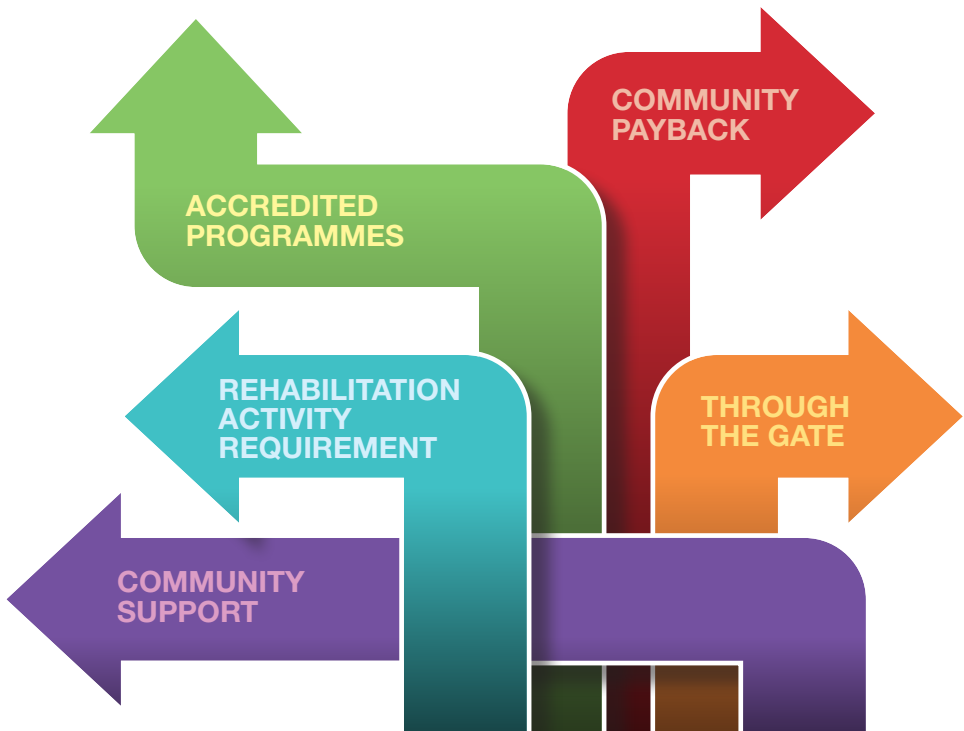




# Rate Card

Valid from July 2019



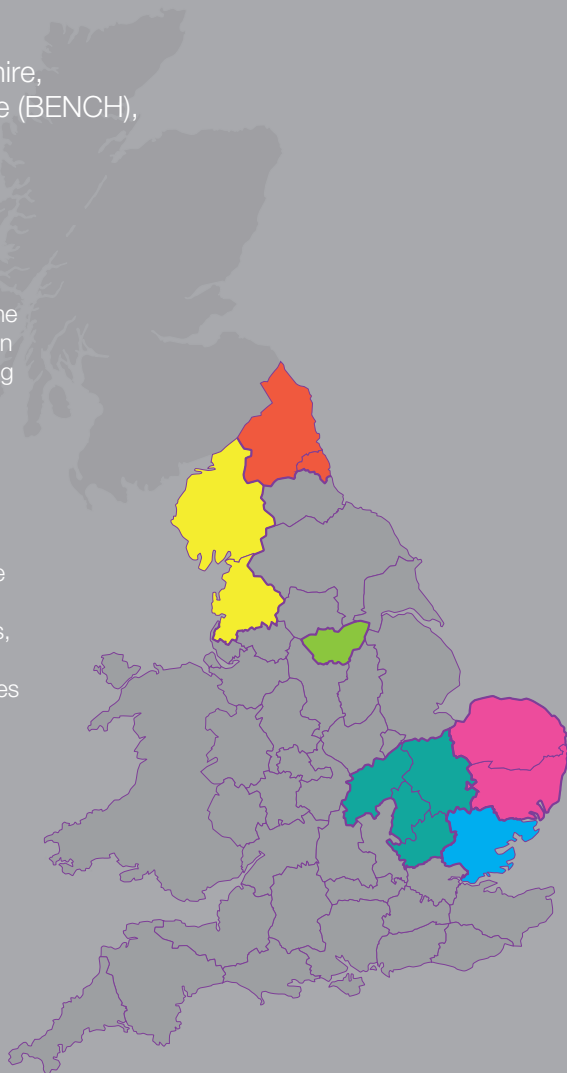
## INTRODUCTION

As part of the Government's Transforming Rehabilitation programme Sodexo, in partnership with Nacro, were awarded ownership of six Community Rehabilitation Companies (CRCs):

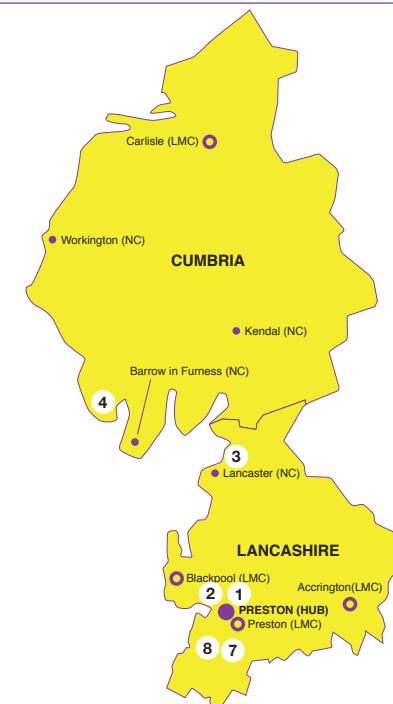
- Cumbria and Lancashire
- Bedfordshire, Northamptonshire, Cambridgeshire, Hertfordshire (BENCH),
- Essex
- Norfolk and Suffolk
- Northumbria
- South Yorkshire.

The introduction of The Rate Card is one of the many new elements of Probation Service delivery under the Transforming Rehabilitation programme.

Our purpose is and has always been to protect the public by delivering effective offender management and rehabilitation services. Our vision is to 'create a positive future' for the people we work with such as service users, victims and their families, communities, our partners and our employees. We do this by managing risk, changing lives and improving communities.



## ABOUT CUMBRIA AND LANCASHIRE CRC



Our hub model acts as a 'nerve centre,' providing umbrella administrative support, head office and case management functions.

This streamlined approach supports operations and enables practitioners to spend more time directly working with the service users under their supervision.

