



➤ 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 Accommodation Support Officer 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

- ▶ Advocacy and advice in securing accommodation.
- ▶ Accommodation applications.
- ▶ Benefits application.
- ▶ Managing arrears.
- ▶ Workshop including budgeting.
- ▶ Support to access rent deposit and advance schemes.
- ▶ Explaining tenancy obligations.
- ▶ Support and advocacy for continuation of tenancy.

The service will be supported by trained volunteers who will be matched to participants, providing a positive role model and additional support such as chaperoning to appointments.

● 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.

Should the participant's circumstance change in the future the probation practitioner can refer again.

Profile

Participant has some capacity and means to secure and/or maintain suitable accommodation but requires some support and guidance to do so.

Average number of sessions: Four (over three weeks)



➤ 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 coach 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.

For more complex cases a Senior Accommodation Support Officer with specialist legal and housing knowledge will be involved in the delivery of the service.

▶ 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

- ▶ Tenancy management courses.
- ▶ Tenancy rights workshops.
- ▶ Advocacy and advice in securing accommodation.
- ▶ Referral to accommodation providers.
- ▶ Securing essential household items.
- ▶ Crisis support including legal advice.
- ▶ Referral for holistic support.
- ▶ Support with applications including discretionary housing payment.

The service will be supported by trained volunteers who will be matched to participants, providing a positive role model and additional support such as chaperoning to appointments.

● 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.

Should the participant's circumstance change in the future the probation practitioner can refer again.

Profile

Participant has one or more of the following:

- ▶ Is at risk of homelessness or is homeless;
- ▶ Will be on release from prison; and
- ▶ Has had some success in maintaining a tenancy but may have additional needs, such as a learning difficulty or other challenges.

Average number of sessions: Six (over four weeks)



➤ 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 Accommodation Support Officer 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.

For more complex cases a Senior Accommodation Support Officer with specialist legal and housing knowledge will be involved in the delivery of the service.

▶ 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).

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

🏠 Support and Engagement

- ▶ Support to access temporary accommodation.
- ▶ Support for rough sleepers.
- ▶ Move on from approved premises/BASS.

The service will be supported by trained volunteers who will be matched to participants, providing a positive role model and additional support such as chaperoning to appointments.

Plus low/medium options.

● 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.

Should the participant's circumstance change in the future the probation practitioner can refer again.

Profile

Participant may have one or more of the following:

- ▶ Is homeless or in temporary or unstable accommodation or about to leave prison;
- ▶ Has a poor accommodation history, and complex needs, including mental health issues or additional difficulties arising from their offence-type; and
- ▶ Limited skills to secure or sustain a tenancy.

Average number of sessions: Ten (over five weeks)