



HM Prison &
Probation Service

Community Accommodation Service – Tier 2
(CAS 2)
Stakeholder User Guidance

[Annex A]

(Revised) October 2023



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1. Eligibility for CAS-2

The priority of acceptance to the Services is:

1. Individuals who have been granted a Bail Order by a Court and who might otherwise be remanded in custody (Core eligibility group).
2. Individuals who have been released from remand on a Bail Order (Core eligibility group).
3. Offenders who are released early from prison subject to HDC (Core eligibility group).
4. Offenders who are subject to Alternative to Custodial Recall (ATCR) (Core eligibility group).
5. Offenders who are referred from Approved Premises
6. Offenders referred due to being homeless at their conditional release date (HCRD).
7. Individuals who have an extension of CAS-2 residency approved by the Authority.

1.1 The CAS-2 Service is for those who are assessed by OASys (or other Authority approved risk management system) as being Low to Medium risk of serious harm.

1.2 The service has bed spaces located throughout England and Wales and are gender specific. The contract has provision to provide accommodation and support for Transgender participants and for families.

2. CAS-2 exclusions

2.1 CAS-2 does not accept those on police bail for, cautioned for, convicted of, or charged with offences mentioned in Schedule 3 to the Sexual Offences Act 2003. An offender or defendant is a sex offender for the purposes of CAS-2 if he/she has previously been cautioned for or convicted of, or is currently on police bail for, or charged with, a sexual offence mentioned in Schedule 3 (as amended) to the Sexual Offences Act 2003, or equivalent offences in other jurisdictions. **Ineligibility is applied, whether or not the notification (sex offenders register) requirements of the Act have been imposed and even where any provisions which must be met for notification have not been met or the notification requirement has expired.**

2.2 Those convicted of arson within the previous 10 years or charged with an arson related offence are not automatically ineligible for CAS-2 and will be considered on a case-by-case basis by the supplier.

2.3 Offenders due to be released from a custodial sentence of 4 years or more are not eligible.

2.4 CAS-2 will not accept those who have been assessed by OASys (or other Authority approved risk management system) currently to pose a High or Very High risk of serious harm to any identifiable victim, including themselves, whether that be at the point of referral or any point thereafter.

2.5 CAS-2 will not accept those who will be unable to pay rent from their own means or through access to Housing Benefit or an alternative social security benefit. The Supplier may accept placements on a temporary, two-week basis pending clarification of eligibility for foreign national prisoners or those temporarily excluded from their previous home. Where a referrer is unsure, they should discuss with the CAS-2 provider. Participants who are in employment will also have to pay rent and a contribution towards the service charge. For participants employed over 16 hours the levels of payment will be locally set to ensure that the individual is not disadvantaged by working.

- 2.6 Foreign nationals are not excluded from CAS-2, provided they meet the criteria above and if they are not in breach of immigration laws other than through overstaying an approved period of leave to enter or remain in the UK.
- 2.7 The CAS-2 provider will decline those that they assess as posing an unacceptable risk to their property, staff, other participants of the property, the Participant themselves, neighbours, visitors, or contractors. The CAS-2 provider may refuse any case where they consider that there is insufficient information on which to make an adequate assessment of risk.
- 2.8 Anyone under 18 years of age is not eligible for the service.

3 The Nacro CAS-2 offer

- 3.1 Nacro were awarded the contract as the incumbent provider (formerly for BASS) in February 2022 following a full competition to run the service. The Service Commencement date was the 1st October 2022.
- 3.2 People on remand and offenders accepted into CAS-2 are referred to as Participants
- 3.3 Participants will be offered accommodation that is subject to an Accommodation Agreement that sets out the conditions of stay. This includes but is not limited to payable rents and service charges, expectations of behaviour, support session attendance, and aims of the service. House Rules are in place and every Participant will need to abide by these rules.
- 3.4 The accommodation provided will be mainly shared accommodation in the community with each Participant having their own lockable bedroom in small houses or flats – typically with up to 4 people sharing communal facilities including a bathroom, lounge/dining area, kitchen, and garden. A limited number of self-contained accommodations may be available during the lifetime of the contract, but this is expected to be minimal, and more often accommodation will be in a shared residence.
- 3.5 Participants will have to pay the rent and a small contribution towards a service charge, either themselves or through Housing Benefit. Participants should understand that a failure to do so will result in termination of the Accommodation Agreement and may result in a return to custody.
- 3.6 In all cases Nacro will request that Housing Benefit is paid directly to them and not via the Participant. Housing Advice Workers and Nacro should be consulted about Housing Benefit eligibility if there is doubt about this.
- 3.7 Those provided with accommodation will be given help by the CAS-2 support worker to move-in and to maintain occupancy. They will also receive help to find move-on accommodation beyond the end of their accommodation agreement. This will be through the provision of 3 x weekly support sessions.
- 3.8 During the first week of residence the participant will receive a three-stage induction. Within 24 hours the participant will receive a first stage induction, consisting of: A House Tour, Keys to the Accommodation, A Welcome Pack, CAS-2 Handbook, Accommodation Agreement, Out of Hours Information, Support with their Housing Benefit Application; An immediate needs assessment i.e., universal credit, food parcels, advance payments; and