For all Rate Card interventions, the hub in Preston acts as the first point of contact for queries, referral and acceptance and onward transfer of NSIs. Our hub monitoring and compliance team also track the delivery of interventions purchased by the NPS and out of area CRCs. The dedicated referral and query email inbox is [clcrc.rate.card@probation.sodexogov.co.uk](mailto:clcrc.rate.card@probation.sodexogov.co.uk)

- Hub
- Local Management Centre (LMC)
- Neighbourhood Centre (NC)

### Resettlement Prisons:

- 1 HMP Preston
- 2 HMP Kirkham
- 3 HMP Lancaster Farms
- 4 HMP Haverigg, Cumbria  
HMP Styal, Cheshire / Host  
HMP Low Newton, Durham / Host

### Non-resettlement prisons:

- 7 HMP Wymott
- 8 HMP Garth

## OUR APPROACH

We review our Rate Card on a regular basis to ensure the offer meets the needs of our service user population and in advance of each review; we will continue to involve our NPS and out of area CRC colleagues to ensure customer feedback is incorporated.

Services are measured using assigned standards and/or key performance indicators. Accredited programmes follow the Correctional Services Accreditation Panel guidance and audit criteria which assure the accreditation framework is achieved, whilst unpaid work also follows the MOJ guidelines and also undergoes regular review to ensure placements meet the needs of our service users.

Our Rehabilitation Activity Requirement (RAR) services (Discretionary Services in this brochure) have been designed based on desistance principles which allow the service user to understand their strengths and develop an awareness of obstacles. We have a range of activities available which include for example, behaviour change courses and one to one support aimed at securing positive outcomes for accommodation.

In understanding the unit cost of services, as outlined in the brochure, it is important to recognise that the price is inclusive of ancillary costs incurred outside of direct delivery to service users including consumables, facilities, resources, staffing, logistics and administration.

To enable a swift escalation route for queries or issues there is a single point of contact allocated within Cumbria & Lancashire CRC. In addition to this if you have any feedback or would like to make a request for information regarding any aspect of our brochure please use the dedicated email box as given on page 31.

### Our Operational Partners

A key element of the Transforming Rehabilitation programme is to promote the use of voluntary and third sector organisations in the delivery of interventions for service users

With this, Sodexo CRC's have commissioned a network of experienced organisations to deliver some of its services on its behalf. Largely drawn from third sector, operational partners were selected based upon their expertise, performance history and local knowledge. Partner delivery is measured and managed in the same way regardless of their intervention being delivered to a CRC or NPS retained person. Key performance indicators are attached to each of these services which allow the CRC to measure outcomes for service users and the quality of provision.

The CRC is responsible for the contract management and evaluation of our partner's activity. This will ensure we continue to meet the needs of offenders and maintain our effective relationships with prisons in providing successful resettlement services.

## ABOUT THIS RATE CARD

This brochure contains information on each service that the CRC offers; this includes the geographical coverage, service highlights, cost and how to purchase. It outlines the universal Through the Gate offer available to all offenders and the 'fee for use' offer, namely services which are purchased by the NPS from the CRC.

The Rate Card is separated into the following parts:

<b>About This Rate Card</b>	<b>p1</b>
<b>Through The Gate</b> TTG Service Offer	p2
<b>Part 1 Mandated Services</b> Community Payback Accredited Programmes	p3 p4
<b>Part 2 Discretionary Services</b> Inspiring to Change / Community Integration Service The Offender Outreach and Resettlement Service Women's Families & Parenting Attitudes, Thinking & Behaviour / RAR Other	p8 p10 p13 p16 p17 p28
<b>Non-Statutory Intervention (NSI) Process</b>	<b>p31</b>

## NON-RESETTLEMENT PRISONS THROUGH THE GATE SERVICE

CRCs are contracted to provide Through the Gate (TTG) services in resettlement prisons to support prison leavers as they move from custody to community. CRCs are responsible for delivering these services to all service users (both CRC and NPS) who are in custody at a resettlement prison.

However, for the CRC to be able to provide this support in a non-resettlement prison, the service users Offender Manager (OM) must instruct the resettlement service using the NSI instructions outlined below.

Our TTG service introduces a tiered approach in the delivery of support. This enables us to address the resettlement needs of each person as well as providing tailored support for those who have more personal and complex needs.

### Service Offer

**At least 15 weeks before release**, the offenders OM must notify the CRC (through the NSI structure below) of the planned release and from this, the CRC resettlement staff will meet with the prisoner to review their resettlement plan.

The CRC will agree with the offenders RO what resettlement activity is required. Work will then commence to provide the support they need in preparation for release back into the community. This support will include;

**Assessment and Sign Posting.** Review of resettlement plan, identification of ongoing need and signposting of support.

**Resettlement Intervention.** Support to address specific resettlement needs pre-release. Activity will reflect need, additional complexity and vulnerability and will fall under the following resettlement pathways;

1. Accommodation
2. Employment, Training and Education (disclosure advice & sustaining employment only)
3. Finance, Benefit and Debt
4. Personal, Relationships and Community
5. TTG Supporting Activity for vulnerable and chaotic groups
6. Extra Support for victims of domestic abuse and sexual exploitation.

**After release** support can continue whilst the offender is on licence or subject to post sentence supervision as this approach contributes to managing risk of harm and protecting victims by giving each person the best opportunity to live a crime-free life after leaving prison. More information about the CRCs community support offer can be found in this brochure.

If there are no non-resettlement prisons located within your area and a service user is being released from an out of area non-resettlement prison, services can be requested from the CRC so that support can continue post-release in the community.

As above, please use the NSI instructions below for resettlement services.

### How to request this service

Non Statutory Intervention (NSI): TTG Services CLN.

Non Statutory Intervention Sub Type: NRP Resettlement Service.

Follow full process on page 31 of this brochure.

## COMMUNITY PAYBACK

Community Payback is a “punishment” requirement available to the Court whereby the service user completes unpaid work activity for the benefit of their local community. Unpaid work is supervised by CRC staff, trained in Health and Safety and First Aid. Individual placements are often supervised by beneficiary staff with responsibility for supervising other staff at the placement. Initial assessment will determine the most appropriate placement in terms of meeting the needs of the service user. Typical placements include; conservation and environmental work; safer communities work; painting and decorating and charity support.

### Duration

The Requirement is set in hours with a maximum being 300 hours. Community payback can be delivered in groups or through individual placements depending on individual assessment.

### Service Highlights

- Up to 20% of the ordered hours can be used to pursue educational outcomes, as instructed by the responsible officer.
- Increased public confidence in the criminal justice system.
- Service users learn new practical life skills to support reducing re-offending.
- Material benefit to communities through improved environments and increased public safety.

### How to request this service

Unpaid work is not an NSI. The NPS RO need to transfer the requirement to the CRC as the provider.

