Living user research deck for beta - MoJ CAS2
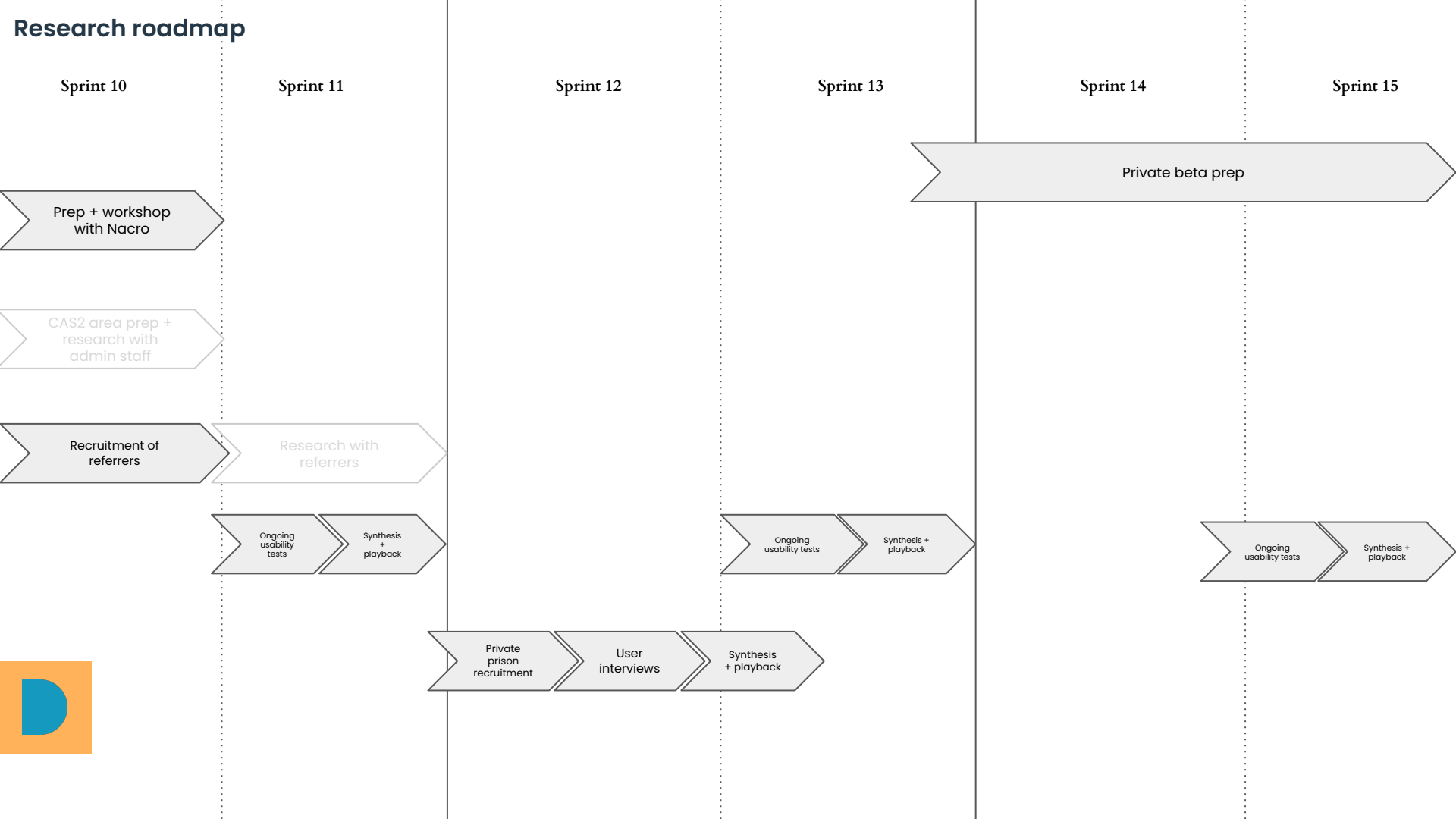
Kira Dhaliwal

July – Oct 2023

dxw.

Research roadmap

| Sprint 10 | Sprint 11 | Sprint 12 | Sprint 13 | Sprint 14 | Sprint 15 |

Private beta prep

Prep + workshop with Nacro

CAS2 area prep + research with admin staff

Recruitment of referrers

Research with referrers

Ongoing usability tests

Synthesis + playback

Ongoing usability tests

Synthesis + playback

Ongoing usability tests

Synthesis + playback

Private prison recruitment

User interviews

Synthesis + playback

User research plan

Research goals

- To understand what information Nacro actually need to make an assessment for a CAS2 placement
- To understand the difference between the CAS2 process in public and private prisons
- To learn more about how referrers collect current and historic offence information
- To learn more about the usefulness of the 'prison information' section
- To learn more about how CAS2 areas are selected for an applicant
- To validate more designs for different sections of the form
- To validate designs from the perspective of users with access needs

Research participants

Because our research goals are wide, we need to speak to a range of people including:

- Nacro assessors and managers
- Referrers (POMs, POM Admins, HDC Clerks, Case Admins)
- Referrers working in private prisons

From speaking to these people with different research activities, we should be able to answer our questions

Research activities

Goal: To understand what information Nacro actually need to make an assessment for a CAS2 placement

We have previously discussed Health, Risk to self and RoSH questions with Nacro; however, we still need to understand the need for the information from the other questions in the form.

