

SCOTTISH QUALITY STANDARDS HOUSING ADVICE, INFORMATION AND SUPPORT FOR PEOPLE IN AND LEAVING PRISON

**Sustainable
Housing
On
Release for
Everyone**



Scottish Quality Standards – Housing Advice, Information and Support for People on Remand or Serving a Short Term Sentence

	Table of Contents	Page
	Ministerial Foreword	3
1	Common Purpose and Values	5
2	Quality Standards	8
3	Legislative and Policy Context	19
4	Areas for Further Strategic Development	25
5	Note About the Document	27
6	Note About Language	28
7	Checklist and Process Map	29
8	Prison and Local Authority Contact Details	36
9	List of those Consulted in the Drafting of the Standards	42

FOREWORD

This Government has a clear vision of how a progressive and co-ordinated justice system can contribute to the development of a just, equitable and inclusive society, by establishing a system that holds individuals to account for their offending, but which ultimately supports them to rehabilitate themselves, improve their life chances, and make positive contributions to our communities.

Our “Vision and Priorities for Justice in Scotland” made clear that justice organisations should work in partnership with stakeholders from across the wider public and third sector – improving the preparation and support for those in and leaving custody, and reducing the risk of reoffending.

Delivering improvement on release and reintegration is certainly not only the responsibility of the justice sector. It must be understood that this responsibility is shared across the range of our public services, third sector, employers, and the public. Our housing, healthcare, welfare and employment services have a crucial part to play in ensuring individuals in the justice system – and particularly those who are leaving prison – get the support they need to make a new start. Removing these barriers to reintegration is an investment in reducing the risk of reoffending – and in building safer, more inclusive communities for us all.

Under the Scottish Government’s ¹ National Strategy for Community Justice, Local Authorities and other statutory partners have a key role to play in improving community justice outcomes. The better joint working and information sharing between statutory housing providers, community justice partners and other third sector organisations that the Strategy affords, will provide an invaluable opportunity to ensure better shared outcomes for people in the criminal justice system.

A vital part in preparing people in and leaving prison for successful reintegration into the community is ensuring that their housing needs are identified at the earliest opportunity, throughout their sentence and as part of the preparation for their release, and that their needs are then met in a timely and efficient fashion.

That is why we both welcome the development of the Sustainable Housing on Release for Everyone (SHORE) standards. These standards are an important resource to support individual’s reintegration by improving how their housing needs are met. This will improve the individual’s chances of reintegrating back into their community successfully, not just through meeting their housing needs, but also by improving their access to other public services, and supporting their desistance from future offending. Having a more consistent and effective set of processes will also benefit housing providers, and reducing the churn of individuals in and out of prison and public housing, will reduce wasted and repetitive activity.

With strong rights for homeless households and a focus on person centred housing options approaches to prevention, progress has been made on addressing homelessness in Scotland. However we know that there is much more to do to prevent repeat homelessness amongst those leaving prison.

The development of the training toolkit currently being procured by the Housing Options Hubs will be an invaluable national resource in terms of a support to the SHORE standards to help ensure that the housing needs of individuals are addressed consistently and collaboratively

¹ <http://www.gov.scot/Publications/2016/11/5600/0>

across Scotland. The Training Toolkit has the potential to provide training to staff who deliver advice and advocacy across a range of services to understand each other's day to day roles as well as measures which can be taken to address the obstacles people in and leaving prison can face during their housing journey.

We commend the Scottish Prison Service for their hard work in bringing the SHORE standards to fruition and to the partnership approach that has been taken during its development.

We would like to thank all members of the task and finish group: the Scottish Government, Scottish Federation of Housing Associations (SFHA), Shelter Scotland, South Lanarkshire Council, Edinburgh City Council, Dundee City Council, Scotland's Housing Network, NHS Fife, Community Justice Scotland, Homeless Action Scotland and the Chartered Institute of Housing for their joint work, partnership approach and determination in making these standards ready for implementation.



A handwritten signature in black ink, appearing to read "Michael Matheson".

Michael Matheson, MSP
Cabinet Secretary for Justice

A handwritten signature in black ink, appearing to read "Kevin Stewart".

Kevin Stewart, MSP
Minister for Local Government and Housing

1. COMMON PURPOSE AND VALUES

Purpose

1 Why do we need standards?

1.1 These standards have been published to ensure that the housing needs of individuals in prison are handled at an early stage, in a consistent way across Scotland, regardless of where they come from, their housing status and how long they have been in prison or young offenders' institution. The standards are designed to ensure that people leaving prison can access services and accommodation in the same way as people living in the community. Partners are committed to ensuring that people are treated fairly, with dignity, and with respect for their human rights in line with the Scottish Human Rights Commission PANEL principles detailed below: this is regardless of their sex; gender identity; marital and civil partnership status; pregnancy and maternity; race (including ethnic or national origin, nationality or colour); disability; sexual orientation; age; religion or belief; and regardless of any other personal characteristic, such as: social background, working pattern, trade union activity or political opinion.

Participation

People should be involved in decisions that affect their rights.

Accountability

There should be monitoring of how people's rights are being affected, as well as remedies when things go wrong.

Non-Discrimination and Equality

All forms of discrimination must be prohibited, prevented and eliminated. People who face the biggest barriers to realising their rights should be prioritised.

Empowerment

Everyone should understand their rights, and be fully supported to take part in developing policy and practices which affect their lives.

Legality

Approaches should be grounded in the legal rights that are set out in domestic and international laws.

1.2 Our common purpose is that **everyone should have suitable (see section 6) accommodation to go to on the day they are released from custody.** This is consistent with the Scottish Government's vision that Scotland is a safer, fairer and more inclusive nation where we:-

- Prevent and reduce further offending by addressing its underlying causes; and
- Safely and effectively manage and support those who have committed offences to help them reintegrate, or in some cases integrate for the first time, into the community and realise their potential which in turn will create a safer and fairer society for all.

1.3 Housing, housing support and specialist support (including health and social care) are central to this vision, not only for the benefit of the individual but also for the wider community. We recognise that stable accommodation reduces the likelihood of re-offending, maintains health and wellbeing thus making the community a safer place for everyone.

1.4 Failure to consider an individual's housing needs in a planned way at the start of imprisonment, during sentence and prior to release can result in people losing their existing accommodation, incurring high levels of rent arrears and having nowhere to go on the day of liberation other than emergency accommodation (the nature of some hostels or bed and breakfast can make individuals vulnerable to substance misuse due to peer pressure and the ready access to drugs or alcohol ([Housing and Reoffending: Supporting people who serve short-term sentences to secure and sustain stable accommodation on liberation](#) Reid Howie Associates, June 2015). It may also be remote from health or addiction services or may not meet their mobility needs. This, in turn, can lead to homelessness and reoffending and disrupts any health and social care arrangements they may require or have in place.

Values

1.5 In order to achieve our common goal of sustainable (see section 6) housing for everyone on release, it is important that partners sign up to the following values:

- Individuals have their needs recognised timeously, are treated fairly with dignity and respect (e.g. refer to a person leaving prison as 'person with convictions' or person with an offending history' – Scottish Government National Strategy for Community Justice, November 2016 ([National Strategy for Community Justice](#)), and receive fair access to housing and housing services;
- Services strive to have a positive attitude and challenge others whose language may reinforce stigma and negative attitude towards people with an offending history;
- Social justice (see action 6) applies to everyone and people are given the opportunity to make the most of their lives including accessing suitable housing; and
- Services recognise and provide support for vulnerabilities of different kinds, such as mental health problems, youth and infirmity.

These values mean that services should work towards the following principles:

- A person centred approach, focussed on seamless comprehensive joint planning, where necessary, for the individual's release, taking account of needs and vulnerabilities. This will involve effective partnership working with all services that need to be involved (including health, social care, other public and voluntary (including peer support)) to maximise a person's opportunity of accessing and sustaining suitable accommodation on release;
- Raise awareness of operating in line with psychologically informed principles. Staff operating in a psychologically informed environment (see section 6) will use evidence from psychological disciplines to understand where 'challenging behaviour' comes from and be able to work more creatively and constructively with people who experience deep social exclusion. Staff will have a developed understanding of how their own relationship with service users and the physical environment that service users experience are likely to influence behaviour and engagement;
- A human rights based approach bearing in mind the PANEL principles on page 4;
- Strive for continuous improvement in policies, processes and systems;

- Efficient services (including timely, proportionate and effectively evidenced value for money, avoiding duplication, shared approaches to shared problems, and best use of available resources);
- Maximise opportunities to provide stable settled housing from the start (tenure neutral) – specifically aiming to avoid emergency accommodation on the day of liberation;
- Open, transparent, consistent and accountable services for people in and leaving prison;
- Making every effort to ensure that information is shared appropriately in line with the requirements of data protection legislation. (At the time of writing the Data Protection Act 1998 was under review); and
- Stickability – persevering when the individual chooses to disengage.

2. QUALITY STANDARDS

2.1 The standards have been grouped together to reflect the individual's journey and are linked to shared and respective roles and responsibilities at each stage of that journey:

- On Imprisonment (including on remand);
- During Imprisonment;
- Prior to Release; and
- Following Imprisonment.

2.2 This document currently focuses on the sections of the journey from entering prison to following release but at a future point (by end of 2019) it is planned to include sections relating to On Arrest and At Court.

2.3 People who are subject to the Multi-Agency Planning and Protection Arrangements (MAPPAs) will be supported through the current multi-agency arrangements within each local authority. MAPPAs were extended on 31 March to include certain people with convictions who are subject of statutory supervision in the community, and who are assessed as posing a risk of serious harm to the public. Processes should take cognisance of these standards. [The National Accommodation Strategy for Sex Offenders](#) is currently under review and reference will be made to the SHORE standards.

