



HMPPS

Resettlement and Pre-Release Planning Guidance Document

Version 2

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1	June 22	
2	September 22	<ul style="list-style-type: none"> • Para 3.3 – additional information included about the roles and timing in the BCST process • Para 3.3 – additional information about safeguarding procedures • Para 3.5 - additional information about the Category D / Open estate • PSO Roles and Responsibilities updated to the to include additional information about safeguarding • Removal of the Short Sentence Function Appendix. This information will be included in the new Sentence Management Policy Framework

1. Introduction

Resettlement covers a broad range of services but for the purposes of this pre-release guidance we have defined it as the following:

- People in prison are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively.
- They are prepared for their release back into the community and post release in the community
- They are supported to maintain and develop relationships with their family and friends.
- The Offender Management Act 2007. Section 1, (2)(b), sets out Probation Purposes including assisting the rehabilitation of offenders who are being held in prison.

Under the Probation Reform Programme, the approach to how we provide resettlement services has changed. When the NPS and CRCs unified to become the new Probation Service all CRC contracts ended (including the requirement to provide against the previous Through the Gate (eTTG) specification) and responsibility for delivering resettlement activity transferred to the Regional Probation Directors (RPDs) and to Commissioned Rehabilitative Service (CRS) providers, commissioned by RPDs.

This guidance is designed to support the new Pre-Release Policy Framework which replaces AI 05/2018 / PI 07/2018 - Through the Gate (TTG) Instructions and Guidance on Schedule 7.

The guidance will provide a greater level of specificity in relation to the role of the pre-release teams, the 'in custody' pre-release service.

OMiC will continue to be the model and process for managing cases during the custodial part of the sentence, for Prison Offender Management work and for making links with Probation Practitioners (COMs). This document is aimed primarily at pre-release staff and their colleagues working in a custodial setting where the OMiC terminology is more familiar therefore for the purposes of this document the Community Probation Practitioner is referred to as the Community Offender Manager (COM).

2. Background

Our approach to pre-release preparation is intended to address the issues identified in Her Majesty's Inspectorate of Prisons/Probation (HMIP) reports on resettlement and Through the Gate services. The approach aims to retain and build on good practice. It also takes the lessons from the eTTG evaluation to enhance release planning services, ensure alignment with other key programmes, remove duplication and focus on supporting individuals to achieve outcomes in the communities where they are released, enabling transition from prison to community.

Our approach means that people held in either the women's estate, resettlement or non-resettlement prisons (trainer prisons following reconfiguration) will be able to access

interventions¹ delivered in the community to support achieving outcomes, with information provided via a resettlement pack, including appointments arranged with local providers. The Probation Service and Commissioned Rehabilitative Services (CRS) providers work to place the transition from prison to community at the heart of services.

3. Pre-Release Activity

3.1 Definition of Pre-release Activity

Within the overarching definition of Resettlement, release planning delivers pre-release and post-release activity from probation practitioners delivery partners and partner agencies, supports non-convicted people in prison and provides a bespoke approach to release planning for women released from prison. Thereby ensuring that all people who are moving from custody to the community have access to the appropriate interventions.

3.2 Objective of Pre-release Activity

All people in prison will have the opportunity to maintain and develop appropriate community ties and to prepare for their release. Resources across Prison and Probation services will be targeted on the basis of an assessment of risks and needs and directed towards reducing the risk of reoffending and risk of harm.

Prior to release, sentenced people in prison will have a plan for addressing outstanding rehabilitation needs, which is managed in partnership with the COM. Contact before and after a person's release will be related to the individual's specific requirements and what support they need to enable them to settle back into the community.

Commissioned Rehabilitative Services (CRS) provide delivery of resettlement and pre-release interventions. These services will support sentence management activities completed by the Community Probation Practitioner (COM) and pre-release staff in the prison.

Unconvicted people in prison will be offered help in preserving accommodation and employment, pursuing legitimate business interests, maintaining family and community ties, and applying for bail. Information will be made available to them on sources of advice and assistance with regard to accommodation, employment, benefits and other financial matters, legal aid, and applying for bail.

3.3 The Role of Pre-Release Teams (roles and responsibilities in Appendices 1, 2 & 3)

In order to successfully achieve the new approach, pre-release teams, prison staff and the Offender Management Unit (OMU) will need to work closely with COMs and the CRS suppliers to ensure efficient and effective processes are in place to access people quickly,

¹ Commissioned Rehabilitative Services have been established in all areas except Greater Manchester and women's service in London. In Greater Manchester, services will be co-commissioned services with Greater Manchester Combined Authority. In London, co-commissioned women's services with the Mayor's Office for Police and Crime will be in place.

no matter which prisons they are located, including geographical location (local area, out of area), in a resettlement prison or a non-resettlement prison.

All resettlement prisons including locals and the women's estate have an embedded pre-release provision (managed by or otherwise linked to a Probation Delivery Unit (PDU). Where embedded staff will not be in place alternative arrangements must be agreed by the senior operational leads from prison and probation (RPD and PGD).

The embedded pre-release teams will provide immediate resettlement needs and pre-release support for all people in prison **including the unconvicted**. The minimum will be to assess under BCST2 and undertake specialist immediate needs work around accommodation and debt.

Teams will also provide a pre-release service **for out of area people in prison**. The minimum will be to assess under BCST2, undertake specialist immediate needs work around accommodation and debt, liaise with the COM or Short Sentence Function (SSF) as allocated and provide a point of contact for CRS suppliers seeking to engage with the individual.

Pre-release activity for convicted and unconvicted people in prison will include the following stages (Full details of the pre-release tasks can be found in Appendices 1, 2 and 3 of this document):

- The BCST 1 will be completed by a Band 4 Supervising Officer within 72 hours of reception.
- The PRT will complete BCST2 for all prisoners (including high risk) within 5 working days of receiving the completed BSCT1.
- The PRT will complete post BCST for all prisoners (including high risk) assessment follow up work (Ongoing)
- The PRT will complete pre-release planning activity (12 weeks prior to release) for medium and low risk people in prison.

Those assessed as high risk will usually be subject to longer sentences and be managed under OMIC. This includes an allocated POM who will provide support during the custodial period and a COM who will be a point of contact before handover between POM and COM at 7 ½ months. High risk cases will be managed through OASys with pre-release activity the responsibility of the COM. Some high risk cases may receive short sentences however responsibility for pre-release planning still sits with the COM. The COM can refer to the PRT to complete a CRS referral as required, where this happens agreed tasks must be recorded on nDelius.

For individuals in the parole process, a check in advance of potential release date to confirm the release plan in place would include the same activities set out in Appendices 1,2 and 3 and appropriate.

If there are any concerns about prisoner safety, if there are any risks to themselves or others, PRT will contribute to safeguarding in custody by sharing information with the POM or directly with prison safety or safeguarding teams. PRT should also open an ACCT if they think it's necessary. The POM will be responsible for handing ACCT information over to

probation services based in the community. Where a POM has not been allocated PRT should share information directly with the COM.

The full resettlement approach is dependent upon an increase in Probation staff and will not be implemented until they are in place. In the interim:

- There is variation in what activity COMs complete pre-release and the point at which they are allocated to a person in prison.
- Pre-release staff based in resettlement prisons will continue to assess immediate resettlement needs and could continue to formulate/deliver a pre-release plan for medium and low risk prisoners using BCST 2/3.
- In order to ensure risk and needs decisions are aligned, communication with COM is crucial.
- COMs continue to lead on risk management on licence and must be involved in decisions for accommodation, employment and other services provided in the community.

The positive joint work with COMs will continue and be enhanced. Over time, as more probation staff are recruited, the pre-release model will be implemented in full:

- The COM will be the lead for release planning activity and will be supported by the Pre-release Team and the POM. POMs are responsible for supporting the COM in the sentence management work.
- Pre-release teams will be providing immediate resettlement needs and pre-release support for the unconvicted and for out of area cases. The minimum service is to identify and action any immediate needs in preparation for specialist support via Commissioned Rehabilitative Services (CRS).
- Pre-release teams will liaise with the COM or Short Sentence Function as allocated and provide an important point of contact for CRS suppliers seeking to engage with the individual. For out of area cases this may also include co-ordinating COM and CRS visits to the prison.
- Pre-release staff in prisons will have a continuing role to play in ensuring that COMs are kept informed of a person's progress in prison.
- The COM will continue to complete preparation for the release of MAPPA cases. The duplication in the system will be removed as COMs become increasingly responsible for pre-release activities, working with people in prison whose sentence they will be responsible for managing post release.
- COMs, pre-release teams and OMUs can access updated process maps in Equip which provide clarity over roles and responsibilities.

