

Rate Card

Valid from April 2018



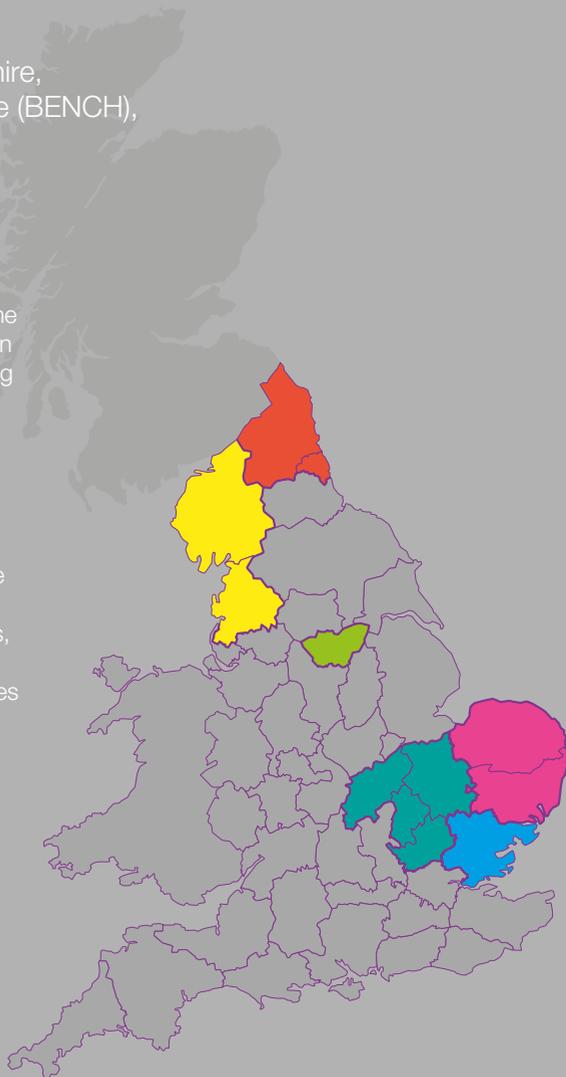
INTRODUCTION

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.



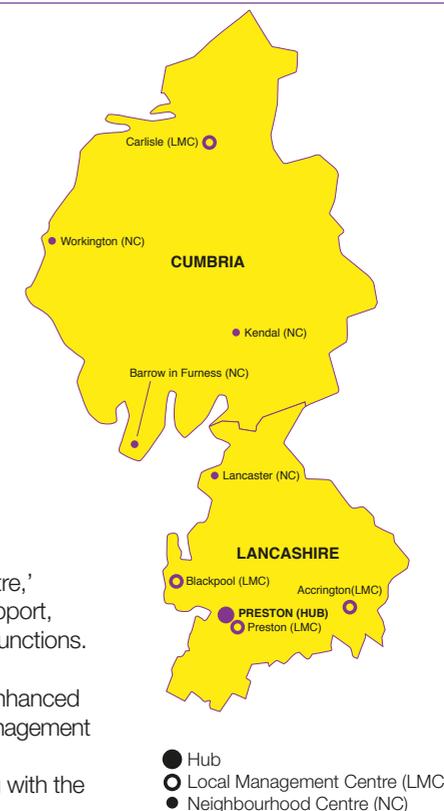
ABOUT CUMBRIA AND LANCASHIRE CRC



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

This more streamlined approach will be further enhanced following the implementation of our new case management system, which 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 clrc.rate.card@sodexojustice.scc.gsi.gov.uk



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 28.

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:

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THROUGH THE GATE SERVICE UNIVERSAL OFFER

CRCs are contracted to provide a TTG service 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; this is known as our Universal Offer.

The Universal Offer includes:

- Resettlement and Pre-Release Planning
- Employment, Training and Education
- Accommodation
- Finance, Benefit and Debt
- Support to service users who have previously been sex workers (non-gender specific)
- Support to service users who have previously been victims of domestic violence (non-gender specific) and Pre-Release Planning.

NPS Retained Persons at a resettlement prison are eligible to receive this service upon agreement with the NPS Offender Manager at no additional cost to the NPS, however, if an NPS retained person needs any additional services whilst in custody, or if they require a service to continue post release in the community, these additional services can be purchased from the CRC's rate card under Part 2 of the rate card: 'Discretionary Services'.

In addition the CRC will make these services available for their CPA allocated offenders who are released from non-resettlement prisons either via direct delivery or purchased via external CRC rate cards.

Through the Gate Service in a Non-Resettlement Prison

Each CRC offers a TTG resettlement service to NPS retained persons who are released out of non-resettlement prisons. These interventions mirror the 'Through the Gate Service' offered to resettlement prisons, however, these are purchased via the rate card. More information can be found in **Part 1 - Mandatory Services**.

