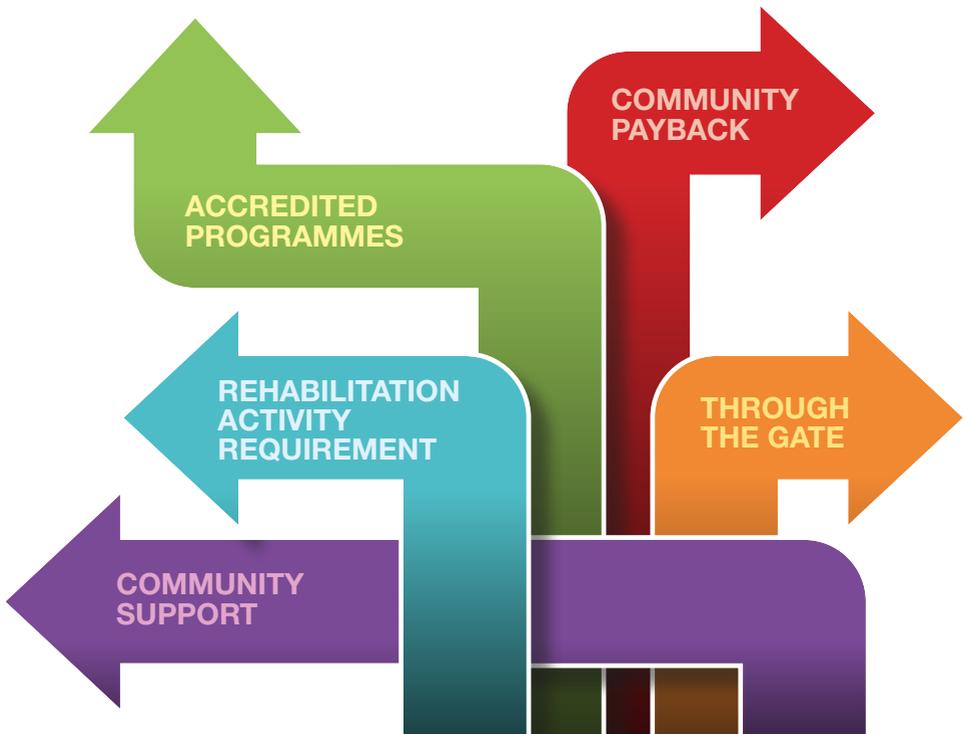




# Rate Card: Rehabilitation Services

Valid from April 2019



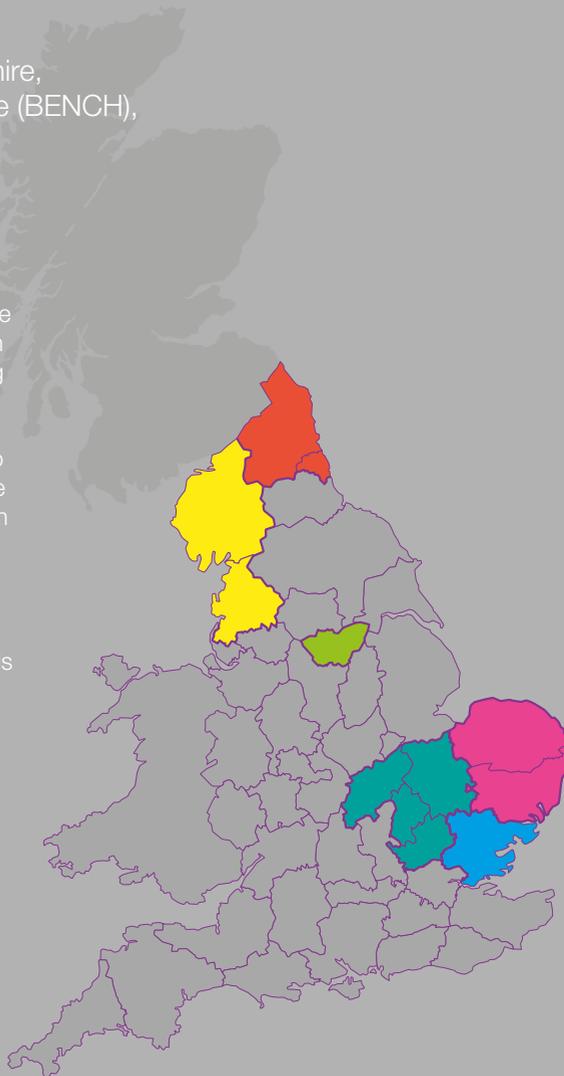
## INTRODUCTION

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 NORFOLK AND SUFFOLK CRC



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

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

### Resettlement Prisons:

- 1 HMP Norwich
- 2 HMP Hollesley Bay
- 3 HMP Wayland

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 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 for Norfolk and Suffolk is

**[NSCRC.Monitoring@probation.sodexgov.co.uk](mailto:NSCRC.Monitoring@probation.sodexgov.co.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 Norfolk & Suffolk 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 30.

### 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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## 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:  
TTG Services NSF.

Non Statutory Intervention  
Sub Type: NRP Resettlement Service.

Follow full process on page 30 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 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. Further enquiries regarding the service or referral process should be made to the CRC referral email.

Full process detailed on page 30 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.

### 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, positive developments, areas for improvement and possible future objectives.

### Duration

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

### 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.

Follow full process on page 30 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 or 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.

Follow full process on page 30 of this brochure.

## ACCOMMODATION SUPPORT

Available for all offenders who have an accommodation need in brokerage or retention, the service aims are to support in securing settled accommodation. 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. Delivered across all of Norfolk and Suffolk CRC in the community.



### 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.



### 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 - Accommodation NSF.

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 30 of this brochure.

## EMPLOYMENT, TRAINING AND EDUCATION SUPPORT

Available for all offenders who identify as having any ETE related need, we provide tailored support to help offenders find and sustain work, access training, and education and improve their career prospects. The service is designed to equip offenders 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. Delivered across all of Norfolk and Suffolk CRC in the community.



