



# Connections

Joined-up planning  
and support

# Joined-up planning and support

**Joined-up support brings together Prison Offender Managers, Probation Practitioners, Personal Advisors and the Care Experience Specialist to form a team around people in prison and on release.**

Practitioners work together, using My Plan, to share information clearly, co-ordinate support, and work towards the same goals.

## **The process is led by:**

- **the Prison Offender Manager** if the person has more than 10 months left on their sentence
- **the Probation Practitioner** if they have less than 10 months left or are on recall
- **the Care Experience Specialist** if they are on remand

## **The following pages outline:**

- the joined-up planning and support process
- the process for supporting people on short and long-term prison sentences
- the process for supporting people on recall
- the process for supporting people on remand

# My Plan

**My Plan focuses on what matters to the person, their goals, and the support that will help them. It is developed with the person and the professionals supporting them. Staff use My Plan to update other plans, such as OASys and Pathway Plans, so support is clear and consistent.**

My Plan is stored as an additional attachment within the systems used for OASys and Pathway Plans. It sits alongside statutory documents and provides a shared, joined-up record of the person's goals, support and progress. In prison, it is saved on the P Drive.

The Care Experience Specialist may also complete additional tools with people between sessions. These are stored on the P Drive alongside case notes. Other practitioners in the joined-up team can also use these tools where appropriate to support their work with the person.