2.4 A checklist and process maps are provided in section 7 which details responsibilities and timescales.

Monitoring and Review

2.5 Monitoring and Review of the SHORE Standards will be undertaken through six monthly reporting to Ministers, based on feedback provided via Head of Offender Outcomes, the Housing Options Hubs and the Housing and Prison Leaders network (see section 6). The SHORE Standards will be a standing agenda item on both the Head of Offender Outcomes and the Housing Options Hubs agendas and progress noted in their minutes. The Housing Options Hub minutes are shared with the Minister for Local Government and Housing. Reports will be submitted to Community Justice Scotland, Association of Local Authority Chief Housing Officers (ALACHO), Convention of Scottish Local Authorities (COSLA) and Scottish Federation of Housing Associations (SFHA). These reports will be publicly available so that partners and service users are kept informed of progress and improvements reached or required.

2.6 Initially existing data collection round HL1, HL3, Prevent 1 and Throughcare Support Officers Dashboard will be used to inform progress but this will be kept under review.

Resolution of Disputes

2.7 If circumstances arise in which one partner has concerns in relation to the standards, every effort should be made to resolve this so that delivery of service provision is not disrupted. This should be addressed at Partnership/Policy Manager Level.

Any serious concerns should be escalated to a Senior Manager level.

Joint Responsibilities

2.8 The SPS will maintain a record of up to date generic secure contact details for Links Centres. Scotland's Housing Network has agreed to maintain a database with generic, secure email addresses for each local authority area. Each organisation will share these details to ensure that easy contact can be made to avoid delays and address issues at the outset.

2.9 In addition partners should adhere to the agreed Information Sharing Protocol when sharing information.

2.10 To improve access to housing, community justice partners (as detailed at 3.3) and the third sector should develop multi-agency protocols with local housing providers and third sector organisations in order to ensure the needs of those who have committed offences are identified and addressed and to ensure consistent access to suitable accommodation at all stages of the criminal justice process ([Community Justice Outcomes, Performance and Improvement Framework](#)). These protocols will describe the local processes between community justice partners and prisons and will complement the national standards.

ON IMPRISONMENT

Individual cases are managed so that:

- ✓ Initial housing, health, welfare and employment needs are addressed by prison staff on entry to prison with the appropriate organisation (may include the individual's landlord and Local Authority) e.g. securing property, utilities/services management, pets, family needs (i.e. where the person in prison is the main tenancy holder, primary carer) and personal documents;
- ✓ Every individual has their housing, health and welfare situation (including housing benefit) along with associated support needs assessed by prison staff within 72 hours of entry to prison and on transfer to another establishment. It is recognised that not all individuals will be ready at this stage;
- ✓ Within 14 days SPS makes contact with the relevant local authority to agree prevention options and/or ascertain current position in the housing/homeless system. Agreement reached on how the case needs to be handled and by whom;
- ✓ A Housing Options approach should be taken at the earliest opportunity and housing options officers should engage with private landlords to negotiate options to retain private tenancies and mortgage lenders in respect of owner occupiers. Development of the individual pathway starts here facilitating ownership by individuals; and
- ✓ Complete a housing application and medical form where appropriate.

Outcome

Individuals are supported to sustain existing accommodation and possessions or end tenancies appropriately, securing furniture and belongings where this is the best option. Their housing needs are identified and support plans put in place, for the duration of the sentence, for those that require suitable housing on release.

NB: It is important that all functional teams within a local authority (e.g. homelessness, housing management and financial services) liaise with one another on cases and with partners in the local area.

Good Practice Example

Mr Jones has a long history of homelessness and had been in and out of prison over several years.

Nine months after securing his first permanent council tenancy he received an 8 month custodial sentence.

A housing options interview was carried out with Mr Jones 6 days after he was admitted to SPS custody and following this he met with a Housing Officer from his Local Authority who attended HMP Low Moss on a weekly basis.

During the course of the Housing Options interview, Mr Jones advised that prior to being admitted to prison he was in receipt of Housing Benefit, Employment Support Allowance and Personal Independence Payment. The Housing Officer discussed the rules for people in prison and receipt of Housing Benefit – i.e. because his sentence was longer than 13 weeks, he would not be entitled to Housing Benefit and as a result rent arrears would accrue. Mr Jones was advised that there was a risk of being taken to court for eviction due to rent arrears. He was adamant that he did not want to lose his tenancy as it had taken him 17 years to get a place of his own.

The Housing Officer contacted Mr Jones' local Housing Officer to advise of his custodial sentence who in turn stated Mr Jones needed to either terminate his property and present as homeless on liberation or have a family member pay his rent on his behalf. Mr Jones advised that he had no one who could pay his rent for him and that he was also unwilling to terminate his tenancy. He also could not think of anyone that he could sublet to, so this was not an option for him.

The Housing Officer liaised with the Jobcentre Adviser in HMP Low Moss to enquire about Mr Jones' last payments of benefits, which revealed that he had received a payment of his Employment Support Allowance on the day of his arrest. The Housing Officer then contacted Personal Independent Payment to enquire about the status of the payment that was due to Mr Jones. Personal Independent Payment confirmed that a payment was being issued that day for what was owed and would be in Mr Jones' bank account in 2 days' time.

Although the amount Mr Jones had access to wouldn't be the full amount of what his rent would be for the time he was in custody, the Housing Officer asked Mr Jones whether he would be willing to use these 2 benefit payments towards his rent payments. Mr Jones agreed that he would be willing to do this only if he was assured his tenancy would be safe and there was no risk of eviction.

The Housing Officer contacted the local authority's Debt Manager and requested that if a lump sum payment from Mr Jones for an advanced payment on his rent was received, could court action for eviction be stopped. He would then make up the shortfall on his release by setting up a payment plan. The Debt Manager agreed to this arrangement and as a result the Housing Officer supported Mr Jones to contact his bank and make arrangements for a payment to be sent to his rent account at his local authority through the form of a bank transfer.

The Housing Officer also completed a person in detention council tax exemption form to stop council tax arrears accruing.

This case study is from April 2015 and to date Mr Jones remains in his council tenancy and has not returned to SPS custody. The early meeting with Mr Jones on his admission for a housing options interview and the local authority willing to accept part payment of rent owed followed by a payment plan on release prevented Mr Jones from losing his tenancy and returning to his previous cycle of homelessness and prison sentences.

During Sentence

Partners manage their services so that:

- ✓ Following on from 1st contact between prison and local authority, partners work collaboratively (facilitated by SPS) with individuals on an ongoing basis (from 5 days after entry to custody to 6-8 weeks prior to release), proactively inquiring about housing circumstances, to plan for sustainable accommodation and provide ongoing support as part of the case management approach – one prisoner/one pathway. Families should be involved where possible. It is expected that all partners should consider local connection issues sensitively and appropriately in line with individual requirements;
- ✓ A lead support worker (Personal Officer) is identified in prison and in the community (area where the person is seeking accommodation) and the plan is shared with the consent of the individual;
- ✓ A housing options approach is taken at the earliest stage to meet the individual's housing needs on release. This will include decisions about what type of application is completed and when and the referrals which are required;
- ✓ Arrangements are put in place to enable individuals to make payments towards any existing rent account ;
- ✓ Throughcare services are promoted to individuals, their families and their wider network; and
- ✓ The opportunity is created and encouraged for individuals to develop citizenship through use of independent living units and participation in the SQA in Tenancy and Citizenship.

Outcome

Individuals feel that services are focussed on meeting their needs and their expectations are managed in preparation (dependent on sentence length) for their release. Individuals are clear about their own roles and responsibilities in the process as well as those of the services supporting them.

NB: For some individuals, the pathway will be straightforward – for others, there will need to be a multi-agency case management approach including securing assessment and access to mental health, addiction and occupational therapy services.

Good Practice Example

A prisoner in HMP Perth was sentenced following a period of remand. A previous Housing Benefit Change of address had been completed to cover his remand period to sentence date. Length of sentence however was too long for the 13 week Housing Benefit to cover his sentence period.

Housing staff then visited HMP Perth to discuss his options. He suffered from a very limiting lung condition and had waited for his current accommodation for some time after a period of homelessness caused by his health and a relationship breakdown. He therefore wished to keep his property for the following reasons:

- He relied on support from his three sons, who all lived close by, to assist with daily tasks such as shopping or vigorous housework;
- It met his medical needs as it was ground floor accommodation and had some limited adaptations for his condition; and
- He often assisted his family with child care.

Due to his age, health and having not been in trouble for some considerable time there was a very clear possibility that he would be eligible for Home Detention Curfew.

Finally due to his health he was eligible for the Higher Rate DLA/PIP on liberation giving him a slightly higher income against expenditure.

Taking all this into consideration, housing staff approached the landlord with a proposal that he did not lose his tenancy as he would happily enter into an arrangement to pay of any arrears, with assistance from his family, accrued during his time in prison. This was accepted by the landlord as a reasonable request.

Good Practice Example

A Stirling Council tenant from Bridge of Allan was sentenced to 3 years imprisonment and his property was used as a sublet for homeless temporary accommodation for the period that he was in prison. The tenant signed an agreement to this and his belongings were subsequently placed in storage by the council. The flat was then furnished and let to homeless applicants for the duration of the prison sentence. There was excellent liaison throughout this period to ensure that the flat was emptied again in time for the tenant's liberation day. This meant that the individual did not accrue rent arrears, was able to return to his own tenancy and avoid a repeat homelessness situation.

Prior to Release

Partners work together to make sure that:

- ✓ As part of the individual's pathway, arrangements will be made to ensure appropriate accommodation, in keeping with the plan is provided on release;
- ✓ Where someone needs to make a homeless application these are made no later than 8 weeks prior to the earliest release date and accommodation and associated community support arrangements put in place 24 – 48 hours prior to liberation and communicated to the individual at this time;
- ✓ Arrangements are put in place for GP registration and first appointment where required;
- ✓ Advance benefit and welfare fund applications are made where possible. For Scottish Welfare Fund applications, decisions in principle should be considered where possible to allow applicants to plan ahead; and
- ✓ SPS, Social landlords, Throughcare services and other partners liaise with each other to ensure the journey back into the community is as seamless as possible through a single plan which includes accessing accommodation and support

Outcome

Appropriate (see section 6) housing and support is available on release. Individuals feel confident, optimistic and motivated about returning to the community with a positive destination.

