



Rate Card: Rehabilitation Services

Valid from April 2019



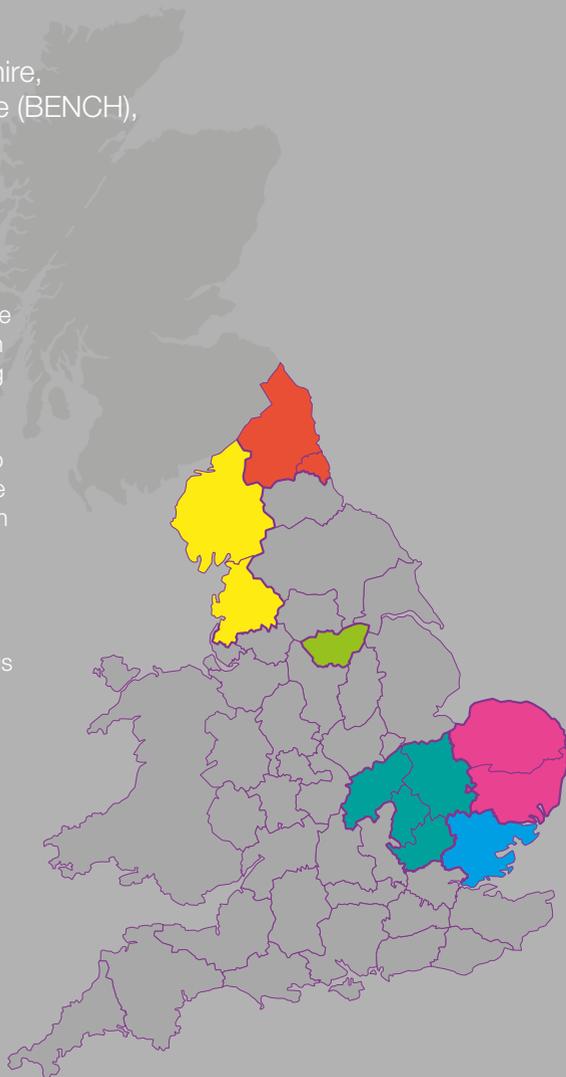
INTRODUCTION

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

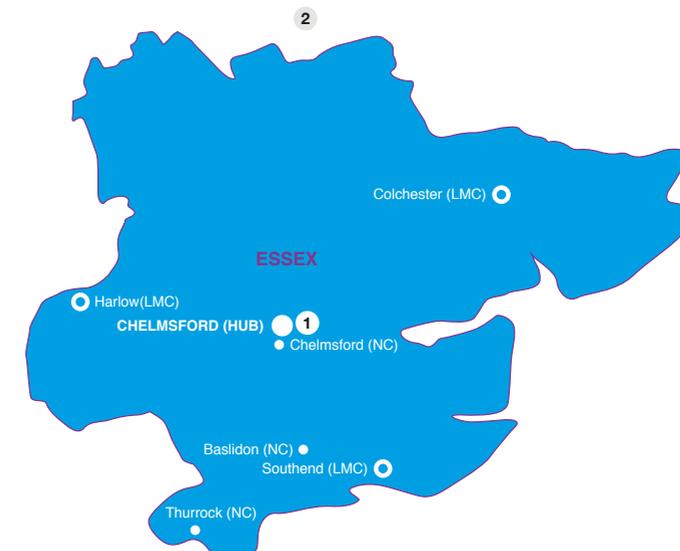
- Cumbria and Lancashire
- Bedfordshire, Northamptonshire, Cambridgeshire, Hertfordshire (BENCH),
- Essex
- Norfolk and Suffolk
- Northumbria
- South Yorkshire.

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 ESSEX 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 Chelmsford
- 2 HMP Highpoint

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 Essex is;
EssexCRC.ReferralPoint@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 Essex CRC. In addition to this if you have any feedback or would like to make a request for information regarding any aspect of our brochure please use the dedicated email box as given on page 31.

