



Ministry of  
**JUSTICE**

**St Mungo's**  
Ending homelessness  
Rebuilding lives

# London Housing Advice & Interventions Service

# St Mungo's Staffing



Service Manager:  
Ruth Legge

Team Leader Cluster 1 (HMP Thameside, HMP Isis, HMP Belmarsh):  
Clara Delmonte

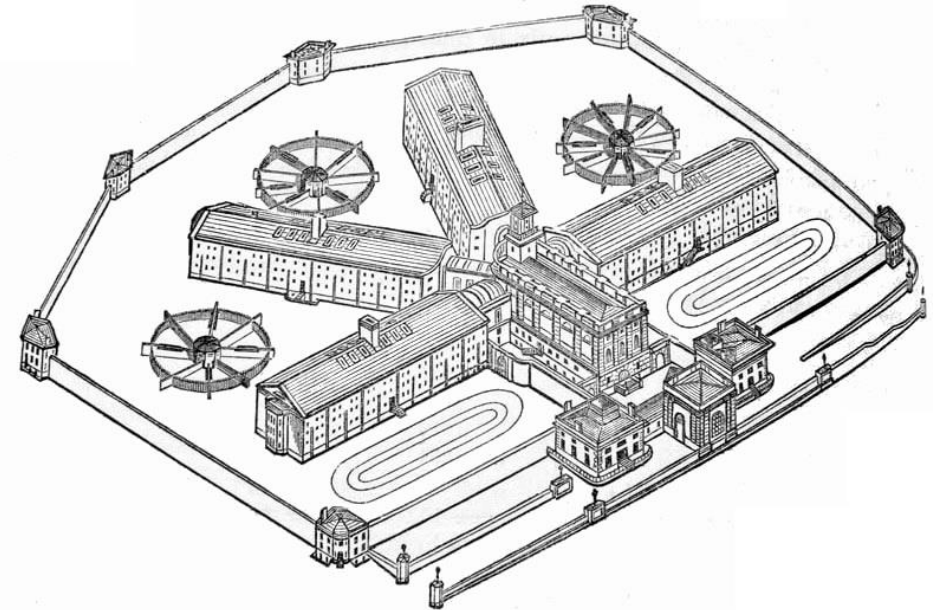
Team Leader Cluster 2 (HMP Wandsworth, HMP Feltham, HMP High  
Down):  
Andrea Ayuso-Morillo

Team Leader Cluster 3 (HMP Pentonville, HMP Scrubs, HMP Brixton):  
Ola Pedro

Team Leader Cluster 4 – Out of London Prisons  
Ahmed Patel

# Custody Team

- Delivery from 9 London Prisons including:
- Cluster 1:
  - HMP/YOI Isis (ISI)
  - HMP Thameside (TSI)
  - HMP Belmarsh (BAI)
- Cluster 2:
  - HMP Wandsworth (WWI)
  - HMP/YOI Feltham (FMI)
  - HMP High Down (HOI)
  - HMP High Point (HPI)
- Cluster 3:
  - HMP/YOI Pentonville (PVI)
  - HMP Wormwoods Scrubs WSI)
  - HMP Brixton (BXI)



# Delivery Requirements - custody

- On site delivery Monday to Friday 9am to 5pm
- The service is not available to ANY remand prisoners
- Only Sentenced Adult Men (including trans men) returning to London
- All activity and outcomes must be recorded on the Refer and Monitor System
- All outcomes monitored and audited by the MOJ

# SHP Staffing

Regional Services Manager:

Rebecca Stannett

Team Managers:

East Team – Georgia Nicholls

West Team – Rachel Obi

Housing Advice Workers



# Community Team

- SHP to deliver onsite delivery in 26 London

Probation offices:



Probation Delivery Units	Mandated Delivery Locations
Greenwich and Bexley	Bexleyheath
Lewisham and Bromley	Lewisham, Orpington & Bromley
Hackney and City	Hackney (Stoke Newington)
Camden and Islington	Clerkenwell, St Johns Street
Tower Hamlets	Tower Hamlets (Bethnal Green)
Newham	Stratford
Redbridge and Waltham Forest	Ilford and Leytonstone
Barking, Dagenham and Havering	Hornchurch
Southwark	Borough