### 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.
- 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 – E/T/E NSF.

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 30 of this brochure.

## FINANCE, BENEFIT & DEBT SUPPORT

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. Delivered across all of Norfolk and Suffolk CRC in the community.

### 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

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 - Finance Benefit and Debt NSF.

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 30 of this brochure.

## WOMEN'S GROUP PROGRAMME

Suitable for women with any offence type and level of risk, this programme 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 CRC Offices at Norwich, Ipswich, Bury St Edmunds, Kings Lynn or Lowestoft and can be delivered in women's only hubs. Delivered in groups, the programme is evaluated using service user feedback at the end of the programme, women are contacted 6 months post completion for further feedback.

### Service Highlights

- Build their confidence, self-esteem and motivation in a safe, friendly environment.
- Challenges negative thinking across a range of attitudes.
- Access to specialist services that deal with substance misuse, sexual exploitation, domestic abuse, anxiety and depression.
- 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

7 x 2.5 hour sessions.

### How to request this service

Non Statutory Intervention: ES – Women Specific Interventions NSF.

Non Statutory Intervention Sub Type: Women's Group Programme.

Follow full process on page 30 of this brochure.

## WOMEN'S INTERVENTION

Service provision will be carried out in women's only hubs at either Norwich, Ipswich and Great Yarmouth. Suitable for women with any offence type and level of risk except those who should not be in a child/family environment, this flexible intervention provides targeted support agreed with the referring Responsible Officer in the areas each service user needs it most. This may include for example; substance misuse, emotional support, abuse and violence, ETE, children and families.

### Service Highlights

- Build their confidence, self-esteem and motivation in a safe, friendly environment.
- Challenges negative thinking across a range of attitudes.
- Access to specialist services that deal with substance misuse, sexual exploitation, domestic abuse, anxiety and depression.
- 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

13 hours of support sessions.

### How to request this service

Non Statutory Intervention: ES - Women Specific Intervention NSF.

Non Statutory Intervention Sub Type: Women's Intervention.

Follow full process on page 30 of this brochure.