Good Practice Examples

Example 1

On discovering that an individual known to Fife Council was in Inverness prison, the housing officer made contact with Highland Council and asked if an officer from the Homelessness Team could visit the individual to complete a homeless assessment. This ensured that accommodation and appropriate supports were in place for the individual's release.

Example 2

David, aged 52 was serving a 24 month sentence in HMP Grampian and had opted to receive assistance from the Throughcare Support Officers 6 weeks before and 12 weeks after release so he could secure accommodation. His personal officer had reported that he had been living in temporary accommodation at the time of his offence which he lost due to his custodial sentence. His previous flat was located in an area where others he knew from prison were housed. He chose at that time, therefore, to leave his accommodation and sleep rough rather than spend the night in his flat. This way he could avoid people whom he knew may have a negative influence on him.

A Case Management Board was held where information was collated between the different organisations to decide which services were best suited to provide a comprehensive package of care. The services involved in the Case Management Board were: Offender Outcomes, Community Based Social Work, Prison Based Social Work, New Routes, Prison Based Psychology, Substance Misuse Nurse, Mental Health Representatives, Learning centre, Throughcare Support Officers, Job Centre Plus and Housing. The prisoner also attended.

Through collaborative working a coordinated approach was taken to arrange temporary accommodation in another area prior to his release, a job centre plus appointment was arranged, Community Care Grant was awarded, a credit union account was started, food parcels were arranged and health needs addressed.

Example 3

Brian, 29 has served several short term sentences (see section 6). Alcohol has been a factor in his offending and as a result he has spent little time in the community. Both his parents are now deceased and the only family he has are a brother and sister-in law. While in Barlinnie he engaged with the NHS, Addictions Team and a Throughcare Support Officer to address his alcohol, drug addiction and mental health issues. He was liberated on a Friday in March 2016 and was looking for accommodation in the same area as his family. This proved difficult, however, and all that could be offered was a place in a night shelter between the hours of 9pm and 9am which left him unsupported during the day. Brian was fearful of a relapse due to the stress of the situation and slept on his brother's sofa for a few nights. This relationship broke down and after visiting the housing office again he was offered accommodation in a hotel to enable an assessment to be undertaken. Brian unfortunately reoffended.

When the Throughcare Support Officer supporting him realised that he was due to be liberated again on a Friday he applied for early release to ensure that no obstacles were in the way. He was able to access housing and is now engaging with alcohol services, has a housing support worker and also receives assistance from the Cyrenians.

Following Release

For those who have requested any throughcare services:

- ✓ Partners work collaboratively with individuals who have returned to the community, continuing to develop the agreed plan and agreeing lead responsibility/handover arrangements; and
- ✓ Individuals and families are supported to sustain accommodation where appropriate following liberation and to continue to work towards realising their full potential. The length of support provided will be dependent on the individuals support plan. For those with a high level of complex needs this may be for a long period.

For those who need but have chosen not to engage with throughcare services, partners should:

- ✓ Consider the involvement of other third sector services;
- ✓ Encourage a connection with Peer Support; and
- ✓ Develop stickability and be a service that perseveres to support the individual.

Outcome

Individuals are supported to sustain their accommodation and work towards their housing aspirations, contributing towards reducing reoffending.

Good Practice Example

Tommy is 38 years old and lives in the Renfrewshire area. He had a traumatic childhood with his mum and dad separating when he was five years old and his mum leaving him and his sister with his father 3 years later. Both he and his sister were sexually abused by a family member and when he was 9 years old his behaviour became erratic. He states that he deliberately 'acted out' so that he would be placed in care. Tommy stayed in a children's home for a year and a half before being moved to another one out-with Renfrewshire until he was about 15 years old. While in the care system, Tommy was abused physically, emotionally and sexually by members of staff.

As a result of this trauma, Tommy became involved with drugs at a very young age. He also began to drink alcohol, which he did not enjoy so started to buzz gas with friends. When he was 21 he began to sell heroin and used this drug and crack cocaine regularly.

Tommy has been in prison for most of his adult life and has a high number of convictions for Serious Assault and Permanent Disfigurement, Possession of Firearms and Breach of the Peace. He does, however, feel a lot of remorse for the things that he has done. Tommy was previously on a Drug Treatment and Testing Order, however, he was taken into custody for not complying with the order.

Tommy was released from prison in August 2015 and has not returned. Since leaving prison he has engaged with the Persistent Offenders Programme (POP) and has recently been discharged.

He did find it hard to adjust to community life, was lonely and anxious on a daily basis. He initially stayed in homeless accommodation although spent most of his time with friends. In November 2015, Tommy was referred to Turning Point Scotland's (TPS) Housing First Service (see section 6) in Renfrewshire. It took him a while to engage with the Housing First Service. The first assessment period usually takes place over 6 weeks but this was extended to give Tommy more time to get to know the staff as he had trust issues. Initially Tommy talked a lot about violent thoughts and seemed to be harbouring a lot of anger therefore staff at TPS carried out a risk assessment and assessed the risk as high. This was discussed with Tommy who became upset as he felt he was being judged and advised he would never hurt a member of staff. At this point he said he no longer wanted support. Instead of closing Tommy's case, however, staff sent him a text saying that they understood that he was upset and that he could contact staff whenever he felt ready. Tommy called a few days later, spoke about his feelings and agreed to meet with staff again.

Tommy refused the initial tenancy offered as the area was known for drug dealing and he wanted to get away from this. He was supported to apply to the Rent Deposit Scheme and was successful in obtaining a private let in an area of his choosing. Tommy is happy with his flat and was supported to set up his utilities, apply for furnishing through the Scottish Welfare Fund and attend appointments with services, particularly his GP and Job Centre Plus.

Although he receives practical support a lot of the support he receives is emotional and he often talks with staff about his childhood trauma and how this affected him. Tommy has since been supported by Victim Support and was referred to a counselling service. Tommy's GP also asked for psychological input from the addiction service to help him with his anger management. He has since been diagnosed with Post Traumatic Stress Disorder.

He is currently on Methadone and takes non-prescription drugs but is keen to stop both of these and gain employment in the near future. He actively tries to reduce his criminal activity by avoiding certain areas and people. The persistence of the support workers has helped him to respect himself as well as others. He has now been in his tenancy for over 18 months and although there have been some practical issues, these have been resolved and he is doing well.

3. LEGISLATIVE AND POLICY CONTEXT

3.1 The Ministerial Group on Offender Reintegration was established in October 2013 to address the need for better integration between the justice system and wider universal services. [The Report of the Ministerial Group on Offender Reintegration](#) found the needs of those serving short term sentences were complex and multifaceted.

3.2 The ability to access and sustain suitable accommodation is one of the SPS's nine key "Offender Outcomes" and is designed to guide its work on housing issues. Quality indicators within the HMIPS Standards for Inspecting and Monitoring Prisons in Scotland include the following:

- The prison encourages government agencies, private and third sector organisations who offer services relevant to the community integration needs of each prisoner to jointly agree an appropriate plan;
- As prisoners near release all reasonable steps are taken to ensure appointments and interviews are in place with relevant agencies; and
- As prisoners near release all reasonable steps are taken to ensure that accommodation will be available.

These quality indicators relate to the Prisons and Young Offenders Institutions (Scotland) Rules 2011, Section 130 and the Commentary to the European Rules for Juvenile Offenders section 100.2.

3.3 The [Community Justice \(Scotland\) Act 2016](#) places a legal duty on statutory Community Justice Partners (Local Authorities, Health Boards, Police Scotland, Scottish Fire and Rescue Service, Skills Development Scotland, Integration Joint Boards, Scottish Ministers (in practice SPS, Scottish Courts and Tribunal Service and Crown Office Procurator Fiscal Service) to engage in a planning process and report annually on their progress towards improving community justice outcomes.

3.4 The National Strategy for Community Justice (NSCJ), November 2016 states that 'Partnership working is crucial to improving community justice outcomes and Community Planning Partnerships (CPPs) have an important role to play in facilitating this. In addition to the statutory partners, this requires the input of a diverse range of individuals and organisations covering a wide-range of interests, including housing, employability, and health and wellbeing. The NSCJ also states that there is a duty on statutory partners to 'share information, provide advice and assistance, co-ordinate activities, and fund activities together'.

3.5 There is a statutory duty on partners to have regard to this strategy which provides a shared vision to help partners and communities work together effectively to improve community justice outcomes, while retaining the flexibility to adapt to local needs and circumstances. The NSCJ makes it clear that 'Housing should be safe, timely and appropriate to the person's needs as well as taking the victim's safety into account', especially where the person committing the crime and the victim are known to each other, for instance in cases of domestic abuse. The absence of such housing can prevent an individual from accessing other services, undermine any support they have received and increase their likelihood of reoffending. Those who are offered suitable accommodation are more likely to have positive outcomes in other areas of their lives such as health, employment, education, financial inclusion, families, relationships and social links within their communities'.

3.6 The NSCJ states that to improve access to housing, community justice partners, including SPS, housing providers and the Third Sector should: facilitate the early assessment of individual housing need on entry to custody and begin addressing these collaboratively at the earliest opportunity in order to maximise positive housing outcomes and prevent homelessness for people leaving custody.

3.7 They should also develop multi-agency protocols with local housing providers and third sector organisations in order to ensure the needs of those who have committed offences are identified (including substance misuse and mental health) and addressed. They should also ensure consistent access to suitable accommodation at all stages of the criminal justice process.

3.8 As well as providing statutory throughcare for those serving sentences of 4 years or more, sex offenders serving six months or more, those on Orders for Lifelong Restriction (OLR), those subject to an extended sentence or supervised release order criminal justice social work also provides voluntary throughcare or assistance. This is available to those not on a statutory order. This can be requested in custody or up to 12 months after release.