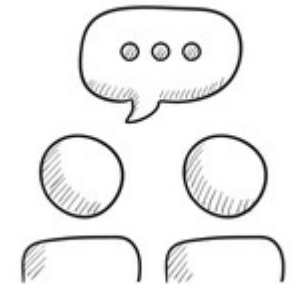
Probation Delivery Units	Mandated Delivery Locations
Lambeth	Stockwell
Hammersmith & Fulham, Kensington & Chelsea and Westminster	Shepherd's Bush
Kingston, Richmond and Hounslow	Hounslow and Richmond
Ealing and Hillingdon	Ealing and Uxbridge
Croydon	Croydon
Wandsworth, Merton and Sutton	Wimbledon and Wandsworth
Brent	Willesden
Harrow and Barnet	West Hendon
Enfield and Haringey	Tottenham x 2 and Enfield



# St Mungo's & SHP Delivery



- Housing options assessments
- Tenancy sustainment interventions
- Tenancy relinquishment for non-viable accommodation
- Floating support for up to 4 weeks for medium to high complexity service users
- Priority need assessments and applications support
- Pre tenancy training 1 to 1 in custody or remotely in community





# St Mungo's & SHP Delivery



- Referrals to appropriate accommodation on release or the in community for those who are NFA– including Hostels, supported housing, specialist housing and Rehab
- Support to access PRS for community service users on Probation
- Support to navigate the council housing and bidding system where appropriate
- Support to negotiate a return to the family home where Appropriate.
- **Handover meetings led by Team Leaders / Team Managers**





# St Mungo's Delivery

- In Addition St Mungo's will provide:
  - Housing Advice Line
  - Staging Post accommodation
  - HARP service

The logo for St Mungo's is located in the top right corner. It features the organization's name "St Mungo's" in a large, white, sans-serif font against an orange background. Below the name, the tagline "Ending homelessness Rebuilding lives" is written in a smaller, white, sans-serif font. The orange background is a rectangular block with a dark grey shadow effect on its bottom and right edges.

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# Advice line



St Mungo's  
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- Staffed by the specialist Housing Support Worker
- Dedicated advice line for offender managers.
- Mon-Fri- 9am-5pm
- Providing support to access services- community and custody
- Updates on referrals
- Providing emergency housing advice

## Staging Post Accommodation Service Delivery

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- 35 bed-spaces across 5 properties
- Low to medium risk male offenders
- Accommodation for up to 3 months in semi-independent setting.
- Targeted move-on support back to area of local connection
- Wellbeing and support planning
- Pre-tenancy training
- Client involvement activities
- Staff on site 9am-5pm Mon-Fri

**H** – Housing help, we help clients find accommodation or secure their current home

**A** – Advising clients on their entitlement, rights and housing options

**R** – Resettlement back into the community is key for ex-offenders, we help them with a smooth transition

**P** – Prevention is key, with all if the above in place, we try and prevent clients going back into custody

# Referral Criteria

- Service users will be informed of service through St Mungo's staff in Prisons and via their Probation officers. Everyone with a housing need identified, either with tenancy rescue issues or NFA upon release will be supported. Referrals will only be accepted if:
  - **25 and over**
  - **Complex needs with housing needs**
  - **NFA or Tenancy support required**
  - **Returning to a London Borough**
  - **Willing to engage with the HARP service**
  - **Single men (no families or children involved)**





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## What can services in Brent do to support people in prison or on probation facing homelessness?

- Encourage probation practitioners to make referrals to us
- Local Authority and housing providers to assess people pre-release – “gate fever”
- Understand that we are not accommodation providers

Any Questions?

# Thank you for your time



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For further information:

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**Rebecca Stannett**  
**Regional Services Manager –**  
**Pan London Offender Services (SHP) [rstannett@shp.org.uk](mailto:rstannett@shp.org.uk)**