3.4. Non-Resettlement Prisons

The approach across non-resettlement prisons is varied and includes either an in-reach pre-release model or pre-release staff embedded within these prisons. For prisons with an in-reach approach the service will include:

- Completing BCST 2 and pre-release planning on behalf of COM where required
- Providing a contact point for out of area COM
- Facilitating out of area CRS contact on behalf of COM

Where the pre-release team are embedded in the prison they will also act as a link worker between the COM / CRS and internal prison support services focussing on low and medium risk people. All other engagement with the prison / OMU should be done by the COM.

3.5 Category D / Open Prisons

Under the resettlement model the priority function for the Pre-release Teams is to support people when they are first received into custody from the courts, providing assessments of immediate resettlement needs etc. Because category D prisons will not receive directly from the court the pre-release planning activity should be provided by the POM and COM. For out of area cases the responsibility for release planning sits with the home responsible COM. In some prisons Pre-release teams will be able to provide in-reach service to support the out of area COM

3.6 Wales Early Adopter Resettlement Model

In December 2019 Wales unified their Offender Management services meaning that OMiC is levelled up and COMs are responsible for all cases at 7.5 months to release (for sentences of over 10 months left to serve). The Early Adopter Resettlement Model in Wales for Welsh men started at the same time, differs from the national framework in the following areas:

- BCST 2 and 3 assessments are no longer used to assess immediate resettlement needs and inform pre-release activity,
- Rather, a Guided Interview document is used by resettlement probation practitioners which informs the completion of an OASYS layer 3 completed by the COM.
- BCST2 remains in use for out of area and unallocated remand cases.
- In Wales the CORRE Hub (Centralised Operational Resettlement Referral and Evaluation) is used to ensure timely referrals to CRS providers and other agencies as required by the pre-release plan, COMs do not refer direct using the Refer and Monitor tool.

3.7 Yorkshire and the Humber (Y&tH) Early Adopter Resettlement Model

As an early adopter region, Y&tH designed a hybrid approach to delivering pre-release and short sentence function services which saw the development of Community Integration Teams (CITs). The CITs are based in the reception prisons in the region and in the Probation Delivery Units.

- The Community based CIT are responsible for managing short sentences (under 20 months) and the IOM cohort.
- The CIT based in prisons are responsible for delivering day 1 activities as outlined in the Target Operating Model (BCST2 assessments, low level finance benefit and debt advice, services to the unconvicted and services to women). In addition, the custody-based teams complete CRS referrals on behalf or in collaboration with the COM.
- Prison based CITs work collaboratively to co-ordinate pre-release planning and support COMs to plan the person in prison's resettlement plan.
- The model also aims to deliver in-reach pre-release activity in resettlement prisons in order to assist and support the COMs prepare the person in prison for release.

4. Offender Management in Custody

4.1 Definition of Offender Management in Custody

OMiC looks to place Offender Management at the heart of what we do, in order to drive a rehabilitative culture to support more effective and long-lasting positive outcomes for prisoners.

4.2 Objective of OMiC

OMiC envisages that everyone in prison should have the opportunity to transform their lives by using their time in custody constructively to reduce their risk of harm and reoffending, to plan their resettlement and to improve their prospects of becoming safe, law-abiding and valuable member of society.

This is being achieved through:

- Providing significant investment so that front-line staff can focus on building relationships with prisoners to support them to change their lives by introducing key work in all male closed prisons
- Moving responsibility for case management into the prison for the duration of the custodial period for prisoners serving longer term sentences
- Prioritising the allocation of resources for case management based on risk, sentence length and complexity
- Ensuring staff delivering case management work are suitably skilled and supported
- Delivering a bespoke offender management model for women based on the different challenges and opportunities in the women's estate.

4.3 OMiC Key Roles and Responsibilities

The role of OMiC is very different to that of the pre-release teams or the CRS.

OMiC has introduced the following roles in prisons:

- Key Worker: the purpose of key work is to promote relationships that are rehabilitative and constructive between staff and individuals in establishments. The aim is to foster positive behaviour through pro-social modelling, dynamic security, fairness, decency and guidance. The use of key work encourages individuals to identify their strengths and support them in addressing needs which are linked to their offending behaviour or lifestyle.
- Prison Offender Manager (POM): responsible for assessment, sentence planning, reviews and the delivery of other case management tasks. The POM also provides support to the COM by delivering specific tasks such as Home Detention Curfew and Release on Temporary Licence assessments and preparation for release.
- Head of Offender Management Delivery (HOMD) – Senior Probation Officer: a key strategic partner to the Governor and leading the work in the Offender Management Unit. The HOMD is fundamental to the success of both implementation and quality of the delivery for both key work and case management.
- Head of Offender Management Services (HOMS) – Prison Service Manager: responsible for managing the Offender Management Unit and its work to support OMiC.

4.3 Remand prisoners

Remand prisoners receive key work. Other tasks delivered to remand prisoners include:

- Public Protection Screening
 - Bail tasks
 - Basic Custody Screening Tool 1 (BCST1) – completed by the B4 Prison Supervising Officer (not a POM)
 - Basic Custody Screening Tool 2 (BCST 2) – completed by pre-release teams

4.4 Sentenced prisoners

Under the OMiC model the type of case management service an individual receives is dependent on risk, need, complexity, time left to serve and sentence type. The work can be undertaken by an Offender Manager based in prison or the community. Those individuals who have more than 10 months left to serve at the point of sentence are case managed by a prison-based Offender Manager (POM). A COM is allocated pre-release. Individuals with 10 months or less left to serve at point of sentence are case managed by a COM, with support provided by a POM. (This is applicable to legacy NPS cases only – legacy CRC cases will continue to be managed by the prison until 12 weeks pre-release until OMiC levels up.

All sentenced individuals will receive a risk assessment. The type of assessment is dependent sentence type, level of risk, need, and time left to serve. All individuals eligible for interventions will be assessed for their suitability, either through a full OASys assessment for eligible cases and through a revised OASys referral for those that do not require a full assessment.

Additional case management tasks are delivered to all cases with the exception of individuals serving under 10 months, or males in the closed estate with up to 48 months left to serve at sentence who are low risk of serious harm.

- Full OASys risk assessment
- Offender Personality Disorder Screening and associated tasks
- Sentence plan and sentence planning meeting
- Indeterminate sentence post sentence work
- One to one supervision

5. Commissioned Rehabilitative Services (CRS)

5.1 The Role of Commissioned Rehabilitation Services

The new Commissioned Rehabilitative Services (CRS) contracts are designed to support people in prison and those subject to Probation supervision in the community address the needs linked to their offending and to achieve the stability they need to do so. Those services which are currently delivered pre-release: the Accommodation, Social Inclusion (a pathway within Personal Wellbeing which offers mentoring through the gate) and Women's services, will continue post-release and attendance at appointments with CRS Suppliers will be part of mandatory Licence conditions.

This continuity of support is a key element of the CRS provision. All eligible cases will receive support prior to release which will be delivered by Providers based in the areas to which they will return.

CRS Accommodation Providers, or women's providers delivering the accommodation pathway, will deliver pre-release support to all people in prison whether released from a resettlement or non-resettlement prison. However, those CRS providers actually based within a resettlement prison will be working with those who will be released to that area. For people being released to areas outside of this geography or released from non-resettlement prisons, this support will be delivered via visits or by phone/video rather than by staff based in the prison. Contact with out of area CRS providers will be facilitated by pre-release teams embedded in resettlement prisons in consultation with the COM.

For men's services, for those serving a short custodial sentence, COMs should seek to make one referral which captures immediate accommodation needs at the point of reception and potential pre-release needs. For those serving longer sentences it may be necessary to make one referral to address immediate accommodation needs at the point of reception and a subsequent referral to capture pre-release accommodation needs once known. The COM will be responsible for the CRS referral in line with sentence planning to include the CRS provision that is needed pre and post release. Pre-release teams can support the transaction of this activity when required. Note - CRS referrals cannot be made by POMs.