Follow full process on page 31 of this brochure.

## ACCREDITED PROGRAMMES: THINKING SKILLS [TSP]

TSP is a nationally accredited group-work programme designed to reduce re-offending by helping participants to develop thinking skills so that they can manage their personal risk factors, develop their protective factors and achieve pro-social goals. Suitable for male and female offenders assessed at medium or high risk of offending, who have any offence (excluding sexual offences) TSP is not suitable for those with serious mental health problems, those who are unable to achieve learning as a result of other obstacles such as drug or alcohol dependency.

### Duration

19 programme sessions divided into 3 modules. Each programme runs on a rolling basis with a max of 12 participants.

### Service Highlights

- The intervention covers; goals and values; offence analysis; consequential thinking; emotional awareness; offence free relationships; communication and assertiveness; interpersonal problem solving and perspective taking.
- Post programme reports are shared with the participant and their Responsible Officer detailing their engagement on the programme, positive developments, areas for improvement and possible future objectives.

### How to request this service

Where the Accredited Programme is court ordered, the requirement should be transferred to the CRC using the 'Request Transfer' option.

If the programme is not court ordered the RAR/GAR requirement should be added and transferred to the Rate Card Team.

Follow full process on page 31 of this brochure.

## ACCREDITED PROGRAMMES: BUILDING BETTER RELATIONSHIPS [BBR]

BBR is a nationally accredited group-work programme designed to reduce re-offending and promote the safety of current and future partners and children. Suitable for medium and high risk males, those who do not have domestic violence as their index offence can also be referred on to the programme, though there needs to be a pattern of domestic abuse offending or a conviction within the last 2 years to meet all risk and need criteria.

### Duration

The programme will consist of 30 sessions which are combination of group, individual, preparatory and review sessions.

### Service Highlights

- Includes support and interventions provided for the partners/ex partners/ victims of domestic abuse via the CRC Partner Link Worker.
- Participants learn more about damaging behaviour, see how personal issues play a part in violence and develop skills to combat aggressive thinking and behaviour in future.
- Post programme reports are shared with the participant and their Responsible Officer detailing their engagement on the programme, positive developments, areas for improvement and possible future objectives.

### How to request this service

Where the Accredited Programme is court ordered, the requirement should be transferred to the CRC using the 'Request Transfer' option.

If the programme is not court ordered the RAR/GAR requirement should be added and transferred to the Rate Card Team.

Follow full process on page 31 of this brochure.

## ACCREDITED PROGRAMMES: RESOLVE

RESOLVE is a nationally accredited group work programme designed to reduce violence and aggression. This programme is suitable for male offenders assessed as medium to high risk who have either an index offence of violence or a violent offence within the last two years. They may have used either reactive or proactive (instrumental) violence or a combination of both.

### Service Highlights

- Treatment targets include: insight and awareness, impulsivity, attitudes and beliefs, hostile thinking, emotion management, interpersonal skills, risk management, and motivation and engagement.
- Reduces risks and needs linked to re-offending and risk of serious harm.
- Post programme reports are shared with the participant and their Responsible Officer detailing their engagement on the programme, positive developments, areas for improvement and possible future objectives.

### Duration

The programme will consist of 26 sessions which are a combination of group, individual, preparatory and review sessions.

### How to request this service

Where the Accredited Programme is court ordered, the requirement should be transferred to the CRC using the 'Request Transfer' option.

If the programme is not court ordered the RAR/GAR requirement should be added and transferred to the Rate Card Team.

Follow full process on page 31 of this brochure.

## ACCREDITED PROGRAMMES: DRINK IMPAIRED DRIVERS [DID] AVAILABLE IN LANCASHIRE ONLY

DID is nationally accredited and aims to reduce the risk of future offences of drink driving by confronting service users about issues relating to drinking and driving. Through delivery of sessions aimed at decision making, forward planning, attitudes and alternatives to drink driving, DID reduces the risk of future offences. Suitable for men and women aged 18 or over, who have committed a related offence or show aggravating factors relating to drink driving.

### Service Highlights

- Increases factual knowledge about drinking and driving and encourages constructive changes in the attitudes towards it.
- Enables service users to recognise the implications of their behaviour on themselves and others, particularly victims of road accidents.
- Post programme reports are shared with the participant and their Responsible Officer detailing their engagement on the programme, positive developments, areas for improvement and possible future objectives.

### Duration

15 group work sessions.

### How to request this service

Where the Accredited Programme is court ordered, the requirement should be transferred to the CRC using the 'Request Transfer' option.

If the programme is not court ordered the RAR/GAR requirement should be added and transferred to the Rate Card Team.

Follow full process on page 31 of this brochure.

## COMMUNITY INTEGRATION INITIAL ASSESSMENT AND PLANNING

We have developed a single holistic community integration service initial assessment which aims to assess the specific needs relating Accommodation, Employment, Training and Education and Finance Benefit and Debt.

Following the assessment, feedback will be provided directly to the service user's offender manager, which will identify the suggested level of intensity attached to each of the pathways outlined above (where they apply).

Service users will only require one initial assessment, this will allow quicker access to support and avoid the need to duplicate. Therefore, it is essential before referring to Accommodation, Employment, Training and Education and Finance Benefit and Debt, the Assessment and Planning NSI is instructed in the first instance.



### Service Highlights

- One single holistic assessment, which allows access to Accommodation, ETE and FBD Support.
- Support to identify needs, discuss options and offer early advice and information relating to the pathways.
- Development of a clear plan which sequences support depending on where most impactful issues apply relating to the pathways.



### Duration

Assessment – up to 1.5 hours.

### How to request this service

Non Statutory Intervention: ES – Other CLN.

Non Statutory Intervention Sub Type: Community integration Assessment and Planning.

Follow full process on page 31 of this brochure.

## ACCOMMODATION

Available for all service users who have an accommodation need, the service aims are to support in securing settled accommodation. As research shows having safe and permanent accommodation can play a significant role in helping someone to stop re-offending, we also seek to address the areas which prevent someone from sustaining or moving onto secure accommodation long term. From the initial assessment the level of intensity will be agreed with the RO based on the area of needs identified. Services are delivered in the community and can be used as part of RAR or licence activity however if requested support for those with more complex accommodation needs can start pre-release during the final 12 weeks in custody.



### Duration

Service users must have undertaken the Community Integration Initial Assessment and Planning (single assessment page 8). This will ensure the correct pathway and intensity level of required.

