshire] and I think everyone there wasn't from [city in Hampshire]. So it didn't really make much sense to me that they would run a course in [city in Hampshire] when no one lives in [city in Hampshire]. [city in Hampshire] is not exactly the biggest town in the county... [it] meant everyone had to travel there, including the two people that were running the course. So it was almost like we were thrown out into the sticks. Those that had a car maybe had it easier, I don't know because I didn't have a car so I don't know what their experience was like. For me, a train journey and a walk, not only was it six hours out of my day for the course, it was then two hours' worth of travel either side. It ended up being a ten-hour day for something that realistically could have been seven hours if I'd had a car, potentially, I don't know...</i>
17	C9	<i>...the venue was a bit out of the way. So we had to get a train, and then we had to walk 25 minutes or something, so it was a bit of a trek. Then, obviously, the other side, to get home, I had to walk another 25 minutes. So in reality, it would take an hour, hour-and-a-half each way. The other thing with the length of them as well, the length of the workshops were just too long for people to concentrate, or for me personally.</i>
18	C9	<i>I had to travel to [city in Hampshire], which, at the time, for me, it cost money that I didn't have.</i>
19	C13	<i>I think it was £7.70 to get to [city in Hampshire] for a return twice, so it wasn't the largest of costs, but it's still £15 that potentially didn't need to have been spent.</i>
Subtheme: Tailoring		
20	C13	<i>... it was interesting listening to the other stories and learning about that. I guess as well as learning about your own mistake and how to cope with it, there is potentially other challenges you're going to face with other people you meet in</i>

		<i>life, even if you don't experience the same problems. So it made more of a diverse experience.</i>
21	C9	<i>...without being rude - it was teaching people to suck eggs... I guess for some people, it would be helpful, but for a lot of us there, a lot of us were just like it's not really aimed at older people. We all came away, and it was just like, 'I didn't learn one thing. It was a load of rubbish.' Do you know what I mean? You could see they were trying their best, and they were friendly people, but I guess - what's the word for it - it wasn't person-focused, it was generic.</i>
22	C3	<i>I was there for drugs and drink, the other two boys was there for f*** violence. So what made the sense in that? ...everyone that was there should have been there for the same thing 'cos then we can all talk about the same thing... but instead it was f*** about violence - well, it was mainly about them two, because I was the only one there for something different, so my s*** didn't really get brought up... - Adding to this, the participant continued, ...I just think if they're going to do... them meetings, then make sure everyone's there for the same thing, and not complete different things. I just think it just doesn't make sense otherwise... it makes it harder to understand, 'cos you're talking about one thing, and then you're talking about another thing... I'm not here for violence, I'm here for drugs. I don't need to be sat here for six— three hours for you to talk about violence, I'm not here for that...</i>
23	C13	<i>... it felt, not tailored, but it didn't feel like I was talking to someone that had no idea what the situation was like. So that was nice because I could say something and she'd click on to it...</i>
24	C14	<i>... it's like they understood from my point of view that it was just I'd done something really stupid, really, so they didn't have to ring me every day or anything like that...</i>
25	C4	<i>... it was almost like it was made for me...</i>
Subtheme: Talking, trust and engagement		
26	C4	<i>It was the perfect time for me to kind of get everything off my chest... – Adding further, the participant later stated, ...I could really, like, open up about, you know, absolutely everything that happened in my life that brought me to that point.</i>
27	C1	<i>I feel like it was helpful to talk about my daily lifestyle, like how much I drink and smoke, and what I actually do with my day, because that's what made me realise that I need to get off my bum, basically.</i>
28	C11	<i>...it meant I was able to explain to someone how I feel and see if I can get the help that I need.</i>
29	C13	<i>...at the time I was quite sore, and I didn't really like going into detail. I'm a bit more open to it now, but yes, it's still painful.</i>

30	C7	<i>...I do remember it being about my feelings at one point, but I don't really know you, so I'm not going to open up to you about my feelings and stuff. It took my Catch22 worker nearly a year to actually get me to open up to her...)</i>
31	C4	<i>...I was at CAMHS for quite a number of years, but the trouble is... every time I'd get used to a counsellor that was there, they'd leave. And then a new one would start, and they'd have no information on me, or anything that had gone on at all. And then I'd have to vent, you know, all of what I'd told the previous... psychiatrist or whatever you want to call them, counsellor... I'd have to basically tell the new one everything that I told the old one and it just got tiresome because it would be like every time I'd have to do that, and I just got sick of doing it... it really ruined my trust. I'd sit there for... a month, or a year... talking to this one counsellor about everything, and we'd really get somewhere, and there'd be progress made and stuff like that, and then, all of sudden it would just be... 'Oh yeah, well I'm leaving, so I'll see you later' and then they'd go... it made it tough to keep wanting to do it. So in the end I just gave up.</i>
32	C3	<i>...when I went there, I was smashed out my face anyway. I turned up with a bag full of alcohol, do you see what I mean? ...this is at ten in the morning as well, and I've already had four cans of Stella.</i>
33	C7	<i>...I feel like the police can be quite threatening, so when I heard about this I was like, 'Well, it's going to be like police, isn't it,' so I put my walls up and be very guarded...</i>
34	C4	<i>...in my head I was like 'well I've just got to keep my mouth shut' because whatever gets said here is going to be repeated somewhere else, and then I'm going to get in more trouble... so I kind of shut myself down for the first session... and let mum talk... they kind of asked me, you know, a couple of questions, and I'd answer them here and there, but very vaguely...</i>
35	C10	<i>She was just really easy to talk to in the first place. She just seemed really trustworthy and all that...</i>
36	C3	<i>I was so happy to begin with, and it was working really well, and then when she gave me her email address it said, 'dot police...' - Commenting on this earlier, the participant stated, ...it kinda felt like they was trying to pretend, trying to be sly about it... I'd been told it was a Gateway worker, so to me, it's a Gateway worker, not a policewoman... but her email address said [navigator's name] dot police, so my head started going other ways. I started not talking to her as much really. I started, like, not telling her as much things as I would, 'cos you know, that kinda felt like I was betrayed a bit. - The participant later added, ...It just felt like they was trying to keep an eye on me, and pretending to help me when they wasn't.</i>
Subtheme: Societal issues and COVID-19		
37	C9	<i>...there's no support whatsoever for people in my scenario. It's just kind of like, 'You're an adult. Get on with it,' and that's it. - The participant later added, ...I</i>

