

Guide to Through the Gate services



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Introduction

Our vision for Through the Gate services is to work effectively in partnership with other service providers, both in prisons and the community, to reduce reoffending. We have a whole system approach to the resettlement of service users in the community to ensure there is continuity of services on release.

Our Through the Gate service makes sure that each service user has a resettlement plan, and has activity starting in prison to prepare them for their release.

We assess an individual's resettlement needs and provide and coordinate services, working with specialist partner organisations, prison services and probation staff. By working together, we help individuals to avoid reoffending and a return to custody.

Our guide details the services we offer and how we work with partner organisations to support service users' seamless transition from custody to the community.

We aim to help you to understand where you fit in with the resettlement process, so together we can motivate service users to engage with resettlement processes.



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Definitions

Immediate needs

Services delivered between arrival in custody and the resettlement period to address the immediate consequences for being sentenced, remanded or recalled to custody.

Resettlement period

The period from 12 weeks before the earliest expected release date or parole eligibility date.

Resettlement needs

The needs of the service user, usually addressed during the resettlement period, to ensure that on release their accommodation, employment and money needs are met and health and support services are available.

Where we work

We deliver services either as the lead or host community rehabilitation company (CRC).

Lead CRC

We provide services to all service users regardless of release location except where another CRC is also working with us as a host.

HMP Elmley

HMP Standford

HMP Rochester

HMP East Sutton Park

HMP High Down (Lead CRC working alongside London CRC as a host)

HMP Ford

HMP Lewes

Host CRC

We provide services to all service users being returned to the Kent, Surrey and Sussex area.

HMP Bronzefield (Host CRC)

HMP Send (Host CRC)

Prisons who can purchase our services from the rate card

HMP Maidstone

HMP Swaleside

Levels of service

Three levels of services

Level one

A universal service, we assess services users and provide them with advice about services available. We will signpost service users to other partner agencies and follow up on activity.

Level two

We provide interventions to address each service user's specific needs and coordinate services in preparation for the service user's release.

Level three

Delivering similar services to level two, but with additional time to support those with the most complex needs.

Personal release plans

We work with each service user to produce an individual release plan. This plan will:

- detail all the service user's appointments for the first few weeks after release
- summarise the service user's achievements and goals
- provide service users with helpful prompts and useful information to overcome any barriers or problems they face on release
- allow other professionals to have an overview of what is happening so they can ensure additional plans they make are complementary.

Universal, level one service

We will:

- complete a resettlement plan for the service users on reception to custody and 12 weeks before their earliest expected release or parole eligibility date
- liaise with the offender management in custody (OMIC) key workers, offender supervisors and partner agencies in the prison to inform our assessment, reducing the need for service users to tell their story multiple times
- liaise with probation staff in the community so our plan meets the risk management needs and reflects the services available to users in their release area
- provide advice on offence disclosure, the services available within the prison and in the community and facilitate referrals to these services.

The preparation for release programme

We deliver a group-based programme to prepare service users for their release. Service users will ideally complete all modules of the programme, but service users can elect to take part in the modules most relevant to them. Modules include:



Understanding my licence: Understanding what specific licence conditions mean, what probation supervision involves and how best to avoid recall to custody. This module is suitable for individuals serving their first prison sentence and those who have failed to comply in the past.



Achieving goals: A service user led session to identify the goals they would like to achieve. The module draws on staff and other service users' experience to plan how to achieve them.



My housing solution: Helps support people to find settled accommodation, to understand the housing landscape in their area of release and maintain a tenancy. The module is tailored to the specific needs of the group.

We can develop other modules with individual establishments to support the needs of their service users. Please get in contact with us to discuss.

Service user engagement

Undergoing assessments is not always a service user's favourite activity, but one they must engage with, so we can develop a good understanding of their needs and plan and coordinate the support they will receive ready for their release.

Everyone who comes into contact with a prisoner has a unique opportunity to enhance their motivation to engage with this process.