We will conduct a workshop with Nacro to openly discuss the need for information in each section of the form.

Research activities

Goal: To understand the difference between the CAS2 process in public and private prisons

We will conduct **user interviews and journey mapping sessions** with people who work in private prisons to understand how the CAS2 process differs.

Ideally we need to speak to 5 people from different prisons.

Research activities

Goals:

➢ *To learn more about how referrers collect current and historic offence information*
➢ *To learn more about the usefulness of the 'prison information' section*

Before we can design pages, we need to learn how referrers currently answer these questions on the paper form. The current and historical offence information is a large part of the form yet we don't know much about it.

We previously tested with the prison information page but we received mixed feedback, we need further clarification from referrers (and Nacro) about how this is currently done.

We will conduct an **observation session with referrers** to see how they currently fill in this information into the paper form.

Research activities

Goal: To learn more about how CAS2 areas are selected for an applicant

We need to further understand how this part of the process works. We previously asked about the journey however we need to know which specific details of how this works so we can design a page.

We need to ask through email HDC Clerks, Case Admins and POMs about the finer details of this part of the process.

Research activities

Goal: To validate more designs for different sections of the form

The design team will be working on iterations for parts of the form. We will test this prototype with referrers.

Rather than testing a prototype end to end, we will concentrate on question sections of the form, so that referrers can give us focused feedback on the questions themselves and process rather than usability.

Research activities

Goal: To validate designs from the perspective of users with access needs

We have only tested with a small number of users with access needs and continue to recruit people. However, we need to test with a wider range of access needs as it can be limited when testing with real people.

We will conduct cognitive walkthroughs with different user personas with access needs. This is so we can test a wider range of access needs.

Research goals

- To understand how Nacro operate support lines
- To understand how Nacro and HMPPS communicate about CAS-2 referrals
  - What do referrers phone/email Nacro about?
  - How do Nacro measure volumes of these calls?
- To understand Nacro's knowledge base
  - What does the team use to help answer questions?

Findings and insights

How do prison staff capture CAS-2 area preferences?

CAS2 area check can happen in two ways. Admin staff at the beginning of the process when they are confirming with the applicant that they would like to go ahead with CAS2 or with the POM at the interview stage when they are gathering other information at the same time. This process will depend prison to prison. [Here is a map explaining the process](#).

With admin staff – 12 weeks before an applicant is released on HDC, they are sent a 'HDC form' to complete. If someone needs accommodation when they are released on HDC, a case admin or HDC clerk will first check with a COM to see which areas are suitable for the applicant to live in, then they will send the applicant [a form with areas Nacro provide accommodation in](#). There is no standard form admin staff send to the applicants, each prison has mocked up their own to send to people, for an easier way to capture this information. Once an applicant has selected their areas, it is checked again by the COM.

With POMs – Once the applicant has consented to continue the CAS2 process, the POM will fill in information into the referral form. The POM will also interview the applicant, this is when the preferred areas are captured. They don't always use a 'list' of places, they just capture areas the applicant wants to go so Nacro can find the closest place possible. Usually the POM will suggest some places which would be suitable for an applicant. For example, where someone has connections (new job, family and friends); someone's last known address; where someone can visit their probation officer; or places where the COM has suggested when making their pre-checks on areas. Only occasionally will applicants want to go to a different area to where is suggested, so a COM will need to do further checks on this new area suggested and request a transfer for a new probation officer in the area.

What does Nacro need to make an informed decision about a referral?

We ran our workshop with Nacro to go through each part of the form and get rationale for the information being provided. Our main findings were that most of the information gathered is to either assess the applicant's risk or to build a picture to see which accommodation is the most suitable for the person. Most information gathered is relevant for assessing an applicant for CAS2.

Other information like offence information was to understand how to protect the applicant and any victims. And information about funding and IDs is to support the applicant when they come into the accommodation, so the applicant can claim benefits to pay for the rent.

Here is a link to the miro board to see more detail

Are private prisons run differently to public prisons?

We spoke to a private prison referrer and asked about the different roles in the prison. Case admins are in a supportive role and POMs take responsibility for filling in the referral form, just like in public prisons.

We also took them through our journey map and they confirmed that this is the same process in private prisons as well.

The process will always be slightly different prison to prison but there are no substantial differences.

How do Nacro operate their support lines?

We contacted two referral managers via email about these [questions](#) we had around Nacro's support lines.

To summarise, referrers contact Nacro via phone or email and Nacro log this onto OpenHousing. They contact Nacro for a number of reasons including: discussing eligibility, appeals, responding to information requests and seeing property availability. Nacro assessors answer phone calls from the referral hub (during working hours) and answer their questions from their experience or ask assistance from managers if they are unable to answer a question.

Usability testing - round 1

Area section

When asking participants what local connection means, most could explain what it meant. If they couldn't, they saw the reasons on the area selection boxes and understood what it was. Because we have the reasons, we don't need this content. Also, all participants skipped over this content and did not click the link.

All participants agreed that having only CAS2 properties listed rather than all town and cities is better because referrers will be able to see which properties CAS2 has and suggest areas to the applicant. We should be specific with:
Property locations (so referrers know where they are in the country, maybe including town, city, county)
If it's a male/female property (so referrers can choose the correct options depending on the applicant)

This may mean that having a dropdown selection will be better as referrers need to see all the properties available with CAS2. When we asked participants about the two different options, there was an even split.