Low Intensity Support	=	up to 2 hours
Medium Intensity Support	=	up to 4 hours
High Intensity Support	=	up to 6 hours



### Service Highlights

- Support to identify and secure suitable accommodation in line with Homelessness Reduction Act 2017.
- Housing applications and associated processes.
- Advising on rent or mortgage arrears, possession action and repayment schemes.
- Advising on landlord issues to resolve disputes.
- Advising on rights and responsibilities.
- Referrals for Legal Assistance.
- Improving a tenant's current housing situation.
- Support to maintain independent & healthy living.
- Support to access wider housing needs (charity, furniture, benefits etc).
- Activities will include a combination of face to face, telephone and advocacy support.

### How to request this service

Non Statutory Intervention: ES - Accommodation CLN.

Non Statutory Intervention Sub Type:  
Accommodation Support Low / Medium / High Intensity.

Follow full process on page 31 of this brochure.



## THE OFFENDER OUTREACH AND RESETTLEMENT SERVICE (PREVIOUSLY DOORS)

**Available in Lancashire only**, this is an intensive support package specialising in working with offenders who present as high or very high risk of serious harm with complex accommodation needs. The service primarily utilises expertise of risk management, MAPPA and IOM frameworks to address needs which ultimately reduce the risk of harm. Utilising a network of Private Rented Sector landlords, Letting Agents alongside links with Local Authorities and Registered Social Landlords to identify and obtain most appropriate accommodation. Services are delivered in the community and can be used as part of RAR or licence activity.



### Service Highlights

- To find and maintain accommodation, support transition from approved premises to more independent living.
- Support to meet occupancy obligations e.g. paying rent, resolving neighbour disputes etc.
- To provide support to maximise income, reduce any debts, where necessary brokerage to specialist advice or debt support.
- Promote health and well-being including providing support to access services including GPs, dentists, counselling, support groups, substance misuse services etc.
- Provide support to develop daily living skills (e.g. budgeting, cooking, cleaning, use of household appliances, reporting repairs);
- To provide emotional support to promote self-esteem, reduce social isolation, develop social networks and (as appropriate) address substance misuse and mental health issues;
- To encourage rebuilding or sustainment of effective social and family relationships.
- To promote self-belief and encourage steps towards aspiration and ambition amongst clients;
- To promote access to community based support services and to cultural and leisure facilities (including sport, libraries, arts etc.)
- To provide support in the event of a crisis arising including responding to problems that pose an immediate risk e.g. eviction notices, harassment/ASB, loss of amenities.



### Duration

Brief intervention –  
up to 5 hours per week,  
up to 6 weeks support.

Based on need and RO  
approval, the service user is  
able to move onto an extended  
full programme, which is;  
up to 5 hours per week, up to  
16 weeks support.

### How to request this service

Non Statutory Intervention:  
ES - Accommodation CLN Non Statutory Intervention Sub  
type: MAPPA - Brief Intervention.

If agreement is made to move onto full programme;  
Non Statutory Intervention: ES - Accommodation CLN  
Non Statutory Intervention Sub type: MAPPA - Full Programme.

Follow full process on page 31 of this brochure.

## EMPLOYMENT, TRAINING AND EDUCATION SUPPORT

Available for all service users who identify as having any ETE related need, we provide tailored support to help service users find and sustain work, access training, and education and improve their career prospects. The service is designed to equip service users with the necessary skills required when searching, applying and sustaining work or training e.g. communication, time keeping and confidence. From the initial assessment the level of intensity will be agreed with the RO based on the area of needs identified. Services are delivered in the community and can be used as part of RAR or licence activity however if requested support for those with more complex ETE needs can start pre-release during the final 12 weeks in custody.



### Duration

Service users must have undertaken the Community Integration Initial Assessment and Planning (single assessment page 8) This will ensure the correct pathway and intensity level of required.

Low Intensity Support	=	up to 2 hours
Medium Intensity Support	=	up to 4 hours
High Intensity Support	=	up to 6 hours

### How to request this service

Non Statutory Intervention:  
ES - E / T / E CLN.

Non Statutory Intervention Sub Type:  
ETE Support Low / Medium / High Intensity.

Follow full process on page 31 of this brochure.



### Service Highlights

- Support to identify and secure employment (F/T, P/T, Self-Imp, Volunteering etc).
- Support to engage in learning and training.
- Access adult education, occupational training, apprenticeships and job training experiences.
- Sustain existing work or helping re-build their relationship with an employer.
- Have a better awareness with local labour market and access to employers.
- Develop their CV/ job search skills/ completion of applications/ interview techniques, disclosure support, etc.
- Specialist Referral and Brokerage (Employers, Learning Provision, Community organisations, JCP etc).
- Explore and broker alternative funding streams.
- Activities will include a combination of face to face, telephone and advocacy support.



## FINANCE, BENEFIT & DEBT

Available for all service users this service aims to develop the necessary skills needed to manage their own finances in a more effective way, looking to build financial resilience longer term. We identify areas of need and put a realistic plan in place to reduce any outstanding debt, drawing on specialist support where appropriate. From the initial assessment the level of intensity will be agreed with the RO based on the area of needs identified. Services are delivered in the community and can be used as part of RAR or licence activity however if requested support for those with more complex FBD needs can start pre-release during the final 12 weeks in custody.

### Service Highlights

- Understand and claim the correct benefits.
- Develop a personal budget.
- Freeze any payment plans / mobile phone contracts.
- Support to gain a National Insurance number or ID documentation.
- Apply for a bank account / Credit Union account.
- Access more specialist services for bankruptcy.
- Access wider specialised support services.
- Identify priority and non-priority debts and arrangement of a Re-payment plan(s).
- Appeal any benefit sanctions or benefit underpayments.
- Activities will include a combination of face to face, telephone and advocacy support.

### Duration

Service users must have undertaken the Community Integration Initial Assessment and Planning (single assessment page 8) This will ensure the correct pathway and intensity level of required.

Low Intensity Support	=	up to 2 hours
Medium Intensity Support	=	up to 4 hours
High Intensity Support	=	up to 6 hours

### How to request this service

Non Statutory Intervention: ES – Finance, Benefit and Debt CLN.

Non Statutory Intervention Sub Type: FBD Support Low / Medium / High Intensity.

Follow full process on page 31 of this brochure.

## WOMEN'S SERVICE

This service uses a trauma informed approach which focuses on working with women to help them stop re-offending, providing practical and emotional support whilst addressing the needs identified under the key pathways, enabling transition to wider community support where needed. Services provision will be carried out in a women's only hubs (or via outreach for women not suitable for attendance at the hub) where from the initial assessment the level of intensity will be agreed with the RO based on the area of need identified.

