

# Worcestershire Criminal Justice Housing and Support Protocol



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## 1. Vision and scope

The vision for the Worcestershire Criminal Justice Protocol is that ***Everyone at risk of homelessness in the county, during and upon release from the prison system should receive timely advice, support and assistance which ensures that, wherever possible, they are able to sustain their existing accommodation, or that they have a planned move into suitable accommodation which meets their needs.***

In 2022 Worcestershire County Council and the Worcestershire Local Housing Authorities commissioned Campbell Tickell consultants to research and analyse the Worcestershire Criminal Justice Housing and Support process and make recommendations for improvements in working practices. The report identified that most individuals exiting custody were being dealt with at crisis point prior to release and that Duty to Refer referrals were not always being made or acted upon. The report also identified that a high number of individuals have high and medium support needs that are not always being met.

This protocol has been developed in response to this report and aims to improve the outcomes for those leaving custody by developing a new approach which tackles the systemic failures identified. It provides a structure to help ensure housing is prioritised at every touch point of the Service Users journey through custody and that wherever possible homelessness is prevented. It aims to enable services to better identify vulnerability, unmet needs and risks amongst offenders in order to provide constructive resettlement and positive housing and support pathways including referrals to appropriate health services to reduce offending and improve health and wellbeing.

Partners are committed to utilising existing services, assets, and capacity where possible and to modify approaches as necessary to provide a more joined up pathway, whilst also recognising that capacity issues may compromise the efficacy of this new way of working. We will identify throughout the document where additional resources, not currently in place, would support better outcomes.

We believe that real change for the individual (recovery and desistance) begins with a trusting relationship and is supported by partnership working because it is unlikely that one person or one agency can meet all support needs effectively.

The scope of this protocol covers all people leaving prison aged 18 and over who are returning to Worcestershire and accessing homelessness provision in the county.

## 2. Key Legislation and Documents

- I. Homelessness Reduction Act 2017 [Homelessness Reduction Act 2017 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2017/22/contents/enacted)
- II. Housing Act 1996 [Housing Act 1996 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/1996/52/contents/enacted)

- III. Homelessness Code of Guidance 2021 [Download this guidance - Homelessness code of guidance for local authorities - Guidance - GOV.UK \(www.gov.uk\)](#)
- IV. Social Housing Allocations Guidance [Social housing allocations guidance - GOV.UK \(www.gov.uk\)](#)
- V. The Localism Act 2011 [Localism Act 2011 \(legislation.gov.uk\)](#)
- VI. UK Parliament. [Children and Young People in Custody \(Part 1\): Entry into the youth justice system](#). November 2020.
- VII. Worcestershire Homelessness and Rough Sleeping Strategy 2022-25 [Worcestershire Homelessness Strategy 2022 - 25 \(redditchbc.gov.uk\)](#) Domestic Abuse Act 2021 [Domestic Abuse Act 2021 \(legislation.gov.uk\)](#)
- VIII. Crime and Disorder Act 1998. [Crime and Disorder Act 1998 \(legislation.gov.uk\)](#)
- IX. Criminal Justice Act 2003 <https://www.legislation.gov.uk/ukpga/2003/44/contents>
- X. St Basils Youth Justice Accommodation Pathway [Finalframework3\\_YouthJustice.pdf \(stbasils.org.uk\)](#)
- XI. Campbell Tickell – Worcestershire Criminal Justice and Housing Pathway Report June 2022
- XII. Worcestershire 16/17 Protocol
- XIII. Worcestershire Care Leavers Protocol
- XIV. The future of prison mental health care in England [The future of prison mental health care in England | Centre for Mental Health](#)
- XV. Section 14 of the Offender Management act 2007 [Offender Management Act 2007 \(legislation.gov.uk\)](#)

### 3. Our Partnership Approach to a Positive Pathway

The purpose of this protocol is to set out the commitment, processes and systems through which partners can work together to prevent homelessness. It considers housing issues at entry into custody and sets out how and when Duty to Refer should be made, which agency should act as lead agency at given points and what data sharing protocols are required. It identifies key meetings and establishes a new Prison Release multi-agency working group to deal with Service Users at medium to high risk of homelessness including those Service Users under MACC, MARAC or MAPPA arrangements.

#### **The Partner Commitment:**

**Entry** – that anyone entering custody is provided with advice and support to retain accommodation wherever possible, or appropriate. Where accommodation cannot be retained that relinquishment is dealt with proactively to ensure that housing related debts and other tenancy breaches are kept to a minimum.

**Stay** - that a housing pathway is created as early as possible, up to 6 months prior to release with Service Users actively involved. Where a need is identified service

users should receive a personalised support package and an accommodation plan which is available to them upon release.

**Exit** – that support is available upon release so that the Service User accesses the services that can provide them with accommodation and help to sustain that accommodation and ensure that benefits are in place and that homelessness and rough sleeping is avoided. In addition, to also work towards ensuring that safe, secure and appropriate emergency accommodation is available if arrangements do break down.

The partners commit to a culture of collaboration, continual learning and co-production which involves those with lived experience.

#### 1. **ENTRY:**

Wherever possible and appropriate, upon Entry into Custody, the Service User's existing accommodation should be retained. A more proactive and upstream approach will be developed by the Pre Release Team who complete the Basic Screening Tool 2 (see Appendix 7) within 5 working days of a Service User entering prison. This helps to establish housing and/or support needs which the Pre Release Team will either deal with themselves or report to the Community Probation Practitioner (CPP).

The Pre Release Team, CPP or Commissioned Rehabilitative Services (CRS) will be able to contact the landlord of the Service User to deal with any tenancy sustainment or tenancy surrender requirements. Tenancy issues will be acted upon as quickly as possible to prevent homelessness or minimise debts or other issues that may become a barrier to accessing accommodation upon release. Where the Service User is a mortgage holder the lender will be contacted to discuss a mortgage holiday or other options.

The CRS services are able to assist with finance and debt such as: NACRO/YSS/Birmingham Settlement Officer. The DWP prison work coach will ensure that the housing element of UC is maintained where the sentence or stay is expected to be less than six months. Where the Service User is claiming housing benefit, different rules apply. **For more information on Housing Costs and Housing Benefit see Appendix 1.**

- a. Where the Pre Release Team/CPP have identified through the Basic Screening Tool that the Service User has a tenancy that cannot be retained, the landlord will need to be contacted. The tenancy will need to be surrendered at the earliest opportunity to avoid the build up of rent arrears. This will also help to ensure that the Service User retains a good tenancy history wherever possible. If the Service User is within 6 Months of release a Duty to Refer referral should also be made to the Local Housing Authority so that the Service User can be considered at the Prison Release Meeting.

- b. Where there are rent arrears and other debts e.g., utilities, council tax, water etc. the CPP will make a referral to the CRS provider for the relevant providers to be contacted.
- c. The collection and storage of belongings left behind in a rental property are protected by the Torts (Interference with Goods) Act 1977. Landlords must take care of any uncollected goods. This means that items left behind are the landlords responsibility. If the landlord does not want to keep them, they must be stored in a safe place until reasonable steps have been taken to trace and contact the tenant. A landlord must give the tenant notice that they intend to dispose of any goods left behind and it is usual to give the tenant (or their representative) at least 21 days to collect the goods. The pre release team or CPP should ensure that the landlord is made aware of the situation and that the Service User has an opportunity to contact family or friends to arrange the removal of any valuable or important items where the tenancy cannot be sustained.

Where pets have been left behind the Service User should be encouraged to make arrangements for their care, or the landlord should be advised to contact the RSPCA.

Service Users on Remand will not have a CPP and cases will need to be picked up by the Prison release team who will be responsible for Duty to Refer referrals which will ensure that the Service User is considered at the Prison Release Meetings.

## **2. STAY:**

- a. Where a Duty to Refer referral is made, the Worcestershire Local Housing Authority will carry out a housing duty assessment, open a homelessness application and develop a Personal Housing Plan. The Service User's housing needs will be considered at the Prison Release Meeting. It is likely that the Service User will need to complete a housing application form (this can be done online though it is recognised that Service User access to online services can be difficult) and they will need to have the appropriate proofs (local connection, address history and income) for the application to be processed. Housing Applications in some Local Housing Authority areas can take a number of weeks/months to process, which may mean that social housing is unlikely to be available in time for the Service User. Even where an application is processed the Service User may not be in sufficient priority to have any real prospects of being successful in securing social housing.



- b. Housing Options/Solutions Teams are able to arrange a video link with the Service User to conduct a homelessness assessment.  
Access to service users has been a barrier to upstream working in the past and had meant that Duty to Refers have not always been actioned. Where issues are being experienced by local authorities, they can contact the prison Strategic Housing Specialist to work out how access can be achieved. Where a Service User has disclosed a health need during their homelessness assessment, NHS Health Care have agreed to share any relevant information in order for the Local Housing Authority to determine Priority Need through a single point of contact at [Inclusionadmin@mpft.nhs.uk](mailto:Inclusionadmin@mpft.nhs.uk).
- c. Where Service Users have no proofs to provide for Housing Applications and other services and there are specialists working within prisons who are able to assist with ID and Finances e.g., at Hewell there is a specialist ID and Banking Administrator Officer within the prison who will ensure Service Users have ID, bank account, core documents etc to enable them to apply to housing registers and facilitate their release. The DWP are also able to assist with obtaining ID.
- d. Where the Service User is likely to have a housing need their case should be taken to the Prison Release Meeting, subject to consent being obtained and the Duty to Refer being made, whilst the Service User may also be being considered for housing under MAPPA, MARAC or MACC this will ensure that no one in housing need slips through the net. The partners who attend the Prison Release Meetings will develop a bespoke and tailored accommodation plan for the Service User.
- e. The CPP will be the link officer for the Service User throughout the pathway with support from partners. Whilst the housing needs of the Service User will be the responsibility of the Local Housing Authority the CPP will still be involved in this process to ensure that needs and risks of the Service User, or to the Service User, are understood.
- f. The CPP should make a referral to the CRS at the same time as the Duty to Refer referral is completed so that the CRS is aware that the DTR has been made. This will help to ensure that there is no duplication in service.

### 3. EXIT:

- a. Upon release the Service User will be required to report to Probation and if they have substance misuse issues, they will need to attend a substance misuse service. The Service User will may also need to attend an appointment with the local housing authority and DWP. In the past Service Users have experienced difficulty in attending vital appointments especially where there release time is delayed or they need to travel by public transport to another areas. At Hewell Prison a 'Through the Gate Service' with Reconnect is available to vulnerable

Service Users (homelessness is included within the Reconnect definition of vulnerability) to help them to access appointments.

- b. Where a Service User has served less than 14 days, they will not receive a Discharge Grant. It is therefore important that the Reconnect Through the Gate Service is able to meet a Service User if required and ensure that they comply with their release obligations as well as being able to access food supplies and accommodation. The ordinary discharge grant provided is meant to meet basic needs but where accommodation includes a service charge payable by the individual, then the Higher Discharge Grant can be applied for to ensure that this is affordable for them.
- c. The Prison Release Meetings are expected to identify Service Users with a housing need and will meet frequently so that those with shorter sentences can be discussed. Subject to consent, the list of individuals will be circulated in advance of the meetings and an agreed pathway will be put in place to address offender accommodation needs. Whilst the availability of accommodation can be a challenge, particularly for those who have a poor tenancy history, the partners will try to ensure that there is a housing pathway for everyone. Personal Housing Plans will be put in place to allow for even where the release day is a Friday or late afternoon and wherever possible will include those on short sentences. The Local Housing Authority will need to be made aware of release dates at the earliest opportunity to avoid the Service User becoming homeless and/or rough sleeping.
- d. Where a Service User is accommodated in insecure housing the CPP will need to monitor this and where that accommodation might be breaking down or is no longer suitable, ensure that a Duty to Refer referral is made.

#### **4. The Duty To Refer and Commitment to Refer**

Under section 213b of the Housing Act 1996 specified public authorities are (from the 1<sup>st</sup> October 2018) required to notify a housing authority of any service users that they consider may be homeless or threatened with homelessness. (i.e., it is likely that they will become homeless within 56 days).

Worcestershire Local Housing Authorities would prefer to receive early referrals at up to 6 months prior to release to give them time to work towards a positive pathway into accommodation.

The Duty to Refer applies to:

- Prisons
- Youth Offender institutions
- Secure Training Centres

- Secure Colleges
- Youth Offending teams
- Probation Services (including community rehabilitation companies)
- Jobcentre Plus
- Social Services authorities
- Emergency Departments
- Urgent Treatment Centres
- Hospitals in their function of providing inpatient care.

If the service user consents to a referral, the public authority is required to make the referral, notifying the identified Local Housing Authority of the reason for the referral and how the service user may be contacted.

The referring authority must:

1. Have consent for the referral from the service user.
2. Allow the service user to identify the housing authority in England which they would like the notification to be made to. Local housing authorities generally owe more duties towards homeless applicants who have a local connection with their area. If a person asks to be referred to an area they do not have a local connection to, the local housing authority might subsequently refer them on to another local housing authority to which they do have a local connection (see [chapter 10 of the Homelessness code of guidance](#)).

In general, a service user is likely to have a local connection to an area if they live or have lived there, work there or have a close family connection. However, a service user should not be referred to an area where they would be at risk of violence or where it would not be appropriate for them to return to that area.

In addition to the usual rules about local connection, care leavers in the prison system have special provision. This provides that where the service user is a care leaver aged 18-21, in addition to any local connection they may have elsewhere, they will have a local connection with the local authority that looked after them. In addition to any area where they have been placed in accommodation for at least 2 years, including a period before their 16th birthday.

In areas where there is a county council and district councils (often referred to as two-tier areas), care leavers will have a local connection with every local housing authority (district council) that falls within the area of the local authority (county) that cared for them.

3. Have consent from the service user that their contact details can be supplied so the housing authority can contact them regarding the referral. (For those in custody this is likely to be the Community Probation Practitioner or Prison Release Team). The Referral for Support Form can be used to achieve consent in compliance with GDPR and also gather information required to

assess support needs and risks which are required by the Local Housing Authority and support providers. ([See Appendix 5](#))

The preferred system for referrals is through the ALERT system which provides an easy and secure way to make referrals to local authorities and can be accessed here: [Duty to Refer \(housingjigsaw.co.uk\)](http://housingjigsaw.co.uk)

Housing Options/Solutions Services can contact the prison and arrange an interview by video link or phone. The HMP Hewell video link department can be contacted on 01527 785266/267. HMP Birmingham can be made via email [legalvisitsbirmingham@justice.gov.uk](mailto:legalvisitsbirmingham@justice.gov.uk)

The Housing Options and Housing Solutions Services will make contact with the individual who has been referred, which they will do through the referring service or video link or telephone options and offer appropriate advice and assistance.

A referral made under s213b Duty to Refer does not count as a homeless application which is only triggered once the Local Housing Authority has made contact with the Service User and they have asked for advice and assistance under homelessness legislation.

