



➤ Referral

Referral received from the probation practitioner and allocated through the referral and monitoring system

Intended outcome of support identified at referral.

Upon allocation, a letter outlining support is sent out introducing the Case Worker who will be supporting them.

Text reminder is sent for the first assessment.

◆ Assessment

Initial assessment appointment takes place within 10 days after referral, highlighting any needs and barriers. An action plan is created using set SMART targets.

▶ Action Plan

Action plan with dates recorded on the monitoring system for the probation practitioner's approval.

Participant is provided with a copy of their action plan, so they know what their expected next steps are. The action plan will include frequency of contact needed and type of contact (phone/virtual/face-to-face, group-work).

Dates of next appointment are set out clearly to encourage attendance and engagement.

🏠 Support and Engagement

Sessions can include:

- ▶ Specialist legal advice;
- ▶ Family ties workshop;
- ▶ Family meetings;
- ▶ Relationship workshop;
- ▶ Conflict and communication workshop; and
- ▶ Activity workshop.

The individual might also engage in our virtual learning hub and online chat facility.

● The Final Session

Final face-to-face appointment offered, with option of three-way appointment with the probation practitioner.

Action plan is reviewed.

Next steps discussed and assessed if any further support is needed.

Profile

- ▶ Has positive contact with some family or some significant others and may have positive support of family members.
- ▶ Has previously lost contact with family and recently renewed contacts but there remain some difficulties.

Average number of sessions: Five hours (one to two sessions a month)



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🏠 Support and Engagement

Sessions can include:

- ▶ A parenting programme; and
- ▶ Step Back Violence Reduction Programme.

Plus, the same sessions as low complexity.

● The Final Session

Final face-to-face appointment offered, with option of three-way appointment with the probation practitioner.

Action plan is reviewed.

Next steps discussed and assessed if any further support is needed.

Profile

- ▶ Has more difficulties in relationships with family and significant others or is in the process of resolving difficulties.
- ▶ Has a mix of good and difficult relationships with family and significant others.

Average number of sessions: 12 hours (one to two sessions a fortnight)



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▶ Action Plan

Action plan with dates recorded on the monitoring system for the probation practitioner's approval.

Participant is provided with a copy of their action plan, so they know what their expected next steps are. The action plan will include frequency of contact needed and type of contact (phone/virtual/face-to-face, group-work).

Dates of next appointment are set out clearly to encourage attendance and engagement.

🏠 Support and Engagement

Pre-release:

- ▶ Domestic violence prevention programmes.

Plus, the same as low and medium complexity.

● The Final Session

Final face-to-face appointment offered, with option of three-way appointment with the probation practitioner.

Action plan is reviewed.

Next steps discussed and assessed if any further support is needed.

Profile

- ▶ Has little or no contact with family and does not care about what their family thinks feel or expects.
- ▶ Individual describes hostile, indifferent uncaring relationships with family and significant others.
- ▶ Individual's relationship has recently ended or is likely to do so.

Average number of sessions: 20 hours (one to two sessions a week)



Delivered by Forward Trust

Underpinned by ongoing dialogue with the probation practitioner for key events, updates and risks, Same day updates following every contact on the Refer and Monitor System.