

# **Service Design in Criminal Justice: A Co-production to Reduce Reoffending**

**Nicholas de Leon, Birgit Mager and Judah Armani\***

**Summary:** This article provides an overview of a project undertaken with the UK prison service that uses music to help reduce prisoners' anxiety and stress, and assists prisoners in taking control of their future by developing skills, providing employment and supporting them on release. The project, which is a record label called InHouse Records, was co-designed with prisoners and the Royal College of Art. It now operates in four UK prisons and is demonstrably improving prisoners' behaviour. InHouse Records is encouraging prisoners to recount their experiences through restorative storytelling and helping to build skills for the future to improve opportunities for employment and reduce recidivism. It is an example of service design being used to co-create a service for prisoners, with prisoners, and is demonstrating the value of design-led innovation to tackle complex social issues.