## My Plan

used for joined-up planning and support

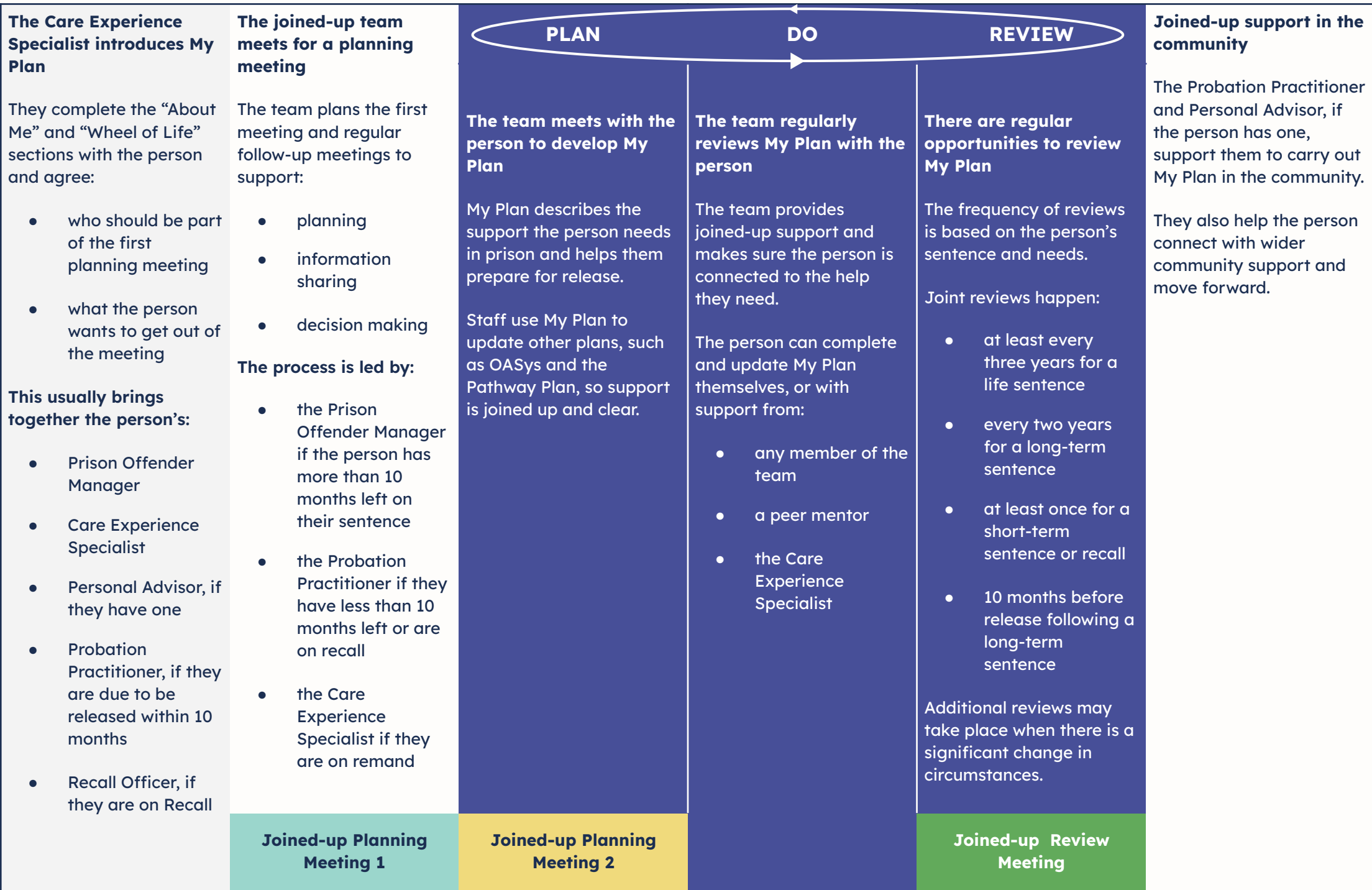


## Additional tools

used alongside the joined-up planning and support process



# The joined-up planning and support process



# Support pathways based on sentence type

For people serving prison sentences of <b>more than 10 months</b>	For people serving sentences of <b>10 months or less</b>	For people on <b>recall</b>	For people on <b>remand</b>
<ul style="list-style-type: none"> <li>• They will have a sentence plan and a resettlement plan</li> <li>• Their Prison Offender Manager will lead and co-ordinate the process until the resettlement phase begins</li> </ul> <p><b>The joined-up team includes:</b></p> <ul style="list-style-type: none"> <li>• Prison Offender Manager (lead)</li> <li>• Personal Advisor</li> <li>• Care Experience Specialist</li> </ul>	<ul style="list-style-type: none"> <li>• They will have a sentence plan and a resettlement plan</li> <li>• Resettlement planning will begin at the start of the sentence</li> <li>• A Probation Practitioner will be allocated immediately</li> <li>• The Probation Practitioner will lead and co-ordinate the process</li> </ul> <p><b>The joined-up team includes:</b></p> <ul style="list-style-type: none"> <li>• Probation Practitioner (lead)</li> <li>• Prison Offender Manager</li> <li>• Personal Advisor</li> <li>• Care Experience Specialist</li> </ul>	<ul style="list-style-type: none"> <li>• They will not have a sentence plan</li> <li>• Resettlement planning will begin immediately</li> <li>• A Probation Practitioner will lead and co-ordinate the process</li> <li>• Support will build on previously created support plans</li> </ul> <p><b>The joined-up team includes:</b></p> <ul style="list-style-type: none"> <li>• Probation Practitioner (lead)</li> <li>• Prison Offender Manager</li> <li>• Personal Advisor</li> <li>• Care Experience Specialist</li> <li>• Recall Officer</li> </ul>	<ul style="list-style-type: none"> <li>• Support focuses on helping people through the waiting process, preserving accommodation and employment, maintaining family and community ties, applying for bail and accessing legal aid.</li> <li>• The Care Experience Specialist supports the person to use the Remand Tool and any parts of My Plan that feel useful to them.</li> </ul> <p><b>The joined-up team includes:</b></p> <ul style="list-style-type: none"> <li>• Care Experience Specialist</li> <li>• Personal Advisor</li> </ul> <p>With support delivered by:</p> <ul style="list-style-type: none"> <li>• Changing lives worker</li> <li>• Pre-release team</li> <li>• Solicitor</li> <li>• Wing staff</li> </ul>

# Joined-up Planning Meeting 1

Practitioners meet to share information and plan support for the person's sentence or resettlement. Planning should recognise the person's strengths, needs and the impact of their care experience.