3.9 SPS Throughcare Support Officers support individuals on their journey into desistance by working with them to prepare for and successfully make the transition from custody into the community. They work collaboratively with the individual, families, colleagues and partners to develop an asset based individualised plan, acting as an advocate on their behalf with partner agencies and encouraging their motivation to change through sustained engagement with key services. This approach will build self-efficacy and is at the heart of unlocking the potential and transforming the lives of those in SPS care.

Housing, Homelessness and Housing Support

3.10 The Housing (Scotland) Act 1987, as amended, sets out the statutory basis for assessing a local authority's duties under the legislation and since the abolition of priority need in 2012 everyone who is accepted as unintentionally homeless has the right to settled accommodation. Section 37 of the 1987 Act also requires Local Authorities to have regard to guidance issued by the Secretary of State in regard to their homelessness functions. Prison Leavers are covered in both the [Code of Guidance on Homelessness 2005](#) and the [Prevention of Homelessness Guidance 2009](#).

3.11 The Housing (Scotland) Act 2001 requires local authorities to provide advice and information to any person in the authority's area about:

- Homelessness and the prevention of homelessness; and
- Any services which may assist a homeless person or assist in the prevention of homelessness and ensure this is available free of charge to any person in the authority's area.

Regulations have been laid on this: the Homeless Persons Advice and Assistance (Scotland) Regulations 2002 and guidance is contained within the Code of Guidance on Homelessness, May 2005.

3.12 The Code of Guidance on Homelessness, paragraph 9.2 states that 'when securing accommodation for applicants, the priority for local authorities must be to minimise the risk of homelessness recurring. This is not only in the interest of the applicant... but also in the interest of the local authority as repeated applications give rise to additional administration costs'.

3.13 Section 29 of the Housing (Scotland) Act 1987 as amended places an interim duty on local authorities to secure accommodation for an individual until it has reached a final decision on their

application, where they have reason to believe an applicant is homeless. This duty continues during the process of review if one is requested.

3.14 Anyone deemed to be unintentionally homeless is entitled to settled permanent accommodation. Those assessed as intentionally homeless still have a right to assistance with housing. The duty is to provide advice to assist the applicant retain their current accommodation or to assist them find alternative accommodation.

3.15 Section 17 of the Housing (Scotland) Act 2001 states that a social landlord may commence proceedings to recover possession of a property if they have reasonable grounds for believing that the house is unoccupied, and the tenant does not intend to occupy it as their home. Social landlords should make necessary enquires to ensure that both of the above conditions are satisfied before taking steps to end a tenancy. There could be valid reasons why a tenant would need to leave the house empty for some time, including a stay in prison and therefore this should form part of their enquiry. While there is a duty on tenants to let the landlord know if they are to be absent from the house for a period of time, failure on the part of the tenant to do so should not in itself constitute proof of abandonment. Every reasonable attempt should be made by the landlord to satisfy itself that the house is unoccupied and that the tenant has no intention of re-occupying it.

3.16 The Housing (Scotland) Act 2010 requires local authorities to assess the housing support needs of homeless applicants who are unintentionally homeless, or threatened with homelessness. The assessment of housing support may need to be ongoing and may be formed by the views of partner agencies. The local authority needs to ensure that housing support services are provided to those assessed as being in need of them. This duty includes people leaving prison who make a homelessness application.

3.17 Since 2010, advice and information has generally been provided through a Housing Options approach. This is an advice process which starts when someone approaches a local authority with a housing problem, and involves considering their housing options and choices in the widest sense, with a focus on early intervention. [Housing Options Guidance March 2016](#) published jointly by COSLA and the Scottish Government also details Local Authorities responsibilities in preventing homelessness and offering accurate and effective advice and assistance in order to help sustain or secure accommodation for those leaving prison.

3.18 The Housing (Scotland) Act 2010 also introduced “pre-action requirements” which social landlords have to follow before they can take a tenant to court for arrears of rent. These include giving the tenant clear information about their tenancy agreement, exploring eligibility for Housing Benefit, identifying sources of advice and assistance and, potentially, agreeing a payment plan for arrears. Individuals in prison who hold a tenancy and are in arrears of rent are also covered by these requirements.

3.19 [Social Housing Allocations: A Practice Guide March 2011](#) published by the Scottish Government states that ‘in allocating housing social housing landlords need to balance a range of factors:

- The individual's housing need;
- The suitability of the house for that applicant; and
- The needs of the community.

The guide also states that ‘they should always seek to make sure that the let is suitable and is likely to be sustainable. A suitable and sustainable let is one where there is a good probability of it providing a long-term and stable solution for that applicant’. The Code of Guidance on Homelessness states that ‘Examples of poor practice might include placing people in hard to let

housing which may exacerbate the problems which led to homelessness in the first place; or placing families with social or other problems in the same area, which can cause problems for both those from the area itself and for housing management.’ Cognisance also needs to be taken of stock availability and size. For some local authorities, the highest turnover of stock is in areas of low demand.

3.20 While there are varying staffing structures across each local authority area and differences in how they provide their service, all follow the Homelessness legislation and Housing Options Guidance. Local authorities can source housing for homeless people from their own stock and via Section 5 referrals or nomination arrangements to Registered Social Landlords (Section 5 was introduced by the Housing (Scotland) Act 2001).

Welfare

3.21 The Welfare Reform Act 2012 became law throughout the UK on 8 March 2012 and is a key element of the Government’s deficit reduction agenda. It introduced Universal Credit and changes to the Work Programme and is the biggest change to the welfare state in the last 60 years. Universal Credit and the benefit cap both have implications on the individual’s housing benefit. The 52 week housing benefit for remand prisoners will disappear as full service UC is rolled out to individual areas (due to complete in Scotland in September 2018). Individuals on remand or sentenced can claim the housing element of Universal Credit, provided: they were entitled to the benefit before entering custody; they received an award for accommodation costs; and their time in prison is not expected to exceed six months (this includes time on remand). If the claim is accepted, only the accommodation cost element of Universal Credit will be paid. In a full service area it is not possible to submit a claim for Housing Benefit, therefore for those who are not eligible for Universal Credit, rent arrears may accrue quickly. How much an individual receives is dependent on their circumstances. Universal Credit, like housing benefit, can only be backdated for up to one month. It is therefore critical to see individuals as early as possible on admission to prevent arrears building up and potential eviction. Early action and good communication are intrinsic to maintaining a tenancy. People leaving prison will not have to serve the 7 day waiting period before a new claim starts.

3.22 The Welfare Funds (Scotland) Act 2015 places a statutory duty on each local authority to maintain a Welfare Fund and the Welfare Funds (Scotland) Regulations 2016 set out how the fund should be administered. While Local Authorities have discretion over how the scheme is delivered, the [Scottish Welfare Fund - Statutory Guidance- April 2016](#) provides a framework as to how the needs of prisoners (and those they stay with on temporary release) should be considered.

Health and Social Work

3.23 The transfer of responsibility and accountability for the provision of health care from SPS to NHS Health Boards in 2011 followed the introduction of Sections 110 of the Criminal Justice and Licensing (Scotland) Act 2010. In addition, Health Board Provision of Healthcare in Prisons (Scotland) Directions 2011 came into force in 2011.

3.24 A national Memorandum of Understanding (MoU) and Information Sharing Protocol (ISP) between the SPS and NHS Health Boards have been in place since transfer, which set out agreed governance and information data sharing arrangements in the provision of health care services in prisons.

3.25 Local councils have a duty under the Social Work (Scotland) Act 1968 to assess a person's community care needs and decide whether to arrange any services. Any assistance should be based on an assessment of the person's care needs and should take account of their preferences.

3.26 Through the Public Bodies (Joint working) Act (2014), the integration of Health and Social Care should encourage improvement in partnership working to support people with complex needs, including those leaving prison. The reforms aim to ensure services are well integrated and that people receive the care they need at the right time, by the right person(s) and in the right setting to achieve the right outcome. The Act is centred on anticipatory and preventative care which involves adopting a "thinking ahead" philosophy of care that allows practitioners and their teams to work with people and those close to them to set and achieve common goals.

3.27 [The Road to Recovery: A New Approach to Tackling Scotland's Drug Problem](#) (2008), published by the Scottish Government highlights the need for promoting recovery from problem drug use to be considered explicitly with other national plans and strategies, rather than being considered in isolation and includes such areas as housing. It also stresses that integration and partnership working should be well developed to promote and support a prisoner's recovery, particularly after release from custody.

3.28 [Changing Scotland's Relationship with Alcohol: A Framework for Action](#) (2009) states that 'The provision of services to each individual should take into account other issues such as mental health, drug use or housing problems which may be significant factors in that individual's recovery.

3.29 [The Scottish Government's Mental Health Strategy](#) 2017-2022 states that 'The transition from prison back to the community is a particularly high risk period for people's mental health and continuity of care is important. Local Authorities have significant opportunities to develop joined up policy and service provision in this area.

Children and Young People

3.30 The Whole System Approach is the programme for addressing the needs of young people involved in committing crime. The approach emphasises the need for organisations to work together to support individuals and families with tailored support based on the needs of the individual. Early and effective intervention and transitions to and from the community are both key to this approach. [A Guide to Youth Justice in Scotland: policy, practice and legislation](#) published by the Centre for Youth and Criminal Justice in June 2017 gives an overview of historical developments which have determined how Scotland deals with children and young people who offend and outlines relevant policy, rights and legislation pertinent to this area of work.

3.31 On 1st April 2015, the Scottish Prison Service on behalf of the Scottish Ministers joined many other public bodies (including local authorities and health boards) in Scotland to become a national corporate parent under the Children and Young People (Scotland) Act 2014. Part 9 (Corporate Parenting) of the Children and Young People (Scotland) Act 2014 places responsibilities on corporate parents to improve the lives and futures of Scotland's looked after children, young people and care leavers. In practice, this means that partners must listen to the needs, fears, challenges and wishes of these groups and be proactive in their approach to improve outcomes and wellbeing.