Women's CRS has been commissioned as a holistic service, meaning one specialist provider will work with women on all their identified needs (ETE; Accommodation; Finance, Benefit and Debt; Dependency and Recovery; Emotional Wellbeing; Lifestyle and Associates; Social Inclusion, and Family and Significant Others). Only Accommodation and Social Inclusion will commence pre-release. When a woman is referred for Accommodation and/or Social Inclusion pre-release, is serving a short sentence, and has additional identified needs which will be addressed after release, these should all be included in the same, single referral. The Provider will not start working on these additional needs until the person is released.

If the woman is serving a long sentence, it may be necessary to make one referral to address immediate accommodation needs at the point of reception and a subsequent referral to capture pre-release accommodation needs and other post-release needs once known. The COM will be responsible for the CRS referral in line with sentence planning to include the CRS provision that is needed pre and post release. Pre-release teams can support the transaction of this activity when required. Note - CRS referrals cannot be made by POMs.

To learn more about the CRS Services in your area, or to make a referral, please access the Refer and Monitor Tool and supporting Guidance on Refer and Monitor. The latest CRS updates can be found at <https://welcome-hub.hmpps.intranet.org.uk/my-work/my-service/interventions-unpaid-work-and-crs/commissioned-rehabilitative-services/>

5.2 How to make a CRS Referral

Following completion of the BCST2 assessment (immediate resettlement needs and pre-release planning) the pre-release team will consult with the COM and advise of identified resettlement needs. The COM will be responsible for the CRS referral in line with sentence planning to include the CRS provision that is needed pre and post release. Pre-release teams can support this activity when required. Note - CRS referrals cannot be made by POMs.

The summary of the Mentoring (Social Inclusion) and Accommodation CRS in custody and community, is available on the My Learning Platform:

CRS providers can only work with individuals who are referred to them via the Refer and Monitor Tool. When making a referral pre-release, the COM / pre-release team must inform the CRS provider of:

- Name of prison where person will be released from (if known)
- Current prison name
- PDU area for release (or London borough)
- Date of expected release / HDC Eligibility
- Prison Number / Reference
- Prison Visits Phone Number.

There is work underway to include this information in Refer and Monitor, but in the interim please include in the 'Further Information for the Provider' Free Text box.

5.3 Mentoring

Personal Well-Being Providers will deliver an in-reach mentoring service to prepare people for release and to build a relationship with the mentor who will continue to support them post-release. This will be via visits or phone/ video contact and will be available to eligible cases whatever type of prison they are in.

5.4 Accommodation

CRS Accommodation providers offer specific support to people entering custody, who need help to close or maintain a tenancy. Subsequent work is focussed on the person's release, on the date the custodial element ends or the Home Detention Curfew Eligibility Date, whichever is earlier. Accommodation activities can start before release, continue 'through the gate' and into the community where the person is resettling, until the Accommodation Outcomes stated in the referral from the Probation Practitioner (PP) are achieved.

CRS Accommodation providers have staff who are physically present in all prisons across England and Wales with a resettlement function. In these prisons CRS staff will deliver activities to the people being released into the same region where the prison is located once they have received a Referral.

The CRS offer is different across the women's estate. All women's prisons have a resettlement function, so will have Women's CRS providers present in them. Details of Women's CRS services

can be found in Appendix 5. For women who are released out of their geographical area they may need to access CRS services from providers based in their home area. In these circumstances the pre-release teams will be able to provide a point of contact for CRS suppliers seeking to engage with the individual.

For people who are being released from specialist prisons, prisons that do not have an official resettlement function, or are located in prisons that are not in the same region as their intended release address ('out of area'), they will still be eligible to access the same Accommodation activities from the providers delivering CRS in the region they intend to return to on release. There are likely to be differences in the *methods* by which the activities are delivered to people in prison – often the engagement will be remote, with providers using letters, Email a Prisoner, telephone and, where available, video conferencing, to engage with people preparing for release. This is because CRS providers may not reasonably be able to travel to meet people face to face in prisons across England and Wales, outside of the areas they are contracted to deliver services.

For people who are being released from specialist prisons, prisons that do not have an official resettlement function, or are located in prisons that are not in the same region as their intended release address ('out of area'), Pre-release Teams (either embedded or via an in-reach provision) will be able to provide a point of contact for CRS suppliers seeking to engage with the individual. However, once contact has been established between the person in prison and the CRS provider it is not the pre-release team's responsibility to make the arrangements for CRS to visit with them (either in person or via video link), this can be arranged directly between the CRS provider and the prison.

CRS Accommodation providers work with many partner agencies to address housing needs and will assist COMs should they undertake a Duty To Refer application (England) or Application for Assistance under the Offender Pathway (Wales) for someone at risk of homelessness on release. In some probation regions CRS are directly undertaking the application where this fits the local need and is agreed with the Local Authority.

It's important for COMs to be aware of the additional Accommodation support services available in prisons (these can vary by region and establishment), including:

a) Community Accommodation Service – Tier 3 (CAS3)

CAS3 is a ground-breaking new service, launched in July 2021, which provides a pathway for tackling homelessness for prison leavers, and those moving on from Approved Premises (AP) or the Bail Accommodation and Support Service (BASS). Prison leavers are offered temporary accommodation and support for up to 84 nights, together with assistance to move into settled accommodation. The service takes account of the needs of women, including those with complex needs and accommodation provision is dedicated to single gender usage as required.

During 2021-22, the CAS3 service is operating in five probation regions:

- Yorkshire and the Humber,
- North-West
- East of England,
- Kent, Surrey, and Sussex and
- Greater Manchester.

We have committed to expand delivery of CAS3 across England and Wales in the Prisons Strategy White Paper. Procurement will launch later this year, with delivery in the remaining regions commencing by the end of the calendar year.

Whilst in CAS3 temporary accommodation, support is provided by the accommodation supplier to assist the prison leaver maintain the temporary accommodation and to support move on into settled accommodation. The support worker is required to have weekly contact with the prison leaver and to provide regular updates to the COM). This support is intended to be complimentary to the targeted support delivered by the COM and the Commissioned Rehabilitative Services (CRS) and must form part of resettlement planning. All CAS3 referrals should be shared with CRS accommodation services. Referral process along with roles and responsibilities are set out in the [CAS3 Operational Guidance](#) available on Equip.

b) Housing Specialists

Housing Specialists are currently in post in 20 prisons and will be expanded to 48 posts across prison groups from late 2022. Probation Practitioners can check if the prison has recruited a Housing Specialist by liaising with prison-based colleagues. Housing Specialists support prison Governors and other housing stakeholders, including Local Authorities, Prison Service and Probation Service to deliver a coordinated response to improve accommodation outcomes for men and women leaving prison. They are identifying underutilised housing routes and exploring ways to maximise existing provision. The Housing Specialists are also developing and delivering training to people in prison and prison-based staff on housing rights and legal obligations. In regions where the Community Accommodation Service – Tier 3, temporary accommodation service is operating Housing Specialists work with the Homelessness Prevention Teams to support the delivery.

Housing Specialists provide strategic support, they do not address the individual housing needs of people in custody.

c) Co-Financing Office (CFO) – CFO3 and CFO Activity Hubs

CFO delivers to individuals in custody and the community and aims to move people closer to the labour market by addressing specific issues and providing support in a range of areas – this may include accommodation support depending on the needs of the individual. All CFO activity is non-enforceable and CFO targets those furthest away from mainstream activity. Although CFO3 and CFO Activity Hubs are not targeted to provide specific accommodation assistance, CFO providers can support an individual to resolve issues and can make referrals to enable them to access accommodation provision. Both CFO programmes complement Probation delivery and can be used as a resource for COMs.

There are currently 2 programmes running:

CFO3

Delivered in both prisons and community, CFO3 assists individuals to access mainstream services and ultimately move into ETE opportunities. Referrals to CFO3 can be made by any stakeholder, although the majority of referrals tend to be via prison and Probation. The CFO3 programme is live until August 2023.

CFO Activity Hubs

Predominantly community based, CFO Activity Hubs provide a safe environment to access tailored support and assistance to resolve practical barriers and support the delivery of structured

resettlement services. Referrals are expected mainly via Probation. The CFO Activity Hub programme is live until October 2023.

