



HM PRISON SERVICE  
WE THE STAFF OF WORMWOOD SCRUBS  
ARE COMMITTED TO RESPECT  
AND CARE FOR THE INDIVIDUAL.  
THROUGH OUR WORK WE SEEK  
TO PROTECT THE PUBLIC,  
OPPORTUNITIES FOR SELF DEVELOPMENT  
AND RETURN TO THE COMMUNITY  
BETTER ABLE TO LIVE WITHIN THE LAW.

THESE WILL  
BE  
NO  
PERSONAL  
IN A SHELTER

# St Mungo's Offender Services

From the criminal justice system  
to a crime free life

# A track record of success

St Mungo's Offender Services have a demonstrable track record in meeting offender housing, health and work needs.



## Preventing homelessness

- We advise around 3,000 prisoners across six London prisons on housing issues, and broker 1,500 housing solutions for them every year
- We work with around 600 probation clients each year in seven London boroughs, finding, and sustaining, settled accommodation. Less than 2% of our clients have been re-convicted of an offence
- We work successfully with prisoners from a range of backgrounds - including 160 BME female prisoners; 120 Muslim male prisoners, and over 300 family interventions.

Across St Mungo's, we support thousands of vulnerable people at risk of homelessness - from street beggars and former rough sleepers in their new homes, to ex-offenders with mental health problems. We also offer high support housing to nearly 400 men and women who could so easily end up sleeping rough, ensuring they have a safe and supportive place from which to go forward. Overall we provide 1,400 homeless people with supportive housing. 40% of homeless people are ex-offenders.



## Meeting complex health needs

- We support access to community primary care services for over 500 ex-offenders
- We work in partnership with other agencies to provide housing support to around 400 offenders with substance use needs
- We work in partnership with other agencies to provide housing support to around 200 offenders with mental health needs

Across St Mungo's, our clients have complex and overlapping health needs often excluding them from mainstream services. We strive hard to effectively reduce health inequalities by working in partnership with PCTs to bring access to healthcare services for thousands of homeless men and women in London.



## Getting into work

- We provide specialist training and employment interventions to over 150 offenders a year resulting in:
- 43 ex-offenders completing training programmes
- 38 ex-offenders achieving sustained paid employment

We deliver the largest programme of work and learning services for homeless people in Europe, and help on average 125 people into work every year. Our work and learning programmes also support ex-offenders to overcome the barriers that prevent them from getting a job.



## Profile of offender needs

- 40% of homeless people are ex-offenders
- 62% of prisoners re-offend within two years of release
- 70% of prisoners have mental health problems
- 80% of prisoners have substance use problems
- 67% of prisoners were not in work or training prior to custody

*St Mungo's works to prevent homelessness through a range of services that target our clients needs around housing, health and work. I am delighted that our Offender Services are going from strength to strength, as we have identified that our work in prisons and probation are one of the key ways that we can prevent homelessness.*

**Charles Fraser CBE, St Mungo's Chief Executive**

## Our approach to working with offenders

- **Integrated services:** Our varied individual offender schemes are integrated to produce added value, extended reach and stronger outcomes at each stage of the offender journey
- **Meeting complex needs:** Our offender schemes meet client needs, but do so while wrapping complementary services from other services around our intervention to deliver a more holistic support package
- **Strategic partnership working:** Our schemes have developed in line with NOMS, Regional and local strategic developments to be at the leading edge of best practice in offender provision
- **Continuity of support:** Recognising the often fractured and at times competing assessments and interventions that offenders routinely experience, we aim to provide a continuity of support that follows prisoners through the gate and into the community.

# Best practice interventions - at each step of the offender journey

Our experience of working with people with complex needs is that by facilitating access to a wide and integrated range of housing, health and work opportunities - and by empowering people to evaluate the choices open to them - we can facilitate recovery and change. We embed the skills needed to make lasting change to the offending lifestyle. And we do this at every step of the offender journey - from arrest to release.



## **a** Arrest

Our outreach services work with local police and community groups to assertively target offending behaviour on the streets of London. We also work with vulnerable adults with drug and/or mental health problems in police cells to facilitate support as an alternative to a custodial sentence.



*In Lambeth our Street Population Outreach Team found that 51% of contacts made were ex-offenders. 59 out of 162 contacts were found housing, substantially reducing their re-offending risk.*

## **b** Sentencing

We work with both remand prisoners and probation clients attending court hearings to advocate for our client's needs. We work closely with probation and prison officers to contribute to sentence planning often taking a lead on housing, health and work interventions.



*At HMP Feltham we support young offenders who have a high incidence of family breakdown, and may be facing their court hearing alone with substantial confusion and fear. Our support worker offers family mediation and/or court advocacy to influence appropriate sentencing.*

## **c** First night in prison

The first night in prison can be a harrowing experience for prisoners, even those returning to custody. We work in partnership with other agencies to ensure that their needs are assessed promptly and the right level of support is provided.