## FAMILIES & PARENTING SUPPORT

The family parenting service is a unique service designed to facilitate and build on communication between a service user and relevant family members. 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. One to one support will be available with the option to move onto group programmes, where appropriate (with the consent of RO). Delivered in CRC offices in Norwich, Ipswich and Bury St Edmunds.

### 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

### Service Highlights

- Help service users develop child-centered parenting skills to improve outcomes for children, young people and families.
- Delivers family conferencing / mediation / mentoring where appropriate.
- Provide interventions which enable parents to keep in touch whilst in custody.
- Improved coping strategies and resilience when dealing with every day family challenges.
- Breaking the cycle of intergenerational offending within family units.

### How to request this service

Non Statutory Intervention: ES – Children and Families NSF.

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 30 of this brochure.

## WHO AM I? – CHILDREN & FAMILIES PROGRAMME

The Who Am I? Programme is a group programme that is suitable for male and female service users subject to RAR or licence. Within the context of their relationships with partners, children and other family members, it seeks to:

- Explore attitudes and values.
- Develop self-awareness.
- Reflect upon family & social networks.
- Recognise how behaviour affects the lives of family & others.

Following an initial one-to-one assessment, the five group sessions of approximately 2 hours duration will use a range of creative exercises to assist participants in drawing from the skills and abilities they demonstrate through the programme to shape and improve their family relationships. This is followed by a one to one goals planning session. Sex offenders are not accepted onto this group, the one to one Families and Parenting Support Service should be used as an alternative intervention. Delivered in Norwich, Ipswich, Bury St Edmunds and Waveney.

### Service Highlights

- The group depends on the establishment of group dynamics, catch-up sessions can be arranged, however, all attendees must attend session one.
- Final goals and action are recorded on a goals plan which will be shared with the service user and responsible officer.

### Duration

One assessment session, 5 x 2 hour group sessions, and a post-group goals setting session (7 sessions total).

### How to request this service

Non Statutory Intervention: ES – Children and Families NSF.  
Non Statutory Intervention Sub Type: Who Am I? Programme.  
Follow full process on page 30 of this brochure.

## ALCOHOL MANAGEMENT PROGRAMME

The programme will enable service users to understand the relationship between their offence and the use of alcohol. Suitable for any offence type where alcohol may have been a feature of their offending, with the exception of a current sexual offence. More specifically, offenders will be encouraged to assess the reasons behind their alcohol use, whilst identifying key strategies to deal with root causes including social conformity/ peer pressure and the importance of resilience. To supplement the programmes, alcohol diaries will be used to identify issues/ monitor progress. Delivered across all of Norfolk and Suffolk CRC. This is not suitable for those services user that are Alcohol dependent.

### Duration

5 x 2 hour sessions.

### Service Highlights

- Increased knowledge and understanding of alcohol, its effects and impact.
- Learned ability of tools to regulate their attitude towards excessive consumption.
- Individual session at the end of the programme produces a personal plan with achievable aims and knowledge of how to access further help in the event of a relapse.
- 3 way meeting at the end of the programme with referring Responsible Officer.

### How to request this service

Non Statutory Intervention: ES – Drugs / Alcohol NSF.  
Non Statutory Intervention Sub Type: Alcohol Management Programme.  
Follow full process on page 30 of this brochure.

## DRINK DRIVE PROGRAMME

The programme uses the Alcohol Management programme as its core, with three Drink Drive group work sessions bolted on to the end. Suitable for those convicted of a drink driving offence or any offence type where alcohol may have been a feature of their offending, with the exception of a current sexual offence. The additional sessions are designed to focus specifically on drink driving; helping service users to understand the impact alcohol has on their ability to drive, how emotions may link to decisions to drink drive and begin to identify strategies to assist them to make different decisions in the future. Delivered across all of Norfolk and Suffolk CRC.

### Service Highlights

- Increased knowledge and understanding of alcohol, its effects and impact on driving.
- Learned ability of tools to regulate their attitude towards drink driving.
- Individual session at the end of the programme produces a personal plan with achievable aims and knowledge of how to access further help in the event of a relapse.

### Duration

5 x 2 hour sessions.