We should also have another question about area if an applicant ideally wanted to live somewhere else. This is to capture data around potential areas where Nacro could have properties. Nacro has said this would be useful to collect.

GOV.UK — Short-Term Accommodation (CAS-2)

< Back

Which CAS-2 areas does Terry Midhurst want to request?

An applicant can request an area because they have a local connection or it is close to their approved probation office.

Accommodation staff will use this information to help match applicants to the most suitable available area.

▼ What is a local connection means

An applicant has a local connection if:
- the applicant lived in the area in the 6 out of the 12 months before prison
- the applicant lived in the area in the 3 out of the last 5 years
- the applicant's immediate family (parents, children or siblings) have lived in the area for at least 5 years
- the applicant has secured full or part-time work in the area
- the applicant has a special reason to live in the area. For example, to receive specialist healthcare

! CAS-2 areas can be excluded by offences, orders or the applicant's Community Offender Manager (COM).

First requested area

Search for a town or city

Reason
Select one option.
- Terry lived in the area in the 6 out of the 12 months before prison
- Terry lived in the area in the area in the 3 out of the last 5 years
- Terry's parents, children or siblings have lived in the area for at least 5 years
- Terry has a special reason to live in the area. For example, to receive specialist healthcare
- The area is close to Terry's allocated probation office
- Terry has different reason to live there

Second requested area

Select a town or city

Reason
Select one option.
- Terry lived in the area in the 6 out of the 12 months before prison
- Terry lived in the area in the area in the 3 out of the last 5 years
- Terry's parents, children or siblings have lived in the area for at least 5 years
- Terry has a special reason to live in the area. For example, to receive specialist healthcare
- The area is close to Terry's allocated probation office
- Terry has different reason to live there

Save and continue   Back to tasklist

Most participants skipped over this content. One participant mentioned that POMs would need to think about exclusion zones and restraining orders when filling this page, but did not notice this content.

We need to add the reason '[Name] has secured full or part-time work in the area' to match the content above.

A participant asked if we should include friends in the family reason option.

A participant mentioned that they would want to add more information if the reason selected was about healthcare needs. Does Nacro need to know about this or is it captured in the health needs section?

Although we listed all the reasons for someone having a local connection, participants found this 'other' category useful. The reasons they mentioned that could be in this category were: Someone wanting a fresh start (and away from people they know), knowing the area or they visited the area and liked it.

We need to find out if this is useful information for Nacro to know. Is it valuable for them to know the reason for an area selected?

Health section

A participant mentioned that they also contact the 'Adult Social Care' team when answering questions about living needs.

All participants agreed that having these questions available to copy and paste into emails was a great idea and would save them time. They were able to intuitively understand this concept and click the button to copy the text.

"That's really good to be able to copy and paste that" – *P1, Prison Offender Manager*

We will need to do some work on which questions go to which teams. E.g. The last three questions in 'Physical heath' would go to the Adult Social Care team rather than the Healthcare team.

Content within screenshot:

GOV.UK — Short-Term Accommodation (CAS-2)

BETA This is a new service – your feedback will help us to improve it.

‹ Back

Risks and needs for Terry Midhurst
Request health information

To complete this section, you'll need to enter health information about the applicant.

Typically, this **could** involve speaking to the following people:

- Healthcare team
- Substance/Drugs team
- Substance mis-use agency
- Mental Health team
- Nelson Trust

Getting in touch

We strongly suggest you get in touch with the relevant health teams and officers now.

Select the following links to get supporting text that you can copy into emails or use as a script, to save yourself time.

▼ Introduce yourself to a team/officer

Hello,

My name is {Name}, a {Role} working at the {Location}.

I am currently supporting {Applicant name} with an application for Short-Term Accommodation (CAS-2) and require some healthcare information that you can help me with.

{Applicant} has given their consent for me to reach out to you on {Consent obtained date}. Please let me know if you need to see evidence of this consent before sharing information with me.

If possible, it would be much appreciated if you could respond back with the following details:

[Copy text]

▼ Ask questions about the applicant's health

1. Do they have any physical health needs? Please describe them and the level of severity.
2. Are they currently receiving any medical treatment for their physical health needs? If so, please describe it.
3. Are they currently taking any medication for their physical health needs? If so, please provide details.
4. Can they climb stairs?
5. Can they live independently?
6. What support is required?

[Copy text]

▼ Ask questions about drug and alcohol needs

The applicant has indicated that they are engaged with support for a drug or alcohol need.

1. What substance(s) did/do they take?
2. How often do they take it, by what method, and how much?
3. Are they engaged with a drug and alcohol service? Please name it.
4. Are they prescribed a substitute medication for their substance? Please name it.

[Copy text]

[Continue]

Clear data

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Health section

Should these sections be re-organised to match which teams they are sent to?

We learned that:
Brain injury, other health and physical health questions are sent to the healthcare team

Some questions in physical health are sent to the adult social care team

Learning difficulties and neurodiversity questions are sent to the neurodiversity lead

Mental health questions are sent to mental health team

Substance misuse questions are sent to the substance misuse team

To the participants we spoke with, the questions made sense in these categories. We should organise the questions to be sent on the guidance page rather than re-organising sections.

BETA This is a new service – your feedback will help us to improve it.