If contact is by a phone call or video link, then the service user will be made aware about the departments/agencies that information will be shared with. Consent can be oral. This can be accounted for in the forms here: [Homelessness: duty to refer - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

HMP Birmingham has recently started Pre-Release Sessions with prisoners in the run up to their release date. Those within 2 weeks of release are invited to a session on Tuesdays and those with 10 weeks remaining have a session on Thursdays. These are held weekly on Tuesdays and Thursdays between 9am and 11.30am in the Employment Hub at the prison, where they can speak with a number of services that can support them prior and after release including DWP, Reconnect and Nacro.

These sessions are another way that Housing Needs Assessments can be completed without going through the Video Link process. If the prisoner's release date doesn't fall within 2 weeks or is less than 10 weeks e.g., you receive it at 7 weeks before release, their name can be added to the invite list for the session.

A privacy notice will be available on all local housing authority websites.

[Homelessness code of guidance for local authorities - Chapter 4: The duty to refer cases in England to housing authorities - Guidance - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Training on DtR's is available from Local Housing Authority Housing Options/Solutions Services to raise the quality of referrals and ensure that providers know the housing history and what options might be available for the individual. (The questions requested through the ALERT system can be found at [Appendix 10](#).)

## **5. Who has Priority Need When Applying as Homeless?**

A local authority only has a duty to provide accommodation under a homeless application to someone who has or might have a priority need.

Some people are automatically in priority need. For example, if someone has dependant children living with them.

Other people are only in priority need if they, or someone they live with, is vulnerable for some additional reason. For example, someone who is vulnerable because of a health condition. The local authority must decide if the person is significantly more vulnerable than an ordinary person would be if they were homeless.

Find out more about [priority need of vulnerable people here](#).

## 6. Intentional Homeless Decisions

Some Service Users may be reluctant to consent to a Duty To Refer referral as they will be considered intentionally homeless. Before intentionality is considered by a Local Housing Authority a 56 day Prevention and/or 56 day Relief Duty will be triggered when a Service User approaches them for advice and assistance under homelessness legislation. It is, therefore, in the Service Users interest to consent to a Duty to Refer if they require help with housing.

### Definition of intentional homelessness from the Homelessness Code of Guidance

**9.7** [Section 191\(1\)](#) provides that a person becomes homeless intentionally if **ALL** of the following apply:

1. (a) they deliberately do or fail to do anything in consequence of which they cease to occupy accommodation; and,
2. (b) the accommodation is available for their occupation; and,
3. (c) it would have been reasonable for them to continue to occupy the accommodation.

However, for this purpose, an act or omission made in good faith by someone who was unaware of any relevant fact must not be treated as deliberate (see [paragraph 9.23](#)).

**9.8** Section 191(3) provides that a person must be treated as homeless intentionally if:

1. (a) the person enters into an arrangement under which they are required to cease to occupy accommodation which it would have been reasonable for the person to continue to occupy; and,
2. (b) the purpose of the arrangement is to enable the person to become entitled to assistance under Part 7; and,
3. (c) there is no other good reason why the person is homeless.

### **Day of Release Pilot 2023**

In order to prevent the chain of events occurring that lead to re-offending upon release or immediate recall due to the conflicting needs to travel to the area where they have a local connection and needing to attend multiple appointments, Cranstoun are trialling joint appointments with Probation in Worcester and Redditch. This is proving to be very effective but also very challenging to arrange as there are a considerable number of last minute releases.

Cranstoun currently only have one prison in reach worker who attends Hewell. Another additional worker for Birmingham and Wolverhampton prisons has been recruited. With this extra resource Cranstoun are anticipating being able to expand the joint appointments across Worcestershire.

This multi agency approach has potential to be expanded so that the Councils Housing Options/Solutions Teams could attend virtually by Teams which would help to ensure that the individual is able to access all the services they need during one appointment on the day of release, a kind of 'One Stop Shop' approach.

DWP have suggested that UC claims are also dealt with during these appointments to ensure that claims are in place. This can be by phone on 0800 169 0345 or online. If the Service User is going to be claiming housing element, DWP can ensure payments are made direct to the landlord (APA) as they will be considered vulnerable.

## **7. Recalls**

Recall is the process by which someone subject to licence in the community is returned to custody. It is instigated by the CCP when it is felt that the Service User's risk is no longer manageable in the community. The licence is revoked, and steps are taken to return the Service User to custody. A fixed term recall means that a Service User is returned to custody for a set period of days, whereas a standard recall means that a Service User is returned to custody for an undetermined length of time. Where the recall is for a short period then the opportunity to do homelessness prevention or relief work is limited. If issues are highlighted at BST 2 stage the CPP will be aware that issues need to be addressed quickly.

Recalls create challenges both for landlords and for clients in terms of the accrual of debts, including arrears. Basic Screening Tool 2 ensures that the housing aspects of an individual's recall to prison is managed, including informing the landlord and considering whether the tenancy can be maintained for a short sentence; consider how utilities will be dealt with during the recall, including mobile phone contracts; consider how regular bills will be dealt with, including any debt repayment processes already in place. Where the recall is not going to be in excess of 6 months UC housing costs can remain in payment but must be six months or less officers need to ensure that DWP are made aware of this. Housing Benefit rules are different please see Appendix 1.

## 8. Challenges for Women in Custody

Women represent only 4% of the prison population but are more likely to have complex needs. Most women are imprisoned on short sentences and for non-violent offences. According to Government figures, less than half (47%) of women left prison with settled accommodation in the year to March 2022. One in 10 were homeless or rough sleeping and accommodation status was unknown for one in six women (16%).

This protocol aims to ensure that women leaving prison have safe and suitable accommodation with a focus on overcoming barriers such as:

- Short prison sentences that result in women losing their accommodation;
- The need to rehouse women with their children where they are a primary carer;
- The need for many women to relocate due to domestic abuse;
- Challenges in accessing housing assessments prior to release, in part due to the dispersed nature of the women's prison estate; and
- the lack of suitable, affordable housing, including for women with complex needs

In Worcestershire, Willowdene are commissioned to provide three appointments to women in custody, who are referred by their CPP, to support them in finding accommodation (and with achieving "social inclusion" or connections and a support network for their release). Willowdene work with them further upon release on a full range of relevant issues. They work holistically to address all needs in collaboration with women and using a trauma informed approach.

Accessing refuge and specialist domestic abuse accommodation is usually problematic for women in the criminal justice system because of the complexity of their needs and the risk they present for other residents of accommodation (in terms of their offending, substance misuse, mental health issues, etc.) Therefore, Willowdene's role often focuses on making applications to local authority housing teams. If they are housed, Willowdene then provide whatever practical support they need to establish themselves there.

**See Appendix 2: What to look out for when considering women's housing and support needs checklist.**

## 9. Young People 18 – 25 years

The St Basils Youth Custody Accommodation Pathway identifies that young people who are insecurely housed or homeless are overrepresented amongst those leaving custody. Young people are at higher risk of re-offending than any other age group. However, whilst they are likely to re-offend it is recognised that they are also more likely to 'Grow Out' of offending behaviour, particularly if they have positive help and support.

St Basils suggest a 2 stage approach to supporting young people to achieve a shift from pro-offending to pro-social:

Stage 1 – Individualised personal support to guide the shift – including the identification of the pro offending narrative, strengths, goals, pro social identity and the route to achieving this.

Stage 2 – Individualised structured support to enable the shift e.g., providing practical support for their personal resettlement route, including accommodation, healthcare, education, training and employment and constructive leisure.

It is important to provide co-ordinated support at the earliest stage possible for young people an equally so for young people to be fully informed about the support they receive.

Many young people may have undiagnosed needs which may require the professional network to think differently around knowing how much the young person understands how the support will be provided and by whom.

Evidence of collaboration and participation of young people in support plans suggest that when we involve the young person in the plan and how the plan revolves around individualised need offers the best chance of success for change. Worcestershire Children First have included support for young people leaving prison aged 18-25 within their Outreach /Floating support housing contract. This support can be accessed via standard referrals to the provider.

Those contracts go live in February 2024, however the current provider, Basement Project are open to change around this practice within the current contract period.

This support can be accommodation or community based but will be determined through collaboration with Probation services to ensure risk is considered. This package of support can be provided to young people accommodated in CAS 3.

The protocol partners recognise that young people are often victims as well as offenders and many will come from some of the most dysfunctional and chaotic families, where drug and alcohol misuse, physical and emotional abuse and offending is common. It also recognises issues with transition from youth services to adult services that can result in a disruption to services such as mental health, emotional health and substance misuse.



Plans can be put in place to address this at the Prison Release Meeting to provide an opportunity for planning for those with more complex needs who may have more entrenched patterns of offending.

Many young people will have lived with family prior to custody, and it is important that families should be involved in planning where consent is provided.

Having the backing of family supports a young person's desistance journey, whether or not a young person can stay or return to the family home. By engaging young people and families at the earliest opportunity homelessness may be prevented by facilitating a stay or return to the immediate or extended family home.

The Prison Release Meetings will aim to involve the young people in planning their accommodation options which will increase their 'buy in', reduce anxiety and provide a 'reality check' about housing options and opportunities.

This upstream multi agency approach is more efficient, reduces crises and improves outcomes for young people. Joint planning and sharing of information and responsibilities will prevent young people becoming homeless and/or being placed in unsuitable and costly temporary accommodation.

For young offenders the role of probation may be undertaken by Youth Justice who are supervising some over 18 year olds and will include the Duty to Refer. On the day of release the Service User will transfer to Probation.

**See Young Persons Checklist Appendix 3.**

**Contact Worcestershire Children First for their YOS Practice Standard**

## **10. Care Leavers**

For the purpose of this protocol, we will focus on Care Leavers aged 18-25 who are young people who have been Looked After by the Local Authority for a period of 13 weeks or more since their 14<sup>th</sup> birthday and were in care on or after their 16<sup>th</sup> Birthday.

This cohort of young people are described as Former Relevant Care Leavers and are entitled to have a Personal Adviser (PA) from the authority and must also have an active Pathway Plan that details how they will receive support around housing, education, health, employment and finances.

Time spent on remand between the age of 16-18 also qualifies as eligible criteria, therefore anyone who meets the 13 week criteria on or after 16<sup>th</sup> Birthday on remand is entitled to Care Leavers service.

Children's services are required to keep in contact as a minimum every 8 weeks under a statutory duty and the authority must publish their Local Offer to Care Leavers which details the rights of Care Leavers and how they can access both practical and financial support.

The Pathway Plan should be written and reviewed every 6 months as a minimum, in collaboration with the views and aspirations of the young person and should detail what support will be provided, by whom and how often over the following 6 months. A Pathway Plan should be an aspirational document underpinned by Corporate Parenting principles and with the mindset of “Is this good enough for my child”.

The first building block in anyone’s life is stable accommodation.

Worcestershire Children First Joint Housing Protocol for Care Leavers clarifies the legal framework within which Worcestershire Childrens First and the Local Housing Authorities operate; and how, as partner agencies, they translate their statutory duties towards care leavers into policy, procedure and practice and can meet their housing responsibilities towards care leavers as Corporate Parents. It is also of note that Council Tax exemption exists for all Care Leavers in differing forms across the UK.

Within Worcestershire, anyone living within the county boundary is entitled to full Council Tax discount when living independently up to the age of 25.

The Care Leavers Service must maintain contact with all young people, including those in custody. The service should take steps to ensure that anyone who does not consent to a visit, remains aware of their rights under their Local Offer. Therefore, contact between HMPS staff & the Care Leavers Team is vital through the period of the sentence to ensure the young person is informed about what they can access and what their entitlements are upon release from custody.

Statutory Duty sits with Care Leavers Teams and Children’s services for Care Leavers but there is recognition that where young people leave prison on licence and have Probation support, collaborative working and planning should take place across both services to ensure that both the needs of the young person are met, and consideration of risk underpins plans.

This collaboration should take place at the earliest stage possible and should be a minimum of 6 months prior to release where possible which will allow for effective planning and the addition of partner agency assessments where required to inform post release planning, practically around Mental Health and Adult Care.

WCF Care Leavers Team will hold a PWP review within the HMPS resource and should undertake more regular visits to the young person as release date nears, if this is the wish of the young person involved.

Financial support for Care Leavers is one of the key areas of consideration within the Pathway Plan. It is the role of the Local Authority that any Care Leaver, leaving prison has the means to meet their needs financially. DWP claims should be made timeously and during this interim period upon leaving prison the Local Authority must ensure that young person welfare needs are met.

There are specific easements for Care Leavers within DWP processes which ensure that sanctions where possible are avoided for this vulnerable group.

Advice and guidance for professionals can be sought from WCF’s Care Leavers Team on the contact details below.

WCF Care Leavers Team.

The Care Leavers duty e-mail inbox is checked daily (Mon-Fri) at 09:30am and 12:30pm. All emails will be read by our Duty Personal Advisors and will be responded to as quickly as possible.

[CareLeaversDuty@worcschildrenfirst.org.uk](mailto:CareLeaversDuty@worcschildrenfirst.org.uk)

The Duty phone number is staffed between the hours of 9am & 5pm, Monday to Friday

01905 845613.

## **11. Partner responsibilities**

The key responsibility of all partners is to work proactively and communicate effectively to prevent the homelessness of those within the criminal justice system and in compliance with data protection legislation. The intention is to minimise the number of times that Service Users have to repeat the same information to different services and to provide a bespoke and tailored response that meets their needs.

This includes, but is not limited to:

- Sharing data with all parties through secure email systems, including fully completed Duty to Refers
- A full assessment of needs at pre-custody, custody and post-custody to assess the likely risks of homelessness via the offender assessment system. This should happen with a 12 month review and pre release at 6 months. Where it is likely that a Service User will be released into homelessness and they will be sofa surfing or rough sleeping, support should be made available and can be agreed at the Prison Release Meetings. Duty to Refers should be made up to 6 months in advance to give local housing authorities more time to find a housing solution for the Service User. Probation officers need to make better use of the information and expertise of other agencies like the police and local authorities in order to assess risk accurately, implement plans and coordinate suitable interventions. Domestic abuse checks should be made when court reports are written, or Service Users start their probation supervision.
- The active casework management sits primarily with the CPP with various partners taking responsibility for certain aspects of the Service Users needs at each stage (highlighted in the protocol flow chart). This is kept under review and refined as more services are put in place.
- Accommodation should be identified that is suitable, right for the client and linked to support where required. Service Users need to have their expectations managed as there is insufficient social and affordable housing available locally, therefore, it is likely that the offer will be in the private sector and may be a House in Multiple Occupation. For some Service Users there will be no availability of accommodation in either the Private Rented Sector or

Social Housing and the local housing authority will need to negotiate with family and friends to ensure that there is accommodation available to them.

- The statutory agencies will aim to work pro actively with non-signatory partners such as registered social landlords, private landlords and private leasing schemes, and support organisations to ensure that all parties are able to support tenancy sustainment, once a tenancy is in place.

## 12. Mental Health and Upskilling Staff

Poor mental health is exceptionally common in prison. 45% of adults in prison have anxiety or depression, 8% have a diagnosis of psychosis, and 60% have experienced a traumatic brain injury. In recent years prison suicides have reached record levels, and so too have recorded self-harm and violence.