Our Operational Partners

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

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

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

ABOUT THIS RATE CARD

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

The Rate Card is separated into the following parts:

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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

Note – there are no non-resettlement prisons located within the Essex contract package area.

However please see Part 2 Discretionary Services for information relating to services which can be offered in a resettlement prison, as in-reach 12 weeks prior to release from custody.

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 31 of this brochure.

ACCREDITED PROGRAMMES: THINKING SKILLS [TSP]

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

Duration

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

Service Highlights

- The intervention covers; goals and values; offence analysis; consequential thinking; emotional awareness; offence free relationships; communication and assertiveness; interpersonal problem solving and perspective taking.
- Post programme reports are shared with the participant and their Responsible Officer detailing their engagement, 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 31 of this brochure.

ACCREDITED PROGRAMMES: BUILDING BETTER RELATIONSHIPS [BBR]

BBR is a nationally accredited group work programme designed to reduce re-offending and promote the safety of current and future partners and children. Suitable for medium 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 31 of this brochure.

ACCREDITED PROGRAMMES: BUILDING SKILLS FOR RECOVERY [BSR]

BSR is a substance misuse programme targeted at people who have committed offences as a result of their drug and/or alcohol use. It aims to raise awareness of the link between drug use and offending in order to develop motivation for change. BSR is suitable for male and female offenders who are medium to high risk (OGRS3 50+) and are dependent on one or more illicit substances or alcohol. The programme is targeted at medium risk offenders or above who have criminogenic needs in OASys linked to drugs and alcohol abuse.

Service Highlights

- Provides offenders with specific cognitive and behavioural skills to enable them to live a drug/alcohol free life.
- 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

16 group work sessions each lasting 2.5 hours.
(There are additional post group and individual sessions which are run dependant on need.)

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 31 of this brochure.

ACCREDITED PROGRAMMES: RESOLVE

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

Duration

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

Service Highlights

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

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 31 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 offenders 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.
- 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

14 group work sessions.

How to request this service

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

Follow full process on page 31 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 Essex CRC in the community.

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

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

How to request this service

Non Statutory Intervention: ES - Accommodation ESX.

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 31 of this brochure.

ACCOMMODATION – MAINTAINING TENANCY SHORT PROGRAMME

Available to all offenders this course offers practical information and advice helping participants understand what it means to be a ‘good’ tenant. The course is delivered in bite size modules and addresses; introduction to housing options and realistic planning, rights and responsibilities, housing application process and the costs associated with utilities and day to day living. The programme also helps participants learn to budget effectively in order to avoid eviction or reduction of existing debt. Delivered across all of Essex CRC in the community.

Service Highlights

- Service users learn how to effectively retain their tenancy.
- Respond to day to day challenges of independent living.
- Manage budgets and avoid eviction or debt.
- Awareness of their rights & responsibilities.
- Awareness of the types of accommodation available to them.
- Completion certificate which can be presented to RSL and private landlords as supportive evidence when making onward housing applications.

Duration

1 x 2 hour session.

How to request this service

Non Statutory Intervention: ES - Accommodation ESX.

Non Statutory Intervention Sub Type: Community: Tenancy Short Programme.

Follow full process on page 31 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 Essex CRC in the community. This service will be delivered by both face to face support and telephone contact based on need and individual circumstances

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

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

How to request this service

Non Statutory Intervention: ES – E/T/E ESX.

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 31 of this brochure.

EMPLOYMENT, TRAINING AND EDUCATION SUPPORT – EMPLOYABILITY COURSE

Available for all offenders, this course is designed to motivate those in moving forward into work, education or training. The course looks at developing their employability skills, whilst helping to build and confidently present their CV. Drawing on The Rehabilitation of Offenders Act, the course also covers rights and responsibilities when disclosing convictions. Delivered across all of Essex CRC in the community.

Service Highlights

- Improved confidence when applying for work and attending interviews.
- Better awareness in relation to types of work, local labour market and training opportunities.
- Understand responsibilities when disclosing convictions, when, where and how to do this in order to get the best results.
- Feel inspired to find and sustain realistic work opportunities.