‹ Back

Risks and needs for Terry Midhurst
Health needs

Substance misuse
Physical health
Mental health
Communication needs
Learning difficulties and Neurodiversity
Brain injury
Other health

Substance misuse

What substances do they take?
Please describe their recent history of substance misuse.

How often do they take these substances, by what method, and how much?

Are they engaged with a drug and alcohol service? Please name it.

Are they prescribed a substitute medication for their misused substance? Please name it.

Save and continue   Back to tasklist

All of the questions made sense to the participants. However, some seemed confused as they said they would not know how to answer them as they are not health professionals.

We should make it more clear to them that this section is about gathering information from different teams rather than getting their perspective of the questions.

A few participants were confused at first when looking at the substance misuse section. They were asking questions like:

"Do I include general medications here?"

"What counts as substance misuse?"

"Is this when they were out of prison or whilst in custody?"

We could add more guidance around why we are asking for this information and what the sections mean exactly.

Health section

All of the participants agreed that this design was better. This is because they could click no instead of writing 'not applicable' in the answer boxes. They also said it was easier and less overwhelming to look at, so they were able to scan all of the questions.

Status design

All of the participants agreed that this design was better. This is because they found it more clear, it was also more important to understand which sections had not been completed rather than which ones that had been started.

There was also a suggestion to also show which sections had been complete. The user's mental model shows that it is important to see what is complete and what isn't. So these statuses would be helpful and users would be satisfied once a section was completed.

A few participants mentioned that being able to track an application would be useful

In this round of research, we spoke to POMs, a CA and a OMU manager. The CA and OMU manager sit outside of the main process and support with applications rather than completing them.

So they said it would benefit them if they were able to track the status of an application rather than chasing Nacro for a response. They said it sometimes takes weeks to find out the result. We should set their expectations on the service with how long this usually takes and provide a status update.

Some participants mentioned a collaboration feature without prompt

When participants looked at the health needs section, they mentioned that it might be useful if those relevant teams were able to access the service and answer the questions themselves rather than the POM contacting them and copying the answers across from their emails.

We were not testing the collaboration feature in this round. But it does show that this feature may be useful in the future if healthcare teams were able to access the service and complete their part, not just internal HMPPS staff members.

Some participants asked how they would be able to access the service

Several participants asked how they would be able to access the service once it's live. They said it would be good to access it through the DPS service.

"It looks very similar to the other services on there. It would be good to have it there" – *P1, Prison Offender Manager*

How did participants answer the question: "What would you change about the CAS-2 process?"

Changing how spent and unspent convictions were collected. "It is a laborious process trying to separate this" – *P1, Prison Offender Manager*

Seeing the status of an application. "It would be useful to see this on the service rather than chasing Nacro, it can be hard to chase them for an answer, they only respond when there's an offer or when they need more information" – *P6, Case Administrator*

Changing the format of the form. "It's more about how the form works rather than process. Sometimes the PDF doesn't save, tick the right boxes or format correctly. I spent more time doing that than actually filling it in. It's quite irritating" – *P3, Prison Offender Manager*

Usability testing - round 2

Offence history page

At first, participants questioned where the offences came from but usually asked "Are these manually inputted or from a system?" They understood that they were manually inputted once they saw the 'add previous offence' button. Most found that this page was clear and they could easily add previous offences. Although they would have preferred an automated import of information, participants still found this more clear and easier to add to rather than the paper form.

More of the discussion was about calculating spent and unspent convictions, as this is the laborious part of the process.

"It can take me up to 30 minutes to calculate these" – P1, Prison Offender Manager

"This is one of the worst parts of the form" – P3, Prison Offender Manager (speaking about the paper referral form)

Offence history for Terry Midhurst

Something here explaining to list the applicant's previous offences, where they are both serious and unspent.

Add a previous offence

Sort by: Most recent

STALKING OR HARASSMENT   Change Remove

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STALKING OR HARASSMENT   Change Remove

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Sentencing date: 12 April 2023 **Sentence length:** 6 months

VIOLENCE   Change Remove

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DOMESTIC ABUSE   Change Remove

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Sentencing date: 12 April 2023 **Sentence length:** 6 months

HATE CRIME   Change Remove

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Sentencing date: 12 April 2023 **Sentence length:** 6 months

WEAPONS OR FIREARMS   Change Remove

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Sentencing date: 12 April 2023 **Sentence length:** 6 months

Add a previous offence

Save and continue   Back to tasklist

One participant asked whether we even needed to include the offence details part. Another participant asked what needed to be included in the offence details. **We should ask Nacro what is actually needed in this part so POMs can write the correct information to be included.** We would need to state this to POMs through hint text guidance.

Participants found the colour coded offences useful as they were able to easily identify the different types. This also helps them when they need to describe a pattern of behaviour in the descriptions or when filling out different parts of the form.

One participant mentioned that they 'group' offences together and put them on the paper form. She also asked whether she could do that on here. **Grouping offences would make sense as Nacro are looking for a pattern of behaviour rather than when offences happened.** This would also be easier for referrers as they could look on the Pre-cons (which groups them already) and copy it from there. This would also cut down the time to input the offences.

Offence history page - design variations

2 participants preferred this design as sometimes the offence details can be long, so if they were hidden it would be easier to scan the page.

However, they liked the information about sentencing date and length being at the top from this design.