*The future of prison mental health care in England* was commissioned by NHS England and NHS Improvement, and shares examples of the good and innovative practice happening in prison mental health services. It also finds marked variation in provision from prison to prison. Wider change is urgently needed to improve mental health among people in prison.

The report sets out some key recommendations:

1. **Make all prisons safer** by giving all staff training on mental health and trauma
2. **Invest in community sentences** so that people can get mental health support without going to prison
3. **Speed up transfers from prison to hospital** so that no one waits more than two weeks for urgent care
4. **Change the Bail Act** to stop people being remanded to prison for their 'own protection'
5. Ensure anyone leaving prison with a mental health problem gets health **care in their community**
6. **Extend digital mental health support** in prison.

With people in custody being at a higher risk of ending their lives by suicide than the general population Homeless Link have produced some guidance which outlines what organisations might want to include in a suicide prevention protocol.

Having protocols in place will ensure a consistent and appropriate response, however having a compassionate, trauma-informed and strengths-based approach is also a priority. It is important to be clear from the outset that not all suicides are preventable – many occur impulsively and rapidly in response to sudden distressing situations.

Organisations and their staff can, and should, try to prevent a death by suicide but many people who end their lives make sudden decisions to do so without telling anyone. The link below includes information on how best to try and prevent suicide with an acknowledgement that, sadly, this will not always be possible. [Officers](#)

affected by suicide should be offered support in respect of the impact on their own mental health.

[Managing the risk and impact of suicide organisations.pdf \(kxcdn.com\)](#)

The Campbell Tickell report found that 53% of those leaving custody have a mental health support need. Service Users need to believe in their own efficacy and well trained officers can help them to achieve this. Awareness of the supply of housing locally and availability of support will need to also be a key consideration as partners will have competing priorities for the Service User, ensuring that Service User's expectations are managed.

### **13. Service User Involvement**

In developing this Protocol, people with lived experiences have given their views. The perception is that our approach sits at the 'Doing To/Doing For' point in the Ladder Co- Production model. Looking forward our aspiration is to achieve 'Involvement' and 'Co-production' in the review and learning process.

Opportunities for this could be facilitated through service user forums that Cranstoun already have in place and the mentors and chaplaincy within the prison.

Worcestershire Children First have been tasked with developing a National Positive Pathway for Care Leavers leaving custody. This project is under the direction of HMPS lead for Care Leavers Debbie McKay and Lyndsey Cobden National Care Leavers Advisor for Probation services. This will involve full Collaboration of young people with experience as well as professionals and will take account of "Care Experience Matters".

The Positive Pathway Document once developed will be embedded within this protocol and will provide the Practice Standard for Care Leavers Teams in Worcestershire and beyond. Most importantly this will create true accountability for Young People in receipt of Leaving Care Support to challenge Local Authorities when practice differs from the Pathway.

### **14. Key Meetings**

#### **MAPPA**

MAPPA stands for Multi-Agency Public Protection Arrangements, and it is the process through which various agencies such as the police, the Prison Service and Probation work together to protect the public by managing the risks posed by violent and sexual offenders living in the community.

The aim of MAPPA is to manage the risks that violent and sexual offenders pose to the public by managing the risks associated with these categories of offenders. The various agencies share information about offenders under MAPPA in order to assess the level of risk they pose to the public.

There are three categories of MAPPA offenders:

**Category One** – All registered sexual offenders. Registered sexual offenders are required to notify the police of their name, address and personal details under the terms of the Sexual Offences Act 2003.

**Category Two** – Violent or other sex offenders not subject to notification requirements, including violent offenders who have been sentenced to 12 months or more, or to detention in hospital, and who are now living in the community subject to probation supervision.

**Category Three** – Other dangerous offenders who have committed an offence in the past and who are considered to pose a risk of serious harm to the public.

### **MARAC**

A MARAC, or multi-agency risk assessment conference, is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, probation, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs) and other specialists from the statutory and voluntary sectors.

After sharing all relevant information about a victim, representatives discuss options for increasing safety for the victim and turn these options into a co-ordinated action plan. The primary focus of the MARAC is to safeguard the adult victim.

### **MACC - Multi Agency Case Conference**

Integrated Offender Management brings a cross agency response to crime and reoffending threats faced by local communities. The most persistent and problematic offenders are identified and managed jointly by partner agencies working together.

IOM helps to improve the quality of life in communities by:

- Reducing the negative impact of crime and re-offending
- Reducing the number of people who become victims of crime
- Helping to improve the public's confidence in the criminal justice system.

MACC are North Worcestershire and South Worcestershire sub-groups of the Worcestershire Reducing Reoffending Group which meets monthly. MACC manage the IOM nominals and referrals can be submitted to the IOM Co-ordinator who will carry out an assessment and scoring process to see whether the offender is adopted onto the programme. Referrals/attendance tend to come from the Police and Probation Officers.

Other partners such as Housing, Drug & Alcohol Services, Mental Health and Children's Services should attend.

### **Prison Release Meetings**

Prison Release Meetings are multi agency meetings that deal with Service Users who have housing needs and other needs. They are led by HMPPS but include Police and Local Housing Authorities and CAS 3 Officers.

The meetings are a small group of partners focussing on meeting housing needs. They require Duty to Refer referrals to have been made so that the Service User has consented to their information being shared. The partners will work towards developing a housing pathway to prevent the Service User being released into homelessness and rough sleeping. Support needs will also be identified, and referrals will be made to appropriate support services.

## **15. Commissioned Rehabilitative Services**

### **YSS Connect Service**

In Worcestershire YSS provide support to address barriers to securing and/or maintaining suitable accommodation. They provide advice, guidance, and support to apply for and follow up on available housing options, including council and social housing, supported housing and accommodation with national and local charities.

They identify options based on support needs and barriers; such as mental health issues, substance misuse, poor tenancy history, and can access Local Housing Authority Rent Deposit Schemes.

They will assist with benefits advice including Housing Benefit, Universal Credit, Local Housing Allowances and claim processes and provide guidance and support to retain existing tenancies including where appropriate mediation between the Service User and landlord.

Delivery will be tailored to the specific needs of an individual Service User to enable them to make progress towards their agreed outcomes.

They provide support and advocacy; enabling the Service User to take actions themselves or supporting them to do so or taking steps on their behalf.

Advice, guidance and information is tailored to the needs of the Service User to ensure they have all the relevant guidance and are aware of what action they should take, and in what sequence.

YSS only take referrals for people coming out of custody and still under probation.

The team works across Worcestershire, Herefordshire, Warwickshire and Shropshire and have 4.7 FTE members of staff. 1 member of staff is based in Hewell but is not

full time. One person in Warwickshire, one working across Worcestershire and Herefordshire and one in Shropshire.

YSS are contracted to contact the client within 10 working days and then develop an action plan within 5 working days.

Where a CRS is not currently in place, Prison Officers may be able assist with liaising with landlords to ensure they are happy to hold the tenancy and ensure payments remain in place. Where the individual is a homeowner, they can contact the mortgage company and request a mortgage holiday, or where this is not possible, discuss what needs to happen next.

### **RECONNECT – Through the Gate Service**

The RECONNECT service is a health based service that will work up to 12 weeks pre-release and up to 6 months post-release to support and empower individuals to engage with their own health care needs. RECONNECT services will offer support such as 'meet and greet' at the gate, assertive outreach, digital guidance, support with form completion and system navigation. The service will also identify and signpost to support from wider health and well-being services as appropriate. The service is expected to deliver a person-centred approach to meeting the health and well-being needs of individuals leaving prison or Immigration Removal Centre's (IRC's). This can also include support in prioritising appointments, adopting a motivational-interviewing approach, advocating on behalf of individuals in multi-disciplinary settings and recognising a change in level of need and supporting the individual to access the more appropriate higher-level service.

The RECONNECT service is not responsible for undertaking statutory and routine referrals from criminal justice agencies or health care services. However, they will support the individual to prioritise and engage with relevant appointments. If health care needs are identified post the release of the individual, the RECONNECT service should complete the necessary referrals and/or empower the individual to make a self-referral.

Services should work towards reducing barriers to engagement, through a 'handholding' approach focused on community support that aims to increase confidence and trust in services. The service should identify barriers to engage pre-release with the individual, and collaboratively devise a well-being & engagement plan. This should identify a clear safety plan that the individual is in agreement with, including where the individual can access support if in crisis, where to access support outside of RECONNECT hours, and how to re-engage with local community services such as GP, dentist etc.

RECONNECT will offer two points of contact prior to release which should be face to face. Staff will work in a trauma informed way.



## **16. Housing Related Floating Support**

Housing related support is commissioned, or grant funded by local authorities. In Worcestershire, the County Council has identified funding for support services relating to 18-25 year olds including Care Leavers.

Other housing related support is commissioned, or grant funded by the individual local authorities who utilise Homelessness Prevention Grant or Rough Sleeper Initiative Funding to ensure that the right support is in place to prevent homelessness and rough sleeping or where it cannot be prevented, that it is brief, rare and none recurring. Access to this support is generally through the Local Housing Authority Housing Options/Housing Solutions teams.

### **Housing First – St Pauls**

Housing First is an approach which has successfully supported rough sleepers with complex and multiple needs, and histories of entrenched rough sleeping to live in their own homes. Housing First should provide a stable, independent home together with intensive personalised support and case management to individuals.

The intensive support is free from conditions, apart from the willingness to sustain a tenancy. Individuals are not required to be housing-ready before moving into their home; rather, secure housing is a stable platform from which to address other issues.

The participants will be referred into the service by the LHAs. The LHA will be responsible for ensuring that the participants meet the required eligibility criteria for the service. Please note that Housing First is not available in Wyre Forest.

### **HOPES Service**

The CCP Hopes Service addresses the support, health and housing needs of the single homeless and childless couples population in Worcestershire.

The service is split into two core areas:

- 1 Providing housing support to single homeless and childless couples to prevent homelessness with a focus on early prevention.
- 2 Managing the delivery of emergency accommodation and providing support for rough sleepers during periods of severe weather (SWEP).

CCP provide housing related support for single people and childless couples across Worcestershire who are at risk of homelessness or need support to access accommodation. The service will focus on prevention and early intervention so fewer people go on to develop specialist health and care needs.

CCP also manage the delivery of Worcestershire's severe weather emergency protocol (SWEP) response. This operates in the coldest months of the year usually between November and March providing shelter and support for rough sleeping individuals. The SWEP can also be activated during periods of hot weather, flooding or storms where there is a risk to life.

## **Maggs – Navigation Team – Engaging with Complex Rough Sleepers into Accommodation**

The Team works with entrenched rough sleepers who are disengaged with services and reluctant to work with Local Authority housing teams to build a trusting relationship.

This service provides outreach and in-reach for rough sleepers and those at risk of rough sleeping to support them through their housing pathway from the streets into settled accommodation. They work alongside the Housing Pathway workers and Rough Sleeper Co-Ordinator.

The Navigators service works with the councils to source and access accommodation and provide housing related support to those accommodated to help maintain their tenancies. Households will be supported to sustain tenancies through a variety of interventions provided by the Navigators including help to access; meaningful activities, services provided by statutory agencies, re-integrate into the community and with family and friends, volunteering and health interventions.

The service will reduce over time as there is an increase in the early intervention / prevention work and a decrease in those new to the streets across the Council's, but they will continue to provide longer term tenancy sustainability to those who have been rehoused throughout Rough Sleeper Initiative funding and may be at risk of returning to rough sleeping, alongside any new or returners who require short term outreach interventions.

- This service provides outreach and in- reach for rough sleepers and can move between areas if the cohort are transient.
- Support focuses on a strength based person centred approach, rather than addressing the needs of an individual client they encourage openness and long term intensive personal support to identify strengths, aspirations and goals their client wants to achieve.
- Working with more complex rough sleepers from the beginning when they are still active in street life culture
- Team promotes a positive message to the public and voluntary sectors around the best ways to help a rough sleepers.
- Supporting clients with a trauma informed approach to build resilience for the future
- They are not the Local Authority so clients who have trust issues have a team of support workers they see as independent
- ongoing and non-time restricted support for clients

- engage the unengaged
- Moving around areas where there is a greater need
- Undertake outreach/welfare checks outside of office hours and weekends
- Considering physical environment and locations to meet with clients to improve their engagement with services such as attending soup kitchens, food banks and warm hub.

### **Basement Project – Outreach Support for young people**

The Basement Project has two main areas of delivery, the Drop-in service, delivered from their main office on Hanover street; and the Floating Support service; where they go out to support young people in their homes and the community. They offer support to young people with a wide variety of issues relating to their housing situation such as dealing with possible evictions; prioritising debt; living on a budget; to family mediation and emotional and physical wellbeing. They offer family mediation, hypnotherapy and counselling support and will signpost to other services and professionals. They go into schools to talk to groups of students about issues relating to homelessness and relationships as well as offering one to one support.

## **17. Offender Accommodation**

**CAS - 1** Approved Premises are residential units which house ex-offenders in the community. They are recognised under the Offender Management Act 2007.

Approved Premises offer an enhanced level of public protection in the community and are used primarily for high and very high risk of serious harm individuals released on licence from custody. There is one Approved Premises in Worcestershire.

**CAS - 2** provides support to courts and prisons in achieving the best use of custody through the provision of suitable accommodation in a variety of locations in England and Wales to the following groups in the following priority:

1. Bailees
2. Individuals subject to Home Detention Curfew (HDC)
3. Individuals referred because of risk to Recall to prison due to loss of accommodation; or those who could be re-released following recall if they had suitable accommodation.
4. Individuals who are referred from Approved Premises.
5. Individuals referred due to being homeless at their conditional release date.

## CAS - 3

**Aim:** The aim of the CAS3 service is to ensure that no one leaves prison without the offer of a place to live, from their first night in the community, and to provide a pathway to settled accommodation.

**Objectives:** The key objectives of the CAS3 service are:

- To ensure that all prison leavers who would otherwise be homeless have access to temporary accommodation for up to 84 days on release or when moving on from CAS1 (Approved Premises) and CAS2 provision.
- To support prison leavers to move-on to settled accommodation at three months.

This provision will provide a critical stabilising environment for people on release from prison from which they can address other aspects of their behaviour linked to their risk of re-offending.

The scheme is open to adult prison leavers of all genders who are aged 18 or over and who are:

- At risk of being released as homeless from prison following a custodial sentence to be supervised by the Probation Service; or
- moving-on as homeless from an Approved Premises (CAS1); or
- moving on as homeless following a period at a CAS2 residence.

And who have;

- given consent to be referred into the service; and
- signed an Accommodation Compact

CAS 3 is not available to:

- Persons on probation subject to a Community Order or Suspended Sentence Order only.
- Persons who are released after a period on remand, not under the supervision of the probation service as HMPPS have no statutory responsibility.
- Prison leavers who after their release, later become homeless.
- Prison leavers at the point of release on Home Detention Curfew.
- Persons released from custody at Sentence Expiry date (SED).
- Prison leavers where consent has been refused and/or there is a refusal to sign an Accommodation Compact.