Selling points of the KSS CRC service include:

- 1** Having all partner agencies involved in planning, so we do not set unrealistic expectations of service users and plans between agencies do not conflict
- 2** Community Rehabilitation Company staff communicating with probation staff in the community so that they are involved in the planning process, understand the service user's needs and are ready to maintain the progress prisoners make during custody
- 3** Reducing the number of times that service users have to tell their story through careful co-ordination
- 4** Drawing on the experience of others who have been through the same experiences in group-work.



Support services

Help finding somewhere to live



- referrals to accommodation providers
- notification to local authorities of risk of homelessness and follow up to access emergency accommodation
- maintenance of tenancies where service users have less than 13 weeks to serve
- closing tenancies to make sure rent arrears don't build up
- giving help to understand the housing market, what is and isn't available and the best options.

Support with finances, benefits and debt



- stop over payment of benefits on reception to custody
- maintain housing benefits to save tenancies
- ensure that claims are set up so that appointments are arranged on release and workers know about issues such as a lack of ID or the need for payment on the day or release
- support with budgeting skills
- provide debt advice and facilitate debt management services
- notify creditors on reception to custody so that debts can be put on hold or so we can arrange for repayments to be made
- apply for a bank account and identification documents.

Support finding a job



- work with prison education and employment providers to support the transition between custody and the community
- help to make referrals to community services
- work with service users to help them identify and overcome barriers to employment and education
- ensure that probation staff, Jobcentre Plus and other agencies know the service user's goals and plan.

Support with substance misuse



- make arrangements for treatment to continue on release in a joined-up way
- make referrals to services in custody and in the community where needed
- make sure treatment appointments don't conflict with other commitments and that probation staff are aware of the plan
- help to ensure that treatment plans work with risk management plans and the service users other release plans.

Support with physical and mental health



- work with Mental Health In-reach, social care and health care to confirm arrangements for treatment to continue release
- engage in joint care planning to support health providers to address complex needs
- ensure probation staff and relevant agencies are aware of treatment plans for release so they can adapt to these plans
- help ensure health care plans work in line with risk management plans and the service user's other release plans
- make sure treatment appointments don't conflict with other commitments and that probation staff are aware of the plan
- refer service users to specialist mentoring or advocacy services for support with other individual needs.