Duration

1 x 2 hour session.

How to request this service

Non Statutory Intervention: ES – E/T/E ESX.

Non Statutory Intervention Sub Type: Community: Employability Course.

Follow full process on page 31 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 Essex 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

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

How to request this service

Non Statutory Intervention: ES - Finance Benefit and Debt ESX.

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 31 of this brochure.

FINANCE, BENEFIT & DEBT – MONEY MANAGEMENT SHORT PROGRAMME

Available for all offenders the four bitesize course modules seek to improve the overall financial awareness and resilience of its participants, helping them have a better understanding of how to manage their own finances and day to day budgeting. The course offers information, advice and guidance with specialist brokerage of onward financial assistance if required. Delivered across all of Essex CRC in the community.

Service Highlights

- Access to relevant benefit.
- Manage existing debt.
- Put together a budget plan which reflects their own circumstances.
- Apply for a bank account and relevant insurance.
- Plan for the future ahead.
- Receive their own finance, benefit and debt pack which includes template letters, budget plans, and basic advice for future use.

Duration

1 x 2 hour session.

How to request this service

Non Statutory Intervention: ES – Finance Benefit and Debt ESX.

Non Statutory Intervention Sub Type: Community: Money Management Programme.

Follow full process on page 31 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). Delivery from Essex CRC North, South and West LMCs.

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.

Duration

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

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

How to request this service

Non Statutory Intervention: ES – Children and Families ESX.

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

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

Follow full process on page 31 of this brochure.

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.

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 ESX.

Non Statutory Intervention Sub Type: Who Am I? Programme.

Follow full process on page 31 of this brochure.

WOMEN'S SPECIFIC SUPPORT PROGRAMME

Available for all women and delivered in a group setting and aimed at addressing areas of need relating to the key pathways. The programme contains 4 modules of 2 sessions each; Relationships, Confidence and Self Esteem, Health and Empowerment. The programme collaboratively works with the women to identify and learn to manage protective and risky relationships, enables women to develop, grow and increase health and wellbeing, as well as teaching coping strategies and recovery tools. The programme is available for all women across Essex CRC and is weekly in various locations.

Duration

8 x 2 hour sessions.

Service Highlights

- Build their confidence, self-esteem and motivation in a safe, friendly environment.
- Develops communication styles and assertive behaviours to improve healthy relationships
- Works on social circles, including intimate partner, family, friends and professional relationships.
- Support with personal development i.e. problem solving, confidence building and motivation.

How to request this service

Non Statutory Intervention: ES - Women Specific Interventions ESX.

Non Statutory Intervention Sub Type: Women's Intervention Service.

Follow full process on page 31 of this brochure.

WOMEN'S COMMUNITY SUPPORT (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.

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 – Women Specific Interventions ESX.

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

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

Follow full process on page 31 of this brochure.

Service Highlights

- Assistance to access specialist services linked to substance misuse, sexual exploitation, domestic abuse, anxiety and depression.
- Assistance with relevant practical tasks such as form-filling, or preparation for interviews or examinations.
- Development life skills including timekeeping, budget management, good diet and hygiene, constructive use of leisure time.
- Offer of practical day to day support, travel, attendance at appointments, and promotion of resettlement support.
- Have access to in-reach custody support which enhances resettlement outcomes and transition through the gate.
- Support in accessing healthcare, housing and benefit entitlement.
- Benefit from regular meetings with a mentor.

NEXT STEPS

This programme will support service users to set and maintain healthy goals for their recovery from substance misuse and related offending behaviour. Using the Journey of Change model, it will help service users to understand their current relationship with substance misuse (be it illicit drug use or alcohol misuse), its impact on their life, and identify what a healthy identity is like for them.