		<i>know that CBT therapy would be very helpful, but I'm on a waiting list, and I think I've got another year and a bit left on that.</i>
38	C3	<i>I'm trying to get help, and I'm not getting it. I'm not getting the help I want. Obviously I haven't got twenty grand to fork out of my pockets, otherwise I'd go to proper rehab. - The participant later added, ...I can't get help... you can only help yourself... so all I'm going to do is, when I get a job, I'm gonna save up money; twenty grand. When I've got twenty grand, I'm going to rehab... 'cos I aint gonna get any help anywhere else... the only way I can do it is by getting twenty grand, so I need to get a job...</i>
39	C4	<i>I think it was easier to have them by phone purely because... I was very like... a very kind of quiet and secluded person so I don't think I'd have opened up about as much going in person than I did over the phone... it was better for me, 'cos it wasn't just like another thing of, 'Oh my god, now I've gotta go and do these in person as well' and it's another person to try and, like, you know, gauge their trust and, you know, and things like that so it made it a lot easier... also, I was more comfortable 'cos I could kinda sit down with a cup of tea at home, and, you know, a bit of toast if it was in the morning... it just made it a lot more relaxed, rather than having to get all dressed up and go in, and I could kind of sit around in, you know, my tracksuit bottoms and, you know, my dressing gown, and just, you know, relax into it.</i>

Table 3b Quotes to support Theme 2 Impressions of Gateway – Gateway Clients at T3

Ref	Study ID	Quote
Subtheme: Expectations		
1	C8	<i>I thought it would be more lecture based, and someone almost dictating how we should think about things, and not really give us a chance to share our own views, and things like that, but it wasn't really like that in the end.</i>
2	C1	<i>I did just think it was going to be a police officer in the room, because it was at the police station, but yes, that's all I thought, but no, it wasn't</i>
3	C7	<i>I thought they were going to be - this is going to sound so bad - I thought they were going to be uptight, arsey [sic], and very judgmental, because you just came out of custody, but it turned out she was actually really nice and friendly...</i>
4	C10	<i>I just thought it would help me stop smoking and all that stuff, and help me get on the straight and narrow...</i>
Subtheme: Initial communication		
5	C13	<i>...there needs to be a bit more information on it, because I wasn't given, really, anything on it. I was verbally explained and if you're not more switched on to that side of life or you understand the way the police talk, it can be maybe daunting or intimidating to some, or it just doesn't make a lot of sense. People might say yes and then come back later and think, actually, no. So I think there needs to be</i>

		<i>something that is given to someone to be able to explain it in a simplified way... if you didn't really get that gist from it, it probably sounded like just a two-day lecture about bad choices. So I can understand why people may be changing their mind afterwards and not turning up, which is obviously then bad for them, but I think the information provided needed to be greater.</i>
6	C4	<i>... it is quite a daunting thing, and if it's not very well explained, or they don't understand, or something like that, then it can make you, like, rear up a little bit, and go, 'Well, hold on, this isn't for me, this,' like, 'I'm just going to get, like, badgered' and you know, and questioned, and like, fingers are going to be pointed at me, and I'm going to get in more trouble and it's not going to help...</i>
7	C3	<i>I do appreciate what Gateway's done in that way, it helped my mental state, but it hasn't helped my physical f*** drink habit... but I don't know if that's what Gateway was for... I couldn't read; no-one read it to me properly, and I don't know, I just agreed to it...</i> <i>– The participant added...it's a shame, I thought Gateway was different to what it was... it's not what I thought it was, but this is probably my fault because I can't read. This is what I mean. So that sheet of paper, all the sheets of paper I get, I don't read 'em. – Concluding, the participant stated, ... I needed it explained to me, but I don't want to go ask for help, because I feel like... it's quite embarrassing to ask for help sometimes.</i>
8	C4	<i>...the timing of it couldn't have been better... it was the kind of turning point in my life.</i>
9	C5	<i>...I'm glad I did it, I'm definitely glad I did it.</i>
10	C3	<i>...the Gateway people are amazing...</i>
11	C12	<i>...Gateway is to give people... a chance to correct what they've done. Rather than get straight punishment, basically, they give them a chance to say, 'We know you've messed up here. We'll give you this one opportunity to try and correct that', kind of thing. It gives you the opportunity just to correct yourself.</i>
12	C7	<i>...at the time, because it was all mental health, I didn't see the reasons why I should have been in trouble like that with the police, so I was like, 'I don't know why I'm doing this', and stuff. But now I'm like it was actually quite good, because now I've got a mood board; I've got physical things I can look at and remind myself why I'm here.</i>
13	C4	<i>...I just thought originally it was going to be, you know, questioning me, and, you know, pointing the finger and 'rargh ar rargh' and everyone's against me 'cos in my head beforehand, that was all I thought anything was, was just, 'Argh everyone's against me, the whole world's against me,' you know, 'No one likes me, everyone's just trying to catch me out.' ...and then when I realised that nothing was really going to get said to anybody else, and I could, you know, I could have my say, and I could, like, basically vent, and just get everything off my chest, and make people understand why I did what I did, then I started to realise, 'Okay, now I can open up a bit more.' So it loosened me up from being like what I</i>