Further information, including how CFO and CRS complement each other for men and women, regarding CFO can be found by clicking on the link below:

<https://welcome-hub.hmpps.intranet.org.uk/my-work/my-service/interventions-unpaid-work-and-crs/commissioned-rehabilitative-services/referring-for-crs-or-cr-intervention/cfo-activity-hubs/>

d) **CRS ACCOMMODATION REFERRALS - URGENT and STANDARD TIMESCALE**

The Timescales for CRS Accommodation referrals for men and women are:

- For men and women who are being referred to CRS providers with at least 15 days or more left to serve, before their date of release / Home Detention Curfew Eligibility Date – **Standard Timescale.**
- For men and women who are being referred to CRS providers with 14 days or less remaining to serve, before their date of release / Home Detention Curfew Eligibility Date – **Urgent Timescale.**

It is best practice for COMs to send referrals to CRS providers using the Standard Timescale, **before** the final 14 days of the custodial element of the sentence. This will allow providers more time to introduce their services to men and women in prison and start to prepare the Service User Action Plan, to work with partner agencies to achieve outcomes that help people to reintegrate into the community and develop effective relationships. We recommend a good time to refer to CRS is 3-4 months prior to release.

However, there will be some occasions when the COM is made aware of a person's release date / Home Detention Curfew Eligibility Date in the final 14 days of the custodial sentence, for example if they have received a very short sentence. When this happens, it is important to record in the Referral that the Urgent Timescale applies. By informing the providers this is an Urgent Timescale, the provider will make an initial response to the referral within 24 hours of receiving it. This does not mean the provider will be able to complete all the activities and outcomes indicated in the Referral at speed, before release – it takes time to complete the Service User Action Plan and engage with partner agencies and people in custody. However, by informing the CRS provider the Timescale is Urgent, it does mean the CRS provider can start the work before release, where it is reasonable, possibly complete the Service User Action Plan, and arrange to undertake interventions immediately following the person's release from prison.

How do I notify the CRS Provider that the Referral is Urgent or Standard Timescale?

It is important for COMs to confirm the earliest possible date for release – the Release Date or the Home Detention Curfew Eligibility Date (HDCED) if this applies, in the Referral. Please include this in the 'Further Information for the Provider' Text Box and state if this is an Urgent / Standard Timescale Referral.

6. Resettlement Packs

6.1 The Resettlement Booklet and Leaflet

Both documents have been designed to help people leaving prison prepare for release and to try to offset anxiety relating to the transition to the community. We have worked closely with people with lived experience to develop the booklet and leaflet which are aimed to promote self-learning, engagement in purposeful activity and support practitioners in delivering pre-release activity. They are designed to be a national resource and can be used to supplement rather than replace existing regional or local products.

Booklet – Is a resource for staff working in pre-release / resettlement and includes advice and tips to support people who are working with probation and prison staff planning for their release. The chapters are based around the resettlement pathways and includes information for FNOs. The pack also includes contact details for national support services following release.

Resettlement Leaflet – Is aimed at people leaving prison who have not had the opportunity to engage with pre-release activity, such as people released from Court. The leaflet includes tips and contact details for national support services.

6.2 Where to find the Resettlement Packs

Printed versions of the booklet and leaflets will be available in all prisons, a digital version of the booklet can be found on EQUIP. A digital version of the booklet can also be found on Virtual Campus (VC) so that people in prison can access it directly (VC can provide accessible versions of the packs where required).

Booklet – will be used primarily by probation staff as a resource tool and will be available to the person in prison as required.

Resettlement Leaflet – the printed version of the leaflet should be offered to everyone leaving prison, it can also be used in Courts to support those released without the support of a COM.

7. Use of technology to facilitate pre-release contact

Prison Governors have discretion to use different methods and technology to facilitate contact between probation practitioners and individuals on probation being prepared for release, to overcome difficulties where people are based in prisons a distance from their home area and for effective demand management.

Where possible, consideration should also be given to using video infrastructure to facilitate pre-release contact between the prisoner and other local resettlement services, to establish early relationships to build upon post-release to support ongoing engagement with resettlement support. This could include providing access to telemedicine services in prisons to engage with community providers pre-release, such as contacts from CRS provider, housing, job centre, healthcare, drug treatment and other support services.

This would support positive resettlement by:

- Ensuring support is in place to meet needs upon release and promote effective resettlement

- Reducing the requirement for appointments on day of release and support efficiency of appointments of those that are required
- Establishing early relationships to build upon post-release to support ongoing engagement with services
- Supporting the facilitation of key elements of the resettlement passport by ensuring access to support and services is set up pre-release.

Roles and Responsibilities of Pre-Release Officer Working in Adult Male Prisons

For the purposes of this document the Community Probation Practitioner is referred to as the Community Offender Manager (COM).

1. General Responsibilities

- Facilitate communication between COMs, Commissioned Rehabilitative Services (CRS), Prison Offender Managers (POMs), Key workers to support pre-release planning activity throughout sentence including:
 - Responding to prison applications
 - Requests from Local Authorities
 - CRS Referral queries
- Complete BCST2 immediate resettlement needs assessment, carry out follow up actions, in consultation with COM, including signposting to specialist services where appropriate.
- Following completion of the BCST2 assessment (immediate resettlement needs and pre-release planning) the pre-release team will consult with the COM and advise of identified resettlement needs. The COM will be responsible for the CRS referral in line with sentence planning to include the CRS provision that is needed pre and post release. Pre-release teams can support the transaction of this activity when required.
- Provide immediate resettlement needs and pre-release support for all people in prison **including the unconvicted (including high risk)**. The minimum will be to assess under BCST2 and undertake specialist immediate needs work around accommodation and debt, carry out follow up actions, in consultation with COM, including signposting to specialist services where appropriate.
- Provide immediate resettlement needs and pre-release support **for out of area people** in prison (including high risk). The minimum will be to assess under BCST2, undertake specialist immediate needs work around accommodation and debt, liaise with the COM or SSF as allocated. Carry out follow up actions, in consultation with COM, including signposting to specialist services where appropriate and provide a point of contact for CRS suppliers seeking to engage with the individual. Once contact has been established between the person in prison and the CRS provider it is not the pre-release team's responsibility to make the arrangements for CRS to visit the them (either in person or via video link), this can be arranged directly between the CRS provider and the prison.
- For recalls – complete BCST and provide support in preparation for re-release.
- For individuals in the parole process, a check in advance of potential release date to confirm the release plan in place would include the same activities set out in Appendices 1,2 and 3 as appropriate.
- Review BCST2 12 week pre-release plan for all Low and Medium risk (including out of area cases) on behalf of COM, activity includes:

- Reviewing pathways to make sure all information is up to date and all actions are underway or been completed.
- Facilitating out of area CRS contact, Local Authority contact for out of area
- In consultation with COM / Pre-Release Officer, support CRS Referral for access to emergency accommodation
- Making referral to in custody DWP work coach for benefits application prior to release
- Those assessed as high risk will usually be subject to longer sentences and be managed under OMIC. This includes an allocated POM who will provide support during the custodial period and a COM who will be a point of contact before handover between POM and COM at 7 ½ months. High risk cases will be managed through OASys with pre-release activity the responsibility of the COM. Some high risk cases may receive short sentences however responsibility for pre-release planning still sits with the COM. The COM can refer to the PRT to complete a CRS referral as required, where this happens agreed tasks must be recorded on nDelius.
- Contribute to sentence planning with COM
- Ongoing liaison with COM/POM/Keyworkers following assessments/contact or work.
- Liaise with internal prison partners (New Futures Network, Prison Banking Leads, healthcare, co-financing initiatives and / or accelerator prison initiatives)
- Attend OMiC handover meetings as required
- Contribute to public protection meetings via POM,
- Contribute to and by exception attend ACCT meetings and Pre-release panels
- Contribute to safeguarding in custody via POM or directly with prison safety teams by sharing any concerns about prisoner safety and open an ACCT if they think it's necessary
- Contribute to safeguarding via POM who will be responsible for handing ACCT information over to probation services based in the community. Where a POM has not been allocated PRT should share information directly with the COM.
- Contribute to and by exception attend Interdepartmental Risk Management Team (IRMT) meetings – via POM
- Support access to Resettlement Packs when rolled out to all regions in Autumn 22

2. Unconvicted People in Prison

Pre-release Teams are responsible for the following activity:

- Complete BCST2 immediate resettlement needs assessment, carry out follow up actions, in consultation with COM (if allocated), including signposting to specialist services where appropriate (accommodation & FBD when available)
- Notify duty POM if any public protection issues identified

- Notify Duty POM if any safeguarding issues identified.
- Facilitate access to person in prison where CRS (accommodation & FBD when available) providers are located out of the geographic area of the prison.
- Refer to local support services (accommodation providers etc) in event of immediate release.
- Liaise with prisons substance misuse teams to sustain existing local support services; for example if a PiP has been working with local drug / alcohol support services.
- Planning for anticipated release prior to any court appearance, including preparing a contingency plan.