More information on your resettlement and non-resettlement prisons can be requested from the CRC.



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.

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 reoffending.
- Material benefit to communities through improved environments and increased public safety.

Duration and cost

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. **£5.66 per hour**.

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 28 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 a violent, drug related or driving offence. 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.

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.

Duration and cost

19 programme sessions divided into 3 modules. Each programme runs on a rolling basis with a max of 12 participants at **£2,330.99 per start**.

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 28 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.

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.

Duration and cost

The programme will consist of **30 sessions** which are combination of group, individual, preparatory and review sessions at **£2,330.99 per start**.

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 28 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 reoffending 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 and cost

The programme will consist of **26 sessions** which are a combination of group, individual, preparatory and review sessions at **£2,330.99 per start**.

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 28 of this brochure

ACCREDITED PROGRAMMES: DRINK IMPAIRED DRIVERS [DID]

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 and cost

15 group work sessions at **£2,330.99 per start**.

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 28 of this brochure

THROUGH THE GATE / NON-RESETTLEMENT PRISON

Available for all offenders due for release from a non-resettlement prison, this service is designed to enable the effective transition from custody to community. Working with the offender, we will develop a resettlement plan which reviews all key pathways to ensure areas of need are identified. Direct interventional support will be provided in areas such as accommodation, employment and finance, benefit & debt, with specialist support being brokered where appropriate.

These services can also continue through the gate into the community for both offenders on licence and those not subject to post sentence supervision – see discretionary services within the brochure.



Service Highlights

- A tailored resettlement plan which is coordinated with home RO.
- Support access to accommodation on release.
- Opening of bank accounts and obtaining of ID documentation.
- Debt repayment plans agreed.
- Increased motivation and confidence to obtain employment, education or training.
- A smoother transition from custody into community.
- A better chance of securing successful resettlement outcomes.



Duration and cost

Low Intensity Support	=	2 hours at £140 per start
Medium Intensity Support	=	5 hours at £350 per start
High Intensity Support	=	10 hours at £700 per start

How to request this service

Non Statutory Intervention (NSI): TTG Services CLN

Non Statutory Intervention Sub Type: NRP Resettlement Service – Low / Medium / High

Follow full process on page 28 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 and cost

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

Assessment	=	1 hour at £50 per start
Low Intensity Support	=	2 hours at £100 per start
Medium Intensity Support	=	4 hours at £200 per start
High Intensity Support	=	6 hours at £300 per start



Service Highlights

- Support to identify and secure suitable accommodation.
- 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 Aid.
- Improving a tenant's current housing situation.
- Support to maintain independent & healthy living.
- Support to access wider housing needs (charity, furniture, benefits etc).

How to request this service

Non Statutory Intervention: ES - Accommodation CLN

Non Statutory Intervention Sub Type:
Accommodation Assessment and Action Planning

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

Follow full process on page 28 of this brochure

DISC OFFENDER OUTREACH AND RESETTLEMENT SERVICE (DOORS)

Available in Lancashire only, DOORS is an intensive support package specialising in working with offenders who present as very 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. DOORS Utilises 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 and cost

Brief intervention –
up to 5 hours per week,
up to **6 weeks support =
£972 per start**

Full Programme –
up to 5 hours per week,
up to **16 weeks support =
£1620 per start**

Before recommending a move onto full programme, DISC will seek approval from the RO.

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 28 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 and cost

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

Assessment	=	1 hour at £50 per start
Low Intensity Support	=	2 hours at £100 per start
Medium Intensity Support	=	4 hours at £200 per start
High Intensity Support	=	6 hours at £300 per start



Service Highlights

- Support to identify and secure employment (F/T, P/T, Self-Emp, 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.

How to request this service

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

Non Statutory Intervention Sub Type: ETE Assessment and Action Planning

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

Follow full process on page 28 of this brochure

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.
- 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.

Duration and cost

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

Assessment	=	1 hour at £50 per start
Low Intensity Support	=	2 hours at £100 per start
Medium Intensity Support	=	4 hours at £200 per start
High Intensity Support	=	6 hours at £300 per start

How to request this service

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

Non Statutory Intervention Sub Type: FBD Assessment and Action Planning

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

Follow full process on page 28 of this brochure

WOMEN'S SERVICE

This service 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. Service provision will be carried out in a women's only hub (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. 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.

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.
- Transition to mainstream services and/or mentoring support.

Duration and cost

Can be delivered as part of a group or on a one to one basis. Before choosing the level of intensity, It is recommended you instruct the assessment first.