Confirm consent page

All participants understood and liked this page. They found it clear and read through all the content and knew what was needed from them. They also pointed out that gaining verbal consent was a better approach and would cut out a lot of work for them.

Participants understood that this content was aimed at 'Terry' so that he understands what he is consenting to. All participants agreed that this was the 'right amount' of content to include.

Confirm Terry Midhurst's consent to apply for Short-Term Accommodation (CAS-2)

You need verbal consent from Terry Midhurst to send an application for Short-Term Accommodation (CAS-2) on their behalf.

Check that Terry Midhurst understands:

- that CAS-2 provides short-term housing and weekly support

- they are responsible for paying for CAS-2 accommodation and support

- what will be in the application form, including legal and confidential information about address history, offences, risks to themselves and others and health needs

- their health needs will be collected from relevant sources, such as the prison drug and alcohol provider, mental health in-reach team and healthcare team

- their information will be used to assess their suitability and ensure their safety

- they must leave the CAS-2 accommodation at the end of their HDC licence period, and find accommodation to move on to with their support worker's help

Has Terry Midhurst given their consent to apply for CAS-2?

○ Yes, Terry Midhurst has given their consent

○ No, Terry Midhurst has not given their consent

Save and continue   Back to tasklist

Participants intuitively answered the question. They said in their experience that not many people have refused consent as it stops the application, and the applicants usually understand that. Participants also explained that applicants usually sign without asking many questions anyway, so a lot of guidance is not needed.

Applicant interview checklist

All participants understood the purpose of this page. Currently, POMs either print off the entire form and collect the information needed from the applicant or they note down what is needed. This checklist allows them to print out this one page and collect the information they need. And most participants said they would use this.

HM Prison & Probation Service

Applicant interview checklist for Short-Term Accommodation (CAS-2)

Use this checklist to get answers from the applicant for their CAS-2 application.

Applicant's full name

Date of interview

Day   Month   Year

Once completed, add the applicant's answers to their application.

You do not need to include this checklist in the application. The checklist is for your reference only.

Checklist

- ☐ Get **verbal consent** for Short-Term Accommodation (CAS-2) application
- ☐ Ask **equality and diversity** questions or opt out
  - ☐ Ask **disability** questions (optional)
  - ☐ Ask **sex and gender identity** questions (optional)
  - ☐ Ask **sexual orientation** question (optional)
  - ☐ Ask **ethnic group** questions (optional)
  - ☐ Ask **religion** question (optional)
  - ☐ Ask **military service** question (optional)
  - ☐ Ask **care leaver** question (optional)
  - ☐ Ask **parental and carer responsibility** question (optional)
  - ☐ Ask **marital or civil partnership** status question (optional)
- ☐ Ask how the applicant will fund their CAS-2 placement
- ☐ Ask for the applicant's **NI number**
- ☐ Ask which **ID documents** the applicant has
- ☐ Ask for the applicant's **previous address** before entering custody
  - ☐ Or ask how long the applicant had **no fixed address**
- ☐ Confirm applicant's **requested towns or cities** for placement
- ☐ Ask if the applicant will have a **phone or smartphone**?
- ☐ If the applicant is female, ask if they have a **gender preference for their support worker**?

Participants said they wouldn't ask the questions in this order. They said an order like this would make more sense:
- Verbal consent
- NI number, ID docs, funding
- Previous address and preferred area
- Phone
- Gender of support worker
- Equality and diversity

A participant mentioned that sometimes health information is gathered from the applicant, **should we include this on this checklist?**

Another participant mentioned that not all information on this list needs to be gathered from the applicant. **Should we remove the tasks which can be gathered from systems?**

We need more guidance as this process is complicated for POMs to understand

There has never been guidance for filling out a CAS2 referral form, which could be one of the reasons for referral tennis and collecting incorrect information. In our service, we want users to intuitively fill out the form but they need to know which information to provide.

We need to tell users about:

- How to fill in the information around offending history – which offences need to be included, how far back the history needs to go, describing/including a 'pattern of behaviour', what information needs to be captured in 'offence details', if they need to include spent convictions which may make them high risk for shared accommodation services.
- How to calculate spent and unspent convictions – we also need to reiterate why this is important and illegal to disclose spent convictions
- How much they are allowed to disclose to Nacro assessors – what is necessary and what is illegal to share about someone?

A participant shared a tool they use to calculate spent and unspent convictions

We have previously learned that one of the most exhausting jobs for POMs when filling out the referral form is calculating the spent and unspent convictions. This is because it is a different calculation for different types of convictions and applicants can have a long list of previous offences.

To help tackle one of these problems, we can use this tool to help other POMs with calculations.

Participants use the Nacro weekly email to help applicants get into accommodation

When we asked participants about how they collect the area preference from the applicant, they said they sometimes suggest accommodation with spaces. Nacro send out a weekly email with accommodation with spaces so POMs can fill those spaces and avoid applicants staying in prison.