## What are the outcomes of this meeting?

- the Joined-up Team has met and shared information
- practitioners understand one another's roles and plans
- the team has agreed a trauma-informed approach for Joined-up Planning Meeting 2
- next steps and actions have been agreed

## Who attends Joined-up Planning Meeting 1?

- Prison Offender Manager (organiser and chair if the sentence is over 10 months)
- Probation Practitioner (organiser and chair if the sentence is under 10 months or the person is on recall)
- Personal Advisor, if the person has one
- Care Experience Specialist
- The Recall Officer, if the person is on recall

## When should the meeting take place?

In line with OMiC guidance:

- sentence planning meetings should take place within 10 weeks of sentencing
- resettlement planning meetings should take place as early as possible during the resettlement phase of the sentence

## Where should the meeting take place?

The meeting does not need to take place in person. It can take place face-to-face, by phone or by video call.

# Agenda

## Joined-up planning meeting 1

### 1. Connect as a team

- Introductions
- Share contact details

### 2. Understanding the person we are here to support

#### 2A. The Care Experience Specialist shares an overview of their first meeting with the person

- The “About Me” and “Wheel of Life” pages from My Plan
- What the person wants to get out of the next meeting.

#### 2B. The wider team shares relevant information about the person:

- The Prison Offender Manager may share information from OASys and previous sentences, including how the person has managed in prison so far.
- The Personal Advisor may share information from Pathway Plans and the person’s care journey, helping the team understand their experiences and needs before custody.
- The Probation Practitioner may share information from the Pre-Sentence Report, including risks, strengths and previous work completed to support desistance from offending.
- The Recall Officer may share information about the reasons for recall, current concerns, and support needs linked to release and resettlement.

## 2. Understanding the person we are here to support (cont.)

### 2C. Build a shared understanding of the person

#### Consider the person's care journey

- What do we know about the person's care journey and key life experiences?
- How might these experiences affect their behaviour, thoughts, feelings, relationships or hopes for the future?
- What helps us understand how they engage with professionals and support?

#### Consider offending, risk and safety

- What do we know about their offending history?
- What may have contributed to their offending, for example peer pressure, exploitation, trauma or substance use?
- What are the risks to themselves or others?
- What has helped them engage positively in the past?
- What strengths or protective factors do they have?

#### Consider identity, discrimination and inequality

- How may race and experiences of racism have affected the person's experiences of care, justice and support?
- How might other parts of their identity, such as gender, sexuality, disability, class or citizenship, have affected their experiences?

## 2. Understanding the person we are here to support (cont.)

### 2C. Build a shared understanding of the person

If the person is on recall, also consider:

- What led to the recall?
- What support, relationships or stability may have broken down before the recall?
- What support was helpful before the recall, and what was missing?
- What support needs to be in place immediately on release?
- What may help the person feel more stable and supported this time?

Consider the person's current situation

- How might they be feeling right now?
- What are their immediate needs?
- How are they managing emotions, decision making and understanding of consequences?
- Who is currently supporting them, personally or professionally, and what support is already in place?
- How should support be adapted in response to these needs?

Consider sentence and resettlement planning

- What are the person's strengths, interests and goals?
- What helps them feel stable, motivated or positive?
- When have things gone well for them, what led to this, and how can support build on what helped?
- What does support need to focus on in prison and the community, and who can help?

## 3. Making an agenda for Joined-up Planning Meeting 2

### 3A. Agree the objectives and agenda for the meeting with the person, including which parts of My Plan need to be completed and who should attend.

