

THROUGH THE GATE

DELIVERY OF MANDATED SERVICES



Introduction

This brochure summarises the range of Through the Gate interventions we can provide and tailor to service users' individual needs using our bespoke rehabilitation framework, My Solution Rehabilitation Programme. Interventions can include our programmes and a Practitioner's Toolkit comprised of a body of learning materials for service users, designed to help them change their behaviour and develop the skills they need to become crime-free.

Our Through the Gate service is delivered to service users in resettlement prisons as part of our contract with the Ministry of Justice. We deliver these services either as the Lead Community Rehabilitation Company (CRC) or the Host CRC. Where we are the Host CRC, we provide services to all service users being released to the Kent, Surrey and Sussex area. Where we are the 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.

We currently deliver services at the following prisons:

- HMP Elmley (Lead CRC)
- HMP Standford Hill (Lead CRC)
- HMP Rochester (Lead CRC)
- HMP East Sutton Park (Lead CRC)
- HMP Bronzefield (Host CRC)
- HMP Send (Host CRC)
- HMP High Down (Lead CRC working alongside London CRC as a Host)
- HMP Ford (Lead CRC)
- HMP Lewes (Lead CRC)

Additionally, these services can be purchased from our rate card at the following prisons:

- HMP Maidstone
- HMP Swaleside

For a menu of our Toolkit sessions, [click here](#).

Overview of 'Through the Gate' services

On reception

We will:

- complete a BCST 2 with all service users, which will include an initial assessment of the service user's immediate needs and expected resettlement needs
- liaise with services in custody and the prison OMU to inform sentence planning and interventions required during the sentence
- assess the immediate needs of service users on remand and the services they may require if released on bail or with a non-custodial outcome
- inform service users on remand of the support available from the CRC on release and motivate them towards voluntary engagement
- meet with service users who do not have a completed BCST 2 (e.g. when transferring between prisons) at the induction stage and give them an introduction to the work of KSS CRC.

Pre-release

We will:

- review the BSCT 2, which will include an assessment of resettlement needs for all service users 12 weeks prior to their release, or on reception to custody if sentenced to less than 12 weeks
- assess eligible service users, assessed as likely to be granted HDC, 12 weeks prior to their HDC eligibility date
- seek feedback from partners who have worked with the service user in custody, identifying outcomes the service user has achieved and any outstanding actions to inform the service user's resettlement plan
- produce and share a resettlement plan with service users, detailing the intervention required in custody and on release to address the following mandated areas: accommodation, employment, domestic violence, victimisation, sex working, and finance, benefit and debt
- review all resettlement plans with service users within the last two weeks of their time in custody. We will identify interventions required on release and confirm release arrangements, communicating these to the NPS Offender Manager or home CRC Responsible Officer
- share the resettlement plan with Offender Managers or Responsible Officers in the NPS area or home CRC. This includes agreement of the plan for prisoners allocated to the NPS.



Accommodation services are largely delivered through our supply chain partners utilising their expertise in housing brokerage and tenancy maintenance.

On reception

We will:

- for service users with a current tenancy, take immediate action to prevent the loss of their property and to ensure rent arrears do not escalate or increase. This will include the completion of housing benefit notification forms for those in custody or on remand
- for service users who indicate a wish to return to the family home, liaise with Prison Family Support Workers (where available) and community-based Offender Managers to establish suitability for service users
- offer other practical support and advice where necessary, for example, on the recovery of property
- for service users on remand who will be released without accommodation, identify providers who may provide short notice accommodation. Where these exist, we will refer and support engagement on release.

Pre-release

We will:

- liaise with the NPS and home CRC to discuss identified accommodation needs and to agree on actions. Resettlement staff will work alongside the NPS Offender Manager and the CRC Responsible Officer to support service users in accessing local resources. This will include establishing risk factors and restrictions which need to be taken into account
- work directly with service users to assist them in sourcing appropriate accommodation on release
- make appropriate housing referrals to projects and local authorities. These will be informed and targeted based on the holistic needs of the prisoner (e.g. substance misuse or mental health difficulties). Where necessary, supporting documentation will be obtained from partners
- compile a chronology of accommodation to establish a local connection
- where appropriate, assist service users in making a homeless application and, where they have already done so, assist them to bid for properties
- offer additional support and guidance via peer workers, mentors and wider accommodation services
- make referrals to our mentoring scheme to ensure continued support 'through the gate', including service users being 'met at the gate', where appropriate



HOME

- facilitate, where required, referrals to Bail Accommodation and Support Services to assist HDC applications, and to Approved Premises to assist risk management
- assist service users to access residential rehabilitation, if it is appropriate
- facilitate the use of video links, telephone assessments or face-to-face housing assessments with outside agencies in the prison
- utilise peer support or volunteer mentor services to accompany service users, where appropriate, to case management, pre-release and mental health meetings to discuss current issues and future plans regarding accommodation
- update the resettlement plan within four weeks of the release date to confirm arrangements are in place and to identify additional action required in the community. Release planning will be coordinated with the NPS Offender Manager or the CRC Responsible Officer
- work with service users to improve skills in maintaining and managing a tenancy, such as managing utilities, neighbourly behaviour and resolving disputes. This will be delivered through our supply chain partners and our women's programme.