"I believe it's more important to get people in spaces rather than them having a local connection" – *P3, Prison Offender Manager*

Nacro weekly email

Information from the top of the email

Nacro CAS-2 Accommodation

East Midlands	East of England
Greater Manchester	Kent, Surrey & Sussex
London	North East
North West	South Central
South West	Wales
West Midlands	Yorkshire and Humberside

** CAS2 have accommodation in most major towns and cities across England and Wales. Applications should be made by referrers at the earliest opportunity for those eligible for HDC or Bail (Court Bail/Prison Remands). Specific address offers for eligible/suitable accommodation offers will be made no earlier than; **

- *7 days prior to the earliest release date for HDC*
- *On the Day for Court Bail applications*
- *As required for Prison Bail/Remand Hearing applications (although held for no longer than 7 days prior)*

** Availability of bedspaces in each town/city changes hourly/daily so please still make a referral! If you are unsure of any aspect of the referral criteria or process, please give us a call on '0300 555 0264' (select option 1) or email referrals@nacrocas2.org.uk where one of the referral team will be happy to assist and advise **

** For 'On the Day' Court Bail Applications please make direct contact with Nacro CAS-2 to discuss our 'live' availability on '0300 555 0264' (select option 1) or email referrals@nacrocas2.org.uk **

** Please scroll down further for additional information, below the CAS2 stock list **

East Midlands

Area	Female Bedspaces	Male Bedspaces
Derby	3	8
Leicester	2	9
Nottingham	3	7
Shirebrook	0	2

Stock list – each county has a listing with available accommodations for that week

Some POMs collect information from offenders during induction

All prisoners have an induction when they enter prison. The session includes time to ask questions, learning about prison rules and guidelines and meeting your Prison Offender Manager. In this time, some POMs will collect basic information about the person to be used when doing things on their behalf, like the CAS2 referral form. Some POMs will also collect a signature for their consent about sharing health information.

This also means that some POMs don't conduct interviews with applicants when completing the referral form as they already have the information that they need.

All participants said that if they were not sure if a conviction was spent or unspent, they would disclose it

When speaking to the POMs about calculating spent and unspent convictions, they all agreed it was complex and took a lot of time. Most also agreed that if they were not sure about whether a conviction was spent or unspent, they would put it into the form anyway, just in case. POMs are not aware that it is illegal for them to disclose this information to Nacro, and that is also has implications for Nacro, the applicant and themselves.

"If I'm not sure about it [whether a conviction is spent], I would just put it in anyway, just to cover my back" – *P4, Prison Offender Manager*

Usability testing - round 3

Exclusion zone page

All participants understood this question and they were able to provide the answers needed, they also knew why they would have to provide sensitive information to Nacro. One participant mentioned that 'other reason' is a good catch-all as sometimes exclusion zones can be for other reasons that are not listed here.

All participants mentioned that this question is not needed as exclusion zones don't work like this. Offenders only need to stay out of the exclusion zone and don't need to keep a certain distance away from it.

We asked participants about whether exclusion zones have end dates. Some do (like restraining orders) and some don't. Sometimes it's not provided or it's not necessary. In this case, the SED (Sentence End Date) would be the indicator for the end of the exclusion zone.

All participants agreed that it can be difficult to define an exclusion zone as either a town or city or address. Depending on the offender, the exclusion zone can be small enough to be defined as an address and sometimes large enough to be a whole town or city. However, most of the time it is an area. This is an example of an exclusion zone. **We need to think about how we get referrers to give accurate enough information about someone's exclusion zone – is it possible to upload the image of the exclusion zone instead?**
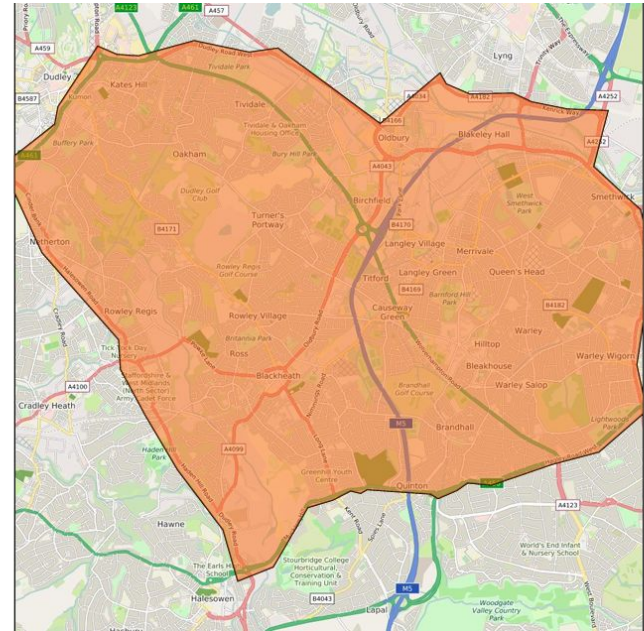
Applicant information section

When asking participants about what this section should be called they said: 'Other information' and 'Personal information'. It was difficult to name the section as the questions are varied.

BETA This is a new service – your feedback will help us to improve it.

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Does Angela Midhurst have a working mobile phone?

- ⊙ Yes

  What is their mobile number?

  [   ]

  Is their mobile a smart phone?

  ○ Yes   ○ No

  ▶ What is a smart phone?

- ○ No

  or

- ○ I don't know

Save and continue

All participants said that this question made sense. But we need to make a few changes to it:
- We need to have an option for Yes – they have a phone but they don't know the number
- We need to reword the question so it's clear that we're asking about a phone that is at reception, not in the person's cell

Non-standard licence conditions page

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Does Terry Midhurst have any non-standard licence conditions?

⦿ Yes

Describe the conditions

These are usually recorded in the HDC Address Checks form (HDC form 6).