The Accommodation

- Must be available on the Prison Leavers' Day of release.
- Must be available for up to 84 nights maximum. Service users will be moved through the accommodation and into longer term accommodation as soon as possible.
- The accommodation ranges from 1-bedroom self-contained units to a maximum of 4 bed spaces with shared facilities.
- All accommodation is single gender accommodation, 10% dedicated for sole use by females. The accommodation is furnished to a serviceable standard, with a welcome pack of basic food essentials and toiletries.

- The supplier must meet the prison leaver at the property on the day of release for property induction.

#### Support

- There will be basic Floating Support which will include weekly contact with a support worker to assist in maintaining the accommodation and fortnightly home visits with the aim to sustain the accommodation and move on into settled accommodation as soon as possible. The CPP will have overall responsibility for resettlement planning and oversight.

### **Worcester Citizens Advice Accommodation for Offenders**

The Accommodation for Offenders scheme provided by WHABAC and funded by Worcester City Council and Government Grant is aimed at people who have been in custody for the last 12 months and the minimum tenure is 12 months Assured Shorthold Tenancy. WHABAC are looking for new accommodation because the majority of the accommodation they have are almshouses which are on licence. The accommodation can be self-contained as well as HMO.

WHABAC are aiming to achieve 2 placements a month with low to medium support. Applicants need to be tenancy ready. The service is not available to high risk offenders.

WHABAC Low level housing support will help to set up the tenancy and furnish the tenancy and signposting to other support services such as substance misuse. It is anticipated that Probation will also provide some support.

## **18. Other Supported Accommodation**

There are a number of providers of Supported Accommodation across Worcestershire though many are unable to accept those with high support needs. (See Appendix for full list)

**See Appendix 4– Supported Accommodation**

## **19. Rent Deposit Schemes**

Rent Deposit Schemes are a way for Council's to help people who are homeless or threatened with homelessness to access the Private Rented Sector. The scheme provides a deposit or deposit bond and/or rent in advance payment to landlords or lettings agents. The money is then repaid to the council on an interest free basis at a rate that is affordable to the individual. For more information contact the relevant local housing authority.

## 20. Social Prescribing

Social Prescribing is a means of enabling GPs and other frontline healthcare professionals to refer patients to a social prescriber. In some areas of Worcestershire individuals can self-refer to the service and so can other professionals who may not be healthcare workers. Once a social prescriber receives a referral, they will contact the individual to discuss their personalised care plan and what matters to them, during which they can learn about opportunities to improve their health and wellbeing. The social prescriber can motivate and support individuals to achieve the change(s) that they want to achieve and signpost and support individuals to access support within their community.

### The social prescriber is:

- Someone to talk to confidentially
- Someone who is practical, helpful and who will not judge
- Someone who can help an individual decide what they would like to do to improve their own health, wellbeing and independence
- Someone who can find activities that will suit an individual's needs
- Someone who can give support.

**Social prescribing can link Services Users with many services to help. These may include:**

- Healthy lifestyles and active lives
- Arts, music, outdoors and creativity
- Befriending, counselling and other support groups
- Housing benefits and financial support and advice
- Employment, training and volunteering
- Education and learning
- Getting involved in local groups and activities
- Accessing specialist services and support

## 21. Discretionary Housing Payments and Spend to Save

Local housing authorities are able to provide Discretionary Housing Payments or small amounts of grant to help retain or sustain or access accommodation. The relevant local housing authority should be contacted to discuss the situation and make a decision about whether this funding might be made available.

## 22. Data Sharing and Information Sharing Protocols

Sharing of information can be achieved through the completion of the Support Referral Form (see Appendix 5 and extract below).

### **SECTION 11: SHARING OF INFORMATION**

**Declaration: (printed copy of this page required so that it can be scanned for signature)**

- The information I have given is accurate to the best of my knowledge.

- I understand that if I obtain accommodation by knowingly giving false information or inaccurate information, I risk losing the accommodation provided to me.
- I understand I will be responsible for paying for any accommodation found along with related services and that I must accept the rules that apply to occupying that accommodation.

**Information Exchange:**

In order for housing agencies and local authorities to find out if they can meet your needs, and provide appropriate housing and or services, they need to know about your housing and offending histories and any risk of harm you may pose to either yourself or other people. A referral made by a public authority to the housing authority under [section 213B](#) Duty to Refer will not in itself constitute an application for assistance under Part 7, but housing authorities should always respond to any referral received. The housing authority may wish to contact you via a phone-call, video call, email or letter using the contact details provided in the referral.

If you are not willing for the referring officer to share information about you with the local authority or housing providers or support providers, we will not be able to support your referral.

**Declaration**

I agree to allow any information contained within this document to be shared with local authority housing departments, registered social landlords, housing association or any organisation who possess a housing related support contract with a local authority, provided they have their own appropriate confidentiality clause. Disclosure of information to a landlord who requires the consent of the offender manager.

- I am aware that Article 5 (e) of the General Data Protection Regulation (GDPR) states personal data shall be kept for no longer than is necessary for the purposes for which it is being processed.
- I understand that each organisation has its own confidentiality policy and in general circumstances will not disclose my information further. However, if there is a serious risk of harm to others or myself, legislation such as section 115 of the Crime and Disorder Act 1998 and any superseding, relevant legislation allows for my information to be discussed as is necessary.
- I agree to my personal details and monitoring information being stored by the referring agency and other agencies contacted to assist me, including my doctor and other health agencies.
- I agree to the referring agency and other agencies monitoring my progress with accommodation and the avoidance of offending for research purposes. I understand that any published information will not identify me specifically.

<b>Applicant's Signature</b>	
<b>Print Name</b>	
<b>Date</b>	

Partners, including voluntary sector organisations should have secure emails to be able to receive sensitive information.

Referrals for support must be protected from a breach of personal data. Before sending a completed service referral form by email the document must be encrypted with a password. See Appendix 5 for how to do this.

Where a Service User has committed a crime that could make them a risk to others (e.g., arson) and they need to be placed into accommodation, a judgement needs to be made about whether the benefits to the public in disclosing information without consent outweigh the individual's interest in keeping it confidential. Determining where to draw the line is a matter for professional judgement in each individual case. Confidentiality is an important principle that enables people to feel safe in sharing their concerns and to ask for help. However, the right to confidentiality is not absolute. Sharing relevant information with the right people at the right time is vital to safeguarding others. The matter needs to be considered fully so that others are not put at risk by information being kept confidential.

Under Article 8 of the European Convention on Human Rights, individuals have a right to respect for their private life and by implication their personal information. This is not an absolute right and can be overridden if necessary and in accordance with the law. However, interference must be justified and be for a particular purpose. A valid justification could be the protection of the health of the individual or others, prevention of crime, protection of the safety of others.

The Data Protection Act 1998 sets out the parameters for sharing information appropriately and safely. 'Vital interest' is a term used in the Data Protection Act to permit sharing of information where it is critical to prevent serious harm or distress, or in life-threatening situations.

## **23. Measuring Success and Review**

This protocol will be the responsibility of the Reducing Re-offending Group and reviewed annually.

The Governments Ending Rough Sleeping Framework identifies that people seen rough sleeping after being discharged from institutions are counted as having left an institution recently if they report having been discharged from Prison within the last 85 days. (12 weeks + 1 day).

People under 25 years of age who are care leavers should be counted separately.

The Early Adopter case study found that rough sleeping following custody had been under reported.

### **Key Performance Indicators**

1. Number of those entering custody with a housing issue referred for support.
2. Outcome of support accommodation sustained/relinquished.
3. Number of DTR's submitted
4. Number of releases with No Fixed Abode.



5. Prison Data holds 6 weeks Release of Custody and No Fixed Abode and again at 6 months.
6. Number of people rough sleeping having been discharged from Prison in the last 85 days.

## **24. Challenges**

Whilst this protocol has been written to be a catalyst for a more collaborative approach there are a number of challenges that could undermine its efficacy. Some of these are:

- Lack of reliable data in particular regarding 'Duty to Refer by referrer' which is likely to mean that there is an underestimate of need.
- There is no support service for those on Remand which undermines the opportunity for upstream working to sustain existing accommodation.
- There are national problems relating to the supply of accommodation in both social and private sectors which limit the housing options available and for some the only option will be to reside with family and friends.
- It has not been possible to engage with those currently in custody and whilst there was engagement from those released from custody in the initial research, it is hoped that a more collaborative approach that includes Service Users can be developed in the future.
- Time in custody could be better utilised to ensure opportunities are maximised to create a change in mindset and behaviour. This could enable Service Users to respond more positively to offers of support and lead to desistance, positive relationships and activities and accommodation sustainment. These opportunities are currently being missed.

Feedback from a Care Leaver with lived experience was that 'Prisons are not set up for rehabilitation, just a breeding ground for more criminality. I just became a number'.

## **25. Signatories and Key partners**

**Signatories for the protocol are:**

Worcestershire County Council  
Bromsgrove District Council  
Malvern Hills District Council  
Redditch Borough Council  
Worcester City Council  
Wychavon District Council  
Wyre Forest District Council  
Probation Service – Worcestershire

West Mercia Police

HMP Hewell

**Key Partners to the Protocol are:**

YSS

DWP

Reconnect (NHS)

Willowdene

Cranstoun

**Statement of Commitment and Signatories**

All signatories to this document commit to upholding the processes outlined within the Protocol, to working together in constructive dialogue with the partners, and to seeking the best possible collective outcomes for Service Users.

We commit to working professionally, openly and flexibly to achieve the aims of this Joint Protocol.


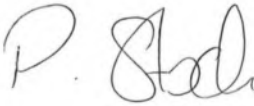


We are committed to developing services to prevent those entering and exiting custody from becoming homeless.

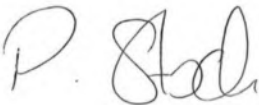


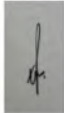

We commit to attendance at relevant meetings where they are called, and to respond to requests for information in a timely and appropriate manner.

We commit to participating in and facilitating multi-agency training and awareness relevant to this Protocol, in order to continually review the Protocol and ensure that collaboration, learning and co-production are embedded in this approach.

Each signatory also commits to ensuring that its staff and officers are aware of and understand the terms of the Protocol, including its aims, and will ensure that properly timely training is given to new staff and officers to assure its effective operation.

This Protocol has been signed up to and agreed by the following on behalf of the Public Health Directorate, HM Prison and Probation Service, West Mercia Police and the Local Housing Authorities.

<p>Signed by: </p> <p>Print Name: Matthew Bough</p> <p>Date: 17<sup>th</sup> September 2023</p> <p>On Behalf of Bromsgrove District Council</p>	<p>Signed by: </p> <p>Print Name: Peter Stock</p> <p>Date: 30.08.23</p> <p>On Behalf of Malvern Hills District Council</p>
<p>Signed by: </p> <p>Print Name: Matthew Bough</p> <p>Date: 17<sup>th</sup> September 2023</p> <p>On Behalf of Redditch Borough Council</p>	<p>Signed by: </p> <p>Print Name: Tom Mountford</p> <p>Date: 4<sup>th</sup> August 2023</p> <p>On Behalf of Worcester City Council</p>

<p>Signed by: </p> <p>Print Name: Peter Stock</p> <p>Date: 30.08.23</p> <p>On Behalf of Wychavon District Council</p>	<p>Signed by: </p> <p>Print Name: Kate Bailey</p> <p>Date: 30/08/2023</p> <p>On Behalf of Wyre Forest Council</p>
<p>Signed by: </p> <p>Print Name: David Cookson</p> <p>Date: 18/09/2023</p> <p>On Behalf of HM Prison &amp; Probation Service</p>	<p>Signed by: D. Pankhurst</p> <p></p> <p>Print Name: David PANKHURST, IOM Manager</p> <p>Date: 17/8/23</p> <p>On Behalf of West Mercia Police</p>
<p>Signed by: </p> <p>Print Name: Paul Kinsella</p> <p>Date: 02 08 23</p> <p>On Behalf of Worcestershire County Council, Public Health</p>	

## **24. Flow charts**

The flow charts below set out what should happen and when to prevent a Service User being released into homelessness. Within the flow charts, we have colour-coded where the lead agency dealing with the case can be easily identified.

### **Key to Flow Charts**

CPP – Community Probation Officer

HPT – Homelessness Prevention Taskforce

YSS – Your Support Service for 18 years + (contracted by NACRO to deliver accommodation advice services across Worcestershire.