Help to get support

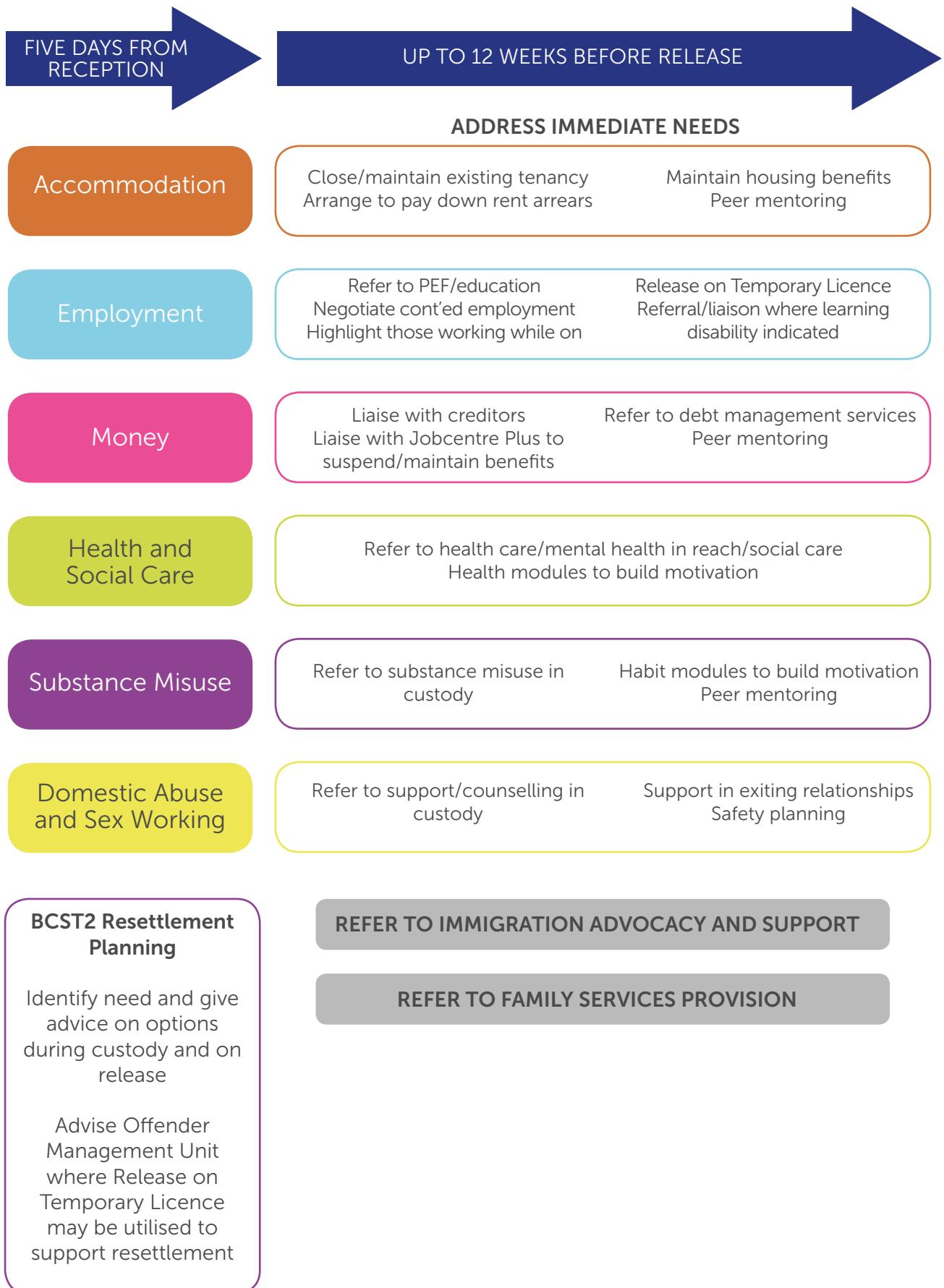


For those who have been sexually abused, exploited through sex working or experienced domestic abuse, we:

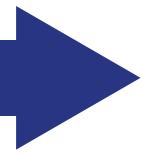
- provide safety planning advice
- help them to engage with community services and support networks
- work closely with probation staff in the community to support safety
- refer to trauma recovery services.

We also provide support through our volunteer mentoring service. We introduce service users to a mentor before they leave prison to provide consistency.

Service delivery



FROM 12 WEEKS BEFORE RELEASE



Liaison to establish in-custody progress

- PEF
- Health care
- Mental health
- Substance
- Social care
- Keyworker
- Family service provision

Joint care planning for most complex needs

BCST3 PRE-RELEASE PLANNING: ADVICE ON OPTIONS ON RELEASE

LIAISON WITH Home Responsible Officer/ NPS Offender Manager

R U READY / R U READY 4 WOMEN: GROUP WORK PROGRAMME PREPARING FOR RELEASE

- Being on licence
- Tenancy
- Maintenance
- Employment / Accommodation disclosure
- Service user-led peer support

ADDRESS RESETTLEMENT NEEDS

Disclosure statements
Support to bid for property
Accommodation brokerage

Housing/HRA referrals
Access emergency accommodation

Disclosure statements
Refer to community education, training and employment support

Plan to maintain employment/ education on release

Money modules sessions
Joint with Jobcentre Plus to obtain benefits

Follow up on debt management
Virtual campus sessions
Apply for bank account/ID

Support to engage with services on release
Health module sessions - build motivation

Support to engage with services on release
Habit module sessions - build motivation

Safety planning
Support in exiting relationships

Refer to community networks
Refer to IDVA services

Engage with immigration advocacy and support
Refer to women's services on release
Engage with community learning disability support
Through the Gate volunteer mentoring services

BCST3 REVIEW: Personal release plan produced with service user and agreed with Home Responsible Officer/ NPS Offender Manager

PERSONAL RELEASE PLAN:
Appointments on release
Maintaining outcomes / engagement
Plans to overcome barriers
Licence conditions



Any questions?



For more information, please contact
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