3.32 A key need and pre-release area for Young People in the care of the SPS is housing and the SHORE Standards will help support this need. The Act also places a duty on corporate parents to collaborate to safeguard or promote their wellbeing. As corporate parents SPS and Local Authorities need to engage with each other to provide support with regards to appropriate accommodation options for Care Leavers, and have this area as a key feature within our Young Peoples plans if they are between the ages of 16 to 18 inclusive. If they are 19 to 25 inclusive they are entitled to after care. Aftercare is 'advice, guidance and assistance', which may include helping a young person to secure accommodation, education and employment opportunities.

3.33 Referral to family mediation and reconciliation service should be considered, depending on the individual's circumstances and if consistent with their welfare.

Women

3.34 Scotland has one of the highest female prison population rates in Northern Europe, a high proportion of whom are mothers. As women are more likely to be the primary carer, this impacts greatly on their children. Only a very small proportion of children stay in their own homes when their mother is in prison which means a move away from familiar surroundings. This in turn increases the likelihood of poor academic performance, mental health problems and involvement in the criminal justice system. The [Commission on Women Offenders Final Report](#) (2012) considered it 'imperative that mainstream service providers, such as health, education and housing, recognise their responsibilities and work collaboratively with each other and with criminal justice partners to facilitate the provision of all necessary services to women offenders.' The report also highlighted that 'Housing and suitable accommodation is a priority for vulnerable women. If a woman is admitted to bail and returns to an environment which has a negative effect on her life, it is more likely that she will not be able to address her offending behaviour and may breach the bail order. In some cases, it is not appropriate for the woman to return to the community where the offending is alleged, or found, to have been committed'.

4. AREAS FOR FURTHER STRATEGIC DEVELOPMENT

Through drafting these quality standards a number of future strategic developments have been identified for the Prison and Housing Leaders Network to consider:

- It is important that an individual's housing needs are assessed at the earlier stages of Arrest, at Court and handover arrangements are agreed with SPS. This requires consultation with Police Scotland, the Procurator Fiscal Service and the Scottish Court and Tribunal Services and will therefore appear in a future version by end 2019;
- Continue to develop the work around the resourcing and delivery of housing advice and support services within Scottish prisons;
- Work with Social Work and the Courts to ensure that background reports consider an individual's housing history and the affect that sentencing will have on their current housing situation. They should also be aware of recovery principles and standards, mental welfare, trauma and how to navigate health systems to ensure health and wellbeing;
- Staff delivering advice and advocacy services must be conversant with, amongst other things: housing and homelessness legislation, the welfare benefits system, the prison system and court processes, etc. Additionally, staff must have a mix of skills which cover interviewing, assessment, dealing with complex situations, planning and evaluation. Staff should be trained in the Scottish National Standards for Information and Advice to deliver consistency of approach. At the time of writing the SPS was collaborating with the Steering Group for the Housing Options Training Toolkit to reach a Partnership agreement. This would allow SPS free access to the full suite of blended learning materials in return for access to relevant SPS training materials to inform toolkit design and delivery;
- Develop connections with Integrated Joint Boards;
- Joint training for partners to understand each other's roles and the issues which individuals face;
- Generic information in accessible formats – easy read leaflets, information packs, induction loop;
- Establish and tap into Peer Support advisor schemes where possible, using appropriately selected, trained and supervised volunteers;
- Have identified link officers for prisons within Registered Social Landlords (RSLs);
- Develop links with bodies representing Private Landlords such as the Scottish Association of Landlords and the National Association of Landlords;
- Explore solutions for the storage of personal documents and belongings;
- Develop guidance for social landlords to work to in terms of intentionality, abandonment, rent arrears and eviction for those in and leaving prison;
- Make good use of independent living units and Home Detention Curfew (see section 6) to aid reintegration and provide skills that are aimed at reducing risk and increasing responsibility;
- Continue to roll out controlled access to internet for the completion of online applications for welfare and other services;
- Road test escorted release for viewing properties in advance of liberation.
- Make better use of IT for viewing purposes e.g. live screen viewings, skype calls;
- Continue to roll out access to Bank Accounts project across establishments;
- Secure appropriate ID for benefits and housing;
- Introduce a process for prisoners to make regular payments from their wages towards their rent account/arrears;
- Undertake a more detailed analysis of the housing issues for different groups of prisoners e.g. young people, women, older people etc. and ensure the standards are updated to reflect any specific findings;

- Keep a watching brief on the work emanating from the Scottish Government’s homelessness and rough sleeping action group and incorporate any learning into the document;
- Influence housing supply for people leaving prison through engagement with Community Justice Scotland (CJS)/Community Justice Partnerships (CJPs);
- Undertake work to ascertain cost of housing related support for service users and the resultant saving on prison, court and associated costs to inform a case for justice reinvestment in housing; and
- Develop a performance management framework to monitor the standards.

We anticipate an action plan being produced to inform the ongoing work of the Prison and Housing Leaders Network, including timescales and responsibilities. Progress will be reported through the monitoring arrangements detailed in paragraph 2.5.

5. NOTE ABOUT THE DOCUMENT

5.1 The Scottish Quality Standards for Housing Advice, Information and Support for people in custody have been developed collaboratively by a working group led by the Scottish Prison Service and with representation from Scottish Government, Chartered Institute of Housing, Association of Local Authority Chief Housing Officers, Scottish Federation of Housing Associations, Shelter, Scotland's Housing Network, Homelessness Action Scotland, Dundee City Council, Edinburgh City Council, South Lanarkshire Council and NHS. A number of organisations and groups were consulted in the process and these are listed in Appendix A.

5.2 The standards have been endorsed by ALACHO and SFHA and have been developed to ensure that everyone has access to sustainable housing on release. In turn this will contribute towards the prevention of homelessness and reoffending. The standards and outcomes detailed in this document describe the processes and results which service users expect community justice partners to achieve.

5.3 The standards will allow a smooth pathway from community to prison to community and have been written for use by SPS staff, Private prisons, Local Authority Housing and Homelessness staff, Registered Social Landlords, Third Sector advice and support agencies and service users themselves. It is important that service users know what to expect therefore a series of easy read leaflets will accompany this document.

6. NOTE ABOUT LANGUAGE

6.1 This section provides an explanation of some words and phrases used throughout the standards.

Appropriate	Suitable or fitting for the person or purpose
Home Detention Curfew	Home Detention Curfew (HDC) allows prisoners, mainly on shorter sentences, to serve up to a quarter of their sentence (for a maximum of six months and a minimum of two weeks) on licence in the community, while wearing an electronic tag.
Housing and Prison Leaders Network	The attendees at the Strategic Knowledge Exchange Event and the Task and Finish Group.
Housing First	Housing First is specifically for people whose homelessness is complex or chronic; often longstanding, recurring and accompanied by mental health issues, addictions and/or experience with the criminal justice system. It involves delivery of support, including peer support, to those with complex needs in mainstream tenancies, rather than the traditional stepped approach of emergency, then temporary accommodation before receiving a mainstream tenancy.
Independent Living Units	A stepping stone between the custodial environment and the ‘domestic’ situation, provided by the SPS in Cornton Vale, Greenock, Grampian and Castle Huntly.
Peer Support	Peer support is when people use their own lived experiences to help each other.
Psychologically Informed Environment	A Psychologically Informed Environment (PIE) “... is one that takes into account the psychological makeup – the thinking, emotions, personalities and past experience - of its participants in the way that it operates.” (Robin Johnson, co-author of “Psychologically Informed Services for Homeless People – Good practice guide” 2012, Department of Communities and Local Government).
Short Term Sentence	Less than four years.
Social Justice	The fair and proper administration of laws conforming to the natural law that all persons, irrespective of ethnic origin, gender, possessions, race, religion, etc., are to be treated equally and without prejudice.
Suitable	Defined by the person’s assessed need and an honest assessment of the options available. The best fit for the individual and optimum use of stock available.
Sustainable	Able to be maintained.