PRS – Private Rented Sector

LA TA – Local Authority Temporary Accommodation

HF – Housing First

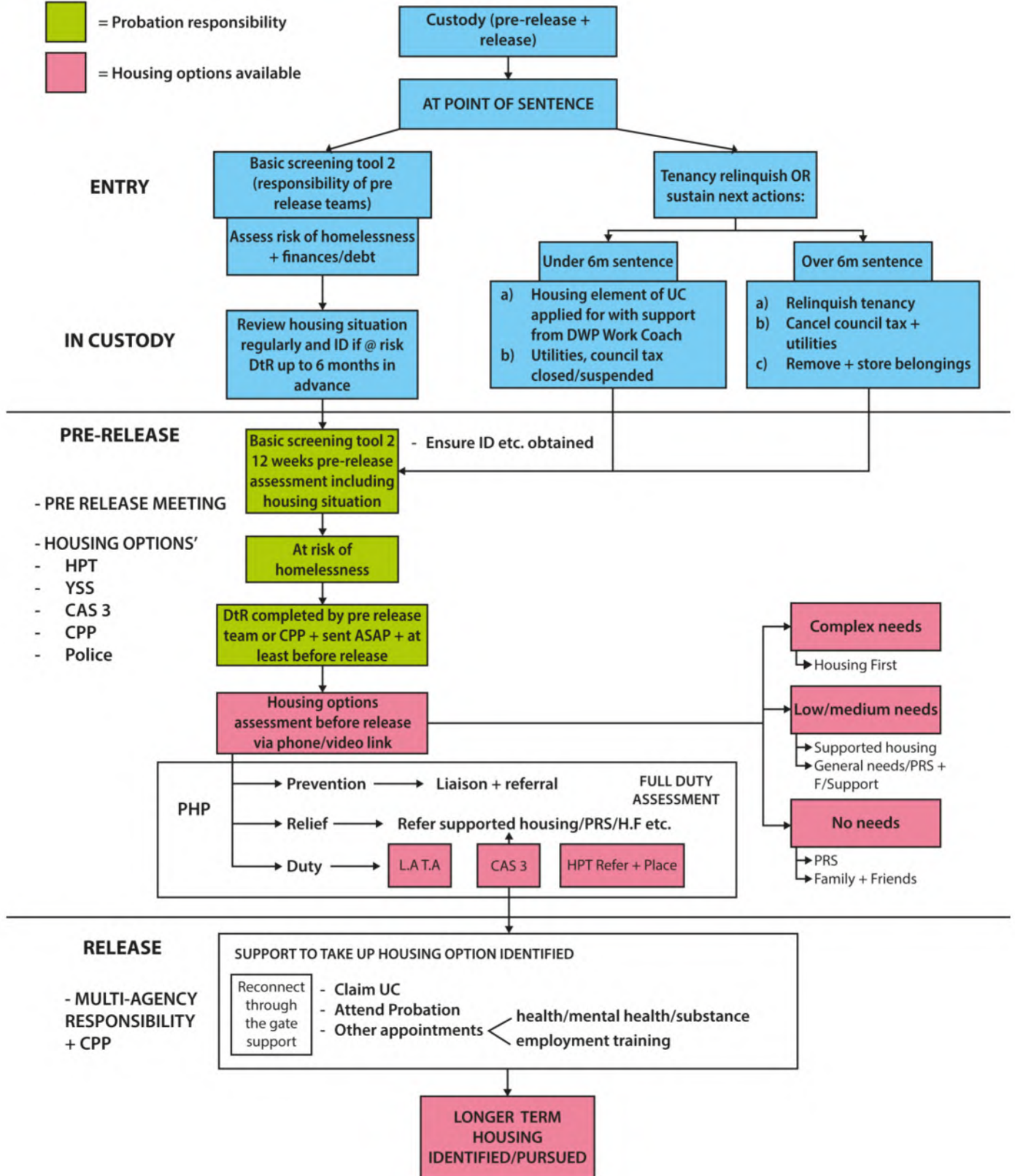
CAS 3 – Community Accommodation Service

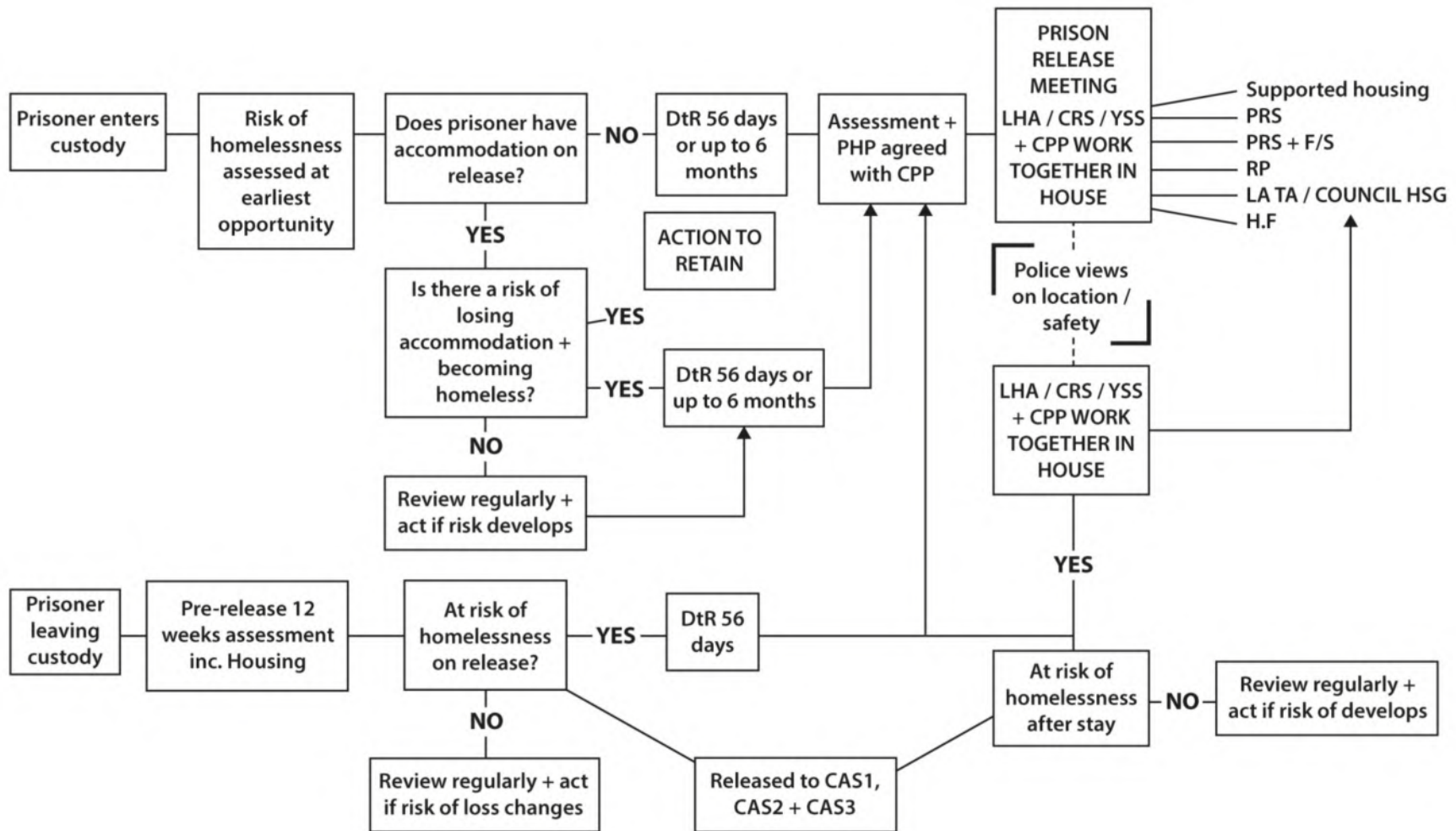
DWP – Department for Work and Pensions

DtR - Duty to Refer

CRS – Commissioned Rehabilitative Services

- = Prison responsibility
- = Probation responsibility
- = Housing options available





## Appendices

### Appendix 1 – Housing Costs and Housing Benefit

If a Service User is expecting a sentence of less than 6 months or on remand, then UC costs will stop after 6 months but payments made during the six months will not be recovered. Where Housing Benefit is in payment the appropriate local authority will need to be contacted to ensure that this remains in payment. Where the Service User is on remand Housing Benefit can remain in payment for up to 52 weeks. Once sentenced the maximum amount of time the Housing Benefit can be paid under the Temporary Absence rules is 13 weeks. Housing benefit would also end if the sentence was less than 13 weeks and there is no intention of the Service User returning to the property. Support with this may be available through NACRO/YSS services subject to a referral being made from the CPP.

[Benefits and prison: Housing Benefit - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

### Appendix 2 – What to look out for when considering women’s housing and support needs.

Homeless women can be missed by services, as they are more likely than men to stay in unsettled temporary accommodation, where they may be at risk of VAWG including sexual exploitation.

#### Checklist for Women

	Y/N Comments
Primary carers of children?	
Victims/survivors of violence against women and girls (VAWG)?	
Women-only services and accommodation required?	
Experiencing problematic substance use and/or have mental health needs, usually linked to histories of trauma and abuse?	
Imprisoned far from home?	
Requiring measures to prevent loss of tenancy or build-up of rent arrears?	
At risk of poverty and debt?	
Black, Asian, minoritised and migrant women experience additional barriers to resettlement as a result of intersectional discrimination and insecure	



immigration status, including those with no recourse to public funds and trafficking victims. The Tackling Double Disadvantage Action Plan, published by a partnership led by Hibiscus, sets out recommended actions to address this.	
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### **Appendix 3 – Checklist for a Young Person up to 25 years of age Leaving Custody**

Has the Young Person been told:	Y/N Comments
where they will be living	
who will be providing the accommodation	
what support they will be provided with	
Are they happy with this plan?	
What the employment, training or education plan is	
Are they happy with this plan	
How their physical and mental health needs will be met, including registration with a doctor, dentist and optician	
How their financial needs will be met	
What supervision/ licence conditions they will be subject to	
Whether electronic monitoring conditions are available if early release	
Who will collect them upon release	
If the young person is going to be living with family or a responsible adult, has the adult been advised The date and time of the hearing or any applications for the case to be discontinued	
That the accommodation needs to be available from the date of the hearing or at any time if the case is discontinued	
Been given contact details of who to contact for support or if there are any issues	

<p>If the young person is being provided with accommodation and support by children's services has the child been: told when they can expect to see their social worker or personal advisor and given contact details for children's services, including out of hours given a copy of their current care plan or pathway plan told when their care plan or pathway plan will next be updated told that they can still get advice from a community care solicitor about their legal rights and entitlements when they are released (may relate to those with additional needs – learning disabilities etc.)</p>	
--	--

If this checklist flags up unresolved concerns or the young person is not happy with the proposed plan the young person should be supported to seek legal advice

## Appendix 4 – Supported Accommodation

There needs to be a range of accommodation available to meet people's support and care needs if they have any. We need to map out accommodation and support – how this is accessed and identify any gaps in this.

Name of Accommodation	Accommodation Provider	Shared / Sole occupation	Number of units	Support offered	Male / Female / Mixed Gender
<b>Bromsgrove</b>					
Skyfall Manor	Improving Minds	Sole	22	Housing Related Support Life Skills	Sole/ Mixed Gender
St. Basils Foyer	St. Basils	Sole	15	Housing Related support Life skills Out of hours sleep-in officer	Mixed & Families
Dispersed Units across Bromsgrove	Green Square Accord	Shared / Sole Occupation	18	Housing Related support Life skills Employment coach	Offenders or those likely to offend
<b>Redditch</b>					
Beoley Court	St. Basils	Sole	5 bedsits 2 Crash Pads 2 Safe Bases	Housing Related support Life skills Out of hours sleep-in officer	Single
Grange Court	St Basils	Sole	14 One Beds 2 Bedsits	Housing Related support Life skills Out of hours sleep-in officer	Singles/ Couples
Gordon Anstis House	YMCA	Sole	52 Units	Housing Related support Life skills	Mixed
Smallwood Almshouses	St Basils	Sole	6 One Beds 10 Two Beds	Housing Related support Life skills Out of hours sleep-in officer	Young Mothers /Singles

<b>Worcester</b>					
Moreton House	YMCA	Shared	17	Housing Related support Life skills	Young Persons / Mixed
The Forrestors	YMCA	Shared	18	Housing Related support Life skills	Mixed / Young Persons
Beech	YMCA	Self contained	14	Housing Related support Life skills	Mixed / Young Persons
St Pauls	St Pauls	Shared	42	Housing Related support Life skills	Mixed
<b>Wyre Forest</b>					
New Street	WFDC TA	Sole	11	On-site support worker between 9am – 3pm	Mixed & Families
St. Basils Foyer	St. Basils	Sole	20	Housing Related support Life skills Out of hours sleep-in officer	Mixed & Families
Compton Valley House	Sanctuary	Sole 1 Shared unit for TA	8 (6 self-contained & 2 shared)	Housing Related support Office Hours only	Mixed
Lion Hotel (NFNO)	WFDC	Sole	3	Pathway support worker for up to 10 nights	Mixed
ESD (Extra Support Dwelling)	Community Housing	Shared	12 rooms across 4 properties	Support provided by WHABAC	Mixed
<b>Wychavon</b>					
Merstow Place	St. Basils	Mixed	7	Tenancy Ready support No set contact time Out of hours (security)	Mixed
NFNO	CCP	Mixed	7	Low level housing support No set contact time Waking night service	Mixed

Malvern Hills					
Malvern Foyer	Platform HG	Mixed	19	Low level support Tenancy ready support Lifestyle support 24/7 staff present	Mixed

### Appendix 5 – Password Protecting Referrals for Support

- Referrals for support must be protected from a breach of personal data. BEFORE sending a completed service referral form by email the document must be encrypted with a password. See appendix for how to do this.
- MS Word has the capability to do this. Select the file tab, then protect document. From the drop down menu select encrypt with password. You can then set the password. The same password will be used for each referral and changed intermittently. The password will be made available to all officers making referrals and to all the relevant agencies so that referrals can be opened without the need for the password to be communicated.
- Each referral will need to be sent with signed consent from the applicant. Please note that some providers have their own consent forms which will need to be signed by the applicant and sent with this referral form.

## West Mercia Referral Form

**\*\* OFFICIAL WHEN COMPLETE \*\***

## **West Mercia Accommodation / Support Referral Form**

Version 1

**Please complete all relevant sections. Where information is missing or incomplete, this should be clearly marked with the reasons why. **\*\*This document is deemed OFFICIAL when complete\*\*****

**Based on your assessment, please select the type(s) of accommodation which, would best meet the applicant's needs. PLEASE NOTE: Not all types of accommodation are available in all areas**

Independent Tenancy	<input type="checkbox"/>	Supported Accommodation (Shared and visited)	<input type="checkbox"/>
Supported Accommodation (24 hours staff cover)	<input type="checkbox"/>	Floating Support	<input type="checkbox"/>
Supported Accommodation (9-5 staff cover)	<input type="checkbox"/>	Other Please specify below	<input type="checkbox"/>
<input type="text"/>			

**In which area(s) would the applicant be best placed? Where are they willing to live?  
Please specify any geographical exclusion zones or unsuitable locations.**

**Date Accommodation Required**

The information in this form is, to the best of my knowledge, true, accurate and up to date:

**Signature of Referrer (Print Name)**

**Date:**

### **SECTION 1: PERSONAL DETAILS**

<b>1.1 Applicant Name</b>	<input type="text"/>
<b>1.2 Date of Birth</b>	<input type="text"/>
<b>1.3 National Insurance No</b>	<input type="text"/>
<b>1.4 ID Available/Applied for</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>1.5 Current address, postcode</b>	<input type="text"/>
<b>1.6 Telephone number/e-mail</b>	<input type="text"/>
<b>1.7 ID Available/Applied for</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>1.7.1 If no, please supply alternative contact details</b>	<input type="text"/>

## SECTION 1: PERSONAL DETAILS

### Section 1: Personal Details (Continued)

<b>1.8</b>	<b>Does the applicant have children who live/will live with them?</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
1.8.1	If yes, how many?	Girls	<input type="text"/>	Boys	<input type="text"/>
1.8.2	How old are they?	Girls	<input type="text"/>	Boys	<input type="text"/>
<b>1.9</b>	<b>Is the applicant or someone s/he may live with expecting a child?</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
<b>1.10</b>	<b>Has the applicant been in local authority care?</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
<b>1.11</b>	<b>Has the applicant served in the Armed Forces?</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
<b>1.12</b>	<b>Is the applicant a Refugee or Asylum Seeker?</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
1.12.1	If yes, state country of origin and nationality	<input type="text"/>			
1.12.2	If yes, do they have access to public funds?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
<b>1.13</b>	<b>Is an interpreter required?</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
1.13.1	If yes, please state which language required	<input type="text"/>			
<b>1.14</b>	<b>Source of income (on release, if in custody)</b>	Wages	<input type="checkbox"/>	Benefits	<input type="checkbox"/>
		Pension	<input type="checkbox"/>	Savings	<input type="checkbox"/>
		Other	<input type="text"/>		
<b>1.15</b>	<b>Will/does the applicant claim Housing Benefit (HB)?</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
1.15.1	If no, please give additional info e.g., ownership of property	<input type="text"/>			
<b>1.16</b>	<b>If in custody more than 13 weeks, has HB been cancelled?</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
		n/a	<input type="checkbox"/>		
<b>1.17</b>	<b>If in custody less than 13 weeks, has a change in circs form for HB been applied for/registered?</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
		n/a	<input type="checkbox"/>		
<b>1.18</b>	<b>If RIC less than 52 weeks, is applicant still claiming HB?</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
		n/a	<input type="checkbox"/>		
<b>1.19</b>	<b>Applicant eligible/applying for discharge grant pre-release</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
		n/a	<input type="checkbox"/>		
<b>1.20</b>	<b>Ethnic Origin</b> (Please indicate the category which best represents the race and ethnicity of the applicant)				
	Black or Black British: Caribbean	B1	<input type="checkbox"/>	White: British	W1 <input type="checkbox"/>
	Black or Black British: African	B2	<input type="checkbox"/>	White: Irish	W2 <input type="checkbox"/>
	Black or Black British: Other	B9	<input type="checkbox"/>	White: Other	W9 <input type="checkbox"/>
	Asian or Asian British: Indian	A1	<input type="checkbox"/>	Mixed: White & Black Caribbean	M1 <input type="checkbox"/>
	Asian or Asian British: Pakistani	A2	<input type="checkbox"/>	Mixed: White & Black African	M2 <input type="checkbox"/>
	Asian or Asian British: Bangladeshi	A3	<input type="checkbox"/>	Mixed: White & Asian	M3 <input type="checkbox"/>

