

Willowdene's Probation Service Delivery

CRS	LOCATION	PRIME
Women's Service	West Mercia	Willowdene
PEW	West Mercia	Catch 22
ETE	Warwickshire & West Mercia	Maximus UK
DIRECT CONTRACT AWARD	LOCATION	PRIME
Women's Residential	National	Willowdene

Overview of CRS (Commissioned Rehabilitative services)

- Upon receipt of referral from the RMI, Willowdene will offer an initial appointment, which will be scheduled to take place within 10 working days.
- This appointment will provide an in depth assessment of need, based on the referral criteria and outcomes. The Person on Probation (PoP) will be informed of their next appointment (location, date, time etc.) and the outline of an action plan.
- The action plan will be submitted to the Probation Practitioner (PP) within five days of the appointment for sign off by the PP, (PPs have five days to accept or request amendments to the action plan)
- Willowdene staff will work with the PoP, providing group and one-to-one sessions, both in the community and at Willowdene to support them to meet the outcomes.
- Willowdene staff will be in regular contact with the PP through the RMI, and via the phone and through direct email.
- An End of Service Report will be completed and submitted on the RMI for the PP to review.
- Appointments which are part of sentence delivery will be enforceable.
- ETE and Wellbeing services will be available for male PoPs on a Community/suspended Sentence Order with a RAR, or on Licence/Post-Sentence Supervision.
- The Women's Service is available to all women subject to the same supervision.

CRS	COMPLEXITY (NUMBER OF SESSIONS)		
CATEGORY	LOW	MEDIUM	HIGH
Women	6	9	13
PEW	5	8	12
ETE	4	8	12

Willowdene will deliver initial assessments in either probation delivery units (PDUs) or regional offices and then use a combination of PDUs, regional offices, main Willowdene sites (transport provided by Willowdene) and community locations.

Willowdene has permanent office locations in Worcester and Hereford, and uses community locations in Kidderminster, Redditch, Shrewsbury, and Telford.



Working in partnership with:



Women’s service

A whole systems approach providing an holistic Service for women to address all relevant rehabilitative needs, by direct delivery of interventions, support and advocacy, and advice and guidance. All staff are female, trained in a trauma-informed approach, and provide a safe, women-only environment for the Service. An Accommodation and Social-Inclusion ‘mentoring’ service will be delivered pre-release.

Women are supported to achieve outcomes in relation to:

- Accommodation
- Employment
- Training & education
- Physical & mental wellbeing
- Substance misuse & recovery
- Finance, benefits & debt
- Family & relationships
- Lifestyle
- Social inclusion

Progress is tracked via an outcome star.

Personal Emotional Wellbeing (PEW)

Partnering with Catch 22, a social business, Willowdene provides frontline delivery for PEW. This is a multiple service delivery program, with four service categories...

- Social Inclusion
- Emotional Wellbeing
- Family and Significant Others
- Lifestyle and Associates

commissioned together, delivered as a fully-integrated and holistic single service. The programme, delivered at strategic locations across West Mercia as well as utilising the many facilities at Willowdene’s main site, provides participants with the right support to develop skills, build emotional resilience, improve relationships and parenting, develop pro-social outlets, improve self-worth, meet from prison and access community resources.

Education, Training & Employment (ETE)

As a partner of Maximus UK, Willowdene provides front-line delivery for ETE. This provision provides Probation Practitioners the opportunity to refer male PoPs with a ETE need towards four main outcomes:

- Obtain suitable training, education and employment
- Maintain suitable training, education and employment
- Demonstrate improvement in the skills and attitude which enable self-development and employment
- Overcome barriers to obtaining and maintaining suitable training, education and employment

Within the service a range of 18 different interventions are delivered, to individuals or small groups, to achieve the identified outcomes.

Women's Residential

Trauma-informed focused therapy is the foundation of residential programmes (alternative to custody, license condition or as part of a community based order) for women, which run for either seven or 12 weeks on a dedicated purpose-built site.

Women are supported to meet the aims of a personal Care and Recovery Plan, which targets all relevant needs, whilst participating in a positive and structured daily routine.

Qualifications are completed across 13 vocational areas, as well as individual sessions with a specialist Recovery Worker. Women are supported to access accommodation on discharge, as well as provided with suitable ongoing resettlement.



Willowdene Farm

Chorley, Bridgnorth, Shropshire, WV16 6PP

T: 01746 718658

E: info@willowdenefarm.org.uk

W: www.willowdenefarm.org.uk