any substance misuse, medical or health needs covered off. Within 48 hours, the participant will receive a second stage induction consisting of a full support needs assessment covering several pathways to inform planning for support. Within 7 days (stage three), the support and move on plan should be implemented and sent to the Community Probation Practitioner (where there is one), with an arrangement scheduled for a joint meeting to discuss. Reviews of support plans should take place every four weeks and be shared with the appropriate Probation Practitioner.

- 3.9 If the participant is supervised by Probation, Nacro & Probation should work together to address move-on and other support areas from the offset. The support plan should support and complement the overall sentence plan for the participant. The overall responsibility for move-on arrangements lies with the Probation Practitioner and the Participant themselves, albeit Nacro will support and signpost where feasible.
- 3.10 A participant who is a parent may be provided with family accommodation where they can be joined by dependent children. However, in recognition of the need to safeguard children, such a request should only be made where the relevant safeguarding measures have been carried out and Children Services have confirmed in writing that there is no reason why the named child or children should not reside under the parent's care. Where a parent and child/children are accommodated, there will be no other occupants in a shared house.
- 3.11 Partners will not be permitted to stay at accommodation provided by Nacro. Children under 18 are not allowed in the property unless defined as in 3.10 above, where a dependent child residing is residing in a family accommodation.
- 3.12 Nacro will regularly inform referrers of the vacancies in service, but requests should be put forward for where accommodation or support is preferred (so that Nacro can, over time, analyse and match provision to need).
- 3.13 Nacro is required to establish good liaison with the police and with other stakeholders, including Prisons, Probations, Local Authorities, and the Electronic Monitoring Suppliers. They have clear guidance and set procedures on when to initiate breach procedures. Failure to arrive at the accommodation, absconding, or breaches of the Accommodation Agreement will be reported to the Probation Practitioner for the Participant (or the Police/Solicitor if subject to Bail). The CAS-2 provider may withdraw the accommodation for persistent breaches of the Accommodation Agreement; however, such agreements are in line with process and a careful decision in relation to risk management. For those subject to Probation supervision, the Probation Practitioner must follow relevant guidance and where accommodation is withdrawn by the CAS-2 provider, immediately act to support the removal of the participant from the CAS-2 accommodation.
- 3.14 Nacro are happy to provide marketing material to referral sources. Copies of the referral forms, alongside referral guidance and processes are all available on the CAS-2 intranet page and EQUIP. Nacro may be willing to attend Courts and Prisons to help promote and explain the service and welcome invitations to attend any stakeholder engagement events. Contact details are set out below.
- 3.15 From time-to-time Nacro will host property open-days and staff from Prisons and Probation are encouraged to attend.

4 Making a Referral to CAS-2

- 4.1 Referral staff must follow instructions as set out at 4.2 to 4.8 and sections 5 through to 9 for specific referral instructions, as highlighted in 4.8 below and ensure that referrals are eligible for the scheme by which they are being referred to CAS-2.
- 4.2 Referral forms can be accessed via EQUIP or the HMPPS Intranet Page. A request can also be made directly to Nacro by emailing referrals@nacrocas2.org.uk.
- 4.3 There are three referral forms. These have been split into referrer cohorts and are as follows: 1) HDC/Prison Bail referral form for Prison referrers; 2) Court Bail referral form for Probation Court referrers; and 3) ATCR, HCRD and Approved Premises Move-on referral form for Probation Practitioner referrers.
- 4.4 Referral forms must be completed **fully** by referrers and if in any doubt about required content, the referrer should access the referral guidance document or contact the Referral Hub on **0300 555 0264** or referrals@nacrocas2.org.uk. This may be particularly important for answering questions about process but also any concerns regarding Housing Benefit entitlements.
- 4.5 Referrers may find the referral form to be long, but it is important to recognise that Nacro does not have access to Authority systems such as NDelius or NOMIS, thus relies fully on the information provided by the referrer to form an assessment of suitability. Consent from the applicant is required to enable the application to proceed. Nacro do have a target to process referrals in a stated timescale, however a fully completed referral **must** be received before processing can commence.
- 4.6 Nacro will use all reasonable endeavours to provide accommodation for a Participant in the area identified in the referral and will aim to make an offer of Accommodation within the following timeframes:
- i. *for referrals of Bailees coming from Court, one (1) hour from receipt of the completed referral form.
 - ii. *for referrals of Bailees from prison, one (1) Working Day from receipt of the completed referral form.
 - iii. *subject to iv. below, for referrals of Participants subject to a HDC, three (3) Working Days from receipt of the completed referral form.
 - iv. *for released Participants subject to a HDC who lose their accommodation post – HDC release, one (1) hour from receipt of the referral form.
 - v. for referrals of Participants who are subject to general licence conditions i.e., HCRD or Approved Premises referrals, three (3) Working Days from receipt of the completed referral form.
 - vi. *for referrals of Services Users considered for Recall; one (1) hour from receipt of the completed referral form.

