

Connections

Existing support

Joined up support

New or enhanced support

Opportunity to identify if someone has care experience
We will ask on arrival, but people can choose to share this later when they feel ready.

People shared how these stages can feel. Support is designed to respond to this.

My experience

Support from my team

Support with housing

	ARRIVING IN PRISON	INDUCTION	SUPPORT PLANNING	IN PRISON	PREPARING FOR RELEASE	IN THE COMMUNITY
	"I feel scared, alone and overwhelmed. I don't know what's going to happen next."	"I'm anxious and unsure who to trust. There's a lot to take in."	"I'm being asked about my life and what support I need. I'm not sure what to share yet, but I'm starting to feel listened to."	"Some days I feel settled and hopeful. Other days I feel bored, frustrated or low."	I want to move forward, but I'm worried about housing, money and my past.	I feel free and hopeful but also isolated and unsure. I want to build a better future"
	FIRST 48 HOURS	FIRST TWO WEEKS	FIRST MONTH	LENGTH VARIES BY SENTENCE	10 MONTHS PRE RELEASE, OR EARLIER FOR SHORT SENTENCES	FIRST 48 HOURS FIRST TWO WEEKS ONGOING SUPPORT
My experience	<p>I am welcomed into reception I complete initial health and safeguarding checks, receive a meal and essential items.</p> <p>I move to the first night centre I meet with Early Days staff to talk about my needs, the support available, and I am asked about any care experience.</p> <p>I am connected to the support I need This may include support with addiction, emotional wellbeing, faith, childcare or housing.</p> <p>I take part in a two week induction I attend sessions that help me understand prison life and start accessing support, activities, work and education opportunities.</p> <p>I am supported to contact people who matter to me I have help to understand how visits and communication work, including how to connect with my Personal Advisor.</p> <p>I start building relationships with staff and peers I can take part in wing based activities, such as games or films.</p> <p>I plan my support with my team I also have time to revisit important information with my team, as the first weeks can feel overwhelming and it may take time for things to sink in.</p> <p>I can access the support I need This includes help with housing, wellbeing, relationships, health, substance misuse, parenting, safety and other challenges I may be facing.</p> <p>I am supported to explore who I am and who I want to be I attend weekly group sessions run by the Care Experience Specialist or peer mentors. These sessions help me reflect on my life experiences and build confidence and future goals.</p> <p>I stay connected to people who matter to me Visits, letters, emails and phone calls help me maintain important relationships outside prison.</p> <p>I plan for release with my team. This includes help to apply for a bank account or driving licence, support to plan where I will live, and help to prepare for accessing healthcare and appointments in the community. If I do not have a phone, I am supported to access one that is given to me when I am released. It includes the numbers of my probation practitioner, local women's center, and key supporters in the community.</p> <p>I am supported to find and apply for jobs, education or training This includes supported opportunities that are available for care leavers.</p> <p>I build relationships with support in the community I am introduced to my local women's centre and other organisations that can support me, including community organisations, community rehabilitation services and health services, so I can build relationships with the people supporting me. Staff help make referrals and explore who can attend appointments with me if needed, such as a women's centre worker or peer supporter.</p> <p>I make final preparations for release in the week before I leave prison Plans are confirmed and I can say goodbye to people who have supported me.</p> <p>I can access the Departure Lounge on my release day I receive final support, help with travel and a warm send off.</p> <p>I am met at the gate and supported to travel to my accommodation This may be my Personal Advisor, a women's centre worker or a voluntary sector organisation.</p> <p>I meet with community supporters I meet with my local women's centre, and other organisations I connected with in prison if needed. They help me adjust to life in the community, and they or a peer can accompany me to appointments.</p> <p>I am accompanied to my first appointments These may include probation, drug and alcohol services, benefits support and health appointments.</p> <p>I am able to access social emotional and practical support I meet with the women's centre and community organisation to connect to others and get help with my everyday needs.</p> <p>I continue to access joined up support across my needs This includes help with mental health, physical health, drug and alcohol support, practical support, and finding or sustaining work.</p> <p>I stay connected to support in my community I can continue accessing support through local services and women's centres. They offer a safe and welcoming place where I can get support, build relationships and stay connected to help as I move forward.</p>	<p>I am visited by a peer mentor They offer a friendly welcome and reassurance, let me know what to expect from induction, and ask if I would like ongoing peer support.</p> <p>The care experience specialist is notified that I am here With my consent, they contact my Personal Advisor, or a duty Personal Advisor if I am under 25 and do not have one.</p> <p>I meet my Prison Offender Manager within 48 hours We complete a Basic Custody Start Assessment to make sure the support I need is in place.</p> <p>I am connected with the Care Experience Specialist They give me an information pack and help me understand what support is available.</p> <p>I meet with my peer mentor They get to know me, understand what is important to me, and explain how we can work together.</p> <p>The Care Experience Specialist introduces me to My Plan Together we complete the 'about me' and 'why wheel of life' section and agree who should be part of my planning meeting and what I want to get out of the meeting.</p> <p>My joined up team meets They plan my first meeting and follow-up meetings to support planning, information sharing and decision making. It is led by my Prison Offender Manager if I have less than 10 months left on my sentence, by my Probation Practitioner if I have more than 10 months, and by the Care Experience Specialist if I am on remand.