OMiC Key workers

- All people in the male closed prison estate will be allocated a Key Worker under OMiC'. Key workers (Band 3 Prison Officers in PSPs) will hold a small caseload of around six prisoners.
- They will meet weekly (or fortnightly in certain establishments) and provide supportive challenge to prisoners, to motivate them to use their time in custody to best effect. The introduction of key workers will provide a consistent individual with whom prisoners can establish a relationship, build trust and receive encouragement.
- Key work is the foundation of our new offender management model in custody. Key work builds on the foundations of Five Minute Intervention (FMI) and seeks to develop constructive, motivational relationships with individuals in prison, supporting them to make appropriate choices, giving them hope and responsibility for their own development.

3. Pre-release Pathway Assessment Activity

Accommodation: Identify and action any immediate accommodation needs in preparation for specialist support via CRS.

- scope, identify and discuss housing needs and options, following up on any immediate needs.
- Confirm housing status and where required in consultation with COM progress housing referrals and assist with application processes.
- Receive and action any PiP applications post assessment liaising with COM as required.
- Review BCST2 12 week pre-release plan for Low and Medium risk to make sure all information is up to date and all actions are underway or been completed.
- Facilitate out of area CRS contact, Local Authority contact for access to accommodation.
- In consultation with COM, support CRS Referral for access to emergency accommodation where appropriate

Duty To Refer (DTR) / Application for Assistance (AFA): Support the COM by identifying the need for DTR (England) or AFA (Wales), confirm location and connection to local area. In consultation with COM, where required, complete the DTR/AFA

Employment, Training and Education (ETE):

- Identify and discuss employment, education and training related options, including advice or signposting on the impact of benefits.
- Offer advice and in consultation with COM signpost to ETE specialist services, including in custody services such as DWP Work Coaches and New Futures as required.
- Receive and action any PiP applications post assessment liaising with COM as required.
- Review BCST2 12 week pre-release plan for Low and Medium risk to make sure all information is up to date and all actions are underway or been completed.

Finance, Benefit and Debt (FBD): Identify and discuss options for dealing with financial management and debt.

- Identify and action any immediate needs and signpost to specialist services as required.
- Receive and action any PiP applications post assessment and refer to Prison Banking Administrator or specialist services liaising with COM as required.
- Review BCST2 12 week pre-release plan for Low and Medium risk to make sure all information is up to date and all actions are underway or been completed including referral to in custody DWP work coach for universal credit applications prior to release.

Personal Wellbeing: Identify and discuss any experiences relating to personal wellbeing which could include domestic abuse or sex work.

- In consultation with COM discuss support and options available, signpost to specialist services as required.
- Receive and action any PiP applications post assessment liaising with COM as required.
- Review BCST2 12 week pre-release plan for Low and Medium risk to make sure all information is up to date and all actions are underway or been completed

Personal and Social Health (PSH) needs: Identify Personal and Social Health needs.

- Discuss PSH options and services and signpost to PSH services.
- Signpost to Healthcare for registration with a GP service.
- On behalf of the COM liaise with Local Authority Social Care Teams as required
- On behalf of the COM liaise with Local Authority Care Leavers Teams as required

- Receive and action any PiP applications post assessment liaising with COM as required.
- Review BCST2 12 week pre-release plan for Low and Medium risk to make sure all information is up to date and all actions are underway or been completed.

Roles and Responsibilities of Pre-Release Officer Working in the Women's Prisons Estate

For the purposes of this document the Community Probation Practitioner is referred to as the Community Offender Manager (COM).

1. General Responsibilities

- Facilitate communication between COMs, Commissioned Rehabilitative Services (CRS), Prison Offender Managers (POMs), Key workers to support pre-release planning activity throughout sentence including:
 - Responding to prison applications
 - Requests from Local Authorities
 - CRS Referral queries
- Complete BCST2 immediate resettlement needs assessment, carry out follow up actions, in consultation with COM, including following signposting to specialist services where appropriate.
- Following completion of the BCST2 assessment (immediate resettlement needs and pre-release planning) the pre-release team will consult with the COM and advise of identified resettlement needs. The COM will be responsible for the CRS referral in line with sentence planning to include the CRS provision that is needed pre and post release. Pre-release teams can support the transaction this activity when required.
- Provide immediate resettlement needs and pre-release support for all people in prison **including the unconvicted (including high risk)**. The minimum will be to assess under BCST2 and undertake specialist immediate needs work around accommodation and debt, carry out follow up actions, in consultation with COM, including signposting to specialist services where appropriate.
- Provide immediate resettlement needs and pre-release support **for all out of area people** in prison (including high risk). The minimum will be to assess under BCST2, undertake specialist immediate needs work around accommodation and debt, liaise with the COM or SSF as allocated. Carry out follow up actions, in consultation with COM, including signposting to specialist services where appropriate and provide a point of contact for CRS suppliers seeking to engage with the individual. Once contact has been established between the person in prison and the CRS provider it is not the pre-release team's responsibility to make the arrangements for CRS to visit the them (either in person or via video link), this can be arranged directly between the CRS provider and the prison.
- For recalls – complete BCST and provide support in preparation for re-release.
- For individuals in the parole process, a check in advance of potential release date to confirm the release plan in place would include the same activities set out in Appendices 1,2 and 3 as appropriate.

- Review BCST2 12 week pre-release plan for all Low and Medium risk (including out of area cases) on behalf of COM, activity includes:
 - Reviewing pathways to make sure all information is up to date and all actions are underway or been completed.
 - Facilitating out of area CRS contact, Local Authority contact for out of area
 - In consultation with COM / Pre-Release Officer, support CRS Referral for access to emergency accommodation
 - Making referral to in custody DWP work coach for benefits application prior to release

- Those assessed as high risk will usually be subject to longer sentences and be managed under OMIC. This includes an allocated POM who will provide support during the custodial period and a COM who will be a point of contact before handover between POM and COM at 7 ½ months. High risk cases will be managed through OASys with pre-release activity the responsibility of the COM. Some high risk cases may receive short sentences however responsibility for pre-release planning still sits with the COM. The COM can refer to the PRT to complete a CRS referral as required, where this happens agreed tasks must be recorded on nDelius.

- Contribute to sentence planning with COM

- Ongoing liaison with COM/POM/Keyworkers following assessments/contact or work.

- Liaise with internal prison partners (New Futures Network, Prison Banking Leads, healthcare, co-financing initiatives and / or accelerator prison initiatives)

- Attend OMIC handover meetings as required

- Contribute to public protection meetings via POM,

- Contribute to and by exception attend ACCT meetings and Pre-release panels

- Contribute to safeguarding in custody via POM or directly with prison safety teams by sharing any concerns about prisoner safety open an ACCT if they think it's necessary.

- Contribute to safeguarding via POM who will be responsible for handing ACCT information over to probation services based in the community. Where a POM has not been allocated PRT should share information directly with the COM.

- Contribute to and by exception attend Interdepartmental Risk Management Team (IRMT) meetings – via POM

- Support access to Resettlement Packs when rolled out to all regions in Autumn 22

2. Unconvicted People in Prison

Pre-release Teams are responsible for the following activity:

- Complete BCST2 immediate resettlement needs assessment, carry out follow up actions, in consultation with COM (if allocated), including signposting to specialist services where appropriate (accommodation & FBD when available)

- Notify duty POM if any public protection issues identified
- Notify Duty POM if any safeguarding issues identified.
- Facilitate access to person in prison where CRS (accommodation & FBD available from Summer 22) providers are located out of the geographic area of the prison
- Refer to local support services (accommodation providers etc) in event of immediate release.
- Liaise with prisons substance misuse teams to sustain existing local support services; for example if a PiP has been working with local drug / alcohol support services.
- Planning for anticipated release prior to any court appearance, including preparing a contingency plan.