		<i>was before, to then being able to, like, mend, and mould myself into something that was going to come out of it afterwards...</i>
14	C12	<i>It was a lot better in reality than I expected.</i>

Table 3c Quotes to support Theme 3 Reported benefits – Gateway Clients at T3

Ref	Study ID	Quote
Subtheme: Managing self		
1	C4	<i>...when we do argue, I can kind of shut it down... before I would of like, sounded off and just argued and argued and argued 'til the... friggin moon came up, but now I can kind of shut it down, and I know where my limit is before I'm going to outburst...it's helped a lot with my anger management in a way, even though it wasn't aimed at that, but it's just helped me to understand myself a lot...</i>
2	C8	<i>I've stopped smoking, which is the main thing... I've stopped hanging with individuals that may make you want to do substances and things like that.</i>
3	C8	<i>It's enabled me to avoid making similar mistakes and take myself out of situations that could lead me to face more severe consequences than getting on the Gateway.</i>
4	C10	<i>I definitely won't do it because I won't commit the offence. It's definitely less likely I'll do it again, 100 percent. If I didn't get on this course, I reckon I would still be in the same boat, but, yes.</i>
5	C7	<i>It achieved me not getting arrested again, that's for sure. – The participant later added, I don't get arrested, I don't do drugs, and I don't drink anymore, so practically everything's changed!</i>
Personal circumstances		
6	C8	<i>...It has made me want to pursue meaningful employment, and stay employed...</i>
7	C4	<i>...it helped with everything, like... with working now... I find that I can do a lot more hours without wanting to quit...</i>
8	C13	<i>I'm not living under the stress of other people's opinions and their opinions being the only opinions allowed, which was part of the reason why it got to that stage... I think the Gateway course helped me realise that, actually, what I thought was correct, but also having [taken] myself out the situation as well. I've not really had a situation where I've felt like that since and I don't think I will, especially with the coping strategies I was given.</i>
9	C16	<i>...I feel like they didn't really want to speak to me as much, because I'd obviously just committed some offences...</i>

10	C7	<i>...now, if I looked back then when I got my savings account, when she helped me get it, and I said I had this amount in my account today, I wouldn't believe myself in the past if I came back and told them. I'd be like, 'Yes, b***.' So she's helped me save loads of money, and I'm like, 'Thank God.'</i>
Subtheme: Health		
11	C7	<i>...Gateway made me feel like, okay, I do have a life; I have something to live for. Whereas, I think if I didn't have the Gateway and it was all police and court and everything, I probably wouldn't be here, being honest.</i>
12	C8	<i>...I've been able to use it as a positive experience to reinforce my positive outlook, and things like that, which has improved my mental well-being as a result.</i>
13	C11	<i>I've just realised that the way I'm doing this is only damaging myself, it's not bettering myself. – The participant later added, ...realising that the way I'm living my life isn't the best way for me. Just exploring other avenues and realising there's more to life than just smoking weed.</i>
14	C3	<i>...it picked me up and got me out of the s*** if you know what I mean. I was in a bad place... I wasn't waking up until about one/two o'clock - I wasn't waking up 'til afternoons; that's how depressed I was. I was a bit down and that... – The participant later added, ...my routine's back... I've got a nice little routine now. I wake up, have a bath... it's all back to normal now. Whereas before, I was in bad place.</i>
15	C3	<i>...I just lost my way with everything. I stopped going to the doctors, I stopped doing everything, stopped going dentist, but now I'm back at the doctors, getting my prescriptions and stuff.</i>
16	C1	<i>...I've sorted my anxiety pills out... – The participant later added, ...We basically just spoke about my anxiety and getting a job, so it made me actually achieve sorting out my anxiety, which, sorting out my anxiety helped me get a job.</i>
17	C7	<i>I kind of look after myself a lot better. I think after that Gateway programme I looked at myself and went, 'Do I really want to be getting arrested again and having to go to court next time?' ...now I've got a PT, I go for walks every million hours. I do all that sort of thing, so I keep active.</i>
Subtheme: No benefits		
18	C14	<i>I didn't really need any help... I hadn't got any issues or anything like that. [I] just did something stupid, and that was it. I've got nothing that I needed help with... – Commenting earlier, the participant stated... Benefits-wise... it didn't affect me in any way, really. The only benefit was getting a caution instead of being charged for what I'd done, but other than that, yes, it didn't really affect me in any way.</i>
19	C9	<i>There was nothing I particularly needed help with or monitoring on or anything. So yes. I don't think there was anything that would help me personally. – The participant added, ...I think, for a lot of people, it probably suited them, and it would probably help them, but for others, it wouldn't, like myself. But again, there's no harm in listening, so to speak... You've got to be there. You've got no</i>