Those marked with an asterisk * are core-eligibility groups.

- 4.7 Specific detail about referral cohorts can be found at section 5 for Bail; sections 6 and 7 for HDC, section 8 for Approved Premises and section 9 for conditional release date referrals.

4.8 Contact details for the Nacro CAS-2 Central Referral Hub:

Address: Valley Mills, 334 Meanwood Road, Leeds, LS7 2JF

Telephone: 0300 555 0264

Email: referrals@nacrocas2.org.uk

5 Referral arrangements for Bailee's to CAS-2 and HMPPS responsibility

- 5.1 Probation and Prisons are commissioned and therefore resourced through the Service Level Agreements with the MoJ Commissioner to conduct Bail Assessments and, as part of this process, to make appropriate referrals to CAS-2. CAS-2 applications for Bailee's should be made by direct employees of HMPPS (Probation Service and HMPS) and from the employees of privately managed prisons. The Probation Service are responsible for providing services at Court and HMPS staff are responsible for providing services for Prison Bail applicants currently on remand in custody.
- 5.2 Prison Governors and Regional Probation Directors must ensure that staff completing bail enquiries have ready access to previous convictions from the PNC (either directly as an approved user, or through an approved user). This information is crucial in the assessment process and in terms of providing a quality Bail report and CAS-2 referral.
- 5.3 The availability of accommodation and/or support for individual defendants will be communicated to the Courts through Bail Information Reports (BIR) produced by Probation court teams at first appearance and by prison staff and Bail Information Officers, for second or subsequent hearings.
- 5.4 For information on Bail Policy, referrers should refer to:
- PSI 09/12 Implementation of the Service Specification for Bail Services
 - PSO 6101 Bail Information Schemes
 - PSO 6100 The Bail System
 - EQUIP Bail Process
- 5.5 Staff should seek to identify those who may be bailable if they had the accommodation and/or support that CAS-2 provides.
- 5.6 All staff completing bail enquiries are not required to complete formal OASys risk assessments before referring cases to Nacro or before submitting a BIR. Staff must identify risk factors using the information available to them including a summary of previous convictions & the current alleged offence, and the information from interviewing the defendant, including any support needs. Identifying any constraints regarding the location – e.g., Criminal Behavioural Orders or witness/victim issues is also important to ensure a safe placement. Staff must consult the Probation Practitioner where the defendant has one and obtain the latest OASys report to support this process. Where an OASys risk of serious harm screening or a risk of serious harm analysis has been conducted and is available, staff should draw on that assessment in identifying risk factors for the referral. Staff should encourage defendants to seek bail but need to use their awareness and judgement so that they do not generate unreasonable expectations of release. Where an OASys risk of serious harm screening or a risk of serious harm analysis has been conducted, staff should

draw on that assessment in identifying risk factors, however the assessment document itself should not be provided to Nacro.

