



Referral criteria: In community

➤ Referral

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

Intended outcomes of support identified at referral.

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.

● The Final Session

At the final face-to-face session, option of three-way appointment with Probation Practitioner.

Action plan is reviewed.

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

End of service report submitted to identify any further support needs.

Delivered by Pact

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.



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Support and Engagement

Sessions can include:

- ▶ Managing anger, stress and worry;
- ▶ Improving confidence and assertiveness;
- ▶ Coping with change as the individual navigates the criminal justice system and integrates within the community again; and
- ▶ Overcoming barriers to move on in relationships and life.

Sessions are held in groups with some self-directed, remote learning using workbooks.



Profile

- ▶ Has worries or issues and feels unable to cope but is not socially isolated and interacts with others.
- ▶ Has no known psychological issues or history of depression and poor mental health.

Average number of sessions: Two (over two weeks).



Emotional wellbeing others outcomes

Desired outcomes and activities:

- ▶ Participant's development of coping skills and strategies to regulate mood and demonstrate perspective-taking and self-care by avoiding risky situations.
- ▶ Participant's development of levels of self-efficacy, resilience and confidence.
- ▶ Participant's development of ability to access and engage with mental health services.
- ▶ Participant's development of ability to recognise and manage triggers to worsening wellbeing.
- ▶ Participant's development of ability to build and maintain appropriate social interactions.
- ▶ Participant complies with any medication/ treatment/therapy programmes.

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Referral criteria: In community



Support and Engagement

Same as low complexity with additional:

- ▶ Two courses are scheduled for consolidation/ progression;
- ▶ One-to-one or small group delivery;
- ▶ Peer supported delivery; and
- ▶ One-to-one support during any remote learning.



Profile

- ▶ Has diagnosed documented psychological problems that are being managed well but requires support to maintain engagement.
- ▶ Has coping strategies but needs assistance.
- ▶ Shows signs of stress in meetings and requires support to effectively engage.

Average number of sessions: Four (over six weeks).



Emotional wellbeing others outcomes

Desired outcomes and activities:

- ▶ Participant's development of coping skills and strategies to regulate mood and demonstrate perspective-taking and self-care by avoiding risky situations.
- ▶ Participant's development of levels of self-efficacy, resilience and confidence.
- ▶ Participant's development of ability to access and engage with mental health services.
- ▶ Participant's development of ability to recognise and manage triggers to worsening wellbeing.
- ▶ Participant's development of ability to build and maintain appropriate social interactions.
- ▶ Participant complies with any medication/ treatment/therapy programmes.

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Referral criteria: In community



Support and Engagement

Same as medium complexity but with:

- ▶ Three courses scheduled for consolidation/ progression.



Profile

- ▶ Has suffered psychological and mental health problems over a period which is documented and needs significant level of support to engage with service provision.
- ▶ Is socially isolated and struggles with numerous aspects of daily life.

Average number of sessions: Six (over ten weeks).



Emotional wellbeing others outcomes

Desired outcomes and activities:

- ▶ Participant's development of coping skills and strategies to regulate mood and demonstrate perspective-taking and self-care by avoiding risky situations.
- ▶ Participant's development of levels of self-efficacy, resilience and confidence.
- ▶ Participant's development of ability to access and engage with mental health services.
- ▶ Participant's development of ability to recognise and manage triggers to worsening wellbeing.
- ▶ Participant's development of ability to build and maintain appropriate social interactions.
- ▶ Participant complies with any medication/ treatment/therapy programmes.

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