		<i>choice, so you may as well listen and learn something. – Commenting on this again, the participant stated, ...There was not a positive to come out of it, if that makes any sense...</i>
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Table 4a Quotes to support Theme 1 Aims and benefits – Gateway staff at T3

Ref	Study ID	Quote
1	N1	<i>I think the project aims to offer support to young people, ultimately to reduce the reoffending, I would say, but to give young people a chance to stabilise some areas of their life.</i>
2	N2	<i>To stabilise the lives of young people that we work with. Yes, just stabilise and improve key areas of their life, and hopefully put them in a position where they're able to stop offending. It's how I see it, I suppose, and just to make their lives better, in general.</i>
3	L1	<i>I think the overall aim is to reduce the likelihood of reoffending, but I think it's also to allow participants to consider, like, what they've been through in their past, and how that could have impacted on where they are today. [] But it's also around getting them to really think about what their risks are and trying to reduce those risks in order to try and stop them reoffending in future.</i>
4	L2	<i>What I thought it was supposed to achieve, from the beginning, was an opportunity to support young people through quite difficult times [].Get them to understand what was happening in their lives and how one thing links to another, you know, and the whole stuff around experiences, feelings and actions. How their experiences, often growing up – because quite a lot of our participants have had some really difficult lives – and then help them to make the connection and get them to realise that some of it's not their fault, and help guide them out of that criminal justice place that they got themselves into.</i>
5	P2	<i>In my personal view, the aim of the Gateway project is to look at young offenders, young people between the ages of 18 and 24, and my understanding is that the scientific research behind that shows a level of, still, immaturity, particularly around things like brain function and brain development. Therefore, this project was aimed at trying to bridge the gap between what we would consider to be youth, which would be under-18, and almost adulthood. []</i> <i>Again, this country in particular takes very much a view of, with all of our services, unfortunately, at times, where you're 16, and everything needs to be thrown at you, and then you turn 17, or whatever, and we forget about you the next day. Again, going back to what the project's there to do, it was almost to have that transition,</i>

		<i>and realise that people aren't just - they don't turn 18-and-one-day and all of a sudden become an immaculate adult with maturity and understanding.</i>
6	N2	<i>Honestly, I think that one of the biggest benefits for most of the young people that we work with, is having a stable, caring adult in their life.</i>

Table 4b Quotes to support Theme 2 Setup and partnerships – Gateway staff at T3

Ref	Study ID	Quote
1	S6	<i>We probably overcomplicated things, in the sense that we had two partners delivering on the same programme, which can sometimes cause slight headaches and challenges around... [] I personally would have tried to get one commission service that delivered on both aspects, if that was needed, because that would have made life a lot, lot easier. It's like anything, the more people or strands that you bring into something, the more complex it's going to be, because ultimately, people have a view, don't they, and not everyone's view's the same.</i>
2	S3	<i>We've got three organisations that all have very different ethics and values, which is horrendous. It's really difficult. I think there's a level of cognitive dissonance from being a youth worker that has to work in a police station. I think that's always going to be strange... I think that some of the relationship issues have not been great there.</i>
3	S9	<i>At the beginning, there was so much friction, which isn't helpful for Gateway... I think now we've got a really good relationship with the navigators. We all work really well together and share exactly what is appropriate and what is right for the client. [] The navigators will call us before a group or email us, if they think there's going to be any issues or if someone's coming and there's something in their background we need to know about, or if they're dyslexic, or whatever it might be – that's really helpful.</i>

4	S11	<i>Over the past year, I personally feel like that is going really, really well. That's sorted: we know what we share, we know what we don't share, and we're all in agreeance (sic) of it.</i>
5	S9	<i>There were lots of young people that really were petrified of coming into a group. That was another area of conflict. Often, we'd get a phone call, especially at the beginning, from a navigator saying, 'Oh, no, they can't do groupwork.' [] This is an opportunity for us to show that the young person they can do this, so they could get a job with other people around because, look, they've just sat in a room with ten other people.'</i>

Table 4c Quotes to support Theme 3 Delivery – Gateway staff at T3

Ref	Study ID	Quote
Subtheme: Training		
1	N2	<i>We've had the opportunity, I would say, to pretty much undertake any training that we've been interested in that we found, which is great. I think I have about 60 things on my CPD portfolio just from this job of little things that we've been able to get involved in, and a really wide range of them as well, which has been great.</i>
2	N1	<i>...the only challenging thing is that in training, when they talk about services, or how to get people into support, a lot of it is targeted at under 18s, but we – we do a lot of our own research and looked into support services and things like that anyway, so it didn't hinder us really...</i>
Subtheme: Limitations of Gateway		
3	S2	<i>...young people, sometimes, surprisingly, don't read what they sign! They end up just signing something that just isn't in their best interest. I do not think that Gateway is in everybody's best interest. I think that for some young people, especially the ones that we're getting through for a very simple possession of cannabis, or something like that, actually, having to engage when they don't have really any support needs, they've got to then take time off work or shell out money to fulfil the conditions of their caution. I think that's just making their lives harder.</i>