This programme is not a substitute for specialist medical services, but can be used to support or consolidate ongoing or previously completed treatment in custody or the community. Service users will not be required to directly disclose their offences, but will explore the link between substance misuse and offending, as well as the broader impact on their lives. Using strength based approaches, the programme will help service users to know what a healthy identity is like for them and develop some of the knowledge and skills required to achieve and maintain it.

The pre group one to one session is delivered by the main facilitator of the programme, whether this is a Responsible Officer or Programme Facilitator on a one to one basis, prior to joining the group. The importance of this is to provide consistency for the service user, building an effective relationship where the facilitator can be responsive to individual needs or learning styles. A post group one to one will focus on the service user's individual relapse prevention plan.

Sessions include

Pre- group session: My Journey of Change (one to one).
10 group sessions: Each group session covers a different topic and can be completed in any order.
Post group session: My plan to keep a healthy life (one to one).

How to request this service

Non Statutory Intervention: ES - Drugs/Alcohol ESX.

Non Statutory Intervention Sub type: Next Steps.

Follow full process on page 31 of this brochure.

Service Highlights

- Suitable for community sentences and post-release licence periods.
- Can be used to intensify supervision in response to non-compliance or lapse in substance misuse recovery.
- Programme can be joined at any session.
- Promotes understanding of the past, present and potential future impact of substance misuse.
- Uses strength based approaches to set positive goals for healthy and non-offending identities.
- Can be used to support current substance misuse treatment or to maintain recovery.

Duration

1 x 1 hour pre-group individual session.
10 x 1 hour group sessions.
1 x 1 hour individual exit session.

FEARLESS FUTURES – YOUNG PERSONS

This 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 modules to address needs identified.

The pre group sessions are delivered by the main facilitator of the programme, 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)

How to request this service

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

Non Statutory Intervention Sub type: Young Persons.

Follow full process detailed on page 31 of this brochure.

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

DOMESTIC ABUSE INDIVIDUAL PROGRAMME

The Domestic Abuse Individual Programme is delivered on an individual basis to men who are judged not suitable to attend the group-based Building Better Relationships Programme. The programme is designed to reduce re-offending of heterosexual adult male perpetrators of domestic abuse/violence. Requires acknowledged history of domestic abuse/violence and willingness to change. SARA must accompany referral. Delivered across all of Essex CRC. Delivery will comprise of 18 core units, but enhanced delivery units are available to support effective delivery, based on individual identified need. Delivery of additional units and the subject of these units will be agreed by the RO.

Duration

18 x 2 hour sessions.
1-4 hours of enhanced delivery units.

Service Highlights

- Enables skills to eliminate violent and abusive behaviour.
- Requires individuals to submit details of women whom they have had relationships.
- Provision of Partner Link Worker where necessary.
- Post intervention summary will be provided to service user and 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 ESX.

Non Statutory Intervention Sub Type: Barriers to compliance.

Non Statutory Intervention Sub Type: Domestic Abuse Individual Programme Additional Modules.

Follow full process on page 31 of this brochure.

ATTITUDES, THINKING AND BEHAVIOUR PROGRAMME

The Attitudes, Thinking and Behaviour Programme is a group programme that is suitable for all male service users subject to RAR or licence.

It comprises of four sessions:

- **Session 1**
Challenging Negative Thoughts and Feelings.
- **Session 2**
Breaking down barriers and Generating Options.
- **Session 3**
Positives and Consequential Thinking.
- **Session 4**
Gathering information and Problem Solving.

The aim of the programme is to build on service users' pro social skill base and identify strategies to manage their Attitudes, Thinking and Behaviour prior to taking a course of action.

Service Highlights

- If one session is missed, to assist compliance, we will facilitate a catch-up session, immediately before the next scheduled session.
- Suitable to be used during licence periods as a follow up to offending behaviour work completed in prison.
- Can be used at any point during a sentence to address relapses in offending behaviour.

Duration

4 x 2/2.5 hour sessions.

How to request this service

Non Statutory Intervention: ES - Attitudes, Thinking and Behaviour ESX.
Non Statutory Intervention Sub Type: ATB Programme.
Follow full process on page 31 of this brochure.