**SECTION 1: PERSONAL DETAILS**

Chinese	01	<input type="checkbox"/>	Prefer not to say / unknown	NS	<input type="checkbox"/>
Other (Please specify)	09	<input type="text"/>			

**Section 1 (Personal Details) Continued – Equalities Information**

**1.21** Gender Male  Female  Transgender

**1.22** Do you consider yourself to have a disability? Tick all that apply

Physical disability	<input type="checkbox"/>	Multiple disabilities	<input type="checkbox"/>	Learning disability	<input type="checkbox"/>
Mental health issues	<input type="checkbox"/>	Sensory impairment	<input type="checkbox"/>	Rather not say	<input type="checkbox"/>
No disability	<input type="checkbox"/>				

**1.23** Do you consider yourself to follow a particular religion or belief?

Christian	<input type="checkbox"/>	Sikh	<input type="checkbox"/>	Hindu	<input type="checkbox"/>
Buddhist	<input type="checkbox"/>	Jewish	<input type="checkbox"/>	Muslim	<input type="checkbox"/>
No religion/belief	<input type="checkbox"/>	Rather not say	<input type="checkbox"/>	Other	<input type="checkbox"/>

**1.24** How would you describe your sexual orientation?

Heterosexual/straight	<input type="checkbox"/>	Gay	<input type="checkbox"/>	Lesbian	<input type="checkbox"/>
Bisexual	<input type="checkbox"/>	Questioning/Other	<input type="checkbox"/>	Rather not say	<input type="checkbox"/>

**1.25** Please tell us your age

16-19	<input type="checkbox"/>	20-29	<input type="checkbox"/>	30-44	<input type="checkbox"/>
45-59	<input type="checkbox"/>	60-64	<input type="checkbox"/>	65+	<input type="checkbox"/>
Rather not say	<input type="checkbox"/>				

**1.26** General Practitioner / Doctor's Surgery contact details

**SECTION 2: REFERRAL DETAILS**

<b>2.1 Referring Officer details:</b>		<b>Offender Manager details if applicable:</b>	
2.1.1	Name <input type="text"/>	Name	<input type="text"/>
2.1.2	Organisation <input type="text"/>	Organisation	<input type="text"/>
2.1.3	Job Title <input type="text"/>	Team	<input type="text"/>



## SECTION 2: REFERRAL DETAILS

2.1.4 Town / City

Town / City

2.1.5 Telephone

Telephone

2.1.6 E-mail

E-mail

### 2.2 What are the reasons for the referral? *Tick all that apply*

Relationship Breakdown	<input type="checkbox"/>	Overcrowding	<input type="checkbox"/>	Harassment	<input type="checkbox"/>
Require Support	<input type="checkbox"/>	Eviction	<input type="checkbox"/>	Rough Sleeping	<input type="checkbox"/>
Risk Management	<input type="checkbox"/>	Independence from Family	<input type="checkbox"/>	Move On	<input type="checkbox"/>
Poor Standard of Accommodation	<input type="checkbox"/>	Currently Living in Temporary Accom (NFA)			<input type="checkbox"/>
Other <i>Please specify</i>	<input type="text"/>				

### 2.3 Please provide any further relevant details why referral is being made

### 2.4 Current Accommodation (please select one)

Approved Premises	<input type="checkbox"/>	Custody	<input type="checkbox"/>	Family/Friends	<input type="checkbox"/>
Housing Association Rented	<input type="checkbox"/>	Hospital	<input type="checkbox"/>	Local Authority Rented	<input type="checkbox"/>
No Fixed Abode (NFA)	<input type="checkbox"/>	Privately rented	<input type="checkbox"/>	Residential	<input type="checkbox"/>
Owner/Occupier	<input type="checkbox"/>	Rough Sleeper	<input type="checkbox"/>	Other	<input type="checkbox"/>

## SECTION 3: OFFENCE RELATED INFORMATION

Current Offence	<input type="text"/>		
Current Sentence	<input type="text"/>		
Sentence Start Date	<input type="text"/>	Sentence Termination Date	<input type="text"/>
Home Detention Curfew (HDC) Eligibility Date	<input type="text"/>	Young Offenders Institution (YOI) Release Date	<input type="text"/>
Parole Eligibility Date	<input type="text"/>	Licence End Date	<input type="text"/>
Automatic Conditional Release (ACR) Date	<input type="text"/>	Life Sentence / Indeterminate Public Protection (IPP) / Parole Date	<input type="text"/>
Other relevant dates	<input type="text"/>		

Pending Court Cases?	
State any current restrictions / conditions	

**SECTION 4: APPLICATIONS FOR BAIL/ASSESSMENT ONLY**

4.1	Referring Court / Bail Team / Prison		
4.2	Court Date		
4.3	Next Hearing Date		
4.4	Name of arresting officer		
4.5	Solicitor's Name & Contact Details		
4.6	Has Plea been entered?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.6.1	If yes, please indicate	Guilty <input type="checkbox"/>	Not Guilty <input type="checkbox"/>
4.7	Has a BASS Referral been made?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.8	Relevance of accommodation to possibility of bail?		

**SECTION 5: PREVIOUS ACCOMMODATION**

5.1	Has the applicant lived in Supported Housing before?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5.1.1	If yes, please supply details, including where and when. Were there any issues?		
5.1.2	If no, please give details of previous accommodation for the last 5 years. Include approximate start and end dates, reasons left, tenancy status etc. <b>If previous accommodation was longer than 5 years ago, please provide address details of most recent residence</b> (again, please include approximate start and end dates, reasons left etc)		

## SECTION 5: PREVIOUS ACCOMMODATION

**5.2 Is the applicant registered with Local Authority/Housing Agencies?** Yes  No

5.2.1 If yes, who to and when was the application made?

**5.3 Does the applicant have rent arrears?** Yes  No

5.3.1 To whom is this payable?

5.3.2 Approximate value of arrears

5.3.3 Please detail any action taken (or planned) to address arrears:

**SECTION 5: PREVIOUS ACCOMMODATION**

--

**SECTION 6: RISK PROFILE**

**6.1 Please mark all offence types for which the applicant has been convicted:**

(Attempted) Murder/Manslaughter	<input type="checkbox"/>	Racially Motivated/Aggravated	<input type="checkbox"/>
Sexual Offences (victim under 18)	<input type="checkbox"/>	Sexual Offences (victim over 18)	<input type="checkbox"/>
Domestic Abuse	<input type="checkbox"/>	Offences involving weapons	<input type="checkbox"/>
Robbery	<input type="checkbox"/>	Burglary	<input type="checkbox"/>
Arson	<input type="checkbox"/>	Criminal Damage	<input type="checkbox"/>
Driving Offences	<input type="checkbox"/>	Vehicle Crime	<input type="checkbox"/>
Drugs Offences	<input type="checkbox"/>	Fraud/Deception	<input type="checkbox"/>
Theft	<input type="checkbox"/>	Handling	<input type="checkbox"/>
Assault	<input type="checkbox"/>	Anti-Social Behaviour	<input type="checkbox"/>
Other <i>please specify i.e., guns/gang offences</i>	<input type="checkbox"/>		

**SECTION 6: RISK PROFILE**

**6.2 Is the applicant 'flagged' for any of the following?**

Lifer	<input type="checkbox"/>	Risk to Children	<input type="checkbox"/>	Registered Sex Offender	<input type="checkbox"/>
Subject to MAPP	<input type="checkbox"/>	High Risk of Re-offending	<input type="checkbox"/>	Very High Risk of Re-offending	<input type="checkbox"/>
PPO	<input type="checkbox"/>	IPP	<input type="checkbox"/>	Child Protection (R2CH)	<input type="checkbox"/>

**6.3 If a MAPP Case, which level?** Level 1  Level 2  Level 3

**6.4 Has home MAPP co-ordinator been informed of this referral?** Yes  No

**6.5 Is this referral a request to transfer Probation / Police areas?** Yes  No

**6.5.1** If yes, is the current Team Manager aware of the referral? Yes  No

**6.5.2** If yes, is the receiving Team Manager aware of this referral? Yes  No

**6.6 Please advise risk categories where known:**

<b>6.6.1 Risk to children</b>	Low	<input type="checkbox"/>	Medium	<input type="checkbox"/>	High	<input type="checkbox"/>	Very High	<input type="checkbox"/>
<b>6.6.2 Risk to the public</b>	Low	<input type="checkbox"/>	Medium	<input type="checkbox"/>	High	<input type="checkbox"/>	Very High	<input type="checkbox"/>
<b>6.6.3 Risk to known person</b>	Low	<input type="checkbox"/>	Medium	<input type="checkbox"/>	High	<input type="checkbox"/>	Very High	<input type="checkbox"/>
<b>6.6.4 Risk to staff</b>	Low	<input type="checkbox"/>	Medium	<input type="checkbox"/>	High	<input type="checkbox"/>	Very High	<input type="checkbox"/>
<b>6.6.5 Risk to residents</b>	Low	<input type="checkbox"/>	Medium	<input type="checkbox"/>	High	<input type="checkbox"/>	Very High	<input type="checkbox"/>
<b>6.6.6 Risk to themselves</b>	Low	<input type="checkbox"/>	Medium	<input type="checkbox"/>	High	<input type="checkbox"/>	Very High	<input type="checkbox"/>

**6.7 For above assessment, please provide evidence/details of risks identified. Include triggers and risk management plans that are/will be in place. Please also list any current Injunctions or Orders.**

**6.8 Special precautions needed when interviewing/visiting applicant?** Yes  No

*Please specify:*

**SECTION 7: HEALTH ISSUES**

**7.1 Does the applicant have a history of suicide attempts/self harm?** Yes  No

**7.1.1** If yes, give brief details i.e., how, when, frequency etc:

--	--

**7.2 Does the applicant have mental or physical health issues?** Yes  No

7.2.1 If yes, give brief details, including contact with professionals and medication:

--	--

**7.3 Does the applicant have a physical disability relevant to accom?** Yes  No

7.3.1 If yes, please give brief details below:

--	--

**SECTION 8: SUPPORT NEEDS**

**8.1 What areas of support are required and how will the issues be managed?**

*Please provide any current contact support details in the text box, below:*

8.1.1 Alcohol Misuse

8.1.2 Drug Misuse

8.1.3 Education, Training & Employment

8.1.4 Learning Difficulties/Basic Skills

8.1.5 Budgeting/Debt Management Skills

8.1.6 Physical/Mental Health

8.1.7 Family/Relationships

8.1.8 Safeguarding Adults & Children \*

*\* Include social worker details & safeguarding information exchange arrangements if applicable.*

8.1.9 Experienced care leaver

8.1.10 Attitudes, Thinking and Behaviour

8.1.11 Independent living/tenancy skills

8.1.12 Risk from others/Fear of others  
*Include domestic abuse (victim or perpetrator), gang and / or serious organised crime links, radicalisation, exploitation etc*

8.1.13 Other *Please Specify*

**SECTION 9: OTHER ISSUES**

**9.1** Please detail here any other information that is relevant to the referral that has not been included elsewhere. Include any diversity/vulnerability issues not already mentioned

[Empty text box for providing additional information]

**\*\* Section 10 is not compulsory but is best practice, evidencing involvement of applicant and helping to inform the decision of the housing provider \*\***

**SECTION 10: STATEMENT BY ACCOMMODATION APPLICANT**

**To be completed by the applicant themselves after they have reviewed the content of this form. Where possible, the applicant should take this sheet away to allow time to fully consider answers. Another person may complete this section in discussion with the applicant, but not sign it on their behalf.**

**10.1** **What plans do you have to improve your lifestyle?**  
*If in custody, please write about plans for your release.*

**10.2 What would you want support with?** Please tick all that apply

- |                                       |                          |                                  |                          |
|---------------------------------------|--------------------------|----------------------------------|--------------------------|
| Debt Management/Budgeting             | <input type="checkbox"/> | Finding a job                    | <input type="checkbox"/> |
| Education/Training                    | <input type="checkbox"/> | Addressing Drug/Alcohol problems | <input type="checkbox"/> |
| Making new friends                    | <input type="checkbox"/> | Learning to live independently   | <input type="checkbox"/> |
| Learning to cope with health problems | <input type="checkbox"/> | Move on plans                    | <input type="checkbox"/> |
| Other <i>Please specify</i>           | <input type="checkbox"/> |                                  |                          |

**10.3 Please provide details of any action you have taken/planned to address these issues?**

**10.4 Have you discussed your housing options with the referring officer?** Yes  No

**10.5 Do you agree with their proposal?** Yes  No

10.5.1 If not, please explain:

**SECTION 11: SHARING OF INFORMATION**

**Declaration:** *(printed copy of this page required so that it can be scanned for signature)*

- The information I have given is accurate to the best of my knowledge.



- I understand that if I obtain accommodation by knowingly giving false information or inaccurate information, I risk losing the accommodation provided to me.
- I understand I will be responsible for paying for any accommodation found along with related services and that I must accept the rules that apply to occupying that accommodation.

**Information Exchange:**

In order for housing agencies and local authorities to find out if they can meet your needs, and provide appropriate housing and or services, they need to know about your housing and offending histories and any risk of harm you may pose to either yourself or other people. A referral made by a public authority to the housing authority under [section 213B](#) Duty to Refer will not in itself constitute an application for assistance under Part 7, but housing authorities should always respond to any referral received. The housing authority may wish to contact you via a phone-call, video call, email or letter using the contact details provided in the referral.

If you are not willing for the referring officer to share information about you with the local authority or housing providers or support providers, we will not be able to support your referral.

**Declaration**

I agree to allow any information contained within this document to be shared with local authority housing departments, registered social landlords, housing association or any organisation who possess a housing related support contract with a local authority, provided they have their own appropriate confidentiality clause. Disclosure of information to a landlord who requires the consent of the offender manager.