*At HMP Wormwood Scrubs we conduct Initial Screening and Referral of all new prisoners. We make referrals to a multitude of agencies who will work in partnership to address the complex needs of all new prisoners.*



In HMP Pentonville we delivered around 1,300 interventions last year consisting of: assessing housing and related needs; saving or relinquishing existing tenancies, (as appropriate); providing housing related information and advice; supporting prisoners with assessed education and employment needs; contributing to multi-agency interventions; developing actions plans around assessed housing needs; supporting the development of life-skills related to finance, debt and housing; beginning the brokerage of housing solutions.



Our Muslim Resettlement scheme at HMP Pentonville works with Muslim prisoners approaching discharge by linking them into a wide range of community agencies including faith networks. Our staff accompany prisoners upon release and provide ongoing support to understand the causes of the criminal behaviour; re-engage constructively with their families and communities, secure suitable accommodation and engage with probation, drug treatment and/or mental health agencies as required.

### **d** On the prison wing

We assess housing related needs, facilitate joint working, save existing tenancies, manage the constructive relinquishment of tenancies and resolve rent arrears and housing benefit problems. Our housing advice teams can also provide support around related areas of need, including health; employment and education; and family mediation.

### **e** Getting ready for release

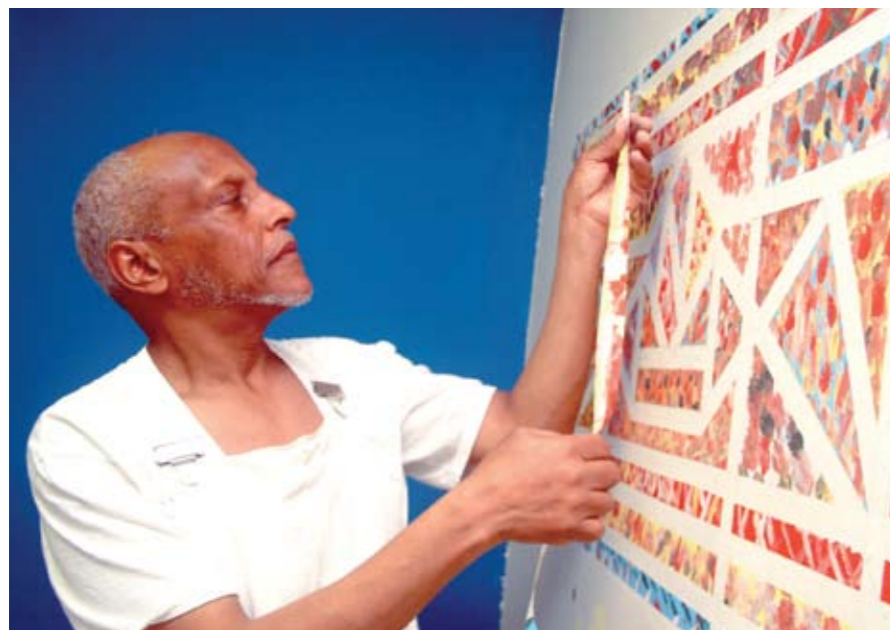
As prisoners prepare to return to the community we conduct pre-discharge assessments and formulate detailed action plans with them to aid a successful resettlement into the community. We identify housing, training and employment options and ensure that there is support in place for any additional needs such as healthcare.

### **f** Through the prison gate

The hours and days after release are critical to the success of resettlement. We offer support for prisoners through the prison gate and into the community.

### **g** In the community

We work with released prisoners supporting them into appropriate housing; helping them maintain accommodation; linking them into healthcare, training and employment opportunities and providing ongoing support. We enable people to make positive and lasting changes in their lives preventing them from returning to a life of crime on the streets.



Our Offender Learning project, (Exodus) in HMP's Wormwood Scrubs and Pentonville worked with around 230 prisoners to develop work and learning related goals and facilitating access to a range of education, training and employment opportunities in the community.



*We provide a range of supported housing options for ex-offenders with multiple needs*



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We are London's largest charity for homeless people and people whose complex needs mean they are at real risk of street homelessness. We provide over 100 accommodation and support services day in and day out.

We run **emergency** services – including street outreach and emergency shelter. We support homeless people in their **recovery** – opening the door to safe housing, health care and work. We help more homeless people into lasting new homes, training and employment than any other charity.

We also **prevent** homelessness through our complex needs housing and support teams for people at real risk.

By opening our doors, and our support services, we enable 1000s of homeless and vulnerable people to change their lives for good every year.

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**St Mungo's**   
Opening doors for London's homeless