4	S3	<p><i>That's very clear from the start, that this young person just made a mistake. Then I sit there and think, 'To then offer them a 16-week intervention programme, for something that was very small, very minimal, is actually very, very difficult for that young person.' []...it can be difficult too, when I get a young person and I think, 'Well, actually, this just isn't the best thing for you. You could have done, maybe, with just a standard caution and just doing a little drugs awareness course, because this is going to cause a bit more upheaval in your life than you probably needed.'</i></p>
5	S7	<p><i>The first issue is a lot of people sign things just to get out of custody. They might sign a Gateway conditional caution because they want to leave. They've been locked up for 13 hours and they just want out, so they'll sign anything. [] You say, 'Do you understand what you're signing?' 'Yes, yes, just let me go, I need a cigarette,' or whatever. [] Then they disengage. They never really intended to do what they were going to do. They just wanted to sign a form to get out.</i></p>
<p>Subtheme: LINX</p>		
6	HT2	<p><i>Then, we would talk to them about, 'That would be a really good thing to go back to your navigator about... They would be able to help you either work through that or get you into the right service to do that. How would you feel about that? Are you happy to talk to your navigator? Would you mind if I talked to your navigator?'</i></p> <p><i>...We would be throwing little things in there. They'd have a discussion about it. Then we would pull out of that the issues that they were sharing 'accidentally' if you like. Then, we would say, 'So, what you're saying is this is how this has impacted on you. That's really interesting. Have you thought about how that might impact on your crime?' We were trying to get them to make the links all the time to what was going on in their lives, so that we could help them.</i></p>
7	HT1	<p><i>...it's really hard actually. ...say you have two there that have a lot of ACEs, that maybe are quite disruptive, and have a lot of traumatic histories, and then you've got two that clearly come from quite good families. I think it creates a bit of a divide because they can't relate to each other. And generally, a lot of the issues that we speak about on the groups aren't completely relevant to the other two guys. So, yes, that's always a tricky one to manage. [] So, whether they relate to it or not, hearing other young people's stories and stuff of what they've been through, I think gives them a wake-up call as well, because they're probably thinking 'I haven't been through any of that,' like, 'I need to sort myself out' kind of thing.</i></p>
8	HT2	<p><i>For some of the young people that were, 'This is just a mistake', actually, seeing some of those other young people was like, 'Oh, my God. I need to think about this.' Also, for the young people that had had quite shitty lives, they were seeing something else that they could aspire to, sometimes. There were things, there were benefits. It's about how you facilitate that. If you don't facilitate it, right, you would have had plenty of opportunities where it could have kicked off.</i></p>

9	HT3	<p><i>I guess, ultimately, the decision should be made on efficacy, what works best for the individuals, because, if streaming participants leads to better outcomes, that obviously is what's best.</i></p> <p><i>Potentially, there is a missed opportunity by doing that, because, in society as a whole, we come across all types of people. Yes, it may make a facilitator's job more difficult... because they've got to juggle all these different balls. [] I think mixing people gives opportunities for people to mix with people from different backgrounds, to understand. Some of it is a case of, 'Oh my God, I didn't realise how bad it could be, and I don't want to be there'... Equally, it may give someone that kind of understanding that other people have really difficult lives and really struggle.</i></p> <p><i>From the other side, there is another opportunity. 'There is a life outside of what I know'. [] ...a council estate, they're like little villages and little universes in themselves. You may not go outside of that. So, the opportunity to maybe see someone who has different aspirations and different life experiences... As I said, ultimately, I think efficacy would be the main driver, but there is the potential of losing some of the nuances.</i></p>
10	HT1	<p><i>We did have a group once where they pretty much all had no real issues. Pretty much all in higher education and had literally just done something really stupid, like cannabis on them, or drunk and disorderly, or something like that. And they were like, 'None of this is relevant'. None of it was relevant.</i></p>
Subtheme: COVID-19		
11	N1	<p><i>A huge mental health crisis. I think that we've always seen a lot of young people with mental health issues, but actually it's, yes, pretty much everybody that is coming in, at the moment, is struggling in one way or another or reported that they struggled a lot more during COVID.</i></p>
12	L2	<p><i>I definitely think that COVID, the stuff around employment's been massively difficult for young people. Shut up and shut-in has been really difficult for young people and quite isolating. It's definitely had an impact. Certainly, I have heard lots of young people talk about the impact of their mental health around COVID. That's been an issue. That loss of connectivity, as well.</i></p>
13	L3	<p><i>It's trying to take out the bias, isn't it? There is a part of me that thinks everyone suffered, and there is this - I think if you get it, everyone has suffered. So yes, I think there are definite mental health issues. It's not group hysteria, is it, because it's not hysterical, but there is almost a group malaise about, everyone's enthusiasm has maybe taken a step down.</i></p>
14	N2	<p><i>Our young people with substance abuse issues or alcohol issues, that was massively heightened during the pandemic. A lot of them are coming off the back of that and trying to transition back into work. It's been really difficult.</i></p>

