## OFFENDER PROBATION MANAGEMENT STEVEN DRUG USER - MENTAL HEALTH ISSUES - DRUG DEBT - SERVED LESS THAN 12 MONTHS IN PRISON An Offender's poorly managed journey Through The Gate Sequential process PRE-RELEASE RELEASE SUPPORT THROUGH SENTENCE PLAN RECALL TO CUSTODY Phases **Upon Release** Sentence Plan Development Breach Of Sentence Plan Prosecution And Custody Subphases Release **Substance Abuse Support** New RO Mental Health Support Continued Housing Insecurity Touchpoints Meets new MH Tells his story Meets RO Receives Plan does not Referred to Meets new Thrown out of Lives in the Shoplifts and SMS physician appointment progress accommodatio Sentence Plan meet needs additional drug abuse parents' house street assaults police release appointment parents abuse relapse physician again agency prosecution against plan Steven's next appointment with his RO is by phone. He is checked on progress against Steven meets his RO in an appointment on the Upon his release from Prison, Steven moves in Steven meets with his RO. His RO gives him a Sentence Steven goes to an SMS appointment, Steven is with some old friends that are drug users. He Steven goes to his mental health appointment, Steven is arrested and held at the police Steven is recalled to custody. He will be held Narrative In the days preceding his release, Steven is Due to an argument over his drug use, Steven is thrown plan and his RO recommends that he finds his own accommodation. out of his parents' house and finds himself with nowhere for 14 days, following which he is likely to go unsure of his accommodation plans before his day of his release. The RO has no prior with his parents. Plan, but it doesn't include any provisions for mental where he meets his new drugs worker. is worried that he is making no progress against his where he meets his new mental health health, drug rehabilitation or accommodation support. Sufficient information was not provided on Sentence Plan and this will lead to him being recalled to support worker. knowledge about the offender and through many of the same touchpoints again. Although the accommodation has been His RO refers him to an agency to obtain further housing support. Steven is in breach of his licence requirements therefore proceeds to ask him a long list of the referral form. In custody. Steven receives drug approved by his RO, Steven's relationship When Steven mentions this, his RO offers to set up the There has been no information shared He finds himself street homeless. Because of his by virtue of further offending and is recalled questions in order to understand his case. He raises his mental health concerns with his RO but is told to wait until his next Steven finds meeting new people and between the SMS system and the mental emotional state, he drinks heavily. to prison by his Responsible Officer rehabilitation and mental health support, but He seeks advice at his next appointment with his RO and with his parents is tenuous. relevant appointments. However the waiting list for mental health appointment. health system, so he has to tell his story again, discussing his personal issues extremely finds out that he has been given a new RO. His new RO he is unsure if this will continue after his Steven's licence conditions are explained to mental health service appointment can be several Steven's housing situation is causing him In his intoxicated state he shoplifts. He is arrested due to him and it is made clear to Steven that failure which he finds traumatic. asks him many questions that he feels he has already The RO has not asked about his drug use and Steven does not tell his RO that he has significant stress. He calls his RO to arrange further shoplifting offences when intoxicated. During to comply will lead to recall to prison. answered. not been attending SMS appointments. The Basic Custody Screening tool has been another F2F appointment. the arrest he assaults a police officer. Steven is unwilling to establish a new relationship with completed but led to no actions being taken. Because of his poor emotional state, as a the new RO and doesn't want to engage. Steven has his settlement plan which has former drug user, Steven relapses and begins not been reviewed and actions followed up. to use again. Within 15 days of release 4 - 5 weeks post release 12 weeks prior to release Within 24 hours of release Within first week of release 1 - 2 weeks post-release 2 - 3 weeks post-release 3 - 4 weeks post release 4 - 5 weeks post release 6 weeks since release Elapsed Time Journey Context Live/In-Person (🔊 My RO is spying on me. I will find suitable accommodation in My RO will know about me and my situation. • I will receive a high quality of care. I will be homeless. I will be released with standard I will be given advice and offered support The drug rehabilitation centre will I expect to be prosecuted. I expect to return to custody. licence conditions. support from my RO. share my file with the mental health the following weeks. Someone will help me arrange my support centre. Substance Misuse Service appointment My RO will help support me to arrange My RO is judging me. Drugs and alcohol help me to cope with my I expect that I will go back into I expect that any future journeys and attend with me additional services in a timely manner. through the community I can find an employment/training My concern with relapse will be taken seriously. situation. custody. I won't have to tell my story again. rehabilitation process will be equally upon release. badly managed. My RO doesn't care about my concerns. My RO will help me to find a job and an I will be supported through the accomodation. release process and to secure suitable accomodation upon release. • My RO will be the same person throughout the rest of the process. My PO listens to me but I don't think communication What We Heard I've had 3 ROs in 9 months. That's too I am living back home with my parents rather than with my partner which is where most of When I needed help I didn't get it. The worker just kept threatening me with I never go to do any work with the substance My RO listens to me but I don't think My RO was alright