#### How to request this service

Non Statutory Intervention: ES – Drugs / Alcohol NSF.

Non Statutory Intervention Sub Type: Drink Drive Alcohol Programme.

Follow full process on page 30 of this brochure.

## DRUG EDUCATION PROGRAMME (DEP)

This RAR is aimed at service users who need to improve their drug education. This is not a drug treatment programme, it is an educational programme. It is for those ‘recreational’ or ‘social’ users of pills, cannabis, cocaine etc. where they don’t see their ‘occasional’ drug use as an issue. It is not suitable for those using high dependency drugs such as heroin or crack cocaine. Alcohol is a drug that falls into both categories. It is included in some parts of this programme for illustrative/comparative purposes only.

**Format:** This RAR is 3 sessions long with each session being 2 hours. Catch up sessions are 30 minutes. It is a group based programme. However, in exceptional circumstances the programme could be delivered on a one to one.

**Programme Content:** This RAR will look at types of drugs and the effects, long and short term. It will also explore who uses drugs and who they affect, how drugs travel around the body and are processed, the reasons why people use drugs and influences and goal setting.

### Service Highlights

- Types of drugs, who uses and the impact of using on self and others.
- The effects on the body.
- The reasons for using and the links to offending behaviour.
- Influences and decision making.
- Personal goals.

### Duration

3 Group Sessions  
x up to 2 hours.

#### How to request this service

Non Statutory Intervention: ES – Drugs / Alcohol NSF.

Non Statutory Intervention Sub Type: Drug Education Programme (DEP) RAR.

Follow full process on page 30 of this brochure.

## ANGER MANAGEMENT PROGRAMME

The programme aims to reduce aggressive behaviour and improve moral reasoning. It is delivered over 10 sessions and on completion of the group a report is produced reviewing attendance and learning of the service user. The sessions use cognitive- behavioural theory, relaxation and anger reduction techniques, social skills and victim awareness. Suitable for male and female service users convicted of offences involving violence or aggression. Those excluded include those convicted of sexual or domestic abuse offences. Delivered all across Norfolk and Suffolk CRC.

### Service Highlights

- Support service users in understanding how values and beliefs underpin their use of aggression.
- Reduce the risk of further offences by providing skills to regulate aggressive behaviour through improved communication, assertiveness and use alternative thinking.
- Post programme summary provided to referring Responsible Officer.
- Activity can be used as part of a RAR requirement.

### Duration

10 x 90 minute sessions.

### How to request this service

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

Non Statutory Intervention Sub Type: Anger Management Programme.

Follow full process on page 30 of this brochure.

## BETTER ME BETTER US – DOMESTIC ABUSE GROUP PROGRAMME

This is a brief intervention for male domestic abuse perpetrators and as such it is expected that those assessed as high/very high risk of serious harm to others would not be included on the programme. It aims to help individuals to identify how their learning history, thoughts and feelings can impact on their abusive behaviour. The individuals would be encouraged to develop strategies to manage abusive behaviour; including assertive communication techniques and positive self-talk, identifying the elements of a healthy relationship.

This programme is delivered as a group, however this can also be delivered on a 121 if required, following assessment. Two facilitators will run each session. It is envisaged that wherever possible the same two facilitators will deliver the entire programme. It is suggested that prior to starting the programme and prior to each session facilitators will prepare with each other to ensure full understanding of the programme content and plan the shared deliver of the sessions.

### Sessions include; Pre group session

Session 1 – Introduction  
 Session 2 – Feelings and behaviour  
 Session 3 – Abusive Behaviour  
 Session 4 - Gains and Losses  
 Session 5 – Anger Diary  
 Session 6 – Time out/Self Talk  
 Session 7 – Healthier Relationships  
 Session 8 – Assertive Communication  
 Session 9 – 121 Session  
 Session 10 – Values and Beliefs  
 Session 11 – Impact on Children  
 Session 12 – Relapse Prevention  
 Post Group Session- Post Programme Report

### Service Highlights

- Individuals would be able to identify and understand their abusive behaviours and concentrate on building strategies for a healthy relationship.