Also included in this service is the option to provide a wraparound layer of additional Community Support which is specific to the needs of this cohort and can be supported by mentors if appropriate. This additional service offers advice and guidance on the day to day issues which may have prevented them from moving forward with their lives in a positive way.

From the initial assessment the level of intensity will be agreed with the RO based on the area of need identified. Services are delivered in the community at one of our women's only hubs and can be used as part of RAR or licence activity however if requested support can start pre-release during the final 12 weeks in custody.

### Duration

Assessment	=	up to 1 hour
Low Intensity Support	=	up to 5 hours
Medium Intensity Support	=	up to 10 hours
High Intensity Support	=	up to 20 hours

### How to request this service

Non Statutory Intervention: ES – Women Specific Interventions CLN.

Non Statutory Intervention Sub Type:  
Women's Service Assessment and Action Planning.

Non Statutory Intervention Sub Type:  
Women's Service Low / Medium High Intensity.

Follow full process on page 31 of this brochure.

### Service Highlights

- Build their confidence, self-esteem and motivation in a safe, friendly environment.
- Help with managing money and debt.
- Support in finding suitable accommodation.
- Training in areas such as parenting and anger management.
- Signposting to specialist services that deal with substance misuse, sexual exploitation, domestic abuse, anxiety and depression.
- Access help with getting a job or accessing training and education.
- Support with personal development i.e. problem solving, confidence building and motivation.
- Advice on choosing and maintaining fulfilling relationships.
- Activities will include a combination of face to face, telephone and advocacy support.
- Transition to access Community Support (Mentoring) where requested.

## WOMEN'S SERVICE / VISION PROJECT

Available for all women service users delivered at a women's only hub (or via outreach for women not suitable for attendance at the hub) The Vision project provides both one to one and group work for practical and emotional support designed to empower women to make pro-social decisions to reduce the likelihood of re-offending. The project provides an exit onto mainstream services or ideally transitioning onto mentoring support, provided by women's specific provider (see mentoring page 15). Support can be used as part of RAR or Licence activity.

### Service Highlights

- Address key issues in relation to health and wellbeing, substance Misuse and Domestic Abuse.
- Build confidence and motivation.
- Access to mainstream support.
- Providing greater social inclusion and access to both peer support and wider networks.
- Access to crèche facilities.
- Achieve better outcomes for themselves and their families.

### Duration

10 x 2.5 hour sessions.

### How to request this service

Non Statutory Intervention: ES – Women Specific Interventions CLN

Non Statutory Intervention Sub Type: The Vision Project.

Follow full process on page 31 of this brochure.

## WOMEN'S COMMUNITY SUPPORT (MENTORING)

This service provides community support which is holistic and complimentary of the wider pathways which are being addressed. This 'wraparound' layer of additional support is aimed at addressing the day to day and practical issues which may be preventing the women from moving forward with their lives in a positive way.

Following initial assessment, the women will be matched with a mentor who has been carefully selected to work with cohort. From this, services will be delivered in the community on an outreach basis and can be used as part of RAR or licence activity. If requested support can start during the pre-release stage of custody.

### Duration

Before choosing the level of intensity, It is recommended you instruct the assessment first.

Assessment	=	up to an 1 hour
Low Intensity Support	=	up to 5 hours
Medium Intensity Support	=	up to 10 hours
High Intensity Support	=	up to 20 hours

### How to request this service

Non Statutory Intervention: ES – Women CLN.

Non Statutory Intervention Sub Type:  
Women's Mentoring Assessment and Action Planning.

Non Statutory Intervention Sub Type:  
Women's Mentoring Low / Medium / High Intensity.

Follow full process on page 31 of this brochure.

### Service Highlights

- Assistance to access specialist services linked to substance misuse, sexual exploitation, domestic abuse, anxiety and depression.
- Assistance with relevant practical tasks such as form-filling, or preparation for interviews or examinations.
- Development life skills including timekeeping, budget management, good diet and hygiene, constructive use of leisure time.
- Offer of practical day to day support, travel, attendance at appointments, and promotion of resettlement support.
- Have access to in-reach custody support which enhances resettlement outcomes and transition through the gate, gate pick up assisting with immediate reporting requirements of their licence.
- Have personal advocacy in complex areas including healthcare, housing and benefit entitlement.
- Benefit from regular meetings with a mentor.
- Supports transition through the gate into community with emphasis on building links with the community.
- Activities will include a combination of face to face, telephone and advocacy support.

## FAMILY & PARENTING

The family parenting service is a unique service designed to facilitate and build on communication between a service user and relevant family members. Maintaining family ties are key to reintegration and as such, this intervention is designed to support, preserve and sustain inter-family relationships and prevent relationship breakdowns. An initial assessment will identify areas of needs prior to relevant intensities and timescales being agreed on. One to one support will be available with the option to move onto group programmes, where appropriate (with the consent of RO). Services are delivered in the community and can be used as part of RAR or licence activity however if requested support can start pre-release during the final 12 weeks in custody.

Only available at HMP Preston and HMP Lancaster Farms.

### Service Highlights

- Help build positive relationships and develop existing positive networks.
- Help service users develop child-centred parenting skills.
- Improve outcomes for children, young people and families.
- Deliver family conferencing/ mediation / mentoring where appropriate.
- Provide interventions which enable parents to keep in touch whilst in custody.
- Reduce the risk of a relationship breakdown.
- Improved relationships for service users, their families and communities.
- Improved coping strategies and resilience when dealing with every day family challenges.
- Breaking the cycle of intergenerational offending within family units.
- Activities will include a combination of face to face, telephone and advocacy support.

### Duration

Before choosing the level of intensity, it is recommended you instruct the assessment first.

Assessment	=	up to 1 hour
Low Intensity Support	=	up to 2 hours
Medium Intensity Support	=	up to 4 hours
High Intensity Support	=	up to 6 hours

### How to request this service

Non Statutory Intervention: ES – Children and Families CLN.

Non Statutory Intervention Sub Type:  
Family/Parenting Support Assessment and Action Planning.

Non Statutory Intervention Sub Type:  
Family/Parenting Support Low / Medium / High Intensity.

Follow full process on page 31 of this brochure.

## CONFLICT RESOLUTION

These sessions are delivered on a one to one basis depending on need identified. This programme explores how conflict is defined as the anticipated or perceived blocking of an individual's important goals, needs or interests by another person or group. As conflict cannot always be avoided, this needs to be managed effectively so that all parties can reach an agreement without risk of escalating negative behaviour. Can be delivered as part of RAR or Licence activity.

### Duration

4 sessions at 1 hour per session.