</p> <p>I meet with my team to develop My Plan My Plan describes the support I need in prison and helps me prepare for release. Staff use this to update their own plans, such as OASys and my Pathway Plan, so support is joined up and clear.</p> <p>I meet with my team regularly to make sure I am connected to the support I need They review My Plan based on my sentence length and needs. This happens at least every three years on a life sentence, every two years on a long-term sentence, and at least once on a short-term sentence, recall, or remand.</p> <p>I can continue to develop My Plan as my needs change I can complete pages of My Plan with any member of my team, my peer mentor or my Care Experience Specialist. They may use other tools to help support these conversations.</p> <p>I have ongoing support from my Care Experience Specialist This includes advocacy, support to access meaningful activities, and support that understands my experiences and helps me build a positive future.</p> <p>My peer mentor supports me to strengthen my support network They support me to build healthy relationships.</p> <p>I can also choose to train as a peer mentor</p> <p>I meet with my team to develop My Plan I meet with my team to review my needs and goals for life outside of prison and agree a clear plan for my release and support. This builds on earlier planning and will only be repeated if my sentence is longer than 10 months or my needs change.</p> <p>I have support to think about my goals for the future and how I will achieve them I work with my team, peer mentor and Care Experience Specialist to explore what I want to do and plan my next steps in learning or work.</p> <p>The Care Experience Specialist helps me make these connections They introduce me to my local women's center and community organisations so I can get to know people before I am released. We agree a plan for when I will meet organisations in my first two weeks after release.</p> <p>I am connected to peer support in the community I begin building these relationships before I leave prison so I have a community to turn to. If I have been a peer mentor in prison, I can continue supporting others in the community.</p> <p>My joined up team makes sure the support I need is in place The Care Experience Specialist works with my probation practitioner and Personal Advisor to make sure I am connected to my local women's center, and the support I need and help resolve any problems.</p> <p>If I have a Personal Advisor, they join my probation meeting</p> <p>I attend peer support groups to connect my others I also get support from my peer mentor to grow my support network.</p> <p>I meet my Personal Advisor regularly if I have one They help me to access the support I need to move forwards.</p> <p>I meet regularly with my probation practitioner They help make sure I am connected to the support and opportunities I need for my rehabilitation. They manage risk while balancing my needs, and work with me to avoid returning to prison if I breach my licence.</p> <p>I have a Final Review meeting I reflect on how far I have come, the support that has helped me, and what I want for my future. Together, we agree my next steps and how I can continue moving forward with support around me.</p> <p>My support is handed over smoothly As my sentence comes to an end, my team makes sure my support continues with the right people. This may include sharing my plan, introducing me to new supporters, and making sure support continues where I live.</p>	<p>I have support to think about accommodation at the start of my sentence This happens quickly if I am on a short period of recall, and 10 months before release if I am on a longer sentence.</p> <p>I learn skills to live independently I am offered opportunities to learn skills that help me manage and keep a tenancy in the future, such as paying bills and rent, cleaning and cooking.</p> <p>I am supported to understand my accommodation options This includes housing law, my rights, the right area to live in, and different accommodation options such as social housing, temporary accommodation or living with friends or family.</p> <p>I am supported to choose the best place to live Staff take time to understand what I want so my plan reflects my needs and preferences. We work together to identify the safest and most suitable place to stay, and agree back up options to avoid homelessness.</p> <p>I am supported to overcome housing barriers My worker helps me navigate housing requirements that can be difficult to meet after time in custody. This may include helping to provide professional references instead of landlord references, exploring alternatives where payslips or proof of address are not available, and supporting me to address historic arrears and agree manageable repayment plans.</p> <p>I am supported to access temporary accommodation if I need it This includes help to find safe, trauma-informed and gender responsive accommodation, and support to understand what it will be like, including opportunities to visit, see video tours or look through brochures.</p> <p>I get emotional and practical support to prepare to move This includes preparing for the emotional impact of living independently after custody, support with forms and communication with housing services. I am asked if I would like help getting to my accommodation and what support I need to move in and settle.</p> <p>I have help to travel safely to my accommodation If I am moving into new accommodation, I am met by someone from the accommodation when I arrive.</p> <p>I have help to settle in during the first days and weeks This may include staff checking in, helping me sort benefits and forms, understanding housing costs and payments, attending appointments, and helping the accommodation feel more like home.</p> <p>I am supported to find suitable permanent accommodation I have help to access financial support, such as setting up home grants or similar support, so temporary accommodation can be a stepping stone to stable housing. If there are problems with my accommodation, my joined up team helps me find solutions or move to a back up plan.</p> <p>I am supported to stay settled in the long term Support remains available as my circumstances change, including after I move into longer term housing. I have support to make my house feel like home and manage my tenancy in the future.</p>			
	<p>JOINED-UP PLANNING MEETING 1 (my team meet)</p> <p>JOINED-UP PLANNING MEETING 2 (my team meet with me)</p>				<p>JOINED-UP REVIEW MEETING</p>	