OMiC Key workers

- People in the women's prison estate who are eligible will be allocated a Key Worker under OMiC. Key workers (Band 3 Prison Officers in PSPs) will hold a small caseload of around six prisoners.
- They will meet weekly (or fortnightly in certain establishments) and provide supportive challenge to prisoners, to motivate them to use their time in custody to best effect. The introduction of key workers will provide a consistent individual with whom prisoners can establish a relationship, build trust and receive encouragement.
- Key work is the foundation of our new offender management model in custody. Key work builds on the foundations of Five Minute Intervention (FMI) and seeks to develop constructive, motivational relationships with individuals in prison, supporting them to make appropriate choices, giving them hope and responsibility for their own development.

3. Pre-release Pathway Assessment Activity

Accommodation: Identify and action any immediate accommodation needs in preparation for specialist support via CRS.

- scope, identify and discuss housing needs and options, following up on any immediate needs.
- Confirm housing status and where required in consultation with COM progress housing referrals and assist with application processes.
- Receive and action any PiP applications post assessment liaising with COM as required.
- Review BCST2 12 week pre-release plan for Low and Medium risk to make sure all information is up to date and all actions are underway or been completed.
- Facilitate out of area CRS contact, Local Authority contact for access to accommodation.

- In consultation with COM, support CRS Referral for access to emergency accommodation where appropriate

Duty To Refer (DTR) / Application for Assistance (AFA): Identify the need for DTR (England) or AFA (Wales), confirm location and connection to local area. In consultation with COM, complete the DTR/AFA.

Employment, Training and Education (ETE): Identify and discuss employment, education and training related options, including advice or signposting on the impact of benefits.

- Offer advice and in consultation with COM signpost to ETE specialist services, including in custody services such as DWP Work Coaches and New Futures as required.
- Receive and action any PiP applications post assessment liaising with COM as required.
- Review BCST2 12 week pre-release plan for Low and Medium risk to make sure all information is up to date and all actions are underway or been completed.

Finance, Benefit and Debt (FBD): Identify and discuss options for dealing with financial management and debt.

- Identify and action any immediate needs and signpost to specialist services as required.
- Receive and action any PiP applications post assessment and refer to Prison Banking Administrator or specialist services liaising with COM as required.
- Review BCST2 12 week pre-release plan for Low and Medium risk to make sure all information is up to date and all actions are underway or been completed including referral to in custody DWP work coach for universal credit applications prior to release.

Personal Wellbeing: Identify and discuss any experiences relating to personal wellbeing which could include domestic abuse or sex work.

- In consultation with COM discuss support and options available, signpost to specialist services as required.
- Receive and action any PiP applications post assessment liaising with COM as required.
- Review BCST2 12 week pre-release plan for Low and Medium risk to make sure all information is up to date and all actions are underway or been completed.
- Facilitate consultation with COM and Women's Safety Worker, around necessary safety planning where appropriate.

Personal and Social Health (PSH) needs: Identify Personal and Social Health needs.

- Discuss PSH options and services and signpost to PSH services.
- Signpost to Healthcare for registration with a GP service.

- On behalf of the COM liaise with Local Authority Social Care Teams as required
- On behalf of the COM liaise with Local Authority Care Leavers Teams as required
- Receive and action any PiP applications post assessment liaising with COM as required.
- Review BCST2 12 week pre-release plan for Low and Medium risk to make sure all information is up to date and all actions are underway or been completed.

Roles and Responsibilities for the Pre-Release Administrative function

For the purposes of this document the Community Probation Practitioner is referred to as the Community Offender Manager (COM).

- Extract daily receptions and allocate BCST2 for new receptions to pre-release officer, including reallocating any incomplete assessments following transfer. (refer to OASys Guidance BCS probation Administration)
- Contribute to, update and maintain any agreed set of local management reports for management oversight/quality assurance purposes.
- Progress requests for information to COM on behalf of pre-release officer
- Monitor and progress referrals to CRS and specialist services on all cases as necessary.
- Checking progress of referral to GP by Healthcare.
- Extract daily discharge list for next 12 weeks.

Appendix 4

Resettlement/pre-release activities (task) prioritisation in resettlement prisons

This document is intended as a guide to help you manage current staffing shortages, but we acknowledge not all tasks will fit into every Probation regions model, so please amend as required.

The document is designed to help regions prioritise the delivery of resettlement/pre-release activity carried out by their pre-release teams. We have identified key pre-release tasks and colour coded each category red, amber, green based on the Pre-release teams FTE figures so you can easily compare against your current available staffing level to determine what service your teams can deliver in each prison. BAU activity in the Green columns includes all tasks in Red and Amber and the full set of pre-release activity set out in more detail in the Roles and Responsibilities Appendices within the Pre-release guidance.

Under 50% staff resource	Between 50% -75% staff resource	Between 75% - 100%+ staff resource
<p>AS A MINIMUM - BCST2 completed for all PiP (including high risk) during the first 8 working days from prison reception and during the last 12 weeks pre-release for low and medium risk PiPs.</p> <p>Provide immediate resettlement needs and pre-release support for all people in prison including the unconvicted. The minimum will be to assess under BCST2 and undertake specialist immediate needs work around accommodation and debt, carry out follow up actions, in consultation with COM, including signposting to specialist services where appropriate.</p> <p>Provide immediate resettlement needs and pre-release support for out of area people in prison. The minimum will be to assess under BCST2, undertake specialist immediate needs work around accommodation and debt, liaise with the COM or SSF as allocated and provide a</p>	<p>Everything in Box 1 (Red) as well as contribute towards priority risk management meetings (as required)</p> <p>Ongoing liaison with COM/POM/Keyworkers/CRS following assessments/contact or work. Liaison with support services for Foreign National Prisoners to support Resettlement Plan (language line etc)</p> <p>Support the resettlement of Care Experienced PiP</p> <p>For High-Risk PiP (including those at SED) – support the COM to ensure resettlement needs are identified and met in last 12 weeks (including attendance at POM/COM handover meeting)</p> <p>Referral to Healthcare for GP registration (vital for ensuring continuity of care on release e.g. Covid vaccination, meds etc)</p>	<p>Deliver BAU including all priority services delivered under Red and Amber</p> <p>To support pre-release planning throughout sentence Liaise with internal prison partners (New Futures Network, Prison Banking Leads, healthcare, co-financing initiatives and / or accelerator prison initiatives) Attend OMiC handover meetings for low/medium risk as required</p> <p>Contribute to public protection meetings via COM,</p> <p>Contribute to and by exception attend ACCT meetings and Pre-release panels</p> <p>Contribute to safeguarding via COM / POM as appropriate</p> <p>Contribute to and by exception attend Interdepartmental Risk Management Team (IRMT) meetings</p>

<p>point of contact for CRS suppliers seeking to engage with the individual.</p> <p>Priority activity regarding Accommodation and FBD includes:</p> <ol style="list-style-type: none"> 1. Closing a tenancy for longer term sentences 2. Identifying arrangements for storage or collection of belongings 3. Ensuring Housing Benefit remains in place and keeping a tenancy open for shorter sentences 4. Addressing immediate FBD needs e.g. writing off court fines. setting up ID and bank accounts 5. Referrals to CRS for accommodation. <p>For PiP prior to release, support the POM to ensure resettlement needs are identified and met during the last 12 weeks of custody.</p> <p>Non-convicted and immediate releases – identifying and meeting critical resettlement needs</p> <p>Triage PiP applications regarding resettlement needs and signpost.</p>		
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CRS Contracts

(Resettlement/ Pre-release Elements)

Contents:

1. Introduction
2. Accommodation
3. Personal Wellbeing
4. Women's services
5. Finance, Benefit and Debt
6. Urgent Referrals
7. Services to the Unsentenced and Immediate Releases

1. Introduction

In this document the COM is referred to as the Probation Practitioner or Community Probation Practitioner

All CRS Providers across England and Wales have their own unique contract with the Ministry of Justice for the services they deliver. These contracts detail the obligations/expectations that the Providers are contractually required to deliver to us as the 'Customer'.