### Service Highlights

- Strength based approach which addresses risk and need via evidence-based interventions and desistance principles.
- Explores ways in which conflict can be managed to achieve goals for all.
- Provides practical, meaningful conflict resolution skills.
- Reducing the risk of negative behaviour to reduce the risk of offending.

### How to request this service

Non Statutory Intervention: ES – Attitudes, Thinking and Behaviour CLN.

Non Statutory Intervention Sub Type: Conflict Resolution.

Follow full process on page 31 of this brochure.

## DOMESTIC ABUSE – SAFER RELATIONSHIPS

Safer relationships focuses on recognising problem behaviour, identifying the impact of this behaviour and developing strategies for behavioural change. Also available on a 1-2-1 basis, the programme is for male perpetrators presenting a low to medium risk of serious harm, over the age of 18 who does not have a standalone IDAP/BBR condition and who wants to end their abusive behaviour. Programme can be delivered as part of RAR or Licence activity.

This service also has the option to add a Partner Link Worker which extends to providing a layer of support for the partners/ex partners and children, where the perpetrator is receiving support to address their behaviour on this programme. Please see Partner Link Worker page for more information.

### Service Highlights

- Develops understanding of the link between thoughts, feelings and behaviour.
- Examines the origin of abusive beliefs and attitudes.
- Explores myths and the effect of these on attitudes.
- Learns characteristics of abusive behaviour.
- Examines the range and strength of emotions and their relationship to abusive behaviour.
- Reinforces time out and positive impact.
- Develops communication and assertiveness skills.
- Interpersonal problem solving and negotiation.
- Develops relapse prevention plans and develops a maintenance plan.
- Option to extend support for the partners/ex partners and children as part of the Partner Link Worker role.

### Duration

14 sessions can be delivered as part of a group or on a 1;1 basis.

### How to request this service

Non Statutory Intervention: ES – Attitudes, Thinking and Behaviour CLN.

Non Statutory Intervention Sub Type: Safer Relationships one to one; or

Non Statutory Intervention Sub Type: Safer Relationships group work.

Follow full process on page 31 of this brochure.

## EMOTIONAL RESILIENCE

This session is delivered on a one to one basis depending on needs. Emotions underpin all behaviours and negative emotion are associated with problematic behaviours. This Programme examines the emotional state of the service user, allowing them to fully comprehend how their emotions, both positive and negative impact on their offending behaviour. It provides the service user with a range of emotional regulation skills including anger management, distress tolerance and assertiveness. Can be delivered as part of RAR or Licence activity.

### Duration

8 sessions at 1 hour per session.

### Service Highlights

- Strength based approach which addresses risk and need via evidence-based interventions and desistance principles.
- Develop an understanding how to manage their emotions.
- Greater appreciation for the impact of the behaviours on those around them.
- Addressed anger management so that this reinforces positive behaviours in futures.
- Reduces the risk of further linked offences.

### How to request this service

Non Statutory Intervention: ES – Attitudes, Thinking and Behaviour CLN.

Non Statutory Intervention Sub Type: Emotional Resilience.

Follow full process on page 31 of this brochure.

## RETHINK

This programme is designed for low to medium risk offender to look at their generic offending behaviour, thoughts, goals, problem-solving, perspectives and conflict resolution. It helps participants to identify specific thoughts which could lead to offending and risky behaviour. They are encouraged to develop a plan which might help them to deal with difficult emotions or situations, as well as being encouraged to apply material to their lives outside of the group. Can be delivered as part of RAR or Licence activity either as a group or on a one to one basis.

### Service Highlights

- All elements of the programme are based on cognitive behavioural theories and behavioural change theories.
- Development of a plan which builds resilience to deal with difficult emotions or situations.
- Develops emotional awareness.
- Consequential and perspective thinking skills.
- Supports to manage negative influences.
- Develops problem solving skills.
- Emotional awareness and strategies for managing emotional arousal.

### Duration

6 x 2 hour sessions.

### How to request this service

Non Statutory Intervention: ES – Attitudes, Thinking and Behaviour CLN.  
For Assessment, Select: Non Statutory Intervention Sub Type: Rethink.  
Follow full process on page 31 of this brochure.

## RIGHTS AND RESPONSIBILITIES (HATE CRIME)

The programme is a skills-based intervention for perpetrators of a “hate crime” that is, any crime that is targeted at a person because of hostility or prejudice towards that person’s: disability, race or ethnicity, religion or belief or sexual orientation. However, this intervention can be utilised for crimes committed against person(s) or property for other personal characteristics, such as age, subcultural affiliation etc. Suitable for male and female services 18 years +, “Generalist” perpetrators of Hate Crime. Note: “Specialist” perpetrators e.g. politically motivated (NF, Combat 18 etc.) are unsuitable for this intervention.

### Service Highlights

- Addresses gaps in current criminal justice provisions for service users showing this need.
- Reduces risk of recidivism through exploration of personal factors, human rights, myths beliefs and attitudes.
- Tailored interventions to adequately address the needs of each user.
- Greater social inclusion and ability to reintegrate into mainstream society.

### Duration

13 x 1;1 sessions.

### How to request this service

Non Statutory Intervention: ES – Attitudes, Thinking and Behaviour CLN.  
Non Statutory Intervention Sub Type: Rights and Responsibilities.  
Follow full process on page 31 of this brochure.



## VALUES, ATTITUDES AND BEHAVIOUR (HATE CRIME)

Developed by CRC staff in 2016 and specifically reviewed for Cumbria & Lancashire in 2017, this RAR is intended to prompt discussion, exploration and reflection of feelings and how these impact on behaviour. It uses a desistance approach in line with other RARs. In 2007 the criminal justice agencies agreed to monitor five 'strands' of hate crime: Disability, Gender identity, Race, Religion/faith, Sexual orientation. Crimes based on hostility to other personal characteristics, can also be hate crimes. The intervention is intended to be used with those who exhibit hate based behaviours and attitudes, whether an offence of hate crime has been committed, or not.

### Programme content:

- Who am I and where am I from? – The aims of this session are to explore where values, attitudes and beliefs come from, and how they have influenced behaviour.
- My attitudes and perceptions – The aims of this session are to explore perspectives, stereotypes and views about individuals or groups, how they are formed and where they come from.
- Role models and judgements – To explore role models who are from a minority group or different from the service user. Consider the experience of being subject to an untrue or unfair judgement/perception.
- My values and beliefs and the impact on my victim(s) – this session is specifically for those who have committed a hate crime.

### Service Highlights

- Promotes an understanding of related strengths.
- Developing an awareness of obstacles and barriers to change and promoting individual motivation and self-belief.

### Duration

Programme delivered on a 1;1 basis or in small groups. 4 x sessions at up to 1 hr (over 4 weeks).