ABC – ADDRESSING BARRIERS TO COMPLIANCE

This group module is designed for Service Users who are not currently motivated to change and who would benefit from identifying, exploring and addressing barriers to compliance with their sentence. By identifying their own internal and external barriers to compliance, the module seeks to build motivation to make positive changes, and so help Service User to complete their sentence successfully. It can be used at the start of a sentence or in response to an episode or developing pattern of non-compliance.

Duration

2 x 1.5 hour sessions.

Service Highlights

- Provides service users with an opportunity to identify and address barriers to compliance.
- Introduces problem solving and decision making strategies.
- Motivates service users to see positive aspects of successfully completing their order.
- Onward referrals completed to other agencies as relevant.
- Post intervention summary provided to the referring party.

How to request this service

Non Statutory Intervention: ES - Attitudes, Thinking and Behaviour ESX.
Non Statutory Intervention Sub Type: Barriers to compliance.
Follow full process on page 31 of this brochure.

RESETTLEMENT MODULE

Available for all service users, the Resettlement module is a group session delivered to service users released from prison, to help support them in making realistic and meaningful goals for their resettlement into the community. It looks at the key relationships for people, to support their goals and strategies for working effectively with those people. Courses run fortnightly in Southend & Colchester, as well as monthly in Harlow at Essex CRC LMCs.

Service Highlights

- Targets improved licence compliance by ensuring service users have accurate expectations of their post release supervision.
- Motivating service users to identify their own goals and strategies for a crime free life.
- Identifying the keys areas of support and how to gain the best access to this support.
- Referrals can be made prior to release at PD1 stage.

Duration

1 x 2 hour sessions.

How to request this service

Non Statutory Intervention: ES – Other ESX.

Non Statutory Intervention Sub Type: Resettlement Module.

Follow full process on page 31 of this brochure.

VICTIMS AWARENESS MODULE

The Victims Awareness Module is designed to raise awareness of the physical and psychological impact of offending behaviour on direct and indirect victims, enabling the service user who inflicted harm to understand the consequences of their offence. The module uses cognitive behavioural techniques to explore the consequences of actions, encourage Service Users to take responsibility and develop empathy for others. The module applies new and existing thinking skills to achieve pro social goals that support relapse prevention.

The module will be delivered in group sessions, where discussions on offending behaviour will take place in order for participants to recognise both the direct and indirect victims of their offences. Not suitable for perpetrators of domestic abuse or sexual offence.

Service Highlights

- Can be used as RAR days or during a licence or Post Sentence Supervision period.
- Suitable to be used during licence periods as a follow up to offending behaviour work completed in prison.
- Participants will be given the opportunity to engage with Restorative Justice conferencing.

Duration

4 x 2 hour sessions.

How to request this service

Non Statutory Intervention: ES Other ESX.

Non Statutory Intervention Sub Type: Victims Awareness module.

Follow full process on page 31 of this brochure.

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 however if requested support can start pre-release during the final 12 weeks in custody (HMP Chelmsford). A meet at the gate service is also available at HMP Chelmsford as a standalone service using the NSI below.

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
Meet at the Gate	=	up to 3 hours

How to request this service

Non Statutory Intervention: ES – Other ESX.

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

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

Non Statutory Intervention Sub Type: Mentoring: Meet at the gate.

Follow full process on page 31 of this brochure.

Service Highlights

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

SUBSTANCE MISUSE MENTORING SERVICE

A mentoring service on 1-1 basis to assist with appointments and engagement with substance misuse services, assist with practical life skills, supported referral and accompaniment to agency appointments and help to combat social isolation. Delivered only in Southend and Thurrock where mainstream provision is minimal.

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 – Drugs / Alcohol ESX.

Non Statutory Intervention Sub Type: Substance Misuse Mentoring Assessment and Action Planning.

Non Statutory Intervention Sub Type: Substance Misuse Mentoring Low / Medium / High Intensity.