- 5.7 Staff should complete and submit the bail information report (BIR) to the Court, Crown Prosecution Service (CPS), and defence lawyer in the usual way, but identifying the availability of accommodation and support as set out in the Nacro proposal should the Court wish to impose this. The BIR should also state the needs and risks identified and draw attention to how Nacro can support these areas through their support session delivery. The brief description of the Nacro service at Appendix A should be sent with the BIR.
- 5.8 Witness statements must not be copied to Nacro.
- 5.9 The referral form allows staff to indicate the defendant's support needs. Nacro will also make their own assessment of needs through the contact sessions during the ensuing bail period. It is appropriate to mention physical and mental health needs, but without breaching any medical confidentiality.
- 5.10 Defendants who seek bail and who are appropriate to an Approved Premises place due to their level of risk, should be referred to an Approved Premises if a place is available. Such defendants are unlikely to be suitable for referral to CAS-2, except where Approved Premises accept medium or lower risk defendants (e.g., Approved Premises for women).
- 5.11 It is important that the defendant understands that the decision for bail is for the Court, despite consent to be referred to the CAS-2 service being sought.
- 5.12 As with all other cases, staff completing bail enquiries must interview the defendant before making any referral and completing a BIR.
- 5.13 Staff should ensure that defendants understand that they are expected to make their own way to the bail accommodation – where they will be met by a Nacro member of staff if they arrive before 22.00hrs. They should ensure that prisoners are aware of the availability of travel warrants from the prison (if released from the prison) or the court escort contractor (if released at court). Bail Information Officers should identify any defendants who will need transport to be provided – e.g., because of disability or journey difficulty - and should include this on the request to CAS-2 where necessary. Where a defendant is located more than 1.5 hours away from court, reasonable costs to attend future court appearances will be met by Nacro.
- 5.14 Staff should identify cases where the timing of release and travel may mean an overnight remand is appropriate to avoid the risk of the defendant being unable to reach the address in time on the day of the hearing. They should alert the Court and solicitor and, if appropriate, the prison Video Link staff to such cases.
- 5.15 The BIR and supporting documents should be sent to the Court and the Defence Solicitor. When submitting bail information reports, prison and Probation staff should send the briefing note to the Court, CPS and Defence Solicitor with the bail information report and the CAS-2 provider's proposal for accommodation and/or support.
- 5.16 Staff completing bail enquiries should send the Bail Information Report with the CAS-2 proposal and a description of the service to the Court and the Defence Solicitor. It is

important that Staff ensure that Courts and the defendant have the information necessary to contact Nacro if bail is granted.

- 5.17 Courts are free to impose additional other bail conditions – including curfews with tagging - if they deem it appropriate.
- 5.18 Where the Court hearing will be by prison video link, prison staff should include on the Referral the amount of time needed to effect discharge of the prisoner from the prison, following the video link hearing, if bail is granted. Nacro can estimate the time needed to get to the address and ensure that a staff member is resourced to facilitate an induction if arriving before 22.00hrs. Courts/Prisons may need to remand overnight if the release and travel would mean that the defendant cannot reach the address by early evening.
- 5.19 If there are any changes in the circumstances (for example a prison transfer or the prisoner is bailed or released) between the date a proposal is received and the Court date, then the BIO must advise Nacro and vary or cancel the request.

Family Accommodation

- 5.20 A defendant who is a parent may be provided with family accommodation where he or she can be joined by dependent children. However, in recognition of the need to safeguard children, such a request should only be made where the relevant checks have been made and Children Services have confirmed in writing that there is no reason why the named child/children should not reside as requested. Where a parent and child or children are accommodated there will be no other occupants in a shared house.
- 5.21 If there is doubt about whether a parent should be permitted to be joined by a dependent child, or if assessment via the appropriate authorities would cause delay, staff can invite the defendant to apply for bail and make the request to be joined subsequently. If following release, the relevant authorities agree that the defendant can be joined by the dependent(s) then Nacro may need to arrange a new address - and will help the defendant make any variation of bail required.
- 5.22 Partners will not be permitted to stay at accommodation provided by CAS-2, the exception of this is where parents and dependent children are accepted into the service as a family. There will be no mixed gender sharing of houses.
- 5.23 Referrers are encouraged to discuss cases with Nacro, through the CAS-2 Central Referral Hub, if unsure about the forms, vacancies, or to clarify procedures or the handling of cases.

Women

- 5.24 Staff in Prisons and Courts must consider whether a woman may need additional levels of support. Nacro have a range of female specific support services and a female support worker will be allocated to all female participants.

PNC – previous convictions and convictions abroad

- 5.25 Staff should ensure that they have accessed previous convictions data before completing any request to CAS-2 or before completing any BIR. Nacro may refuse any case where it considers that there is insufficient information on which to make an adequate assessment of risk.
- 5.26 Referrers should seek to establish whether applicants have been living in the UK. If they have, then PNC can be relied upon to provide information on past convictions. If a UK national or foreign national has lived abroad for a period of 6 months or more in the last 3 years, then foreign convictions information should be sought before referral. When a return is received Nacro will consider these on a case-by-case basis.
- 5.27 Should further information on convictions abroad be received after referral or after release to CAS-2, then the new information must be passed to Nacro immediately so that a decision can be made on whether the user may continue in the service or whether management arrangements should be varied. Nacro have the right to withdraw the accommodation if new information renders the participant ineligible.

Foreign Nationals

- 5.28 Foreign nationals are not excluded and can be referred to CAS-2 if they meet the standard eligibility criteria and subject to:
- Not being in breach of immigration laws other than overstaying an approved period of leave to enter or remain in the United Kingdom.
 - Sufficient information being available to establish eligibility and to enable Nacro to reach an assessment of risk
 - Having funds to enable them to pay rent/service charge or being able to claim housing benefit.