### How to request this service

Non Statutory Intervention: ES – Attitudes, Thinking and Behaviour CLN.

Non Statutory Intervention Sub Type: Values, Attitudes and Behaviour (Hate Crime).

Follow full process on page 31 of this brochure.

## STRESS RESILIENCE

This session is delivered on a one to one basis depending on needs identified. Stress can trigger a negative response such as the fight-or-flight responses and can also impact on cognitive and behavioural processes. The programme focuses on the service user's personal stressors linked to their criminality, exploring where they come from and introduces coping strategies and solution focused problem solving to reduce the risk of future offending. This programme can be delivered as part of RAR or Licence activity.

### Duration

4 x sessions at 1 hour per session.

### Service Highlights

- Strength based approach which addresses risk and need via evidence-based interventions and desistance principles.
- Helps identify triggers of stress and strategies to manage these.
- Develops problem solving skills related to managing stress and stressful situations.
- Explores how this links to behaviour and impact of this.
- Reduces the risk of future offending linked to stressful or manageable situations.

### How to request this service

Non Statutory Intervention: ES – Attitudes, Thinking and Behaviour CLN.

Non Statutory Intervention Sub Type: Stress Resilience.

Follow full process on page 31 of this brochure.



## VICTIM AWARENESS (THINK VICTIM)

The victim awareness programme encourages participants to develop empathy for the victims of their offence. This enables the SU who inflicted 'harm' to understand the direct and indirect impact of their offence on the victim and the wider community. This work can be used as a precursor to direct or indirect Restorative Justice and/or more in depth work on criminogenic attitudes, beliefs and behaviours. Can be delivered as part of RAR or Licence activity.

### Service Highlights

- Enables the participant to develop empathy for victims.
- Identify patterns in previous offending behaviour so that future behaviour can be managed.
- Assists with enabling the SU to understand the impact of their offence on themselves, their communities and others.
- Encourages the SU to take responsibility of their actions.
- Ability to reason and think rationally/improved people skills.
- To apply new and existing thinking skills to achieve pro social goals that support relapse prevention.
- Develop a physical and psychological insight into the impact of their offence.

### Duration

6 x up to 2 hours sessions.

### How to request this service

Non Statutory Intervention: ES – Restorative Justice/Victim CLN.

Non Statutory Intervention Sub Type: Think Victim.

Follow full process on page 31 of this brochure.

## ATTENDANCE CENTRE

This programme is intended for both male and female service users aged between 18 and 24 as a stand-alone requirement in the low to medium seriousness band however this can also be used as part of RAR or licence activity. This is not suitable for sex offenders. Centres have been developed to support service users to reduce their risk of re-offending by challenging their attitudes and beliefs in relation to offending. The aim is to enable service users to make positive decisions and life choices, by helping to provide information on a range of subject matter and issues that are relevant to their lives.

### Duration

Both under a transfer requirement or as a RAR and Licence Activity, this should be requested in block hours of the following; 6, 12, or 18 hours.

### Service Highlights

- Increase on social education and life skills.
- Increase employability, maintain physical and mental health including awareness of the effects of alcohol and drugs.
- Encourage successful relationships.
- Deal effectively with high risk situations including first aid, risks of carrying weapons and gang culture.
- Option to gain ASDAN Qualifications in various subjects for example; First Aid, H&S, Employability.

### How to request this service

Where the programme is court ordered, The NPS RO should transfer to the CRC using the 'Request Transfer' option.

If the programme is not court ordered, create the Non Statutory Intervention: ES – Other CLN.

Non Statutory Intervention Sub Type:

Attendance Centre 6 / Attendance Centre 12 / Attendance Centre 18.

Follow full process on page 31 of this brochure.

## RESTORATIVE JUSTICE

The Restorative Services is available for all service users however for restorative practices to take place, offences will primarily require an identifiable person who has suffered harm. The service provides a single point of contact for all victims and service users who wish to be considered and includes referral sessions, risk assessment sessions, face-to-face restorative justice conferences, shuttle mediation and exchange of information including letters.



### Service Highlights

- Supports victim to have a voice in the criminal justice system and an opportunity to ask questions and receive an explanation.
- Improve victim empathy thereby reduces risk of harm and re-offending.
- Enables service user to understand the impact of their offence on themselves and others.
- To apply new and existing thinking skills to achieve pro social goals that support relapse prevention and reduce risk for further re-offending.

### Duration

Initial assessment will identify what support is required, however more sessions can be purchased if required. The programme is not expected to exceed 10 sessions. This programme can be delivered as part of RAR or Licence activity.

Before choosing the level of intensity, it is recommended you instruct the assessment first.

Assessment	=	up to 2 hours
Low Intensity	=	up to 6 sessions
High Intensity	=	to add up to 4 more sessions

### How to request this service

Non Statutory Intervention: ES – Restorative Justice/Victim CLN.  
 Non Statutory Intervention Sub Type: RJ Conference Assessment.  
 Non Statutory Intervention Sub Type: RJ Conference Low Intensity.  
 Non Statutory Intervention Sub Type: RJ Conference High Intensity.  
 Follow full process on page 31 of this brochure

## COMMUNITY SUPPORT (MENTORING)

This service provides community support which is holistic and complimentary of the wider needs which are being addressed. This ‘wraparound’ layer of additional support is aimed at addressing the day to day and practical issues which may be preventing the service user from moving forward with their lives in a positive way.

The service user will be matched with a mentor who has been carefully selected to work with cohort and from the assessment, the level of support required will be agreed with the RO/NPS OM. From this, services will be delivered in the community on an outreach basis and can be used as part of RAR or licence activity. If requested support can start during the pre-release stage of custody.



### Duration

Before choosing the level of intensity, it is recommended you instruct the assessment first.

Assessment	=	up to 1 hour
Low Intensity Support	=	up to 5 hours
Medium Intensity Support	=	up to 10 hours
High Intensity Support	=	up to 20 hours

### How to request this service

Non Statutory Intervention: ES – Other CLN.  
 Non Statutory Intervention Sub Type: Mentoring: Assessment and Action Planning.  
 Non Statutory Intervention Sub Type: Mentoring: Low / Medium / High Intensity.  
 Follow full process on page 31 of this brochure.



### Service Highlights

- Benefit from regular meetings with a mentor.
- Assistance with relevant practical tasks such as form-filling, or preparation for interviews or examinations.
- Development life skills including timekeeping, budget management, good diet and hygiene, constructive use of leisure time.
- Offer of practical day to day support, travel, attendance at appointments, and promotion of resettlement support.
- Have access to in-reach custody support which enhances resettlement outcomes and transition through the gate, gate pick up assisting with immediate reporting requirements of their licence.
- Have personal advocacy in complex areas including healthcare, housing and benefit entitlements
- Activities will include a combination of face to face, telephone and advocacy support.