As part of the new unified Probation Service there are a range of services available from specialist external providers to meet key areas of rehabilitative services: Accommodation; Employment, Training and Education (ETE); Personal Wellbeing (PWB); Women's Services; Finance, Benefit and Debt and Dependency and Recovery– the collective title for these contracts is Commissioned Rehabilitative Services (CRS). Providers will work closely with Probation Practitioners and Community Integration teams to ensure that the best outcomes are achieved for people on probation and in prison.

2. Accommodation. (Pre and Post release)

To deliver interventions to maintain existing accommodation or support sourcing appropriate accommodation, to adult male participants serving a custodial sentence or those within the community.

Pre-release activity

- Support to maintain an individual's tenancy and ensure related debt or arrears are not build up.
- Where appropriate, work to relinquish an individual's tenancy and ensure related debt or arrears are not build up.
- Where appropriate, work to secure new tenancies on release.
- Support with completion of accommodation applications and referrals to private landlords/local authorities/charitable organisations and by brokering placements or accompanying visit
- Following a homelessness referral under the Duty to Refer (in Wales this is referred to as the Application to Assist) work with the relevant local authority to ensure appropriate follow up activities are undertaken.
- Provide emergency support where an offer of accommodation breaks down or circumstances change at the point of release, or just before.
- Work with Regional Homelessness Prevention Teams to identify potential options for temporary accommodation if required, to support an individual upon release.

Overall expected outcomes

- All barriers as identified in Action Plan, for example, financial, behavioural, physical, mental or offence-type related), to obtaining or sustaining accommodation, are successfully removed
- Making progress in obtaining accommodation
- Help to secure social or supported housing
- Help to secure accommodation in private rented sector
- Help to sustain existing accommodation.
- Prevented from becoming homeless.
- At risk of losing their tenancy are successfully helped to retain it.
- Sustained accommodation for three months, with a strong prospect of sustaining it for at least three months .

3. Personal Wellbeing (PWB) Pre and Post release.

Personal Wellbeing Services will be delivered to adult male PoP's as part of a Rehabilitation Activity Requirement (RAR) or to those on licence or Post Sentence Supervision.

3.1 Social Inclusion – Pre and Post Release Support

Social Inclusion is designed for People in Prison transitioning into the community. It is not intended for PoP's who have already been released into the community with the exception when a PiP is released with short notice as follows:

- Men unsentenced and held in custody, who are subsequently released 'time served', following sentence, direct from the sentencing court or from the prison where they have been held.
- Men approved under the Parole Board Executive Release process, where release is directed to take place within 3 working days of the instruction being made.
- Men sentenced to very short periods in custody of 1 day to potentially 7 days, by exception and only in those cases where there is insufficient time, whilst in custody, for Probation Practitioners to make a referral to the CRS provider using the Urgent Timescale process. (The current 'Urgent' timescale captures Provider obligations for those with 14 days or less to serve but there is still concerns that a Probation Practitioner may not have capacity to make a referral on behalf of PoPs with a 1-7 days sentence.)
- Men who are released with a robust reintegration plan including sources of support during the period of transition from custody to community who, experience a sudden and unexpected breakdown of the plan and would benefit from the support offered within the SI service to reduce risk of reoffending / for stabilisation.

Probation Practitioners will now be able to make a referral up to 6 calendar weeks after the date of release.

At present, up to 3 sessions are delivered pre-release in order to agree outcomes. These session(s) will still be delivered, but on a post-release basis.

4. Women Services. (Pre and Post release)

The Women's specific service is intended to ensure that the Interventions are responsive to the specific needs and characteristics of Women. The service will be delivered in an environment which is safe and suitable for women and by staff who are trained in trauma-informed and trauma-responsive approaches and also in women-only group(s) and/or with the option for woman member of the Supplier Personnel.

The aim is to deliver a holistic service for women which secures improved outcomes in relation to the following rehabilitative needs:

- Accommodation
- Lifestyle and Associates
- Emotional Wellbeing
- Family and Significant Others
- Social Inclusion, including mentoring
- Dependency and Recovery
- Finance, Benefits and Debt
- ETE

Pre-release activity

- Support to maintain a woman's tenancy and ensure related debt or arrears are not build up.
- Where appropriate, work to relinquish an individual's tenancy and ensure related debt or arrears are not build up and to secure new tenancies on release.
- Support with completion of accommodation applications and referrals to private landlords/local authorities/charitable organisations and by brokering placements or accompanying visits
- Following a homelessness referral under the Duty to Refer, work with the relevant local authority to ensure appropriate follow up activities are undertaken. (Wales equivalent inc.d)
- Provide emergency support where an offer of accommodation breaks down or circumstances change at the point of release, or just before.
- Work with Regional Homelessness Prevention Taskforces to identify potential options for temporary accommodation if required, to support an individual upon release.

5. Finance Benefit and Debt (Proposals)

We are currently letting contracts to provide FBD services to those in custody but these aren't in place yet. When the contracts are in place the pre- release elements will be as follows.

Proposed Pre release Activity

- a. **Advice** and **Guidance** to understand all benefit activity undertaken by the Supplier and other prison based services such as DWP, resettlement services, Accommodation and Personnel Wellbeing Suppliers etc, to ensure that benefits are in place on release.
- b. **Support** and **Advocacy** to coordinate activity for PiP's to access correct benefits and other entitlements on release
- c. **Support** and **Advocacy** to manage benefit and other entitlement under/over payments
- d. **Advice** and **Guidance** to understand all debt management advice and guidance given to PiP whilst in custody (both Supplier and other prison based services) and update the Community Probation Practitioner/ Pre-release Team about what actions have taken to place to minimise and reduce levels of debt.
- e. **Advice** and **Guidance** on urgent debt matters, prior to release including supporting a handover to community CRS Supplier or community based provision such as Citizen Advice Bureau and Debt Management help line etc prior where required
- f. **Support** PiP to obtain or find a national insurance number, personal photo identification, birth certificate or other documentation.
- g. **Support** and **Advocacy** to open accounts with the bank, post office, credit union or other similar organisations.
- h. **Design** and **Deliver** training provision of peer mentors within custody.

NOTE: there is a dependency on the Authority to engage with prisons within the region to accommodate the training sessions.

6. Urgent Timescales that apply to CRS contracts

Where there are fourteen (14) calendar days or less between the date of Referral and the date of the PiP's custodial release – the Supplier shall be required to:

1. Provide an initial response to the Probation Practitioner within one working day of receiving the Referral; and
2. The Supplier must use all reasonable endeavours to undertake the Supplier's Assessment Appointment prior to a PiP's release date, and face-to-face within custody, or via video link, or via telephone, if a face- to-face appointment is not available, as outlined in the Referral.
3. Where a Supplier's Assessment Appointment has not been conducted prior to a PiP's release from custody, then the Supplier must arrange an appointment to take place on the day of the PiP's release (or the following day if agreed with the Probation Practitioner)
4. If it is not possible to undertake the Supplier Assessment Appointment on the day of release, this should be completed within three (3) working days of release if agreed with the Probation Practitioner

Standard Timescale

Where there are fifteen (15) or more calendar days between the date of Referral and the date of the PiP's custodial release – the Supplier shall be required to:

1. Undertake the Supplier Assessment Appointment and any pre-release activity, where applicable, within the timescales as outlined in the Referral.
2. Arrange a Supplier Assessment Appointment to take place on the day of release, or the following day if so requested and agreed by the Probation Practitioner.
3. If it is not possible to undertake the Supplier Assessment Appointment on the day of release, this should be completed within three (3) working days of release if agreed with the Probation Practitioner

In each case the Supplier shall prepare the PiP Action Plan within five (5) Working Days of the Supplier Assessment Appointment.

The Supplier must notify the Probation Practitioner as soon as practicable and in any event within two (2) Working Days following either the Supplier Assessment Appointment, enforcement action or other change in circumstances, or where the Supplier assesses a PiP is unsuitable to receive the Service. In the event of a dispute, the Supplier must comply with the governance process given.

7. Services to the Unsented and Immediate Releases

We are currently extending the CRS Accommodation and Women's Services contracts to the unsentenced in prisons and to those identified for immediate release. We hope to have these services in place by the end of 2022.