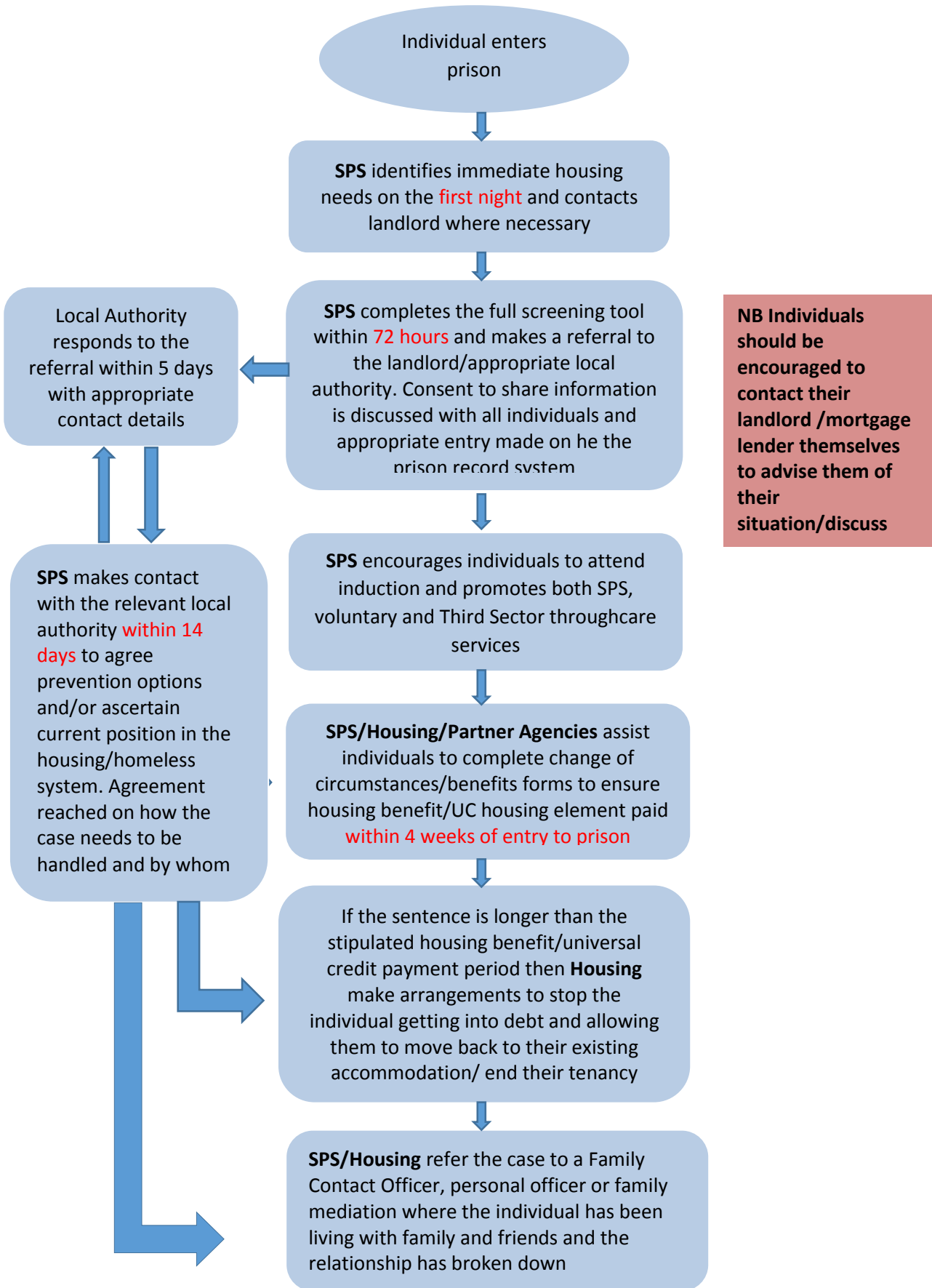
7. CHECKLIST FOR PARTNERS

On Imprisonment	When	Who
For all prisoners, including those on remand, identify immediate housing issues and contact landlord.	First Night	SPS
Complete full screening tool, identifying any housing and welfare issues, critical health and social care needs, employment issues and make referral to landlord/appropriate local authority/prison work coach/health professional.	72 hours	SPS through single point of contact provided by SHN
Discuss consent to share information with all individuals, the type of information to be shared and with whom and the likely consequences, making an appropriate entry on the prison record system.		SPS
Encourage individuals to attend induction		SPS
Assist individuals to complete change of circumstances/benefits forms to ensure Housing Benefit/housing element paid where possible.		Local Authorities/SPS/ Partner agencies
If the sentence is longer than the stipulated housing benefit/universal credit payment period, then landlords consider making arrangements, in order to help the individual from getting into debt and allowing them to move back into their existing accommodation/ end the tenancy appropriately. Independent Advocacy should be considered in these cases.		Housing/Landlord/SPS
Promote both SPS and Third Sector Throughcare services at induction and make appropriate referrals.		SPS
Encourage and assist individuals to contact their landlord to advise them of their situation.		SPS/Housing
Encourage and assist individuals who own their own home to contact their mortgage lender to discuss options.		SPS/Housing
Where an individual has been living with family and friends and the relationship has broken down refer to a Family Contact Officers (FCOs), Personal Officer or family mediation services (if consistent with welfare).	SPS/Housing	
Respond to referral.	Within 5 working days	Local Authority Housing Contact to Generic email address provided for Links Centre
Ascertain current position in the housing/homeless system and jointly agree prevention options, how the case should be handled and by whom.	14 days	Housing and SPS

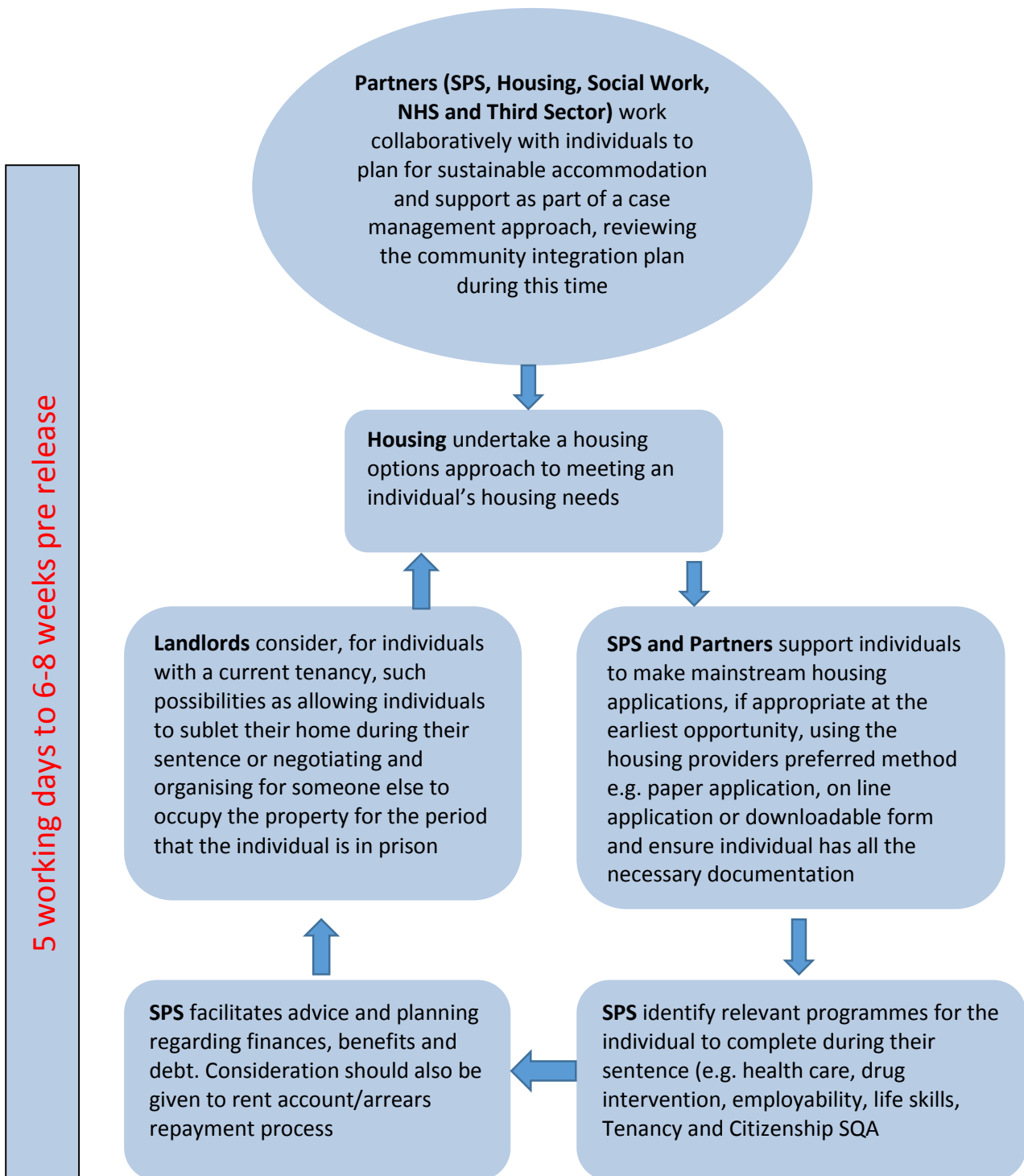
Adopt a Housing Options approach.	As early as possible	Housing
Support individuals to make mainstream housing applications, if appropriate, at the earliest opportunity, using the housing providers preferred method e.g. paper application, on line application, downloadable form and ensure individual has all the necessary documentation. Action to replace or retrieve documents if not.	As early as possible	SPS
During Sentence	When	Who
Partners work collaboratively with individuals to plan for sustainable accommodation and support as part of a case management approach.	5 working days to 6-8 weeks prior to release	SPS, Housing, SW, NHS and partners
Undertake a housing options approach to meeting the individual's housing needs.		Housing
Social landlords consider, for individuals with a current tenancy, such possibilities as allowing them to sublet their house during their sentence, negotiating and organising for someone else to occupy the property for the period that the individual is in prison or assisting them to terminate their tenancy and provide suitable accommodation on release.		Housing
Facilitate advice and planning regarding finance, benefit and debt. Consider whether interventions such as arrears repayment scheme are necessary.		SPS
Throughcare services are promoted to individuals and their families.		SPS
Identify relevant programmes for the individual to complete during their sentence (e.g. health care, substance recovery, employment, Tenancy and Citizenship SQA).		SPS
Prior to Release	When	Who
SPS staff in conjunction with partners review the individual's community integration plan throughout sentence to ensure appropriate accommodation is available on release.	Final reviews 6-8 weeks and 7 days prior to release	SPS staff and all partners involved in the plan
If homeless make contact with the appropriate Homelessness team to ensure Homelessness applications are completed in advance.	8 weeks prior to release	SPS/Housing (consider standard assessment form)
Individuals supported to complete and submit Scottish Welfare Fund application.	8 weeks prior to release	SPS/Housing
Accommodation and support arrangements put in place.	24-48 hours prior to release	Housing, SW, NHS
Relevant partners liaise with each other right up to release to ensure reintegration is as seamless as possible and agree on a lead officer.	Ongoing	SPS, Housing, Through care services, JCP, Health (including prison and community based, mental health, substance use or recovery services), Social Work, Education,

		PSP, Mentors Third Sector, Family, NHS
Following Release	When	Who
Partners work collaboratively with individuals in the community and continue to develop the agreed plan (Throughcare Support Officers involved for up to 12 weeks post release and possibly slightly longer if the individual requires additional support).	As agreed by all parties	SPS, Housing, Throughcare services, JCP, Health, Social Work, Education, PSP, Mentors 3 rd Sector, Family, NHS. Lead worker agreed
Housing progress reviewed by all parties involved at 12 weeks stage and at agreed timescales beyond this.	12 weeks	All parties involved led by lead worker.
Encourage a connection with Peer Support	Ongoing	All parties involved
Individuals are supported to sustain their accommodation and work towards their housing aspiration.	As agreed by all parties	Housing and relevant parties