○ No

Save and complete   Back to tasklist

When asking participants about the hint text, they said they would not usually get the non-standard licence conditions from the HDC Address Checks form. It would either be from the COM (via the Case admin) or from the 'Part C'. Some participants also mentioned that they don't always have the non-standard licence conditions at this point in the process, they would receive this information once the applicant is placed into accommodation. **It might be helpful to users if we added a 'Don't know' option.**

"We don't know this information at this point. I always write 'unknown at this time' on the paper form" – *P2, Prison Offender Manager*

Risk management arrangement page

Previously when we tested this question, all of our participants were confused. They said "I wouldn't know how to answer this". However, we tested this new design with participants and they understood the question and where to get information from.

This content helped participants understand that this information comes from the COM or from the Risk Management plan.

GOV.UK — Short-Term Accommodation (CAS-2)

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Risk management arrangements for Terry Midhurst

View Terry Midhurst's RoSH summary

- Risk to others
- Risk factors
- Reducing risk
- **Risk management arrangements**
- Cell share information
- Behaviour notes
- Additional risk information

You should check with Terry Midhurst's Community Probation Practitioner (CPP) for up-to-date risk management arrangements.

You can also check the 'Risk Management Plan' section in OASys.

Is Terry Midhurst subject to any of these multi-agency risk management arrangements upon release?

Select all that apply

☐ Multi-Agency Public Protection Arrangements (MAPPA)

☐ Multi-Agency Risk Assessment Conference (MARAC)

☐ Integrated Offender Management (IOM)

or

☐ No, Terry Midhurst does not have risk management arrangements

Save and continue   Back to tasklist

Applicant interview checklist page

Most participants agreed that having both formats of the checklist are useful as they can conduct interviews over the phone or in person with their laptops. Or they can print it off to conduct interviews.

"I think it's helpful, it would help us save time" – *P4, Prison Offender Manager*

"I can imagine regretting not using it" – *P4, Prison Offender Manager*

"This is useful to have because you can ring for one thing and then forget that you need to ask them for other things" – *P1, Prison Offender Manager*

However, one participant did have negative feedback, but it was more about the task at hand rather than the design. This participant is under a lot of pressure and only does what is absolutely necessary. They usually gather information from systems rather than the applicant.

"I've gotten away with not filling in the NI number so far" – *P2, Prison Offender Manager*

"I wouldn't even touch the diversity part of the form" – *P2, Prison Offender Manager*

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Check information needed from Terry Midhurst

Use this checklist to get answers from Terry Midhurst for their CAS-2 application.

> You do not need to include this checklist in the application. The checklist is for your reference only.

Download printable checklist

Checklist

- ☐ Get verbal consent for Short-Term Accommodation (CAS-2) application
- ☐ Ask for the applicant's NI number
- ☐ Ask which ID documents the applicant has
- ☐ Ask how the applicant will fund their CAS-2 placement
- ☐ Ask for the applicant's previous address before entering custody
- ☐ Or ask how long the applicant had no fixed address
- ☐ Confirm applicant's requested towns or cities for placement
- ☐ Ask if the applicant will have a phone or smartphone?
- ☐ If the applicant is female, ask if they have a gender preference for their support worker?

Diversity survey (optional)

- ☐ Ask disability questions
- ☐ Ask sex and gender identity questions
- ☐ Ask sexual orientation question
- ☐ Ask ethnic group questions
- ☐ Ask religion question
- ☐ Ask military service question
- ☐ Ask care leaver question
- ☐ Ask parental and carer responsibility
- ☐ Ask marital or civil partnership status question

Save and continue   Back to tasklist

Although participants said that they would be able to ask the diversity questions without actually seeing them, we should make these more specific about what we're asking. This is sensitive information and we want POMs to ask these questions in the right way. One participant did say that they would not be comfortable asking these questions anyway.

Another participant went through the checklist and said they wouldn't know about what specific detail we would be asking for with the 'care leaver' and 'parental and carer responsibility' questions.

We should change these to questions so POMs are collecting the correct information and asking the questions in a sensitive way.

Behaviour notes page

All participants mentioned that they would include adjudications in this section. However, we know that HMPPS do not want to share this information now, **so we need to make it clear that POMs should not be including adjudications in this section.**

Before looking at this page, participants could clearly explain what a behaviour note was. A few mentioned that it could either positive or negative.

However, they saw behaviour notes and P-Nomis alerts as separate things.

"I don't think it would be linked to a Nomis alert most of the time" – *P2, Prison Offender Manager*

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Add a behaviour note for Terry Midhurst

Behaviour notes can be prison notes, or P-Nomis alerts.

Important notes to include could be:

- issues with working or being managed by a specific gender of staff
- inappropriate comments or lewd touching
- any enhanced level incentives the applicant has
- protective factors, such as positive relationships, employment and goals

▶ What protective factors are

Is the behaviour note related to a P-Nomis alert?

◯ Yes

◯ No

Describe the behaviour

[text box]

Save and add another

Save and add behaviour note   Cancel

Clear data

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Most participants found this content misleading. They thought that they only had to include behaviour notes that fit into those categories rather than reading them as examples of behaviour notes to include. **Perhaps we could state more examples or explicitly say these are examples and there are more that you could include.**

In this content, **we don't mention a timeframe or about how much information they need to include. We should be more explicit about this.**

Participants were confused about this line asking what it meant. We need to change this to say something around IEP, as users would understand what this means and they could clearly state what an applicant's IEP level is.