The Short Sentence Function (SSF)

1. Definition of Short Sentence Function

A Short Sentence Function aims to provide a responsive, prompt and flexible service for adults serving short prison sentences, including women who are allocated directly to the Community under the OMiC model. Short Sentence Functions will consist of staff who will work with all people on probation with 10 months or less to serve in prison.

2. Objective of Short Sentence Function

The core objectives are to sustain any support already in place in the community, improve their engagement with, and fast track their access into, new services. Short sentences should be viewed as parts of a longer journey not a series of separate events, where possible, maintaining continuity of professional relationships throughout. A golden thread of building and maintaining trust must run throughout; supporting individuals to feel safe, engage with services and develop hope in their capacity to make changes.

3. The Role of the Short Sentence Function

A Short Sentence Function (including in the Women's Estates) will begin a phased implementation in all (remaining) regions from Jun 2022 (early adopters Wales and Yorkshire and the Humber have already implemented the SSF). The full rollout timeframe of the SSF will be decided by the RPD and will be dependent on staffing resource.

The Short Sentence Function for men will either be a distinct team in the PDU or specialist Probation Practitioners managing people on probation. Due to the geographic spread of the women's estate, the delivery of short sentence services for women will be facilitated primarily by pre-release teams embedded within women's prisons who will provide the link between the woman in prison and her COMs (SSF) and CRS provider in her home area.

The Short Sentence Functions will consist of staff who will work with all people on probation with 10 months or less to serve in prison. This will enable them to be fast tracked and offered direct engagement. It will ensure better connection with a hard to reach/engage group with high levels of recidivism.

a) Pre-release teams play a vital role in supporting the SSF by:

- Completing identification of immediate resettlement needs – via BCST
- Sustaining services already in place – e.g. supporting access to DWP to claim housing benefit, support contacting landlords to inform in prison and potential release dates, support contact substance misuse providers in community to sustain engagement
- Work with Unconvicted to sustain services already in place and plan for potential release either unconvicted or sentenced
- Supporting people in prison held out of area maintain contact with Probation Practitioners.

- The delivery of short sentence support work for women will primarily be done by pre-release teams embedded within women's prisons who will provide the link between the woman in prison and her COMs and CRS provider in her home area.

4. The Short Sentence Function in The Women's Estate

Within OMiC a short sentence is defined as 10 months or under to serve at point of sentence. A Short Sentence Function (SSF) aims to provide a responsive, prompt and flexible service for those serving short prison sentences; women who are allocated directly to the Community under the OMiC model. The core objectives are to sustain any support already in place in the community, improve her engagement with and fast track her access into new services. Short sentences should be viewed as parts of a longer journey not a series of separate events, where possible, maintaining continuity of professional relationships throughout. A golden thread of building and maintaining trust with women must run throughout; supporting her to feel safe, engage with services and develop hope in her capacity to make changes.

The delivery of short sentence support work for women will primarily be done by pre-release teams embedded within women's prisons who will provide the link between the woman in prison and her COMs and CRS provider in her home area. Due to the unique nature of the women's estate, this team would not hold COM cases (except possibly for local releases) but would support all short sentenced women by working with their Community Offender Manager, supporting those who were being released some distance, enabling effective communication and positive working relationships between COMs and CRS providers to improve service delivery to women in prison. The team would also complete immediate needs assessments on people in prison, deliver a service to Unconvicted women and support key workers via a duty system.

The short sentence support teams based in the women's prisons will ensure the needs of the woman are kept at the centre of the work being done around her and provide continuity of support from facilitating introductions to her COM/ CRS providers pre-release through to being part of post release conversations and support sessions. The role of staff in the SSF includes providing a consistent and supportive relationship that can counteract dysfunctional lifestyle choices and lead to positive outcomes.

a) Principles of Women's Short Sentence Function

The following points were identified as key design features during the extensive consultation with people with lived experience, managers and policy leads within the Women's estate and should form part of the fixed requirements within the SSF Framework Women. Given the current pressure on resources some of these features might not be in place at the beginning of implementation but must form part of the final design.

Woman at the centre - To be considered as a 'Woman' first rather than be viewed as just an offence or an action. This principle informing assessment, interactions and planning.

Golden Thread is building a relationship of trust - For many women, trust is a key issue that can be a barrier to engagement. Measures of building trust include maintaining a continuity of relationship with the same person where possible or a detailed handover process reducing repetition.

Trauma responsive design and approach - Women report their experience of repeating their story repeats their experience of the traumas they have endured and thus reduces engagement.

Preparing for release from the day of reception - To mitigate against risk of losing all community ties during a short sentence and providing the maximum amount of time during a short sentence to complete activities. Work on reception reduces the need to have to refer to services at end of sentence or barriers such as accruing credit card debt, being evicted due to rent arrears.

Sustaining and building on support already in place - This includes support that had been available before going into prison building and support paths developed while in custody. Faith based support in prison can lead to identifying groups in the community that can provide support post release.

Identifying barriers and a route around them - Conversation pre-release exploring specific barriers for women which prevent engagement or opportunities for changes to come away from committing offences leads to a plan she can own to support change and encourage engagement with services.

Innovative interface with the community - Leaving prison can be experienced by women as feeling pushed out of the door. The aim is to have a community that is waiting to receive her back and offers support and inclusivity. Commissioned Rehabilitative Services (CRS) provision for women has been designed around a Women's Centred approach; one service providing support to meet all her needs or supporting her to access appropriate services.

Parity of service across the entire female estate - The Women's Estate holds women from many different Probation Regions. In order to move from a post code lottery of different women receiving different levels of service, a consistent approach across the estate is required. A model that supports women in prison however far from their home area maintains connectivity with her community making her transition back easier.

Clarity over role boundaries and aligned with Offender Management in Custody (OMiC) - The OMiC Model has been implemented in the women's estate since April 2021. Clear role boundaries enable effective communication and co working reducing duplication and aligning with the OMiC complexity measure for women in custody.

b) Key features of the model

The model should include the following features in order to address the needs of women, recognising they differ from men in terms of need, complexity levels and offending profiles.

Early Allocation from Court – enabling work to start as soon as possible on sustaining any current community services and developing relationships.

Sustaining family ties where appropriate – women are often carers for children and adults including within wider family groups. Separation can have adverse impact both upon children and adults. Maintaining family ties following an assessment of appropriateness can mitigate against negative impact and make it easier to integrate the family and significant others group post release.

Practitioner continuity through custody and beyond – by maintaining practitioner continuity where possible, a good working relationship is supported along with reducing the need for women to go through repeat assessments and repeating narratives.

Gender Responsive Training at all levels of the organisation – this includes at Senior Leadership and Middle Management levels in order that practitioners can be supported to deliver the service.

Relationships not measurables – a performance framework that values the quality outcomes such as sustaining relationships equally to quantitative outcomes.

Outreach provision, embedded teams in prisons – a model that includes staff embedded in prisons that reach out into the community.

Prioritising links with women’s centres – A wholistic wraparound service that can support women whatever their needs. We recognise that not all areas will have Women’s Centre provision, particularly in rural areas.

Adaptive to the different CRS offers – although all CRS women’s services are required to deliver a service including outcomes as detailed within the specification, there will be regional variations as providers deliver their model. The model will need to adapt to the CRS provision within the Region.

‘Universal adapter’- able to plug into all community models even if they are not using a whole system approach for women. Across the country, different regions will have different services available. Not all women will be able to access a Women’s Centre within a reasonable travel distance which fits within caring responsibilities.

Properly resourced – Women in the Criminal Justice System have different complexity levels and needs to men. Staff working with women will need to be supported to deliver the work requiring adequate resourcing. The model will require an element of resourcing to ensure the complex needs of the female cohort can be appropriately met.

A solution for unconvicted women which addresses unmet needs – provision to be delivered during the unconvicted part of a prison journey. This enables work to start sustaining community ties at the earliest point for those women likely to receive a short prison sentence. Additionally, those women released unconvicted receive a service to mitigate the negative impact of custody and support resume their lives.

Domestic abuse and sexual violence support and provision delivered in a consistent way across the estate. As women move through the estate a consistent provision is required. During the custodial part of the sentence, there is opportunity for women to receive support and guidance to exit abusive relationships and ensure they are safe post release. The point of greatest risk is at the point the woman decides to leave the relationship. A robust safety plan is essential for release to mitigate this risk for those who have decided, or who are considering, leaving an abusive relationship.