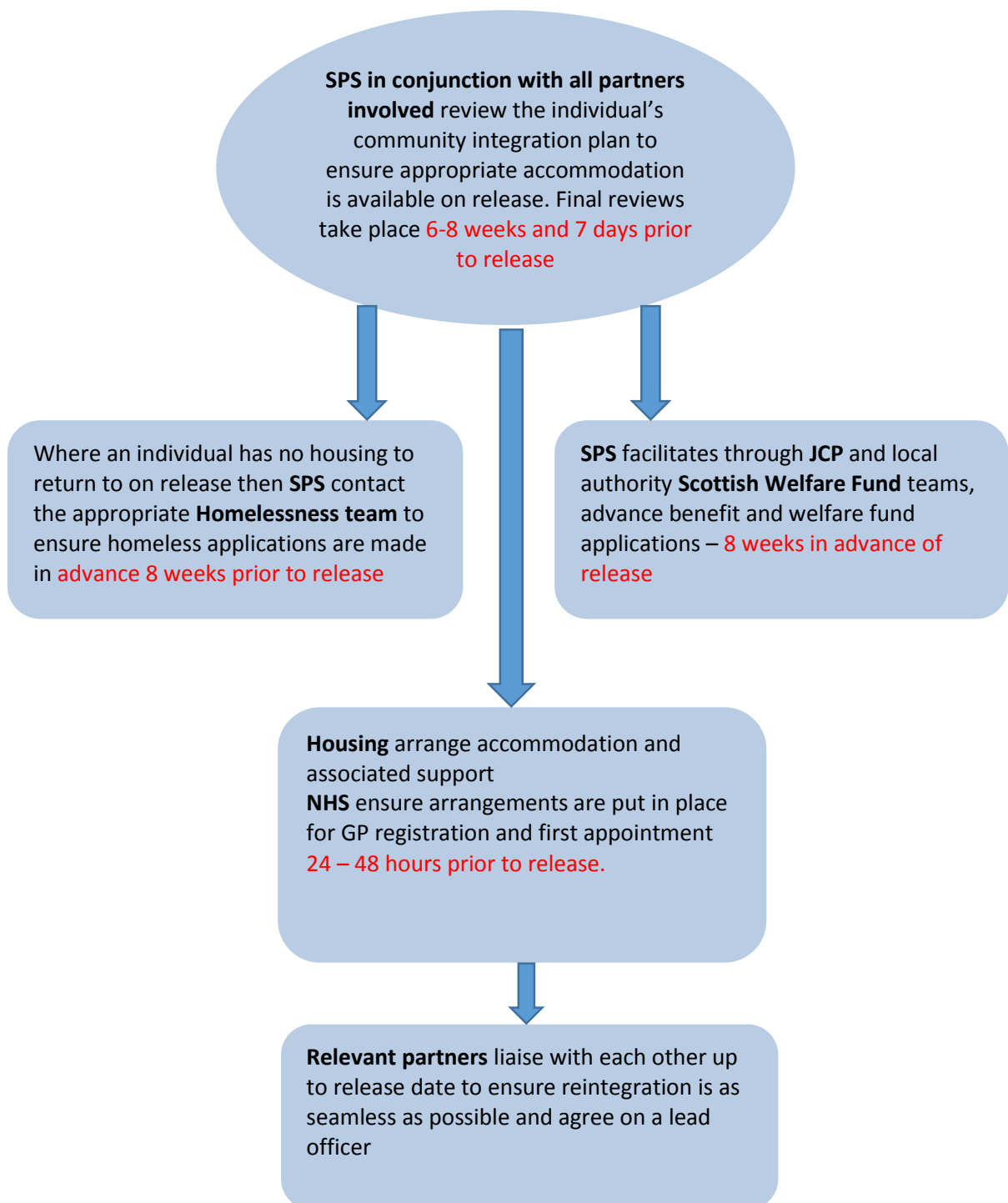
SHORE PROCESS



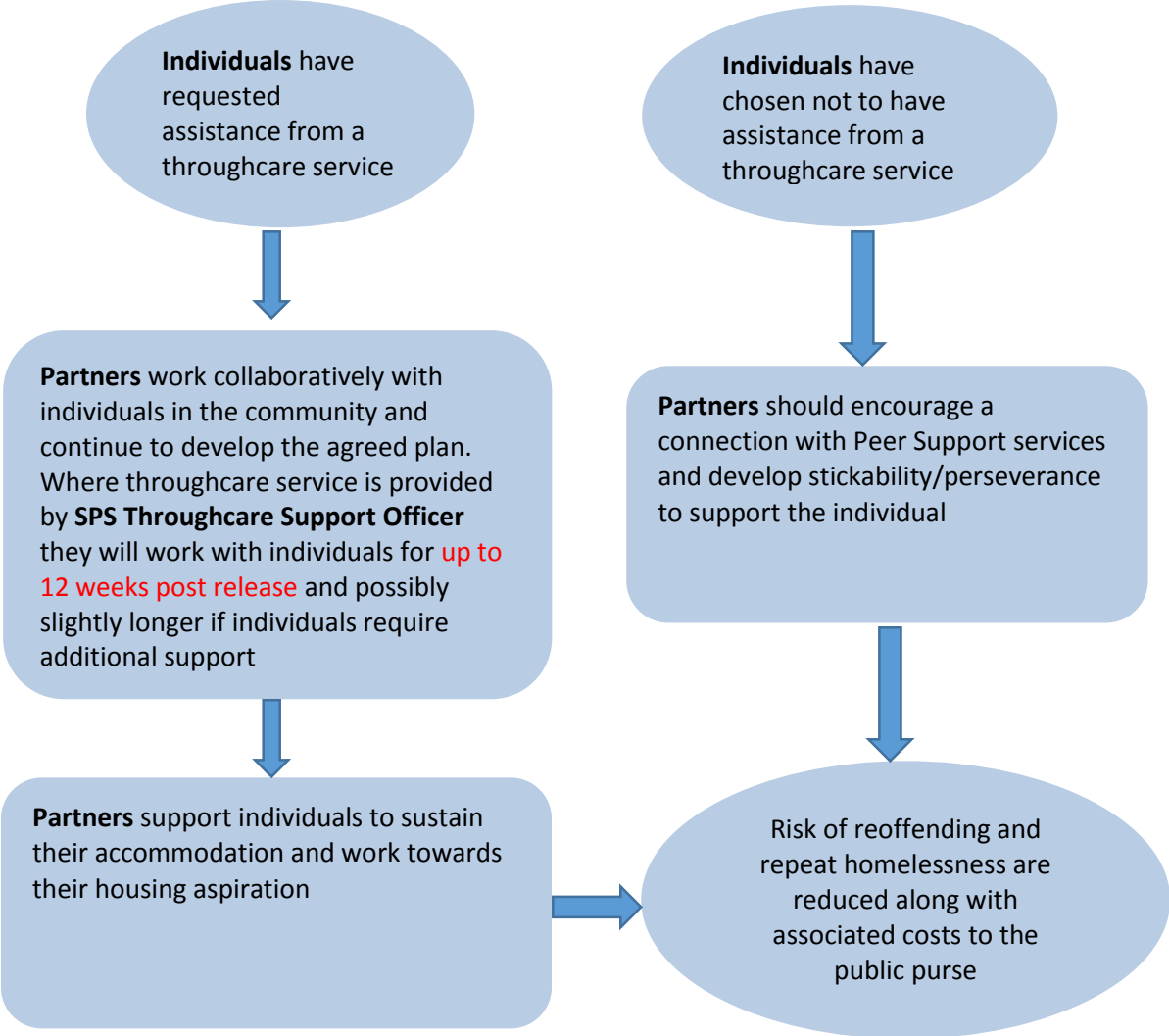
DURING SENTENCE



PRIOR TO RELEASE



FOLLOWING RELEASE



PRISON CONTACT DETAILS

Prison	Category	Priority Geographical Area	Details
Addiewell (Private Prison)	Young People – Remands Adult Male – Remands Adult Male – Convicted (STP) Adult Male – Convicted (LTP) Adult Males – non offence specific protections Selected Adult Males for management reasons	North Lanarkshire South Lanarkshire	AD.Housing@sodexojusticeservices.com Tel: 01506 874500 Ext 3637
Barlinnie	Adult Male – Remands Adult Male – Convicted (STP) Adult Males – non offence specific protections Newly convicted or downgraded Adult Male LTPs awaiting space in prison of allocation Selected Adult Males for management reasons Adult Male – National Top End	Glasgow City	BarlinnieLinkCentre@sps.pnn.gov.uk Tel: 0141 770 290
Castle Huntly	All Adult Males who meet the criteria for open conditions	National	OpenEstateFamilyContactOfficers@sps.gov.uk and copy to Mark.Neal@sps.pnn.gov.uk) Tel: 01382 139 425
Cornton Vale	Women, Young Women – Remands Women, Young Women- Convicted Adult Women – Remands Adult Women – Convicted (All) Women(All) – National Top End	National	CorntonValeLinkCentre@sps.pnn.gov.uk Tel: 01786 832591
Dumfries	Young People – Remands Adult Male – Remands Adult Male – Convicted (STP) Adult Male – Sex Offender(LTP) Adult Male – Sex Offender (STP) Adult Males – non offence specific protections Selected Adult Males for management reasons	Primarily Dumfries and Galloway but also East Ayrshire North Ayrshire South Ayrshire	DumfriesLinkCentre@sps.pnn.gov.uk Tel: 01387 274615