### Duration

- Pre group Session  
1 x 3 hours
- 12 sessions of 3 hours  
( 36 hours)
- Post group session  
x1 hour
- Post Programme Report  
Preparation x2 hours
- WSO Telephone contact  
x2 at 30 mins
- WSO home visit  
x1 at 1 hour.

### How to request this service

Non Statutory Intervention: ES - Attitudes Thinking and Behaviour NSF.

Non Statutory Intervention Sub type: DV RAR - Better Me Better Us.

Follow full process on page 30 of this brochure.

## CHOICES

The aim of Choices is to: reduce risk by engaging and motivating, coaching, responding to individual needs, and building continuity. This is a general offending behaviour activity so is suitable for all service users who can engage in a group work setting and would benefit from developing thinking and goal setting skills. The intervention aims to achieve this in four ways:

- Develop participants' thinking skills
- Coach participants to identify and manage their risk factors
- Coach participants to develop personally relevant protective factors
- Coach participants to achieve pro social goals

### Activity requirement content:

The RAR is divided into 8 sessions

1. Initial individual session
2. Knowing yourself/identity
3. Knowing yourself/identify part 2
4. Conduct and actions
5. Conduct and actions part 2
6. Dealing with the issues
7. Influences and interactions
8. Letting go and individual goal setting

### Post Activity requirement

All those who complete the RAR will have an action plan outlining goals to implement to reduce their risk of further offending. They will need support in supervision to implement their action plan part of which may including undertaking further RARs for which they will need to be booked onto.

### Compliance

This works most effectively as a start to finish activity as several of the sessions are interlinked. Wherever possible if participants miss a session they will be reinstructed to start at the next appropriate session.

### Duration

Duration – 8 session x up to 2 hours.

### How to request this service

Non Statutory Intervention: ES - Attitudes, Thinking and Behaviour.

Non Statutory Intervention Sub Type; Choices.

Follow full process on page 30 of this brochure.

## FEARLESS FUTURES – YOUNG PERSONS RAR

This RAR module aims to motivate young service users (aged 18-25 years) to consider their identity, social circle and the way they handle situations. It will enable young adults to step into their future with self-confidence. It has a strength-based and trauma-informed approach and aims to encourage service users to look at what they have done well so far and the positive influences that can help them succeed in life. The final group sessions will provide service users with a tool kit so they can leave with some techniques to start implementing changes, if they are ready. At the end of this module service users will be assessed for suitability to commence additional specific RAR modules to address needs identified.

The pre group sessions are delivered by the main facilitator of the RAR, whether this is a RO or group facilitator on a one to one basis, prior to joining the group. The importance of this is to provide consistency for the young adult, building an effective relationship where the facilitator can be responsive to individual needs or learning styles.

### Sessions include;

**Pre group session:** Understanding Me and Future Goals (one to one)

**Session 1:** Identity

**Session 2:** Relationships

**Session 3:** Managing Self

**Session 4:** Managing difficult situations

**Post group session:** Exit session (one to one)



### Service Highlights

- Promotes understanding of how negative influences impact on their future goals.
- Encourages participants to explore how we are influenced within society and by whom.
- Identify strengths and areas for improvement.



### Duration

- 1 pre-group individual session at 2 hours.
- 4 group sessions x 2 hours.
- 1 individual exit session of 1 hour.

### How to request this service

Non Statutory Intervention: ES - Attitudes Thinking and Behaviour NSF.

Non Statutory Intervention Sub type: Young Persons.

Follow full process on page 30 of this brochure.

## MEN'S REHABILITATION ACTIVITY REQUIREMENT (RAR)

This RAR is aimed at all male service users who need to improve their communication skills. Developing an understanding about their emotions and how to express these in our modern society. They will work on their self esteem and general well-being. It is not suitable for female service users. This is a group-based programme however, in exceptional circumstances the programme could be delivered on a one to one.

Programme Content: This RAR will look at ways their self esteem is shaped and how society or personal circumstances influence this. It looks at how they understand and express emotions within relationships/families and explores support networks, role models, parenting skills and goal setting. The programme will also look at different thinking styles and communications skills.