- I am aware that Article 5 (e) of the General Data Protection Regulation (GDPR) states personal data shall be kept for no longer than is necessary for the purposes for which it is being processed.
- I understand that each organisation has its own confidentiality policy and in general circumstances will not disclose my information further. However, if there is a serious risk of harm to others or myself, legislation such as section 115 of the Crime and Disorder Act 1998 and any superseding, relevant legislation allows for my information to be discussed as is necessary.
- I agree to my personal details and monitoring information being stored by the referring agency and other agencies contacted to assist me, including my doctor and other health agencies.
- I agree to the referring agency and other agencies monitoring my progress with accommodation and the avoidance of offending for research purposes. I understand that any published information will not identify me specifically.

<b>Applicant's Signature</b>	
<b>Print Name</b>	
<b>Date</b>	

## Duty to Refer referral form

Please insert the name of the local housing authority that the service user is being referred to.		
<p>NOTE: Service users can choose which local housing authority they wish to be referred to. However, it is advisable for them to choose a local authority with which they have a local connection. In general, a service user is likely to have a local connection to an area if they live or have lived there, work there or have a close family connection. However, a service user should not be referred to an area where they would be at risk of violence.</p> <p>A guide to the duty to refer includes advice on the duty to refer and local connection.</p>		
<p><b>(1A) Written Consent to share information</b></p> <p>I agree to the information on this form being shared with _____ Council. I understand that the Council may use this information to contact me, and to help assess my needs for assistance with housing and that I am not making a homelessness application. I have read _____ privacy notice and understand how my data will be processed.</p> <p>Signed: _____ Date: _____</p> <p>NOTE: The service user must give consent to the referral. Referrers are advised to obtain signed consent to the referral; however, oral consent can be provided. The referrer must therefore complete box 1B.</p>		
<p><b>(1B) Oral Consent to share information</b></p> <p>Having discussed the accommodation status of _____ (<i>insert service user name</i>) the service user, I can confirm that they provided me with oral consent to refer their case to _____ Council. I explained to the Service User that the Council may use this information to contact them and to help assess their needs for assistance with housing and that this is not a homelessness application.</p>		
<b>Signed</b>	<b>Public authority</b>	<b>Date</b>
<p><b>Core information</b> Please note that sections 2 – 4 <u>must</u> be filled in.</p>		
<p><b>(2) About the referring professional (to be completed by the professional)</b></p>		
Public authority referring (e.g., prison, hospital, etc.)		
Role of person referring (e.g., social worker)		
Name of referrer		
Address of referrer		
Email address of referrer		
Phone number of referrer		
Name and contact details of any other person who could be contacted for further information, if not the referrer (e.g., a support provider)		
<p><b>(3) Information and contact details for the service user being referred</b></p>		
Name		
Household composition (e.g., single person, couple, family with X children/X adults)		

Current address (if applicable)	
Home telephone number	
Mobile number	
Email address	
Gender	
Date of birth	
Language and communication needs (identify any assistance the service user will need for an assessment to be completed)	
<b>(4) Main reason for referral</b>	
What is the main reason you are referring the individual?	I believe they are homeless / I believe they are threatened with homelessness
Please explain your answer (e.g., "they are facing eviction from their home")	
<b>Additional information</b>	
Please provide any additional information you are aware of which may help housing options officers support the individual.	
<b>(5) Current accommodation</b>	
What type of accommodation is the individual currently living in?	
If the service user is threatened with homelessness, on what date are they likely to become homeless?	
If the service user is due to leave prison or hospital, or is leaving the armed forces, with no accommodation available, please state when the release/ discharge will take place.	
<b>(6) Are there any additional needs/risks to be aware of?</b>	
Additional needs/risks might include: <ul style="list-style-type: none"> <li>• previous history of sleeping rough</li> <li>• lack of support from family/friends</li> <li>• history of substance misuse</li> <li>• risk of domestic or other abuse</li> </ul>	
<b>(7) Relevant medical information</b>	
Please provide information on any physical or mental health needs that the service user has, and any treatment that they are receiving	
<b>(8) Other information</b>	
Please provide any additional information. In particular, are there any known risks to staff visiting the service user at home or any other issues that we need to be aware of prior to initial contact?	

## **Appendix 6 – Priority Need Case Assessment Sheet**

**Priority Need Case Assessment Sheet – to assess whether an applicant has a priority need for being vulnerable as a result of having served a prison sentence or remanded in custody.**

Priority need is **not** automatic. The applicant has to pass the main vulnerability test but as part of that test ensure that you consider any impact on the applicant of having served a custodial sentence, been committed for contempt or remanded in custody. (The Homelessness Code of Guidance covers these cases in chapter 23)

### **Questions and inquiries to help Local Housing Authorities assess Priority Need. (provided by Andy Gale, Housing Consultant)**

1. What was the length of time they served in custody? – *(The shorter the period the less likely applicant will have lost day-to-day skills related to managing the consequences of being homeless, but this will not always be the case).*
2. Do they have an offending history? *If so list*
3. Are they on remand now or awaiting trial?
4. Have they received any pre-release training or life skills courses to help them manage when released and did they cooperate with these programs? Y/N
5. Did they experience any traumatic incidents during their most recent spell in detention? Y/N
6. What is the length of time since their release from custody or detention, and assess the extent, during that time, to which they have been able to obtain and/or maintain accommodation and have been able to carry out day-to-day tasks such as sorting out your benefits, and engaging with services regardless of whether they had been able to find accommodation or not?
7. Is there information from any agency they are receiving services from e.g., the Probation Service, Community Rehabilitation Company, Youth Offending Team?
8. Was there history of crime clearly linked to say their drug use which resulted in them committing crime in order to fund their habit? If so, are they now drug free which may indicate that the risk of relapse is lower?
9. Is there any evidence that the applicant has become so institutionalized in prison that they will have severe difficulty in managing the consequences of being homeless on release?
10. Are they in priority need after considering the evidence gathered using the questions above? Yes/No

## Appendix 7 – Basic Screening Tool 2

DATE DUE: ..... DATE COMPLETED: ..... REVIEW DUE: .....

<p><b>NAME:</b></p> <p><b>DOB:</b></p>	<p><b>LOCATION:</b></p> <p>HB/Wing _____</p> <p>Prison No _____</p>	<p><b>RELEASE DATE:</b></p> <p>HDC _____</p> <p>EDR _____</p>	
PATHWAY/AREA OF NEED OR RISK/STRENGTHS/PROTECTIVE FACTORS/DIVERSITY	DETAILS	ACTIONS REQUIRED	NOTES FROM DELIUS/NOMIS/OASys (complete prior to interview to aid assessment)
<p><b>ACCOMMODATION</b></p> <p>Previous Address (What Type)                  Address returning to &amp; who lives there? (ask for contact number/email) – contact COM for suitability                  If NFA, local home area?                  Homeless Application (Duty to Refer)?                  Care Leaver – ever been in care?                  Armed Forces?                  CRS ref – NFA/Tenancy cases?</p>			
<p><b>ETE</b></p> <p>Are you currently employed? <b>Y/N</b>                  Would you like us to contact your employer on your behalf? <b>Y/N</b>                  If yes, name and contact details                  Do you know what you should disclose to an employer and are you comfortable disclosing your conviction to an employer? <b>Y/N</b>                  Do you want a referral to DWP?                  Would you like a CRS ref for ETE support upon release? (post release only).                  Details of Ref required:</p>			

<b>FBD</b>	<b>Y/N</b>	<b>DETAILS</b>	<b>ACTIONS REQUIRED</b>	<b>NOTES</b>										
<table border="1"> <tr> <td data-bbox="136 245 607 296">Do you have a Bank account?</td> <td data-bbox="607 245 698 296"></td> </tr> <tr> <td data-bbox="136 296 607 347">Do you have Photo I.D?</td> <td data-bbox="607 296 698 347"></td> </tr> <tr> <td data-bbox="136 347 607 399">What is your NI number?</td> <td data-bbox="607 347 698 399"></td> </tr> <tr> <td data-bbox="136 399 607 450">Do you need help with any Debts?</td> <td data-bbox="607 399 698 450"></td> </tr> <tr> <td data-bbox="136 450 607 568">Do you have any Court Fines? (NB Victim Surcharge/Compensation must be paid)</td> <td data-bbox="607 450 698 568"></td> </tr> </table>	Do you have a Bank account?		Do you have Photo I.D?		What is your NI number?		Do you need help with any Debts?		Do you have any Court Fines? (NB Victim Surcharge/Compensation must be paid)					
Do you have a Bank account?														
Do you have Photo I.D?														
What is your NI number?														
Do you need help with any Debts?														
Do you have any Court Fines? (NB Victim Surcharge/Compensation must be paid)														
<p>Have you been seen by DWP? Are you claiming any benefits?</p> <p>Bham Settlement ref for West Mids only.</p>														
<p><b>RELATIONSHIPS</b></p> <p>Do you have family/other support? Who is going to help you to settle on your release?</p> <p>Are there any issues in your past or current relationships that you want to talk to somebody about? Have you been a victim of DV? Have you experienced Sexual Abuse or Violence? Do you need support? Do you need a plan to feel safe?</p> <p>Experience of Sex Work? Do you need a plan to feel safe?</p> <p><b>NB Remember to consider environment and only ask personal questions if in a private and appropriate space – come back another time if not.</b></p> <p><b>Remember Trauma Informed Practice and risk factors.</b></p>														

<u>HEALTH</u>	DETAILS	ACTIONS REQUIRED	NOTES
<p>Physical health - any concerns?  Mental health – any concerns?  Do you have a GP?  Do you have a Specialist?  How is your Oral Health – do you need to see a dentist?  Are you on any medication?  Are they engaging with Health Care or the Mental Health Dept in the prison - is a referral needed?  Substance Misuse Team - Is a referral needed?  Drugs/Alcohol - Previous History/Scripted?  <b>Do you have any thoughts/feelings of self-harm/suicide at this time?</b>  <b>If Y – Open/Update ACCT. Inform Houseblock staff (name)/Safer Custody.</b>  <b>Have you ever had any previous thoughts of self-harm/suicide?</b>  <b>If Y – as above.</b></p>			
<p><b><u>WELLBEING</u></b></p> <p><b>CRS referral by CPP (Community Probation Practitioner)</b>  This is a holistic service which addresses emotional wellbeing, family and significant others, lifestyle and associates and social inclusion. Only social inclusion can be accessed pre-release, all other areas can be accessed post release. Social inclusion interventions available:</p> <ul style="list-style-type: none"> <li>•Support to enable people on probation to access community-based services by supporting attendance at appointments, preparing for the session</li> <li>•Support people on probation with a fear of release by providing practical and emotional support</li> <li>•Structured mentoring and coaching sessions to develop confidence and self-management</li> <li>•Sessions which focus on building social skills and utilising pro-social modelling</li> </ul>			

<b><u>Supporting Activity</u></b>	<b>DETAILS</b>	<b>ACTIONS REQUIRED</b>	<b>NOTES</b>
<ul style="list-style-type: none"> <li>• <b><u>Young Men</u></b></li> <li>• <b><u>Women</u></b></li> <li>• <b><u>FNO</u></b></li> <li>• <b><u>Lifers/IPP</u></b></li> <li>• <b><u>Sex Offenders</u></b></li> <li>• <b><u>Learning Disabilities/Difficulties – Additional time</u></b></li> <li>• <b><u>Care Leavers</u></b></li> </ul> <p>Is a translation service needed?  Foreign Nationals - Case status understanding?  Contact with Leaving Care?  Any other services in contact?</p> <p>Have you had contact with your Community Probation Practitioner?</p> <p>Contact with Women's services?</p> <p>Do you have any Learning Disabilities/Difficulties?  If Y – Do you have a Learning Disabilities/Difficulties Nurse?</p>			
<p><b><u>COMMUNICATION</u></b></p> <p>Do you need any help with communication?</p> <p>Can you read okay?</p> <p>Do we need to contact anybody?</p>			



## Appendix 8 – Baseline Data

### Duty to Refer Referrals

	2020/21				2021/22				2022/23			
	Total	Probation	Prison	%	Total	Probation	Prison	%	Total	Probation	Prison	%
<b>Bromsgrove</b>	23	8	1	39%	32	17	0	53%	31	18	0	58%
<b>Redditch</b>	88	32	8	45%	58	24	1	43%	96	44	0	46%
<b>Malvern</b>	35	5	3	23%	39	6	1	18%	45	9	0	20%
<b>Wychavon</b>	87	33	6	45%	89	27	4	35%	92	46	0	50%
<b>Wyre Forest</b>	63	19	11	48%	39	20	1	54%	57	33	1	60%
<b>Worcester City</b>	133	48	22	53%	126	51	4	44%	147	55	0	37%
<b>Total:</b>	<b>429</b>	<b>145</b>	<b>51</b>	<b>46%</b>	<b>383</b>	<b>145</b>	<b>11</b>	<b>41%</b>	<b>468</b>	<b>205</b>	<b>1</b>	<b>44%</b>

The % columns are for combined Prison and probation referrals.

The 3 year average for these referrals is 43%.

### Hewell Prison Releases

Hewell	AUG 22	SEP 22	OCT 22	NOV 22	DEC 22	JAN 23
<b>Releases</b>	15	22	11	18	13	12
<b>NFA</b>	5	5	4	4	1	3

## **Appendix 9 – Our role for someone leaving prison**

### **Willowdene Rehabilitation**

#### **Our role for someone leaving prison is this...**

To provide a trauma informed holistic service to women who are referred to us by probation staff, to meet all their identified needs; issues can include anything from a woman's life across 13 pathway headings, including, for example, accommodation, finance, benefit and debt, emotional wellbeing, education, training and employment, dependency and recovery. Probation staff are able to request three sessions for a woman in prison prior to her release to work on accommodation and social inclusion issues and then up to a total of 12 sessions in the community to work on every issue. She can be re-referred as many times as needed. As well as working with women in prison, we meet them in community locations (and occasionally also virtually) to support them as needed with our own interventions, contact with other agencies and practical help; for women who need it, we can also offer training and qualifications, life skills work and individual emotional wellbeing support sessions at our central Willowdene site in Shropshire to which we provide transport from every area in West Mercia.

Willowdene offers two services to men released from prison who are referred by their probation practitioners:

The Personal and Emotional Wellbeing Team (run in partnership with Catch 22) offers three prison based sessions to men who are in HMP Stoke Heath as well as weekly sessions to men on post-release licence. Men can be referred for 5, 8 or 12 sessions across four need areas which relate to aspects of emotional wellbeing, in any combination (so a potential total of 48 sessions.) Men are supported individually by a support worker to address a personalised action plan and can attend day sessions, via provided transport, at Willowdene's main site if appropriate to undertake qualifications and positive activity.

The Education, Training and Employment team offers weekly employability support sessions to men on post-release licence to progress job and training plans, learn about disclosure, prepare CVs, undertake qualifications, access other support; probation practitioners can request 4, 8 or 12 sessions.

### **Department for Work and Pensions**

As a DWP prison work coach the support offered to someone leaving prison is to ensure that they are aware of the process of claiming Universal Credit. Each customer needs to make either an online or telephone application and information is supplied on how to do this. They are also given advice around other benefits such as PIP. They discuss training programmes available at their local JCP and will organise a referral if available once the customer has made their claim.