15	P1	<i>One thing we did notice, the amount (sic) of young people we picked up through the community resolutions and the conditional cautions when we'd suspended the project, so in the tight lockdown, it was all cannabis, cannabis, cannabis, cannabis.</i>
16	L2	<i>We seem to be getting more and more cannabis use coming through the door than we were having other things. At one point, in the summer, I think all bar one was charged with cannabis use.</i>
17	P1	<i>I mean, there wasn't the reoffending opportunities. If you're someone who's a habitual shoplifter and all the shops were shut... Crime rates are going to go down. If you're a drinker and the pubs are shut, yes, you can buy your alcohol (but it's probably harder to), if you're someone who's got a bit of a temper on them, if you've got no one to argue with, then, generally, your temper's a bit better. [] How do you measure reoffending rates during a lockdown? If you can't commit crime, you can't compare. That's for you guys to pick apart.</i>
18	N3	<i>Basically, they're at home, we've got COVID restrictions in place, and it's picking up the phone. They're in the comfort of their own home. [] So, on that aspect, I think it was easier to get the young people engaged. As soon as lockdown started to ease off, there was a big influx of young people disengaging. I think it was because, again, they were allowed out, they were out and about, they could do what they want, within regulations, obviously, and we lost a lot of people. Again, looking at the interventions that we did, I would say that they got, probably, just as good interventions during COVID as what they did out of COVID.</i>
19	P2	<i>Phone calls are okay, but I always think that... [] having a proper conversation, at least you've got that ability to see the individual, and it's a bit more personal than a phone call, where you don't even know if you've actually got the right person on the end of the phone.</i>
20	N2	<i>I think if we were working the same way that we did pre-COVID, and seeing young people face-to-face at that rate, and then we'd expanded, and we were expected to drive that much – I think it would have been hell. It just would have been way, way too much.</i>

Table 4d Quotes to support Theme 4 Clients – Gateway staff at T3

Ref	Study ID	Quote
Subtheme: Overall engagement		
1	P1	<i>I think our biggest breach is for engagement, generally if they're not going to engage, they don't engage from the start. You just don't get that engagement. Then, if they stop halfway through, it's probably because they've reoffended.</i>
2	N2	<i>In the actual work with young people, I think that's always going to be hard. We work with extremely chaotic young people, whose lives are all over the place, which is obviously the point, but it does just mean that they are hard to get hold of, hard to remain engaged. We're a service where people get referred to us, not because they want to, but because somebody has told them that they have to. I think that a lot of the time, a lot of our work is actually just building that rapport and getting to a place where somebody even wants to engage with us. Then that is abruptly cut at 16 weeks, which is never, and has never, been long enough.</i>
3	N3	<i>One of the major ones that I struggle with is engagement, and getting young people actually involved in the programme. A lot of the time, I struggle when we get the clients come through. To actually try and get in contact with them is very, very difficult. Sometimes that takes weeks and weeks on end. Phone numbers are constantly being changed. Sometimes when they even come through, they're not even the right numbers on - they're old numbers, and it's like, surely, you think somebody would check this, but they don't! I would say, probably, getting in contact with the young people, and keeping them engaged, has been difficult.</i>
Subtheme: Engagement with LINX		
4	N3	<p><i>It's the bane of our lives, getting these young people to the LINX programme. As soon as you say it's a group session, that's it, you've lost them. They are very against it. 'I'm not doing that.' It's a battle that goes on every single month, all the time, without fail. Numbers are very low for attending LINX. To be fair, that's probably a high percentage of our breaches, because they didn't go to LINX. Actually, I know from the young people that I've been working with, once you get them to that group session, it's such a fulfilment for them, because they never thought that they would be able to do that.</i></p> <p><i>I've had, for example, one young person that sticks in my mind. He was reluctant to go. He was not going, point blank. I actually arranged to meet him, and take him to the session, so he had someone that was a familiar face, to introduce him to young people. I stayed with him, just five, ten minutes, just so that he felt comfortable in the environment, and then I left. Afterwards, I then spoke to him and said to him, 'How did you feel?' He was like, 'I just feel like I got so much confidence from that.' He then went on to</i></p>

		<i>apply for jobs, because he felt comfortable, because he'd been taken out of his comfort zone.</i>
5	HC1	<i>It had to be over the phone, so it was a lot easier for people, and it was generally then one-to-one, or it was one-to-one when they did that. Group work is one of the biggest things. When you give out that on a conditional caution young people say, 'I don't want to do group work. I don't want to do group work...' Generally, if the navigators get them there, they don't mind it. If they don't get them there, they're not ever going to experience that group work. The ones that didn't want to do it in the first place, but the navigator said, 'Right,' or even drove them there, once they did it, they were like, 'Oh, it's not that bad. Actually, I did learn a bit, and there's more people out there like me than I thought.'</i>
6	HT1	<i>Sometimes what I was doing with over-the-phone was almost mirroring what the Navigator was doing... We found that too many phone calls, and too many people involved, doing similar things, was a bit much.</i>
Subtheme: Attitude towards Gateway		
7	HC1	<i>I think maybe some - I don't think we've had it, but - someone might think, 'Oh, I'm working with the police. I don't want other people to know that I'm on Gateway because it's a police-led project...' I don't know, if you're someone that is dead against the police, you're probably unlikely to take Gateway because you'd just think, 'I'll go to court, thank you very much...' There may be some hardened criminals who think, 'You know what? It's time I changed. It's time I got some help.' Some people might just not want that association with the police, but I haven't really heard that that's a massive issue. I think if they didn't want that, they'd say no to the Gateway conditional caution, and they'd say no at the custody phase.</i>
8	HC2	<i>I don't think, because of the type of people that we recruited, they are naturally going to be the individuals that have that kind of issue. They're very often low-level first-time offenders. If you were talking about the ones that we discussed at the start, around the one that was slightly more needy, in terms of the amount of intervention, then those types of individuals, because of the lifestyle and cycle that they are in, that may present as an issue for them. They could be perceived as being a grass, or assisting the police, and everything else.</i>