### Sessions Include:

- Communication Skills, conflict resolution.
- Recognising and building positive relationships.
- Parenting skills, roles and responsibilities.
- Increasing levels of self-esteem, self-confidence and well being.
- To explore different thinking styles.
- Understanding and expressing emotions.
- Social identity and concepts of masculinity.
- Support networks and role models.
- Setting future goals.

### Duration

7 group sessions x up to 2 hours.

#### How to request this service

Non Statutory Intervention: ES - Attitudes, Thinking and Behaviour.  
Non Statutory Intervention Sub Type; Mens RAR.  
Follow full process on page 30 of this brochure.

## MOTIVATION AND COMPLIANCE PROGRAMME

Suitable for males and females who show low engagement and who have missed at least 3 appointments, the programme looks at the barriers they may have faced which have impacted on their attendance while reinforcing the importance of engagement. The programme will increase motivation and engagement and seeks to implement a cycle of change with realistic goals for each service user. Delivered all across Norfolk and Suffolk CRC.

### Duration

3 x 1 hour sessions.

### Service Highlights

- Participants develop strategies to remove barriers to compliance and motivation.
- Improved compliance with order requirements resulting in a reduction of risk and needs related to reoffending and RoSH.
- Improved compliance with secondary areas, including for example employment and health commitments.
- A post programme summary will be provided by delivery staff to the Responsible Officer.

#### How to request this service

Non Statutory Intervention: ES – Attitudes, Thinking and Behaviour NSF.  
Non Statutory Intervention Sub Type: Motivation and Compliance Programme.  
Follow full process on page 30 of this brochure.

## POSITIVE PATHWAYS PLUS – 121

This RAR module is aimed at male domestic abuse perpetrators assessed as medium to high/very high risk of serious harm to others. Its aim is to help individuals to develop their personal and social resources and improve their level of motivation towards identifying and developing pathways to desistance. The main theme is supporting service users to assess their current and potential personal strengths and that of their social networks and become more resilient and better able to progress and sustain their sense of achievement within various life challenges.

This programme is delivered on a one to one by an accredited BBR facilitator.

### Sessions include;

#### Induction Session

**Positive Pathways (PP1)** Individual session

**Positive Pathways (PP2)** What's in my locker? – human capital / personal resources

**Positive Pathways (PP3)** Who's in my corner? – social capital / social resources

**Positive Pathways (PP4)** What's in the way? – obstacles and barriers

**Positive Pathways (PP5)** On my way – future me

**Positive Pathways (PP6)** Individual review session

**Positive Pathways (PP7)** Positive Relationships

**Positive Pathways (PP8)** Self Management

**Positive Pathways (PP9)** Next Steps Final Review/Post

#### Programme Report



### Service Highlights

- Individuals would be able to identify and understand their abusive behaviours and concentrate on building strategies to becoming more personally resilient and able draw on external support networks.



### Duration

9 sessions x 2 hours plus pre and post group sessions plus WSO home visit.

### How to request this service

Non Statutory Intervention: ES - Attitudes Thinking and Behaviour NSF.

Non Statutory Intervention Sub type: Positive Pathways Plus.

Follow full process on page 30 of this brochure.

## SOCIAL SKILLS GROUP PROGRAMME

The programme is designed to assist participants to explore problem solving skills and enable them to apply them in appropriate situations.

The programme has sessions that focus on at assertiveness and conflict resolution, as well as dealing with feelings and creative thinking. This intervention is open to offenders with any type of offence, with the exception of a current sexual or Domestic Violent offence. Offenders with significant mental health or learning disabilities that might prevent participation and learning are also not suitable. Delivered across all of Norfolk and Suffolk CRC.



### Duration

6 x 2 hour sessions.



### Service Highlights

- Increases vital social skills to enable effective reintegration back into society.
- Increases participants' social skills and pro-social behaviour to enable them to resolve issues without offending.
- Participants develop strategies to reduce and manage risky situations.
- Post programme summary provided to NPS RO.
- Activity can be used as part of a RAR requirement.