ID Appointments are made for the customer to attend the nearest Jobcentre to their release address to complete an application to Universal Credit and supply an advance if it is available to help with financial support on release.

The prison work coach will also liaise with the customer's new JCP Work Coach to confirm details of any training etc that a prisoner has undertaken during their sentence and any available provision that they would like to undertake.

JCP Work Coach will then offer continued support and signposting to move the customer closer to the labour market. This could include addiction support, training, or referral to intensive 121 support providers.



## **YSS**

### **Accommodation Support Officer**

YSS offers One to One support to address barriers to securing and/or maintaining suitable accommodation.

Advice, guidance, and support to apply for and follow up on available housing options, LA/social housing, supported housing, national and local charities.

Identifying options based on support needs/barriers

Support to access Rent Deposit Schemes

Benefits advice including Housing Benefit, Universal Credit, Local Housing Allowances and claim processes.

Guidance and support to retain existing tenancies including where appropriate mediation between SU and landlord.

Delivery will be tailored to the specific needs of an individual Service User to enable them to make progress towards their agreed outcomes.

**Support and Advocacy;** enabling the Service User to take actions themselves or supporting them to do so, attending appointments with them or taking steps on their behalf.

**Advice, Guidance and Information;** advice tailored to the needs of the Service User to ensure they have all the relevant guidance and is aware of what action they should take, and in what sequence.

## **Local Authority Homelessness and Housing Solutions/Housing Options**

### **Our role for Someone Leaving Prison:**

Is to process a homeless application either through duty to refer prior to prison release or via homeless duty. Housing Advisors will support the applicant in understanding individual needs to access both emergency and long-term housing options. Housing work closely with external partner agencies such as probation and prison teams to support applicants to find a suitable accommodation offer. Housing advisors can provide tailored advice and

support to remove housing barriers, identify supporting agencies, access rent deposit schemes, access welfare benefits, and tenancy sustainment support.

We strive to work collaboratively; and in a timely way to address the individuality of each person. Working towards a suitable home; a purpose and a professional and bespoke support network to achieve identified wants and objectives.

### **Integrated Offender Management (IOM) West Mercia Police:**

Integrated Offender Management (IOM) brings a multi-agency response to the crime and reoffending threats faced by local communities. The most persistent and problematic offenders who cause chaos in the community are identified and managed jointly by partner agencies working together. These individuals are very often extremely vulnerable and engaging with or should be engaging with multiple agencies to support their complex needs.

The 7 pathways to rehabilitation are identified and recognised nationally as:

1. Accommodation
2. Education, training and employment
3. Drugs and Alcohol
4. Finance, benefit and debt
5. Children and families
6. Health
7. Attitudes, thinking and behaviour

### **Probation**

The Probation Service manages Offenders pre-release from custody, post-release and also those subject to community based sentences. Accommodation is often the biggest challenge, so accommodation planning commences at 6 months pre-release and referrals are usually made at 2/3 months pre-release from custody; the referral timeframe is dictated by how near to the release date agencies can accept referrals. Local authority referrals are usually submitted no earlier than 56 days before release due to the prevent duty timeframe that the Local Authority work to in supporting people to prevent homelessness. Some accommodation support services are not able to reserve beds prior to release from custody, so early referrals are unlikely to be successful. For Offenders on short custodial sentences, securing accommodation can be more problematic as there is reduced preparation time to explore options.

In addition to Local Authority Housing, the Probation Service also refer via the Commissioned Rehabilitative Services framework to Nacro/YSS (for male Offenders) and Willowdene (for female Offenders) to support the person secure accommodation, both pre-release and once in the community.

### **West Mercia Youth Justice Service**

West Mercia Youth Justice Service works with children / young people aged 10 – 17 years old who have been in contact with the criminal justice system. For more information go to [www.westmerciayouthjustice.org.uk](http://www.westmerciayouthjustice.org.uk)

### **Young people and Custody**

West Mercia Youth justice service strives to deliver effective end to end service provision based on thorough assessments of need and risk in order to support the reintegration of children and young people into the community. Planning for resettlement starts immediately. There is a statutory responsibility on local authorities, in partnership with the Police, Probation Service, Health and HMPPS Youth Custody Service (YCS) to work together to enable effective resettlement. Although YJS predominately work with children aged 10 – 17 years old, there are occasion where we are involved in the resettlement of young people aged 18 years old.

Resettlement focuses on the Youth Justice Board (YJB) guiding principle of Child First Offender Second. This promotes individual strengths and is future focussed. The idea is to build a pro social identity, build desistence, have safer communities and therefore have fewer victims. Constructive resettlements complement trauma informed work and recognises the negative impact of negative experiences such as abuse on a child/ young person and their behaviours. Each young person has a resettlement plan; central to effective resettlement is the early identification of appropriate accommodation.

### **Worcester Citizens Advice**

Worcester Citizens Advice operate Smartlets social lettings agency. They make the decision about who is housed. Some of the accommodation is owned and some are leased.

The aim is to house people in safe secure accommodation. They will work with anybody but are unable to support those who are high risk and have high level support needs. They aim to prevent people getting to that stage. Worcester Citizens Advice do not receive any funding for work specifically with offenders.

### **Accommodation for Offenders**

The Accommodation for Offenders scheme has been funded by Worcester City Council and Government Grant for Worcester through WHABAC. It is aimed at people who have been in custody for the last 12 months and the minimum tenure is 12 months Assured Shorthold Tenancy. Worcester Citizens Advice are looking for new accommodation because the majority of the accommodation they have are almshouses which are on licence. The accommodation can be self-contained as well as HMO.

## Appendix 10 – ALERT Duty to Refer Questions

### Letter preview

Referral under s213B Housing Act 1996, as amended by the Homelessness Reduction Act 2017

Under section 213B of Housing Act 1996, as amended, public authorities are required to notify a housing authority of service users they consider may be homeless or threatened with homelessness within 56 days. In making this referral I confirm that, in relation to George Aldridge:

1. I have consent for the referral to be made
2. I have allowed the individual to identify the housing authority in England which they would like this referral to be made to; and
3. I have consent that contact details can be supplied so that you can contact the individual directly in relation to this referral

I understand that this referral does not in itself constitute an application for assistance under Part 7, but that you will respond to any referral received via phone-call, email or letter using the contact details provided in the referral. Should a response not be received from direct contact with the individual, I understand you will provide information to George Aldridge on accessing advice and assistance including the housing authority's website, opening hours, address and 24-hour contact details.

### Referrer details

Referral type

213B Specified public body

Referral source

Name

Job title

Department or service name

Landline number

Mobile number

Email

Address

### Basic information

Name

Other names

Gender

Date of birth

NI number

NHS number

Telephone

Mobile

Pregnancy due date

Email Address

Address

## Referral Questions

Type of referral/notification

Homeless or threatened with homelessness?

Reason the applicant is homeless

Date the applicant became homeless

Any further details on why the applicant is homeless

Customer's nationality

Customer's ethnicity

Does the customer have any formal identification?

Outline details of the customer's identification

Outline details of any other agencies the customer is engaged with

Does the customer or any member of their household pose a health and safety risk to staff?

Is English the customer's first language?

Does the customer or any member of their household have any physical disabilities?

Details of physical disabilities

Does the customer or any member of their household have any mental health concerns?

Does the customer have any dependent children?

Is this person or any member of their household pregnant?

Full names of any other household members residing with the customer (you must include the details of persons with parental responsibility if the customer being referred is under the age of 18)

Wishes of the person in the context of the referral

Any further support needs identified by the referring agency

### Accept

Please provide a reason for accepting this referral. This reason will be visible to the party that sent you this referral



## Appendix 11 – Contact details for Worcestershire Housing Teams

### Housing Options and Housing Solutions Services in Worcestershire

#### Bromsgrove

[www.homechoiceplus.org.uk](http://www.homechoiceplus.org.uk)

Bromsgrove District Housing Trust,  
Buntsford Court,  
Buntsford Gate,  
Stoke Heath,  
Bromsgrove,  
Worcs, B60 3DJ  
Freephone: 0800 0850160  
Telephone: 01527 557557  
Emergency homeless out of hours:  
0800 030 4254

Email: [housingoptions@bdht.co.uk](mailto:housingoptions@bdht.co.uk)

#### Worcester

[www.worcester.gov.uk/homeless-or-at-risk-of-homelessness](http://www.worcester.gov.uk/homeless-or-at-risk-of-homelessness)

Postal address: Housing Advice Team,  
The Guildhall, High Street, Worcester,  
Worcs, WR1 2EY

Visit in person: Trinity Street Housing Advice  
Centre, Trinity Street, Worcester, WR1 2PW

Telephone: 01905 722589

Emergency homeless out of hours:  
01562 547698

Email: [housing@worcester.gov.uk](mailto:housing@worcester.gov.uk)

Homeless Self Assessment Form  
[www.worcester.gov.uk/homeless-assessment-application](http://www.worcester.gov.uk/homeless-assessment-application)

#### Malvern

[www.malvern hills.gov.uk/housing/homelessness](http://www.malvern hills.gov.uk/housing/homelessness)

Joint Housing Service, Civic Centre, Queen  
Elizabeth Drive, Pershore, Worcs, WR10 1PT

Telephone: 01386 565000

Emergency homeless out of hours:  
0300 003 5367

Email: [housing.needs@wychavon.gov.uk](mailto:housing.needs@wychavon.gov.uk)

#### Wychavon

[www.wychavon.gov.uk/housing/homelessness](http://www.wychavon.gov.uk/housing/homelessness)

Joint Housing Service, Civic Centre, Queen  
Elizabeth Drive, Pershore, Worcs, WR10 1PT

Telephone: 01386 565000

Emergency out of hours:  
0300 003 5367

Email: [housing.needs@wychavon.gov.uk](mailto:housing.needs@wychavon.gov.uk)

#### Redditch

[www.redditchbc.gov.uk/my-home/find-me-a-home](http://www.redditchbc.gov.uk/my-home/find-me-a-home)

Housing Options Team, Town Hall, Walter Stranz  
Square, Redditch, Worcs, B98 8AH

Telephone: 01527 534069

Emergency out of hours:  
01527 67666

Email:

[housingsolutionsenquiries@bromsgroveandredditch.gov.uk](mailto:housingsolutionsenquiries@bromsgroveandredditch.gov.uk)

#### Wyre Forest

[www.wyreforestdc.gov.uk/housing-and-homes/homelessness](http://www.wyreforestdc.gov.uk/housing-and-homes/homelessness)

Wyre Forest Customer Service Centre,  
Green Street Kidderminster DY10 1HA

Telephone: 01562 732928

Out of hours contact:

01562 547694

Email:

[HousingAdviceTeam@wyreforestdc.gov.uk](mailto:HousingAdviceTeam@wyreforestdc.gov.uk)



HM Prison &  
Probation Service

Probation  
Service



### Probation Service Privacy Notice

#### PURPOSE

This privacy notice explains the standards that you can expect from the Probation Service

- When we request, use or hold personal information ('personal data') about you;
- How you can get access to a copy of your personal data;
- How you can complain if you think we have done something wrong.

The way we deal with your information has not changed, but this notice is an update to the previous one to clarify the information you need to know.

The Probation Service is one part of Her Majesty's Prison and Probation Service (HMPPS) which is part of the Ministry of Justice (MoJ).

#### Definitions

Data Controller has the same meaning as defined under Article 4 of the UK GDPR and the Data Protection Act 2018.

Personal data or Personal Information has the same meaning as defined under Article 4 of the GDPR and the Data Protection Act 2018

The MoJ is the data controller for the personal information we hold in HMPPS. We need to collect your personal information to carry out functions such as delivering sentences given by the courts, in custody and the community, and rehabilitating people in our care through education and employment.

#### Types of personal data we process

We only process personal data that is relevant for the services we are providing to you. This includes: Your name and address, telephone number, date of birth, gender, ethnic origin, details of any offences, information about court orders and licence conditions and CCTV images.

## **Purpose of processing and the lawful basis for the process**

Your personal information that we collect is used to help us make decisions about you and your progress.

We also have a lawful duty to prevent and detect crime and the collection and use of your personal information is also necessary to enable us to comply with obligations the Prison Act 1952, the Prison Rules 1999, Offender Management Act 2007 and the Children's Act 2004.

## **Who the information may be shared with**

We sometimes need to share the personal information we collect with other organisations. Where this is necessary we will comply with all aspects of the data protection legislations in particular the Data Protection Act 2018.

. We sometimes share some information about you with other organisations including:

- The courts or Parole Board if you breach your supervision
- Providers of Probation Services
- The victim or victims of a serious offence, if they have asked us to keep them informed of your progress
- Other criminal justice agencies

From time to time, we may involve other organisations who can help you further. We may need to pass some information to the following:

- National Health Service (NHS)
- Social Services
- Employment Service or agencies
- Counsellors
- Drug and alcohol support groups
- Mental health support groups
- Housing Providers
- Other specialist group

We will normally tell you before passing your personal information onto others; however, in some cases (such as safeguarding cases) we may not be required to inform you but this will be in compliance with data protection laws.

## **Retention period for information collected**

We have a detailed policy as to how long we need to keep your personal information. If you have any questions about this please speak to your Offender Manager, who will discuss with the appropriate member of staff.

## **Access to personal information**

You can find out if we hold any personal information about you by speaking to your offender manager in the first instance. The Probation office will be able to release some information to you as routine information. Routine information will not fall under a subject access request (SAR).

If your request for information does not fall under the routine release of information, you will then need to submit a SAR which you can do by speaking to your Offender Manager who can discuss how you do this.

Alternatively, you may send your request for personal information to the following email address and we will process your request as required under the data protection legislation. [Data.Access1@justice.gov.uk](mailto:Data.Access1@justice.gov.uk)

## **When we ask you for personal data**

We promise to inform you why we need your personal data and ask only for the personal data we need and not collect information that is irrelevant or excessive;

- You can refuse to agree to share information at any time, but only where it is legal to do so;
- You can discuss with your Offender Manager if you have any questions or concerns;
- You should protect your information and make sure no unauthorised person has access to it. If you have personal information in your possession and are concerned about keeping it safe, please speak to your offender manager;
- We will only, where relevant and necessary, share your personal information with other organisations;
- We will make sure we don't keep your personal information longer than is necessary;
- We will not make your personal information available for sale to others;
- We will consider your request to correct, stop collecting or delete your personal information if relevant and legal.



HM Prison &  
Probation Service

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Service



- Occasionally we may use your contact information to ask you if you would like to complete a survey. We use this information to see where and how we could improve our services to you.

### **You can get more details on:**

- Agreements we have with other organisations for sharing information;
- Our instructions to staff on how to collect and manage your personal information;
- How we check that the information we hold is accurate and up-to-date; • How to make a complaint;

For more information about the above points, please speak to your Offender Manager.

### **Complaints**

When we ask you for information, we will keep to the law. If you consider that your personal information has been handled incorrectly, you can contact the Information Commissioner for independent advice about data protection. You can contact the Information Commissioner at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113 [www.ico.org.uk](http://www.ico.org.uk)

On behalf of the MoJ Data Protection Officer.

102 Petty France  
London  
SW1H 9AJ