Assessment	=	1 hour at £50 per start
Low Intensity Support	=	5 hours at £250 per start
Medium Intensity Support	=	10 hours at £500 per start
High Intensity Support	=	20 hours at £1000 per start

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 28 of this brochure

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 reoffending. 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 and cost

10 x 2.5 hour sessions at £1000 per start

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 28 of this brochure

WOMEN'S MENTORING

This service specialises on providing mentoring for women, providing a wraparound layer of additional support which is specific to the needs of this cohort. The service user will be matched with a mentor who can offer practical 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 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.

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.

Duration and cost

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

Assessment	=	1 hour at £40 per start
Low Intensity Support	=	5 hours at £200 per start
Medium Intensity Support	=	10 hours at £400 per start
High Intensity Support	=	20 hours at £800 per start

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 28 of this brochure

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.

Duration and cost

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

Assessment	=	1 hour at £50 per start
Low Intensity Support	=	2 hours at £100 per start
Medium Intensity Support	=	4 hours at £200 per start
High Intensity Support	=	6 hours at £300 per start

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 28 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 and cost

4 sessions at 1 hour per session = **£320 per start**

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 28 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.

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.

Duration and cost

14 sessions at £930 per group start or, £2130 per 1:1 start

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 28 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 and cost

8 sessions at 1 hour per session = £640 per start

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 28 of this brochure

RETHINK

This programme is designed to look at 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.

Service Highlights

- All elements of the programme are based on cognitive behavioral theories and behavioral 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 and cost

6 x 2 hour sessions at £440 per start

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 28 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 and cost

13 sessions at £1860 per start

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 28 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 and cost

Programme delivered on a 1-2-1 basis and in small groups.

4 sessions at up to **1 hr** (over 4 weeks) at **£410**.

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 28 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 and cost

4 sessions at 1 hour per session = **£320 per start**

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 28 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 behavior so that future behavior 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 and cost

6 x 2 hours sessions at £940 per start

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 28 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 and cost

Under a transfer requirement: Priced at **£145 per hour**
Or as a RAR or Licence Activity, this should be requested in block hours of the following; **6, 12, or 18 hours** at **£145 per hour**, per start

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 28 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 and cost

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	=	2 hours at £140 per start
Low Intensity	=	up to 6 sessions at £420 per start
High Intensity	=	to add up to 4 more sessions at £280 per start

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 28 of this brochure

MENTORING

Available for all service users the service aims to provide a wraparound layer of additional support. The service user has been matched with a mentor who can offer practical 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 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 and cost

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

Assessment	=	1 hour at £40 per start
Low Intensity Support	=	up to 5 hours at £200 per start
Medium Intensity Support	=	up to 10 hours at £400 per start
High Intensity Support	=	up to 20 hours at £800 per start

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 28 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.

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 will then follow an agreement with the RO regarding next steps, duration of hours and expectations. Note this is a recommendation not mandatory requirement.

Any queries regarding service offer, eligibility and availability please contact:

Contact CRC

clcrc.rate.card@sodexojustice.scc.gsi.gov.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

FREQUENTLY ASKED QUESTIONS



How is unpaid work (UPW) charged?

Providing the service user attends their first hour of unpaid work. (Induction does not count as the first hour) the CRC is paid for the total number of hours attached to the unpaid work requirement.

How are Accredited Programmes charged?

The CRC is paid for Accredited Programmes by 'Starts'. Only programmes where the service user has attended the first session will result in payment.

If suspended or deselected are service users put back on for a further fee?

As above however if a service user 'drops off' a programme, the CRC will attempt to enrol them onto the next programme under the same requirement, at no extra charge. The provision of catch ups remains unchanged.

Where are programmes delivered?

Programmes will continue to be delivered on CRC approved premises however some local variations or arrangements with the NPS may apply. For services where the CRC uses operational partner services, these will either be delivered on CRC or NPS sites, community venues or the providers own premises. Mentoring support is predominately delivered out in the community. There also continues to be a wide range of UPW sites used which is reviewed on a regular basis.

How is quality, integrity and performance measured?

All services are subject to regular review of their performance and quality regardless of who this is delivered for. Operational partner services also are subject to a stringent contract management process against a set process of service review designed to continually drive high quality and positive outcomes for service users.

CRC will work closely with NPS operationally and strategically to review delivery, feedback, the service offer and processes in the hope we continue to develop services for service users.

What if I have an issue or feedback regarding a service?

In the first instance if an issue cannot be resolved locally there is a formal reporting structure in place so that this can be escalated and addressed during the NPS and CRC interface meetings. In cases such as this please alert your manager who will escalate appropriately.

What are the obligations to communicate updates on the service being delivered, record sessions and feed issues back?

CRC will provide updates both verbally and via the use of formal reporting mechanisms such as NDelius. The expectation is that all interventions delivered are recorded onto NDelius which includes services provided by supply chain providers.

CONTACT US



Cumbria & Lancashire CRC

clcrc.rate.card@sodexojustice.scc.gsi.gov.uk
www.clcrc.co.uk