Orders and Release

- 5.29 The Court, if it grants bail into CAS-2, will record the service as a condition on the Bail Form and will send a copy of the Bail Form direct to Nacro within 24 hours of bail being granted. An example of recording CAS-2 as a condition on the Bail Form should read: -
- i) To Live and Reside at :(*Full CAS-2 address*)
 - ii) To comply with all the Terms and Conditions of the CAS-2 accommodation Licence
 - iii) To abide by an electronically monitored curfew of Daily
 - iv) Any other Bail conditions
- 5.30 Where a prisoner appears in Court over the prison video link and is bailed, the prisoner must be made aware of the following information - all of which will have been provided by Nacro:
- The accommodation address details
 - Travel directions to the address
 - The name of the Nacro contact
 - Nacro telephone number
 - Details of the 24hr police station nearest to the address

- 5.31 The prison must also ensure that the prisoner is aware of the required arrival time, which should have been set by the Court, and is provided with a travel warrant in accordance with the existing discharge policy. Prisons should take particular care to ensure that the Defendant has sufficient time to reach the CAS-2 accommodation by the required arrival time, without putting the Defendant in breach of his/her conditions. Where it is evident that the Defendant has insufficient time to travel, discussion with Nacro should take place to consider alternatives. As a last resort the Defendant may elect to stay overnight at the prison and in line with prison discharge procedures this should be a consideration for the releasing prison.
- 5.32 Where the prisoner attends court in person then he/she or the solicitor will be expected to contact Nacro. It is important that Bail Information Officers ensure at the time they submit the BIR, that Courts, Solicitors, and the Prisoner have the information necessary to contact Nacro if bail is granted and have the travel directions provided by Nacro. Those produced at Court may be provided with travel warrants by the Prison Escort Contractors, in accordance with existing policy and contractual obligations.
- 5.33 If the Court imposes more enforceable support sessions than the standard of one a week, this will be recorded on the Bail Form.
- 5.34 Courts may identify potential cases for bail into accommodation and support at first appearance. Wherever possible the Court Probation Staff will pursue a referral. Exceptionally the defendant may have to be remanded in custody perhaps with pre-release conditions set by the Court. Staff should be alert to such cases which will need to be prioritised to minimise remand periods. Where Court Probation Staff do commence action, they will ensure that the relevant prison is aware that an initial request has been made to Nacro.

Service Description, including Breach arrangements, for Bailees

- 5.35 Nacro will respond in writing to the formal referral with details of an address and support officer following acceptance of an offer by the Defendant. If Nacro is unable to meet a specific request they may offer an alternative.
- 5.36 Nacro will take account of any issues around location and the sharing of accommodation. If Nacro are unable to meet the request they may offer an alternative.
- 5.37 A Support Officer will meet and welcome the participant on arrival at the accommodation for an induction meeting. This will be carried out during the contracted hours and will include a full tour of the accommodation, including introducing the Participant to other participants residing in the property, being given keys to access the accommodation and the signing of the Accommodation Agreement (Licence Agreement), including the accompanying house rules/conditions of residence. The Support Officer will explain clearly what this means for the participant, especially regarding anti-social behaviour, and will confirm that the conditions of residence are understood to minimise the prospect of any enforcement action.
- 5.38 Nacro will want to ensure as a priority that every participant is supported in maintaining occupancy of the accommodation, including compliance with the legal conditions in force. Nacro will inform all Participants that they are working in partnership with Electronic Monitoring Providers, Courts, Police, The Probation Service, and thus, information may be shared with the relevant parties where necessary and proportionate. Participants will sign an information sharing agreement whilst in service to provide consent.

- 5.39 The bail support will consist of a minimum of 1 enforceable mandatory contact session a week. Attendance at these within the rules set down by Nacro will be a condition of bail. Courts may impose more enforceable sessions at their discretion. The support worker provided by Nacro will support the defendant to comply with the conditions of their bail order, and address issues such as accessing housing, education, training, or employment; finances; substance misuse; mental health and signposting to existing specialist public and voluntary services as appropriate.
- 5.40 Those provided with accommodation will be given support by Nacro's support officers to maintain occupancy of the accommodation. They will also get help to find move-on accommodation beyond the end of bail (although a proportion may be sentenced to custody or may be re-remanded). The defendant will be allowed to remain at the accommodation for up to 7 days following completion of the Bail period unless otherwise recalled or the service is terminated.
- 5.41 Nacro is required to establish good liaison with the police and with other stakeholders including probation providers and electronic monitoring suppliers. Nacro has clear guidance and set procedures on when to initiate breach procedures with the police. Failure to arrive at the accommodation, or absconding, will be reported to the police. Failure to attend 2 contact sessions within a 21-day period will be a breach of bail also, and late arrival can result in a termination of offer.
- 5.42 The CAS-2 provider can withdraw the accommodation for persistent breaches, if the risk profile changes, or due to a significant event, which would place the participant in breach of their Bail Order or Accommodation Agreement. The Police will be advised via a Section 9 witness statement completed by the CAS-2 provider.