and he treated me with respect. But I don't think they are listening to me - I think I can't find a proper jon and noone seems to want internally works. Appointments get changed without telling I was not sure what to expect before I was released. communication internally works. I felt like I have seen someone different each time. It is hard, misuse services and I had to refer myself by he didn't really help me. I've had a messed up life and it me and my current PO didn't know I lived with a child and they're trying to trip me up. They ask me the many. I can't keep on going over the same to help me find a place to live. breach and sending me back to prison. which time it was too late and I went to prison. you ask yourself 'Are you getting anywhere? Appointments get changed without my problem were. was all getting on top of me. We did not talk about that was surprised about this when he visted my home even same things over and over again, waiting for stuff. I did not think my first probation officer telling me. and he never asked about my drug use. me to give a different reply. was intrested. though my old PO visted before I was released and talked about my partner and her son. My RO never initiates conversations about additional support. I know that I will go back to Prison. I have to go back to Prison. I do not receive any information on I do not receive enough guidance on I have to go live with my parents as I My RO does not have any prior knowledge on I have had to wait too long to I am worried that my substance abuse problems I have had to wait a long time to I have nowhere else to go. Pain points actions to take once I am released. the day of my release. don't have anywhere else to go me and my case. receieve substance misuse support. will get me into further trouble. receieve mental health support. anymore. My RO doesn't support me through processes. I haven't found suitable accommodation. I feel unsupported. I now have very low expectations of I don't know if and when I would I am rushed through the appointment. I have to tell my story again. I do not know who to turn to for advice. I have to tell my story again. probation. I have to contact my RO instead of receive accomodation. them getting in touch with me. I don't know how to cope with my situation. • I have to answer a lot of questions and do not Meeting new people is extremely I have to waste valuable time re-establishing a Meeting new people is extremely I am trapped in a 'revolving door' I anticipate that I will need to live relationship with my RO, rather than talking get to provide any input or ask questions. difficult for me. difficult for me. between prison and probation. with my parents who I have a difficult I struggle to get along with my about what matters to me. relationship with. parents. My RO does not have any prior knowledge on I have to wait until I receive my me and my case. Sentence Plan before I will find out what to do next. I have to provide him with basic details on my situation. Emotional Journey Frustrated Scared Hopeful Confused Anxious Demoralised Anxious Traumatised Desperate Angry Desperate Vulnerable Ashamed Depressed of those serving community orders in 2009/10 reported having a formal diagnosis of mental health condition. 64% In an SPCR survey 64% reported using drugs and 55% 30% Failure to receive needed treatment or access to Caseloads for individual probation officers ranged from 50 to 100 services often leads to relapse and re-arrest, usually 42 out of 80 cases each. Some senior probation officers were overseeing during the first 12 months after release. more than 900 cases. said they drank alcohol every day in the month prior to custody. The sickness rate for probation officers trebled between May ans of community orders commenced in 2016 had a Mental Health Treatment Requirement attached. August this year: from 23 to 70 off for more than three weeks. of prisoners considered to have a disability, including offenders reoffend, UK-wide in April-June 2016 of prisoners reported being homeless prior to custody. of rough sleepers contacted in London adult offenders were living with family or Around 30% of prisoners were released of prisoners suffer from anxiety had been in prision at some point. anxiety and depression. Almost two-fifths need help with finding accommodation. under CRC supervision with either friends six months post-release. and/or depression Those suffering from anxiety or depression were more unknown or unsettled accommodation Both of these groups had a higher reconviction rate likely to be reconvicted in the year after their release. HM Inspectorate of Prisons. (September, Ministry of Justice (2012) Research Summary Ministry of Justice. (2017). Interim Proven House of Commons MOJ. The Journey for Offenders Entering the Offender Management Community Cohort Study in Ministry of Justice (2012) Research Summary HM Inspectorate of Probation (December, 2016) Ministry of Justice (2012) Research Summary 3/12. Accommodation, homelessness Greater London Authority (2016) CHAIN annual report: NIH Fact Sheet on addiction and the Criminal Sources Work and Pensions Committee Probation System 2016/17 study. 2014). Resttlement provision for adult MOJ. The Journey for Offenders Entering the Probation 3/12. Accommodation, homelessness and Quality & Impact inspection: The effectiveness of 3/12. Accommodation, homelessness and and reoffending of prisoners: Results from the Surveying Prisoner Crime Reduction Greater London, April 2015- March 2016. Justice System Reoffending Statistics for the Community offenders: accommodation and education, reoffending of prisoners: Results from the probation work in the north of London. reoffending of prisoners: Results from the (SPCR) survey. Rehabilitation Companies and National Support for ex-offenders Surveying Prisoner Crime Reduction (SPCR) Surveying Prisoner Crime Reduction (SPCR) Probation Service, England and Wales, training and employment. A study of 80 adult offenders and their offender supervisors from October to December 2015, January to survey. Fifth Report of Session 2016–17 eight prisons, March 2016 and April to June 2016.