Discussion points may include

- Release planning
- Accommodation
- Supervision, interventions and licence conditions
- Use of ROTL
- Identifying further work needed to support progression and release
- Parole recommendations
- MAPPA arrangements
- Consideration for inclusion in the IOM cohort, where eligible

Agree your approach to Joined-up Planning Meeting 2

- Agree how the team will support and engage the person during the meeting.
- what the person may want to discuss
- what might help them feel comfortable and focused
- where the meeting should take place, for example somewhere quiet and private
- how the team will respond to the person's strengths, needs, risks, vulnerabilities and emotional wellbeing
- Review the agenda to make sure everything is covered and leave space for any questions the person may have

## 4. Update the team actions log

### 4A. Create or update the team actions log, including:

- actions agreed during the meeting
- who will complete them
- when they need to be completed by

The actions log should be reviewed and updated at each meeting.

## What happens next?

The team meets with the person to complete My Plan.

Practitioners should support this process to happen within agreed timeframes. If this is not happening, professionals should feel confident to challenge and follow this up, as timely planning benefits both the person and the wider team.

## Joined-up Planning Meeting 2

The team meets with the person to complete My Plan. The meeting should focus on listening to the person and working with them to develop a joined-up plan for their sentence and resettlement. Following the meeting, practitioners use My Plan to update OASys and Pathway Plans so that support is consistent, strengths-based and recognises the impact of being care experienced.

### What are the outcomes of this meeting?

- My Plan has been completed with the person
- OASys and Pathway Plans are updated and aligned
- the team has agreed how they will support and engage the person
- the team is clear about roles, responsibilities and next steps
- actions have been agreed, including who will complete them and by when
- the person understands the support available and feels included in planning

### Who attends Joined-up Planning Meeting 2?

- The person
- Prison Offender Manager (organiser and chair if the sentence is over 10 months)
- Probation Practitioner (organiser and chair if the sentence is under 10 months or the person is on recall)
- Personal Advisor, or Care Experience Specialist if the person does not have a Personal Advisor
- Recall Officer, if the person is on recall

\*To support the person's preferences, a smaller group may attend this meeting where agreed, with key updates shared with the wider team afterwards.

### When should the meeting take place?

As soon as possible after Joined-up Planning Meeting 1.

### Where should the meeting take place?

The meeting should take place in the prison in a space that feels private, comfortable and informal where possible.

Seating should be arranged in a way that feels collaborative and inclusive, for example around a round table where possible, avoiding layouts where practitioners sit together opposite the person.

# Agenda

## Integrated planning meeting 2

### 1. Starting the meeting, setting the scene

- Introductions, including who is in the room and each person's role
- Practitioners explain the support they can provide
- The person shares what they hope to get from the meeting, any questions they want answered, and the support they feel they need
- Check how the person is feeling and consider how this should shape the approach to the meeting

### 2. Completing My Plan to fill out the statutory plans

- Use relevant sections of My Plan to create a joined-up plan with the person.
- Practitioners should use My Plan alongside OASys and the Pathway Plans to gather the information needed for assessment, planning and support. My Plan should remain person-centred, accessible and owned by the person.

### Consider identity and lived experience

- Conversations about identity, race, discrimination and inequality should be approached sensitively and led by the person.
- Practitioners should recognise that experiences of racism, discrimination, exclusion and unequal treatment may have affected the person's experiences of care, relationships, wellbeing and involvement in the justice system.
- The person should never feel pressured to discuss these experiences, but practitioners should create space for these conversations where relevant and wanted.

## 2. Completing My Plan to fill out the statutory plans (cont.)

If completing resettlement planning, also consider:

- accommodation plans and who will support the person after release
- community organisations, peer support or services the person should be connected to before release
- who will meet the person at the gate, for example a Personal Advisor, housing worker, CRS provider, Care Experience Specialist or loved one
- when the person will next meet their Probation Practitioner, how they will travel there, whether their Personal Advisor will attend, and what support may be needed

If the person is on recall

The team should continue to review:

- what led to the recall
- what support or stability may have broken down
- what support needs to be strengthened before release

## 3. Any other business

- Review any remaining actions or discussion points identified during Joined-up Planning Meeting 1
- Give the person the opportunity to ask questions or raise any concerns
- Agree any further actions that need to be followed up after the meeting

## 4. Updating the team action log

### Update the team actions log, including:

- agreed actions
- who will complete them
- when they need to be completed by

Advise the person when the team expects to meet again to review progress.