### How to request this service

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

Non Statutory Intervention Sub Type: Social Skills Group.

Follow full process on page 30 of this brochure.

## VICTIM AWARENESS GROUP

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. This course is not suitable for offenders with a racially aggravated/hate crime or those with a current domestic violence or sexual offence. Delivered all across Norfolk and Suffolk CRC.

### Service Highlights

- Enables the participant to develop empathy for victims.
- Assists with enabling the service user to understand the impact of their offence on themselves and others.
- Includes a session on Restorative Justice to look at the process, what it involves and enabling those who are interested to access the Restorative Justice intervention.

### Duration

5 x 1 hour sessions.

### How to request this service

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

Non Statutory Intervention Sub Type: Victim Awareness Group.

Follow full process on page 30 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. NSCRC current RJ cases include offences of Murder, Rape, Sexual Assault, Death by Dangerous Driving, Robbery (armed and street), Arson, Wounding with intent, GBH, ABH, Burglary (domestic and aggravated), Affray. The service provides a single point of contact for all victims and offenders 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. Delivered all across Norfolk and Suffolk CRC, please inquire for a full breakdown of options and pricing.

### Duration

Example delivery includes;

- Initial assessment for all cases, including meeting victim or offender and NPS/Police Victim Support
- Voice Heard Statement or Shuttle Mediation including 2 meetings with victim then offender
- RJ Conference, comprising a total 4 meetings with extra possible with supporters of both parties, conference facilitation, post conference evaluation, support and contact.

### How to request this service

Non Statutory Intervention: ES – Restorative Justice NSF.

Non Statutory Intervention Sub Type: Restorative Justice Programme.

Follow full process on page 30 of this brochure.

### Service Highlights

- Supports victim to feel closure whilst giving them 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.

## COMMUNITY SUPPORT (MENTORING)

Available for all service users, mentoring 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, if requested support can start pre-release during the final 12 weeks in custody.

### Duration

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

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

### How to request this service

Non Statutory Intervention: ES – Other NSF.

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 30 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, including gate pick up on agreement and assisting with immediate reporting requirements of their licence.
- Have personal advocacy in complex areas including healthcare, housing and benefit entitlements.

## SENIOR ATTENDANCE CENTRE

The Court will need to make a requirement within a Community or Suspended Sentence Order between 12 and 36 hours. Senior Attendance Centres is currently based in Ipswich CRC office. Suitable cases may come from any location providing travel time is less than 90 minutes each way. The centre provides 3 hours of content on alternate Saturday mornings aimed at young adults (male and female) between the age of 18 and 24.

### Duration

Between 12 and 36 hours as required by the Court.

### Service Highlights

- Supports service users to reducing risk of re-offending by challenging attitudes and beliefs in relation to offending.
- Pro-social models help participants to make positive decisions and life choices.
- Engaging activities on a range of subject matter issues that are relevant to their lives.

### How to request this service

SACs are not on an NSI. The referring officer needs to transfer the requirement to NSCRC as the provider. Enquiries regarding the referral process, cost or service delivery should be made to: [NSCRC.Monitoring@probation.sodexogov.co.uk](mailto:NSCRC.Monitoring@probation.sodexogov.co.uk)

## 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:

**NSCRC.Monitoring@probation.sodexogov.co.uk**

### Non Statutory Intervention (NSI) Process

- Click onto Add NSI:
- NSI Provider: CPA Norfolk and Suffolk
- 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 Norfolk (NB as creating NSI and then will transfer to CRC – see below)
- Your Team: Please select as appropriate,
- 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 Norfolk and Suffolk
- Cluster: Leave unselected
- LDU: Leave unselected
- Team: Select geographical area
- Officer: Unallocated
- Click Transfer
- Choose External NSI Referral in the 'reason' box.

## CONTACT US



### **Norfolk & Suffolk CRC**

[NSCRC.Monitoring@probation.sodexogov.co.uk](mailto:NSCRC.Monitoring@probation.sodexogov.co.uk)  
[www.norfolksuffolkcrc.co.uk](http://www.norfolksuffolkcrc.co.uk)