Table 5a Quotes to support Theme 1 Aims and benefits – Gateway recruiters at T3

Ref	Study ID	Quote
1	R13	<i>My understanding was that it aimed to break the cycle of offending, or reoffending, particularly with younger people where there might be an opportunity to break that cycle before it's too late, by offering an alternative to sending them to court and being dealt with that way.</i>
2	R9	<i>'...not only reflect upon what they've done, what they've admitted to doing and the consequences of their actions – not only towards the victim, but towards the victim's family, but also the offender and his or her family, how they're going to look upon them.'</i>
3	R8	<i>'In our training that we had for Gateway, it was explained that it was going to be aiming to assist the young offenders to better their life in terms of accommodation, getting bank accounts, applying for jobs and just all of the day-to-day tasks that people do but they might find more difficult or not have access to for whatever reason. Yes, that's how it was - and they would get a one-to-one person that they could speak to.'</i>
4	R9	<i>'Getting anger management courses due to violence issues, relationship issues and looking at domestic violence, coercive and controlling behaviour, all those kinds of aspects. If we can educate people out of that for them to understand what their actions or the consequences of their behaviour towards somebody, hopefully that will aid in reducing it further on in the future.'</i>
5	R2	<i>'Get them when they're younger. Let's try and prevent them from being that career criminal'.</i>
6	R1	<i>I think it was targeted at that age group because they were the most easy to influence. I think after 25, it's harder to change someone's behaviour, and before 18, they're a juvenile anyway, so they're dealt with by YOT (Youth Offending Team)...</i>
7	R4	<i>'I think, providing the suspect is willing to engage with the support agencies out there to help, and they're willing to learn and reflect on their behaviour, I think it's a good way for them to learn... Obviously, it's a bit of a toss of a coin whether they're going to engage or not. If</i>

		<i>they don't engage, then it's kind of on them, and I think it's right that they've only got one chance.'</i>
8	R5	<i>Nicking people is expensive. A lot of time and effort goes into it, whereas if you aren't getting nicked and you aren't out committing crime, that would be much better overall for everyone.</i>
9	R7	<i>...the idea being that we'd address the reasons for their offending, then they would never offend again, and that would ultimately be better for them, and save the criminal justice system a fortune long-term.</i>

Table 5b Quotes to support Theme 2 Recruiting: barriers and enablers – Gateway recruiters at T3

Ref	Study ID	Quote
Subtheme: Time		
1	R7	<i>A fear around some of the bureaucracy, and how time-consuming it was to get consent, do the randomiser, and then get it back and say, 'Oh, sorry, you didn't make the cut.' So, anything that is deemed to be time-consuming or bureaucratic quickly goes in the 'too difficult' box.</i>
2	R13	<i>...it's a pretty full-on day here, and if in the middle of that - you're literally against the clock in terms of the custody clock ticking, and if in the middle of that somebody says, 'Have you considered Gateway?' and you go, 'Oh, no, I haven't. I've now got to go back and remind myself what that's all about and whether it's appropriate, and things like that.) I think there's probably a few times where I've thought, 'Oh, it's another thing to think about.'</i>
3	R8	<i>Sometimes, when you know the custody sergeant is about to change over shifts, or they've been in custody for 22 hours or something, their time is running out, and the sergeant just wants you to go to the cell and get that decision, that answer. Then yes, you wouldn't be able to then go up to your desk, find the forms, print them off, and then take them back down to sit through and have the time to explain it fully.</i>
Subtheme: Knowledge		

4	R9	<i>'It's just with the out-of-court ones there are so many different options to choose, it's trying to remember...'</i>
5	R9	<i>I think, what we've found, and certainly my colleagues have made mention of this in the last six months, is that where we've now got quite a few different disposal outcomes: Gateway, WaDE, your conditional cautions that have got lots of different outcomes linked to them, drink, drug courses, it's trying to remember when you get to a disposal decision which ones to go for, and quite often we've forgotten about, 'Oh, there was that Gateway we could have gone for.' We will get a reminder email from the Gateway SPoC (single point of contact) saying, 'Oh, we've seen this person. She was eligible. He was eligible, and why didn't you do it?'</i>
6	R1	<i>Everyone's very, very new, and it might be in essence in the future a bit of the blind leading the blind because all the experience is going to disappear.... I was still quite new, still learning my basic job. To start talking about the nuances of different cautions we could give just went straight above my head for the most part, as I was still learning...</i>
Subtheme: Training		
7	R3	<i>I can't remember really having any formal training. I think as with most things, we are sent an email to say, 'This is what we're going to do now.' I don't remember there being any formal training.</i>
8	R3	<i>If the scenario arises, for example, if we've got a young person, and they're eligible, it is literally: go on the Intranet and follow what we have to do. I don't think there was any lead person or SPoC, a point of contact for it. It was literally, 'Oh, they're eligible for this Gateway programme. Let's read the step-by-step guide on what we have to do with them'.</i>
Subtheme: 'Selling' Gateway		
9	R8	<i>In terms of what they could expect and what the two sessions would involve, we couldn't really give them much in relation to it. When they said, what would it involve, we're like, we don't really know...</i>
10	R12	<i>It just really depended on what your subject was like on the day. Some of them really don't want anything to do with us, and anything that we</i>