6 Home Detention Curfew (HDC) referrals and subsequent process

- 6.1 The Prisons are commissioned and therefore resourced through the Service Level Agreements with the MoJ Commissioner, to refer HDC Participants eligible for CAS-2 as part of the generic HDC assessment process described in the Home Detention Curfew (HDC) Policy Framework when CAS-2 would be appropriate.
- 6.2 Referrals to CAS-2 will be made by direct employees of HMPPS or their sub-contractors who may be supporting the HDC or resettlement process. Each prison will remain responsible for the provision and resourcing of services and for how this process is delivered within each establishment. It is important that all staff have access to the relevant case management systems i.e., NDelius/OASys/NOMIS to undertake such assessments & to ensure the relevant guidance is followed, in order to provide good quality referrals and to minimise any delays for information requests where there could be missing information.

Process for referring a HDC eligible prisoner

- 6.3 In support of the existing instructions, the HDC Proposed Address form is issued to the prisoner in line with the normal timetable (at least 10 weeks before HDCED, where possible). If the prisoner cannot provide an accommodation address, and they otherwise

meet the eligibility criteria, they should be offered the possibility of accommodation through the CAS-2 contract operated by Nacro.

- 6.4 If the prisoner accepts the offer, a member of prison staff must interview them to determine their potential needs, including whether there are any dependents and the area the prisoner wishes to reside.
- 6.6 Via the HDC digital portal, the HDC Address Check must be completed by the Probation Practitioner. This asks the Practitioner to assess suitability of the proposed area, as opposed to a specific address.
- 6.7 The Probation Practitioner needs to confirm any geographical restrictions on areas in which the Participant cannot reside. Nacro will then work on the assumption that all other areas in a reasonable proximity to the home area would be approved. If Probation support release to the proposed area, relevant Prison Staff must then complete the CAS-2 Referral form for HDC and send this to the Nacro CAS-2 Central Referral Hub (forms available on EQUIP, Intranet and by emailing the hub directly). The Referral form should be sent no later than 14 days before the expected HDC release date, where possible.
- 6.8 Nacro will process the referral within 3 Working days as set out at 4.6, either placing the individual on a waiting list for accommodation if, and when it becomes available, or offering an address for the prison to consider. Nacro may also reject the referral and will provide the referrer with its reasons or exclusions, as set out in section 2.
- 6.9 Following an offer being made, if the Governor (or suitable delegate) decides the address is unsuitable a further request can be placed with Nacro. However, if the Governor considers the offer to be suitable and the prisoner also agrees the terms of CAS-2, the prison must contact Nacro's CAS-2 Central Referral Hub confirming the address is suitable. This must be done no later than 7 calendar days before the date of release.
- 6.10 The Notification to Other Agencies of release date on HDC must be faxed/emailed as normal to the EM supplier, Probation, National Identification Service (NIS, New Scotland Yard) and local police fourteen days in advance of the release, where possible, and release should be delayed if at least 24 hours is not possible.
- 6.11 Unless specifically agreed and included upon the HDC licence, the prisoner should arrive at the accommodation, at the normal time of 15:00 hours, on the day of release. The Nacro support worker will be there to meet the participant at the agreed time. However, if Nacro has been informed by the prison or the prisoner that they have been unavoidably delayed, the support worker shall be available until 22:00 hours. The prisoner **must** arrive by 22:00 hours at the latest.
- 6.12 On the day of release on HDC prison staff must email (faxing is available, if email facilities are not available) a copy of the licence to all the above parties and to Nacro before 12 noon. All copies of the licence must be clearly annotated to show that the accommodation address is supplied by Nacro.
- 6.13 If upon induction it becomes clear the accommodation is not suitable, Nacro will notify the Probation immediately and ask the Prison Governor for approval before moving the participant to a new address. Nacro will also advise the EM supplier if it is necessary to change the address. The Governor may approve the new address if satisfied (following consultation with Probation about the suitability of the proposed address) that there is no

information held that would indicate the proposed address is unsuitable. The licence must be amended and emailed (or faxed if email not available) to all relevant recipients without delay.

- 6.14 Those receiving medication should be released with sufficient medication for their first few days of release, to allow enough time for GP registration and prescribed services to be actioned.