## PARTNER LINK WORKER

This service promotes the safety of victims; providing a layer of support for the partners/ex partners and children, where the perpetrator is receiving support to address their behaviour.

The Partner Link Worker (PLW) will initially contact the victim to establish if they wish to receive support. If support is requested, this is followed up by a home visit where a full assessment will be carried out, subsequent one to one support is then planned and carried out as per individual needs.

In addition, PLW's will also provide outreach support consisting of target hardening assessments, safety planning, advocacy, MARAC representation and completion of DASH risk assessments.

Note that for BBR cases, this service is included for 'in area' NPS cases.

### Service Highlights

- Construction of realistic safety plans that reflecting the needs of both the current partner/ex-partner and their children (i.e. the victim).
- Bespoke support tailored to meet individual needs of the victim, provided on an outreach basis for example in the community or in their own home.
- Supports the voice of the victim, allowing them to ask questions and understand what happens next with regards the perpetrator and their programmes of support.
- Providing realistic information about the possible outcomes of the programme and its content, outlining what expectations that are placed on the perpetrator.
- Risk concerns are managed with the victims and home Responsible Officer (RO)/NPS Offender Manager (OM).
- Perpetrator information is incorporated into their safety planning for example perpetrators area of residence etc.
- Supports the victim in relation to any safeguarding intervention for example liaison with social care in conjunction with RO/NPS OM.
- With consent of the victim, relays relevant risk information back to the perpetrators RO/NPS OM.
- Supports in wider safety areas such as application for protection orders through Court if applicable.
- Enables and facilitates access to wider community support networks.

### Duration

Initial Contact would not exceed 2 hours of support. Following this up to 12 hours of support provided.

### How to request this service

Non Statutory Intervention: ES – Other CLN.

Non Statutory Intervention Sub Type: Partner Link Worker.

Follow full process on page 31 of this brochure.

## PAIRED MENTORING

This service is available for both male and female service users convicted and/or at risk of committing a sexual offence. This intervention reduces the chances of sexual offending/re-offending by reducing the social isolation, emotional loneliness and safe connections back into community. Service users are provided with support and practical guidance in areas such as developing social skills and finding employment, whilst being held to account and encouraged to identify and maintain realistic relapse prevention strategies.

Two trained mentors meet weekly for approximately 6 months helping the service user to build their own network so that the mentors are no longer required. All mentoring arrangements are overseen and supervised by professionally trained and supervised specialists.

### Duration

Up to 20 sessions, which include: Motivation/1:1 Preparation Sessions followed by Mentoring Meetings.

### Service Highlights

- Encourages a multi-agency response to reducing sexual harm: Professionals involved are invited to attend regular review meetings with the service user, volunteers and coordinator.
- Areas of concern are shared with all professionals involved with service users taking real ownership for their actions.
- Volunteers act as pro-social models in showing the service user how appropriate adult relationships are built. Service users are then supported to utilise these new skills and build their social network, reducing isolation.
- Support with personal development i.e. problem solving, building confidence and motivation.
- Recognition and responsibility of the offence and both emotional and practical impact on their lives.
- Signposting to relevant services e.g. counselling, addiction services, housing support service.
- Support and assistance with any relevant practical tasks, for example completing job applications, preparing for disclosure of offence and interviews.
- Help to develop life skills including time skills, budgeting, constructive use of leisure time, good diet and hygiene.
- Re-integrated back into the community with a focus on reducing reoffending.

### How to request this service

Non Statutory Intervention: ES - Other CLN

Non Statutory Intervention Sub Type: Paired Mentoring (sex offenders)

Follow full process on page 31 of this brochure

## NON STATUTORY INTERVENTION (NSI) PROCESS TO PURCHASE SERVICES

The process below can be followed for each of the services outlined in this brochure, with only the information highlighted in RED being different depending on the service. To find the specific information unique to each service, please see the 'how to request this service' section on each page. N.B All of the NSIs detailed in this brochure must be inputted via the Event List. If you have mistakenly gone in to the NSI screen through the Service user Index rather than the specific Event you'll notice the relevant options are not available.

Finally you will notice that some of the discretionary services have an assessment NSI, it is recommended that you instruct an assessment before choosing a level of service intensity. The assessment informs what level of intensity is (duration of hours required) is required based on need.

Any queries regarding service offer, eligibility and availability please contact:  
**clcrc.rate.card@probation.sodexogov.co.uk**

### UPW/Accredited Programmes only

These are requirements of Orders and do not need an NSI. Transfer the requirement only to:

- Provider: CPA Cumbria & Lancashire
- Team: CRC hub allocations team
- Officer: unallocated

**\*\* Please note: all licence conditions which are Accredited Programmes – enter the licence condition as an Accredited Programme and transfer to CRC as above.**

### Non Statutory Intervention (NSI) Process

- Click onto Add NSI:
- NSI Provider: CPA Cumbria & Lancashire
- Non Statutory Intervention: **PLEASE SEE SPECIFIC SERVICE PAGE**
- Non Statutory Intervention Sub Type: **PLEASE SEE SPECIFIC SERVICE PAGE**
- Dates: Please add appropriate dates
- Your Provider: NPS Cumbria & Lancashire (NB as creating NSI and then will transfer to CRC – see below)
- Your Team: Please select as appropriate, for example NPS Preston, NPS Lancaster
- Your Name: Select your name
- Status: Referred
- Status Date & Time: Please add as appropriate
- **Notes: Please add as much relevant detail about the risk profile, support required as necessary, including the priority and urgency. Please also detail further info on geographical location.**
- Expected End Date: Please add as appropriate
- Actual End Date: Please leave blank
- Click Save and complete the following steps:

### Transfer Request

The NSI you have added will appear in the List screen. Please follow the instructions below to actually transfer out the case to the CRC HUB.

- Click Request Transfer (on the right hand side of the created NSI) **You will now be presented with a Consolidated Offender Transfer screen.**
- Provider: CPA Cumbria & Lancashire
- Cluster: Leave unselected
- LDU: Leave unselected
- Team: Rate Card Purchase
- Officer: Unallocated
- Click Transfer
- Choose **External NSI Referral** in the 'reason' box

## CONTACT US



### **Cumbria & Lancashire CRC**

[clcrc.rate.card@probation.sodexogov.co.uk](mailto:clcrc.rate.card@probation.sodexogov.co.uk)

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