Prison	Category	Priority Geographical Area	Details
Edinburgh	Adult Male – Remands Adult Male – Convicted (STP) Adult Male – Convicted (LTP) Adult Male – Sex Offender (LTP) Adult Male – Sex Offender (STP) Adult Males – non offence specific protections Adult Women – Remands Adult Women – Convicted (All) Newly convicted or downgraded Adult Male LTPs awaiting space in prison of allocation Selected Adult Males for management reasons	City of Edinburgh East Lothian Midlothian Scottish Borders West Lothian Lanarkshire (Convicted Women only)	EdinburghLinkCentre@sps.pnn.gov.uk Tel: 0131 444 3110 or 0131 444 5211
Glenochil	Adult Male – Convicted (STP) Adult Male – Convicted (LTP) Adult Male – Sex Offender(LTP) Adult Male – Sex Offender (STP) Selected Adult Males for management reasons	Clackmannanshire Falkirk Fife Stirling National Sex Offender Facility	GlenochilThroughcareSupprt@sps.pnn.gov.uk Tel: 01259 767364 or 01259 767327
Grampian	Young Male Remands Young Male Convicted Young Women Remands Young Women Convicted Adult Male Remands Adult Women Remands Adult Male – Convicted (STP) Adult Male – Convicted (LTP) Adult Women Convicted (STP) Adult Women Convicted (LTPo) Newly Convicted or downgraded Adult Male LTPs awaiting space in prison of allocation Selected Adult Males or Women for management reasons Adult Male Convicted assessed suitable for Community Access with up to 24 months left to serve depending	Aberdeen Aberdeenshire Moray(part) Adult } All Shetland Males Aberdeen Aberdeenshire Moray Highland Shetland Orkney Western Isles } All Women and YOs	GrampianThroughcare@sps.pnn.gov.uk Tel : 01779 485796

Prison	Category	Priority Geographical Area	Details
	on sentence length Young People and Women assessed suitable for Community Access with up to 24 months left to serve depending on sentence length		
Greenock	Young People Remands Adult Male Remands Adult Male Convicted (STP) Adult Male – National Top End Adult Women Remands Adult Women – Convicted (All) Adult Women assessed suitable for community access with a minimum 12 months still to serve	Argyll and Bute East Dunbartonshire East Renfrewshire Inverclyde Renfrewshire West Dunbartonshire	GreenockLinksCentre@sps.pnn.gov.uk Tel: 01477 5787801 Ext 271
Inverness	Young People – Remands Adult Male Remands Adult Male – Convicted (STP) Adult Male – Convicted (LTP) Selected Adult Males for management reasons Adult Women assessed suitable for community access with a minimum 12 months still to serve	Highland Moray Western Isles Orkney Isles	InvernessLinks@sps.pnn.gov.uk Tel: 01463 229030
Kilmarnock (Private Prison)	Young People – Remands Adult Male Remands Adult Male – Convicted (STP) Adult Male – Convicted (LTP) Adult Males – non offence specific protections Selected Adult Males for management reasons	Remands/STPs with Ayrshire Postcodes LTPs from Dumfries and Galloway East Ayrshire North Ayrshire South Ayrshire	linkcentre.kilmarnock@serco.cjsm.net Tel: 01563 548873
Low Moss	Adult Male Remands Adult Male – Convicted (STP) Adult Male – Convicted (LTP) Selected Adult Males for management reasons	Argyll and Bute East Dunbartonshire East Renfrewshire Inverclyde Renfrewshire West Dunbartonshire	LowMossLinks@sps.pnn.gov.uk Tel: 0141 762 9641

Prison	Category	Priority Geographical Area	Details
Perth	Adult Male Remands Adult Male – Convicted (STP) Adult Male – Convicted (LTP) Adult Males – non offence specific protections Newly convicted or downgraded Adult Male LTPs awaiting space in prison of allocation Selected Adult Males for management reasons	STPs and LTPs from Angus Dundee City Perth & Kinross LTPs from Aberdeen City Aberdeenshire Eilean Siar Highland Moray Orkney Shetland	PerthLinkCentre@sps.pnn.gov.uk Tel: 01738 458138
Polmont	Young People – Remands Young People – Convicted (All) Adult Females	National for convicted young offenders, young remands and female adults	PolmontLinksCentre@sps.pnn.gov.uk Tel: 01324 722 669
Shotts	Adult Male – Convicted (LTP) Adult Males – non offence specific protections Selected Adult Males for management reasons Adult Male – Convicted (10years to Life)	Glasgow City Dumfries and Galloway East Ayrshire North Ayrshire South Ayrshire LTPs other than those allocated to Edinburgh, Kilmarnock, Low Moss or Perth	ShottsLinksCentre@sps.pnn.gov.uk Tel: 01501 824061

Local Authority	Housing Options Contacts
Aberdeen City Council	HousingAccessTeam@aberdeencity.gcsx.gov.uk Tel: 01224 523502
Aberdeenshire Council	PrisonProtocol@aberdeenshire.gcsx.co.uk Tel: 01467 534719
Angus Council	PrisonProtocol@angus.gcsx.gov.uk Tel: 03452 777 778
Argyll and Bute Council	Douglas.Whyte@argyll-bute.gov.uk Tel: 01546 604 785
Clackmannanshire Council	home@clacks.gov.uk Tel: 01259 225115
Comhairle nan Eilean Siar	hservice@cne-siar.gov.uk Tel: 01851 822821
Dumfries and Galloway Council	East Prison Liaison Officer: Nicola.Carson@dumgal.gov.uk West Prison Liaison Officer: Shona.Forsyth@dumgal.gov.uk Tel: 030 33 33 3000
Dundee City Council	andy.whitelaw@dundeecity.gcsx.gov.uk Tel: 0800 633 5843 (Homeless/Housing Options) Stewart.steen@dundeecity.gcsx.gov.uk Tel: 01382 307376 (Tenancy issues)
East Ayrshire Council	HOMELESSNESS@east-ayrshire.gov.uk Tel: Housing Options Service -01563 554554
East Dunbartonshire Council	Lynsey.Douglas@eastdunbarton.gov.uk lynn.ross@eastdunbarton.gcsx.gov.uk stuart.mcdonald@eastdunbarton.gcsx.gov.uk Tel: 0141 578 2133
East Lothian Council	Homelessness@eastLothian.gov.uk Tel: 01620 827536
East Renfrewshire Council	housingallocationenquiries@eastrenfrewshire.gov.uk Tel: 0141 577 3001
Edinburgh City Council	HousingSOLO@edinburgh.gcsx.gov.uk Tel: 0131 529 5105
Falkirk Council	ATHhomeless@falkirk.gov.uk Tel: 01324 503600
Fife Council	rso.info@fife.gov.uk Tel: 03451 55 55 55 x 480411
Glasgow City Council	prisonct@glasgow.gov.uk Tel: 0141 770 2130
Highland Council	housingoptions@highland.gcsx.gov.uk Tel: 01349 886602
Inverclyde Council	homelessness.services@inverclyde.gov.uk Tel: 01475 558125
Midlothian Council	Homelessness.Enquiries@midlothian.gov.uk Tel: 0131 271 3397
Moray Council	Housing.options@moray.gov.uk Tel: 0300 1234566
North Ayrshire Council	Housing-info-advice@north-ayrshire.gov.uk Tel: 01294 314600
North Lanarkshire Council	GormleyA@northlan.gcsx.gov.uk Tel: xxx
Orkney Islands Council	lesley.mulraine@orkney.gov.uk

Local Authority	Housing Options Contacts
	Tel: 01856 873535 x 2174
Perth and Kinross Council	housingoptionsandsupport@pkc.gov.uk Tel: 01737 476000 or out of hours 0800 917 0708
Renfrewshire Council	prisonreferrals.hps@renfrewshire.gcsx.gov.uk Tel: 0141 618 5586/0141 618 5806
Scottish Borders Council	homelessnessservices@scotborders.gov.uk Tel: 01896 661385
Shetland Islands Council	ibray@shetland.gcsx.gov.uk Tel: 01595 744 378
South Ayrshire Council	housingoptionsteam@south-ayrshire.gov.uk Tel: 0300 123 0900
South Lanarkshire Council	hroenviroscanning@southlanarkshire.gcsx.gov.uk Tel: 0141 584 2716
Stirling Council	huttonl@stirling.gcsx.gov.uk Tel: 01786 237900
West Dunbartonshire Council	homeless@wdc.gcsx.gov.uk FAO Madeleine Russell Resettlement Officer Tel: 01389 776 951
West Lothian Council	customer.services@westlothian.gov.uk 01506 280000 Homeless duty officer 01506 281588

List of individuals and organisations consulted in the drafting of this document:

Access to Housing and Customer Strategy Manager, City of Edinburgh Council

Association of Local Authority Chief Housing Officers (ALACHO)

Barlinnie Throughcare Group

Chartered Institute of Housing

Consultant in Public Health, NHS Fife

Criminal Justice Voluntary Sector Forum

Edinburgh, Lothian and Borders Housing Options Hub

Focus Groups at HMP Polmont

Glasgow Homelessness Network

Glasgow and West of Scotland Forum of Housing Associations

Glasgow North East Locality Partners

Greater Glasgow Health and Social Care Partnership

Housing Support and Homelessness Manager, South Lanarkshire Council

Housing Strategy Officer, Dundee City Council

Improving Life Chances Group

Low Moss Housing Sub Group

Moderator, Church of Scotland

North Housing Options Hub

Organisational Lead, Human Rights, NHS Scotland

Housing Manager, Paisley Housing Association

Policy Officer, Highland Council

Positive Steps

Renfrewshire Homeless Partnership

Scotland's Housing Network

Scottish Federation of Housing Associations

Scottish Government Community Safety Team

Scottish Government Homelessness Team

Scottish Government Social Housing Charter and Regulation Manager

Senior Health Improvement Officer - Public Service Reform, NHS Health Scotland

Shelter Scotland

The Simon Community

South West Housing Options Hub

SPS Governors in Charge – HMP Edinburgh and Shotts

SPS Head of Health and Wellbeing

SPS Head of Offender Case Management

SPS Head of Offender Outcomes (including private prisons)

SPS Throughcare Support Officers

Tayside, Fife and Central Housing Options Hub

West of Scotland Housing Options Hub