Service Description including Recall arrangements for HDC Participants following referral

- 6.15 The HDC support will consist of a minimum of three contact sessions per week. The support worker (provided by Nacro) will help the Participant to observe the conditions of their HDC licence, working closely with Probation with agreed actions.
- 6.16 Those provided with accommodation will be given help by Nacro's support workers to settle in and to maintain occupancy of the accommodation. They will also get help to find move-on accommodation beyond the end of their HDC period. The Participant will be allowed to remain at the accommodation for up to seven days following completion of the HDC period unless otherwise recalled or the service is terminated.
- 6.17 Nacro is required to establish good liaison with the police and with other key stakeholders including probation providers and electronic monitoring suppliers. Nacro has contractual obligations to notify these agencies (Police, Prisons, Probation, and electronic monitoring providers) of significant issues. Failure to arrive at the accommodation, or absconding, will be reported to the Probation Practitioner. Failure to attend two contact sessions within a 21-day period may lead to a withdrawal of accommodation.
- 6.18 The CAS-2 provider can withdraw the accommodation for persistent non-compliance with the accommodation agreement if the risk profile changes or due to another significant event. The CAS-2 provider will notify the Probation Practitioner in advance of the decision to withdraw the accommodation, so that they can consider alternative address options and/or whether to make a recommendation for recall. Decisions regarding recall are authorised by the Public Protection Casework Section (PPCS) in HMPPS HQ.
- 6.19 Nacro will maintain records of cases including requests, referrals, orders, and the service provided and will make reports available to HMPPS to demonstrate performance and compliance in this area.
- 6.20 CAS-2 staff will provide an induction session on arrival and encourage HDC Participants to comply with the CAS-2 Accommodation Agreement. CAS-2 support staff will provide three support sessions a week whilst in residence. CAS-2 will provide move-on support to obtain settled suitable accommodation at the end of the HDC Licence period. The obligation is that CAS-2 staff will liaise closely with Probation to agree an approach of support and how to deal with any issues or concerns relating to an individual as they arise. The overall responsibility for move-on lies with the relevant Probation Practitioner. It is important that all parties work collaboratively from the offset to enhance outcomes for the participant.

- 6.21 Where a prisoner fails to arrive at the accommodation by 22:00 hours on the day of release the Probation Practitioner (where the Participant is subject to statutory supervision), will be notified of the failure to arrive by Nacro, alongside EMS. The Public Protection Casework Section of HMPPS HQ will ultimately decide whether to authorise the recall of the Participant following a request to recall by the Probation Practitioner, or a request for breach action from EMS.
- 6.22 Where Nacro wishes to terminate the accommodation agreement to an individual they will notify the Probation Practitioner. The loss of suitable accommodation may lead to recall from HDC unless alternative, suitable accommodation is found immediately. Nacro may terminate the service if the participant breaks the terms of the agreement, fails to sign the Accommodation agreement or where there are risk concerns and unacceptable behaviour towards other occupants of the premises, neighbours or Nacro's staff. However, Nacro will continue to provide accommodation until the Responsible Officer receives a response from the Public Protection Casework Section.
- 6.23 Nacro may contact the Police where there is an immediate threat of safety.
- 6.24 Participants may be recalled for reasons not necessarily related to CAS-2, in which case, the Responsible Officer will notify the CAS-2 Provider. The CAS-2 Provider will in turn notify the EMS Provider.
- 6.25 If a variation is made to the HDC licence of those on HDC in CAS-2 accommodation, the CAS-2 Provider should automatically receive the latest copy of the HDC licence from the Varying Authority.
- 6.26 If the Participant is placed in custody following a breach/ new sentence/remand, or if they abscond or abandon the accommodation, Nacro shall:
- Dispose of the property and will not take responsibility for any of the possessions remaining in the property post the licence agreement.
 - Where belongings appear to be of significant monetary or sentimental value and where space permits, Nacro can store the belongings for 7 days until the participant or nominated person collects.
 - After the seven days dispose of any of the Participant's property that has not been collected in accordance with the terms set out in the Accommodation Agreement.
 - In such circumstances as highlighted in the previous paragraph, an inventory must be taken of all the belongings indicating, where possible, the value of them. The member of staff involved should sign the inventory. Photographs should also be taken of all property items

7 Process for referring a HDC eligible prisoner from the Community (Alternative to Recall)

- 7.1 If a Participant is subject to an existing HDC licence and loses their suitable accommodation and consequently faces a Recall to custody, the individual may be eligible for CAS-2 providing they meet the core eligibility as set out at Section 1. Referrals for this cohort are treated as emergencies and will be considered within 1 hour as set out at 4.6. Referrals should be made via the Alternative to custodial Recall (ATCR) template. The relevant forms

and guidance can be found on EQUIP and the HMPPS Intranet Page. As a last resort, referrals can be sought by contacting the Nacro Referral Hub directly. All referrals should be completed the Probation Practitioner.