		<i>do say they completely ignore or feel that we're just trying to catch them out or things like that. I don't think it would be from the officers' side, I think it would be more from the DP side, the detained person side.</i>
Subtheme: Barriers for young people		
11	R9	<i>Imagine if you lived in the middle of the forest, New Forest and you've got to go to Southampton. That's a train ride... It would take ages on the bus, but that sort of thing is just going to take all day to go to and probably cost them quite a bit of money.</i>
12	R8	<i>I think it sounded too much involved, he just wanted to go to court and get his punishment, and he didn't want to have to worry about doing it within the 16 weeks and having to contact people. I think he had quite a hectic lifestyle, so it would have been quite difficult. Ultimately, it would have been ideal, but, you know...</i>

Table 5c Quotes to support Theme 3 Processes and systems – Gateway recruiters at T3

Ref	Study ID	Quote
Subtheme: Timely guidance		
1	R7	<i>You've got RMS, which is our main computer system we use for everything, and they can type a message on the crime report on RMS, just to say, 'Have you considered Gateway?' or something similar. That would bring it to the person's attention, but I don't necessarily remember seeing any of that.</i>
2	R5	<i>On a custody record... adult conditional caution was near the top, and most people would gravitate to that, but there was one for Gateway caution a bit further down. So, instantly, the eye is drawn to adult conditional caution, so, you went straight to that one, but if there was a dialogue box that would pop up and say, 'This person is between the age of 18 and 24. Have you considered a Gateway caution?' that might have prompted people to go, 'Ah yes, I forgot about that.' That might have increased the amount.</i>

3	R1	<p><i>In my opinion, it probably wasn't worth leaving in our hands to decide. An essential decider to do it would make life a lot easier, because it's just a small part of our job - when we're dealing with a whole million other things, it's an easy thing to miss off... I think I only had one email to say I missed someone who could have done it. In the whole time of the study, I had one eligible person that I didn't put through. Which, in the grand scheme of things, when I'm doing about three or four jobs a day, so responding to three or four incidents a day, and I get one in the course of about two years that's eligible, it's such a small number of what I'm dealing with, that it's quite easy to forget about in the time.</i></p>
<p>Subtheme: Complexity</p>		
4	R4	<p><i>I think certainly from a processing point of view, Gateway seems one of the easiest cautions to have put through. Like I say, everything was all in one place. It was all signposted, who you need to speak to. One of them I wasn't sure if it was going to be a goer or not, so I was able to email the relevant PS straightaway to find out what it was. They came back with really helpful advice on everything, so certainly Gateway has been one of the easier ones to process... Some of them are a lot more in depth; there's a lot of extra forms and a lot more grief! No, Gateway has been really good.</i></p>
5	R10	<p><i>I know that there was some confusion over who did what element of the Gateway caution - as to who decided it, who spoke to the subject to see if they were willing to engage, that sort of thing. That wasn't clear, not from the information that I was given.</i></p>
6	R4	<p><i>I think it's one of the easiest pages that I've found; literally you just typed in Gateway, and it'd come straight away... Certainly for Gateway, everything was on one page - which is ideal, really, if you've got one page to go for everything.</i></p>
7	R8	<p><i>So, there was different links for different things, so it'd be like, in order to generate the password or generate the answer, click this link. To fill out the form, click this link. To find out what the process is on what you have to do on RMS, like tasking people etc., click this link. There would be lots of different links. If it was all on the one link, on the one page as a process that you walk through, I would have found it a lot easier, yes.</i></p>

Subtheme: Physical locations

8	R8	<i>Yes, it's separated by floors and lots of doors that you have to go through. Yes, I mean, for me, to leave custody, go and print it off and come back would probably take 15-20 minutes in total. Not just because of the distance, but because of the systems and logging back on to my laptop takes a while and then printing it off. Yes, it can be trying sometimes and makes things a lot more difficult.</i>
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9	R2	<i>Once we'd spoken to the custody sergeant and they were happy to authorise a conditional caution, more specifically the Gateway one, we would then have to go print off from our computer upstairs and the consent form and the research form. Come back down, go speak to the suspect, get their approval with it, and then go back upstairs after they've signed everything, put them through the random generator to see if then they were allowed to use it. If they were or not, go back down, tell them, 'Yes, you've been accepted' or 'No, you haven't,' and then they get a little bit annoyed when you say, 'You haven't', because then they get a different caution. Then explain to custody, 'Yes, they've been authorised,' and then you have to scan all the documents in to show that, yes, it's all legit, and then go back upstairs and write everything.</i>
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Subtheme: Randomisation

10	R12	<i>I would say there was probably a little bit of an issue around the randomiser aspect, because sometimes we had to, not sell it, but just talk to them about it, they're expecting to be signed up to this process, although we've already told them it's 50/50, we have no control over it. Then to go through all that and get the consents and stuff, and then to be told, oh, no, sorry, you're not on that one, you're on a different one, I think some of them were a little bit disappointed by that, but it was 50/50, they were told from the outset.</i>
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11	R7	<i>I don't think the process was difficult. It seemed convoluted, and I understand some of the reasons for that, in terms of the randomiser and the consent we had to do. It just felt a bit like, right, you need to speak to your person, tell them about Gateway - so basically, you've got the option of potentially not going through the criminal justice system, and having this really great bespoke package done for you. 'So sign here to say that you'll be considered, or you might not just get it, after we've told you all about it and asked you to sign here. Then we'll put you in a randomiser, and we'll tell you afterwards,</i>
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	<p><i>after you've signed this consent form, whether you're going to get it or not.' It just seemed very bureaucratic and clunky. I understand the need for control groups and things like that, it just seemed very clunky, in terms of the way we had to deliver it operationally.</i></p>
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