Follow full process on page 31 of this brochure.

Service Highlights

- Provides role models for service users and motivates them on a path to desistance.
- Supports compliance and increased engagement for those who have substance misuse needs.
- Service users feel more knowledgeable and better equipped to access support.

SEX WORKER SUPPORT SERVICE

For service users who have additional needs related to sex working following release from custody or those who are on a community licence, access to our Sex Worker Support service is available. An assessment will result in a proposed intensity of intervention for agreement with the NPS RO. Individual Support designed to raise awareness for men or women and provide signposting to support them to move away from, or reduce harm from sex work. Delivered across all of Essex CRC.

Service Highlights

- Increased awareness of mainstream provision available for sex workers.
- Greater social inclusion and reduction of needs related to re-offending.
- A post intervention summary will be supplied by delivery staff to the NPS.

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 – Other ESX.

Non Statutory Intervention Sub Type:
Sex Worker Support Assessment and Action Planning.

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

Follow full process on page 31 of this brochure.

VETERANS SUPPORT SERVICE

The veterans support service is a unique service which provides full wrap around support and one to one advice through the use of booked appointment and regular drop in sessions. Delivered all the way across the CRC, staff will identify needs with the service user and agree a level of support with the referring Responsible Officer. Delivered across all of Essex in the community and HMP Chelmsford in Custody.

Duration

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

Assessment	=	up to 1 hour
Low Intensity Support	=	up to 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 – Other ESX.

Non Statutory Intervention Sub Type:
Veterans Support Assessment and Action Planning.

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

Follow full process on page 31 of this brochure.

Service Highlights

- Supporting the referred service user in making referrals to relevant external support services, to include counselling, NHS mental health/ GP services, following through on outcomes and supporting next steps.
- Supporting the referred service user in accessing complimentary services in the community, working in close partnership with the CRC's wider network.
- Supporting the referred service user with reintegration back into the family as appropriate, ensuring that all parties are aware of entitlements and support.
- Supporting the referred service user in maintaining levels of compliance with sentence requirements in the community.
- Leveraging links with Armed Forces and other Veterans Services to ensure that the service user has access to all related specialist support.
- Providing Telephone or face-to-face advice with a named supporter, where appropriate.

INDIVIDUAL UNPAID WORK

Community Payback reparation work on an individual placement basis for non-sentenced offenders. Participants will be supervised on one-to-one basis. Participants referred by Essex Police and Crime Commissioner or other commissioning bodies. This service is delivered as a diversionary activity for those outside of the criminal justice system. Placements are available across all of Essex CRC in the community.

Service Highlights

- Increased public confidence in the criminal justice system.
- Service users learn new and improve valuable practical and life skills to support reducing re-offending.
- Material benefit to communities through improved environments and increased public safety.

Duration

Agreement upon referral.

How to request this service

Non Statutory Intervention: ES – Other ESX.

Non Statutory Intervention Sub Type: Individual Unpaid Work.

Follow full process detailed on page 31 of this brochure.

NON STATUTORY INTERVENTION (NSI) PROCESS TO PURCHASE SERVICES

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

Finally you will notice that some of the discretionary services have an assessment NSI, it is recommended that you instruct an assessment before choosing a level of service intensity. The assessment 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:
EssexCRC.ReferralPoint@probation.sodexogov.co.uk

Non Statutory Intervention (NSI) Process

- Click onto Add NSI:
- NSI Provider: CPA Essex
- 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 Essex (NB as creating NSI and then will transfer to CRC – see below)
- Your Team: Please select as appropriate, for example NPS Southend, NPS Thurrock etc
- 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 Essex
- Cluster: Leave unselected
- LDU: Leave unselected
- Team: CRC-Essex-Awaiting Allocation
- Officer: Unallocated
- Click Transfer
- Choose External NSI Referral in the 'reason' box

CONTACT US



Essex CRC

EssexCRC.ReferralPoint@probation.sodexogov.co.uk
www.essexcrc.co.uk