Process for referring a Participant subject to Standard Licence Conditions from the Community

- 7.2 If a Person on Probation (PoP) is subject to an existing standard licence and loses their suitable accommodation and consequently faces a Recall to custody, the individual may be eligible for CAS-2 providing they meet the core eligibility as set out at Section 1. Referrals should be made via the Alternative to Custodial Recall (ATCR) referral form template. The relevant forms and guidance can be found on EQUIP and the HMPPS Intranet Page. As a last resort, referrals can be sought by contacting the Nacro Referral Hub directly.
- 7.3 The referral route is for probation practitioners and prior to an actual decision to recall. Referrals must be marked as requiring a decision within 1 hour, by ticking the YES box in the “emergency referral to avoid recall” section on the referral form.
- 7.4 Referrals from this cohort must be individuals who have genuinely lost their suitable accommodation and without this, their risk cannot be managed safely by the probation provider. It should be noted that NFA or No Fixed Abode in its own right does not represent a loss of suitable accommodation for the purposes of CAS-2 eligibility.

8 Homeless at Conditional Release Date (HCRD)

- 8.1 Participants due to be released from custody without accommodation who fulfil the CAS-2 basic eligibility criteria set out in sections 1 and 2, may be eligible for CAS-2, subject to availability. CAS-2 prioritises the core cohort groups set out in section 1 but as and when there is general availability, Nacro may accept referrals for those who are homeless on release.
- 8.2 Referrals should be made via the Homeless at Conditional Release referral form template. The relevant forms and guidance can be found on EQUIP and the HMPPS Intranet Page. As a last resort, referrals can be sought by contacting the Nacro Referral Hub directly.
- 8.3 A person is legally defined as homeless if:
- they have no accommodation available in the UK or abroad
 - they have no legal right to occupy the accommodation
 - they have a split household and accommodation is not available for whole household
 - it is unreasonable to continue to occupy their accommodation
 - they are at risk of violence from any person
 - they are unable to secure entry to their accommodation
 - they live in a moveable structure but have no place to put it

9 Process for referring an individual from Approved Premises

- 9.1 Should an individual meet the eligibility criteria for CAS-2 and not any of the exclusions as set out in section 2, they could be eligible to be referred to CAS-2 as a move-on solution from Approved Premises. It is important that Probation Practitioners seek settled accommodation for the individual as a priority, however where this is not feasible, and where longer time may be required to source appropriate move-on accommodation, they may be permitted to reside for a period of up to 12 weeks at a CAS-2 address.
- 9.2 Referrals should be made via the 'Approved Premises Move-On' referral form. The relevant forms and guidance can be found on EQUIP and the HMPPS Intranet Page. As a last resort, referrals can be sought by contacting the Nacro Referral Hub directly.
- 9.3 Referrals should be made by the Probation Practitioner, in agreement with the Approved Premises Manager. They should be completed at least two weeks prior to their bed withdrawal date from the Approved Premises, to allow Nacro time to screen the referral and allocate a bedspace up to 7 days prior to their move-on.

10 Performance

- 10.1 The performance of the CAS-2 contractor, Nacro, will be monitored throughout the lifetime of the contract by the CAS-2 Contract Management team. Performance will be routinely available directly from "the hub" at [HMPPS Performance Hub \(justice.gov.uk\)](https://www.justice.gov.uk/hmpps-performance-hub). This will allow for the transparent reporting of CAS-2 referrals, by referral point to both prison and probation providers.
- 10.2 In addition to contractual requirements, the contractor will be measured in its performance against the following performance indicators:
- Provision of contracted bed space numbers
 - Bed spaces in service
 - Occupancy
 - Timely reporting of incidents
 - Delivery of support sessions
 - Timely response to breach
 - Response to completed referrals timeliness
 - Move-on
 - Energy Performance (EPC) of properties

11 Policy and Strategic Context

11.1 Contract Management

The CAS-2 contract is formally managed centrally by HMPPS. Questions about the operation of the contract which cannot be resolved locally, should be referred to the HMPPS

CAS-2 Contract Management Team, CAS2@justice.gov.uk or the CAS-2 Senior Contract Manager David.scott1@justice.gov.uk Tel: **07976 633860**.

11.2 Policy Queries

For HMPPS policy questions **about CAS-2 please** contact CAS2@justice.gov.uk or the Authority Senior Contract Manager responsible for the CAS-2 contract, David.scott1@justice.gov.uk

For policy queries **on HDC** contact the HDC functional mailbox at release.policy@justice.gov.uk or Chris Potter, Policy Lead for HDC and ROTL: Tel: 0203 334 3112 Chris.Potter2@justice.gov.uk

For policy questions **on bail** contact Greg Riley-Smith: HMPPS HQ: Greg.Riley-Smith@justice.gov.uk