Some participants said that they would put all the behaviour notes in this box as applicants can have hundreds of them. **Can we make it easier for POMs to enter lots of behaviour notes?**

"I think it would be quite time consuming [to add each one manually]" – *P2, Prison Offender Manager*

When Nacro follow up for information, they should involve the COM in the emails

When speaking to POMs about referral tennis, they spoke about their frustrations including, how Nacro ask for historical information they would not have knowledge of, location of victims and further information that only the COM would know.

This is why the COM should be more involved in the process as this would save time for the POM and the Nacro assessor.

"It's a bit of a chore and a nightmare" – *P2, Prison Offender Manager*

POMs are aware of what CPPs are, but commonly use the term COMs instead

We tested some pages that said CPP instead of COM, as this is the new name for their role. We wanted to know if POMs knew this. All participants did, but they commonly use COM instead. **So we need to decide whether to use the new name or use what language the POMs use.**

"I've never heard of CPP, but I know it's a COM. It's the same thing" – *P2, Prison Offender Manager*

"They're a COM, and we're a POM" – *P2, Prison Offender Manager*

Some POMs are hesitant about the area preference section not stating where CAS-2 properties are located

We have previously tested the area preference section, showing participant a list or search function of all towns and cities. Unprompted, POMs mentioned that it would be helpful to have a list of CAS-2 properties so they can recommend areas for applicants to be placed in. They also mentioned that this would be helpful for newer POMs.

When testing the area preference section again showing all towns or cities, some POMs did mention this. However, POMs did also mention the weekly email Nacro send which shows availability for properties. This helps POMs recommend places to applicants so they have a better chance of being placed. **So having a generic list is a suitable option for the design as POMs have this knowledge about their local area placements and other areas from the Nacro email.**

User personas

Our users	Behaviours What do they usually do?	Attitudes What do they think?	Goals What are they trying to do?	Pain points What annoys them or stops them from achieving their goals?
Prison Offender Manager	Overstretched - They usually have a caseload around 25-30 or 60 (this should be around 10-15) Stressed - They have a lot of work to do and takes a lot of prioritisation Lack of motivation - Referral forms are badly designed therefore require workarounds and redoing work Different levels of experience - New staff lack experience to fill in referral forms and risk assessments leading to more work	They would like the form to be redesigned for many reasons like: Nacro asking them follow up questions (even though they have invested a lot of time in answering questions) , asking for information that they don't know about and the form overall being badly designed.	1. Filling in the form as quickly as possible 2. Filling in the form to avoid follow up questions 3. Get their person placed into accommodation before the handover to the COM	• 'Referral tennis' - this delays the process for both HMPPS and Nacro. The POM will need to find further information from systems and/or the applicant. They also may need to look through information already collected. • Not having an OASys risk assessment - meaning that they proceed with the referral expecting questions from Nacro or they complete one which can take a long time. • Contacting health teams for information - health teams can take a long time to respond and this can delay the entire process. • Sharing historical information with Nacro - Nacro can sometimes follow up with questions about offences more than 10 years ago, POMs would not be able to answer these questions. • The current PDF itself - the PDF has various problems leading to POMs redoing work. Including the PDF locking so assessors are not able to view all the text. • Calculating spent and unspent convictions - one of the most time consuming tasks, as it has be done one by one. Some applicants can have many convictions. • Getting a wet signature from the applicant - this task means that they must print the form, find the applicant, get their signature, find a scanner and email it along with the form. Not all prisons have these facilities and finding people on the wing can take up to a few hours.
Admin staff (Prison)	Very organised - They usually work with different POMs to keep things running in their prisons. They must inform POMs of deadlines and chase things on their behalf Not knowledgeable about the details - They are able to help with the CAS-2 process but are unable to access information so can't help with filling in referral forms	They are happy with their role in the process as they support POMs.	1. Support the POM to complete the referral form 2. Keep everyone informed about the progress of the application 3. Make sure applicant share the areas they want to live in	• Not applicable
Nacro Assessor	Knowledgeable about the process - When people phone or email the support line, Nacro assessors will help them from their knowledge and experience with the process Lack of motivation - 'Referral tennis' widely affects Nacro's process to place people efficiently, they usually have to wait days for a response from referrers for the information they need	They would like forms to be of a higher quality to reduce their workload and speed up the process of placing people. "Forms are either too detailed or don't have enough information" - Nacro assessor	1. Place people in their preferred area 2. Get accurate information from referrers	• Chasing referrers for information ('Referral tennis') • Referrers not getting back with information needed quickly enough
Applicant	Desperate for placement - Some applicants will say they are happy to be placed 'anywhere' but this is not usually the case. They just want the best chance of getting a place somewhere.	They know that chances at the moment can be slim to be placed somewhere. They are usually happy to comply with answering questions and signing consent to get a place.	1. Give POMs the right information for the best chance to get placed	• Not applicable
Community Offender Manager	Overstretched - They have larger caseloads as well (like POMs)	They would like to be more involved in the process as they usually have to find out things from the admin staff. It would help them a lot to know what was happening as they take over the supervision responsibility once a person is in the community.	1. Approve areas so the applicant can be placed as quickly as possible 2. Doing the correct checks to not delay the process	• Not being involved in the process as much as they could be • Not knowing about the progress of an application