## 5. Close

### Make sure the person knows:

- who to contact if they have questions after the meeting
- how to share new information or concerns
- what will happen next and who will be responsible for different actions

## What happens next?

Practitioners update OASys and Pathway Plans using the information agreed in My Plan.

The team works together to carry out the agreed actions and support the person during their sentence and resettlement. Progress should be reviewed regularly through future Review Meetings and updates to the team actions log.

# Joined-up Review Meetings

Integrated Review Meetings take place to review how support is going, reflect on progress, and respond to changes in the person's life or circumstances. A Final Review Meeting also takes place towards the end of the person's sentence, when the Probation Practitioner completes a Termination OASys Assessment. The aim is for the person to feel proud of their progress, confident moving forward, and clear about next steps.

## What are the outcomes of this meeting?

- progress against My Plan and agreed actions has been reviewed
- support plans have been updated where needed
- changes in risk, wellbeing or circumstances have been discussed
- the team has agreed any new actions or support needed
- the person understands what support is available moving forward

## Who attends Joined-up Review Meetings?

- The person
- Prison Offender Manager (organiser and chair if the sentence is over 10 months)
- Probation Practitioner (organiser and chair if the sentence is under 10 months, the person is on recall, or they are being supported in the community)
- Personal Advisor, or Care Experience Specialist if the person does not have a Personal Advisor and remains in prison

## When should the meeting take place?

- at least every three years for a life sentence
- every two years for a long-term sentence
- at least once for a short-term sentence or recall
- 10 months before release following a long-term sentence
- at the end of the sentence, during the Final Review Meeting

Personal Advisors review Pathway Plans every six months. Members of the joined-up team can choose to take part in these reviews, or updates can be shared with them afterwards

## Where should the meeting take place?

- in prison
- in probation offices if the person is completed a Final Review Meeting in the community

# Agenda

## Integrated Review Meetings

### 1. Starting the meeting, setting the scene

- Introductions, including any new practitioners attending the meeting
- Practitioners explain the purpose of the meeting and what it should help achieve
- The person shares what they hope to get from the meeting, including any questions, worries or priorities
- Check how the person is feeling and consider how this should shape the approach to the meeting

### 2. Reviewing support and progress

#### If the person is still completing their sentence, consider:

- what progress has been made against My Plan, sentence planning objectives, needs and risks
- what support or interventions have been helpful
- whether any support needs to change
- whether there are any unmet or emerging needs
- progress in education, training or employment
- progress with accommodation planning
- what is going well and what may be getting in the way
- what support should happen next

## 2. Reviewing support and progress (cont.)

If this is the Final Review Meeting, consider:

- how the person feels about support coming to an end
- what support, relationships and strengths will help them moving forward
- what goals the person wants to work towards next
- what support will continue, including the role of their Personal Adviser where relevant
- what ongoing support services can still offer, including emergency contact information
- how warm handovers into community support and services will happen

Practitioners should also complete any information needed for the Termination OASys Assessment. The meeting should recognise and celebrate the progress the person has made and the strengths they have shown.

## 3. Any other business

- Give the person the opportunity to ask questions or raise concerns
- Agree any additional actions or follow-up needed after the meeting

## 4. Updating actions log

- Record any actions agreed during the meeting
- Agree who will complete them and by when

## 5. Close

- Check the person understands what will happen next
- Make sure they know who to contact if they need support or have questions later
- Check they have everything they need before the meeting ends