On reception

We will:

- identify immediate debt issues (e.g. bank charges/utility bills/phone bills) and support service users to take action to ensure that these do not escalate and, where possible, are closed down
- for service users with rent arrears and benefits claims, investigate the 13-week entitlement for each service user and ascertain whether or not we can reduce the rent arrears or if an overpayment is accurate. We will support the service user to address these
- depending on the length of sentence, offer service users without ID and/or a bank account the opportunity to obtain these
- where complex debt issues are evident, engage prison or telephone based debt management specialists to resolve these issues at the earliest opportunity
- provide advice around avoiding "prison debt" and liaise with prison staff to address vulnerabilities
- support service users to ensure that any outstanding court fines are lodged in order to avoid any increases/extra days in custody.

Pre-release

We will:

- review the service user's financial situation and follow up on actions to address unresolved debt issues
- facilitate further correspondence with creditors and link back to debt management specialists where debts remain unresolved
- in relation to rent arrears and benefits overpayment/underpayment, liaise with the local authority or housing benefits agency and facilitate contact between these and the service user
- signpost service users to wider prison and community-based partners (e.g. CAB, OLASS, NCS and JCP) for specialist money management advice and to ensure appropriate benefit claims are in place
- refer service users to the independent living programme/money management certificate (HMP Elmley)
- refer service users to our mentoring scheme to ensure they receive continued support 'through the gate'.



On reception

We will:

- identify and address service users' immediate needs, including helping to stabilise and retain existing employment/training provision
- identify and support service users to deal with any immediate issues, such as those relating to payment and management of wages/benefits
- facilitate referrals to prison based providers (e.g. OLASS, NCS, industries, education). This will include assisting in assessments of employment readiness.

Pre-release

We will:

- help service users who require additional support to get into education or onto relevant courses, including making referrals to partner organisations within the prison such as JCP, Job Deal, Trailblazers, NCS and OLASS
- ensure service users are aware of their legal obligations regarding disclosure in accordance with the Rehabilitation of Offenders Act 1974
- refer service users to specialist support services where available, including Activities for Veterans in Custody Support, and English for Speakers of Other Languages
- support the delivery of 'Steps to Gate' and other employability interventions through our MSRP toolkit, focusing on motivation to work and goal maintenance on release
- offer service users support from a peer mentor, where appropriate, to complete applications forms
- work with Jobcentre Plus to facilitate swift contact with the Department for Work and Pensions regarding benefits/job search on release
- refer service users to our mentoring scheme to ensure they receive continued support 'through the gate'
- produce a support plan for each service user who achieves an employment or training offer on release. We will share this plan with their home Responsible Officer or NPS Offender Manager to ensure that this outcome is realised and motivation is maintained.



SUPPORT

On reception

We will:

- identify service users who have been a victim of domestic abuse or sexual violence
- work proactively with other providers / statutory agencies (NPS, out of area CRCs, Health, Police, Children's Services, Family Support Worker, etc.) to identify and manage immediate needs, including physical injuries and risks to children
- ensure that information relating to risk and vulnerability is shared safely and appropriately with statutory providers (Police, Social Services, NPS Offender Managers) so that further risks are minimised
- coordinate referrals to prison based services, such as mental health in-reach or psychological therapy.

Pre-release

We will:

- develop an understanding of the level of need and vulnerability presented by the individual, and support them to develop the confidence to engage with providers who can offer them support on release
- work proactively with other providers / statutory agencies (Police, Children's Services, NPS Offender Managers), ensuring that information relating to risk and vulnerability is shared safely and appropriately in order to minimise further risks
- if required, coordinate referrals to specialist community-based agencies as well as prison based services, e.g. Mankind, Women in Prison, Action for Prisoners' and Offenders' Families
- facilitate the use of video links and telephone conferences to community-based support/services
- offer practical support such as safety planning and advocacy through relationships with partnership agencies
- provide a comprehensive partner link service for women whose partners are subject to a Building Better Relationships (BBR) Requirement
- refer service users to our mentoring service. Our mentors are trained, screened and appropriately matched for optimum effectiveness
- refer women service users who are released in Sussex to INSPIRE, a specialist mentoring service for women. The women's programme includes input on domestic abuse and exploitation
- deliver additional one-to-one sessions to sex workers as appropriate.



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FUTURE



SUPPORT

FOR MORE INFORMATION, PLEASE CONTACT

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Version updated: 28 December 2016