

# Rate Card

Valid from April 2018



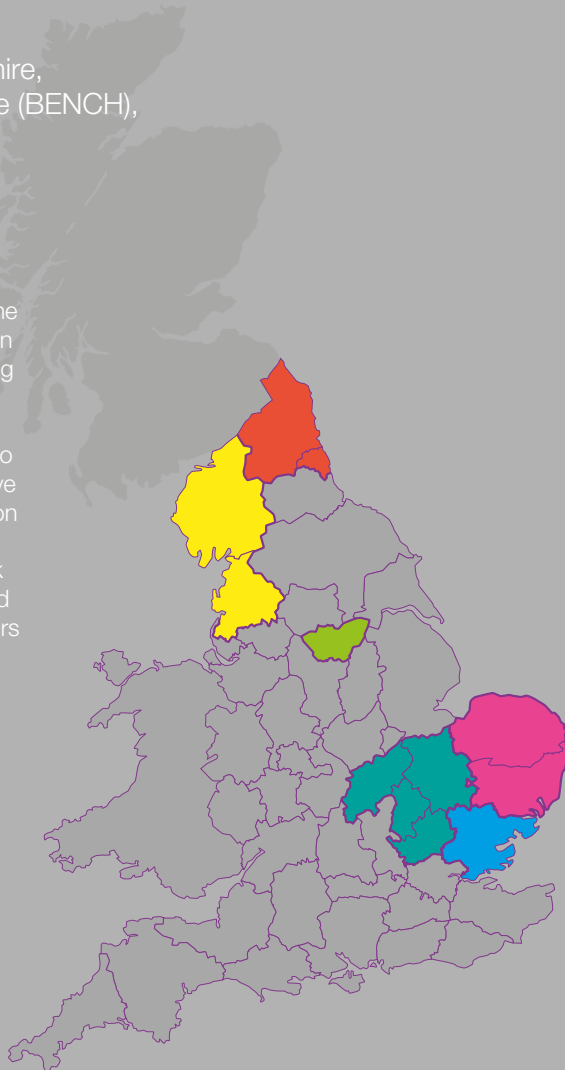
## INTRODUCTION

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

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

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

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



## ABOUT SOUTH YORKSHIRE 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)

This more streamlined approach will be further enhanced following the implementation of our new case management system, which supports operations and enables practitioners to spend more time directly working with the service users under their supervision.

For all Rate Card interventions, the hub in Sheffield acts as the first point of contact for queries, referral and acceptance and onward transfer of NSIs. Our hub monitoring and compliance team also track the delivery of interventions purchased by the NPS and out of area CRCs. The dedicated referral and query email inbox is; [sycrc.requirements@sodexojustice.scc.gsi.gov.uk](mailto:sycrc.requirements@sodexojustice.scc.gsi.gov.uk)

## OUR APPROACH

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

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

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

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

To enable a swift escalation route for queries or issues there is a single point of contact allocated within South Yorkshire CRC. In addition to this if you have any feedback or would like to make a request for information regarding any aspect of our brochure please use the dedicated email box as given on page 28.

### Our Operational Partners

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

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

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

## ABOUT THIS RATE CARD

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

The Rate Card is separated into the following parts:

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## THROUGH THE GATE SERVICE UNIVERSAL OFFER

CRCs are contracted to provide a TTG service in resettlement prisons to support prison leavers as they move from custody to community. CRCs are responsible for delivering these services to all service users (both CRC and NPS) who are in custody at a resettlement prison; this is known as our Universal Offer.

The Universal Offer includes:

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

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

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

### Through the Gate Service in a Non-Resettlement Prison

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

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

## COMMUNITY PAYBACK

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

### Service Highlights

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

### Duration and cost

The Requirement is set in hours with a maximum being **300 hours**. Community payback can be delivered in groups or through individual placements depending on individual assessment. **£6.32 per hour**.



### How to request this service

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

Follow full process on page 28 of this brochure

## ACCREDITED PROGRAMMES:

# BUILDING BETTER RELATIONSHIPS [BBR]

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



### Service Highlights

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



### Duration and cost

The programme will consist of **30 sessions** which are combination of group, individual, preparatory and review sessions at **£2,599.75 per start**.

### How to request this service

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

Follow full process on page 28 of this brochure

# THROUGH THE GATE / NON-RESETTLEMENT PRISON

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

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



### Duration and cost

Low Intensity Support = **2 hours at £100 per start**  
Medium Intensity Support = **5 hours at £250 per start**  
High Intensity Support = **10 hours at £500 per start**

### How to request this service

Prisoner Offender Supervisor contacts NPS RO informing them of upcoming release. If CRC is to deliver, NPS RO to determine the level of service required.

Non Statutory Intervention: TTG Services SYK

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

Follow full process on page 28 of this brochure.



### Service Highlights

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

## ACCOMMODATION

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

### Service Highlights

- Support to identify and secure suitable accommodation.
- Housing applications and associated processes.
- Advising on rent or mortgage arrears, possession action and repayment schemes.
- Advising on landlord issues to resolve disputes.
- Advising on rights and responsibilities.
- Referrals for Legal Aid.
- Improving a tenant's current housing situation.
- Support to maintain independent & healthy living.
- Support to access wider housing needs (charity, furniture, benefits etc).

### Duration and cost

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

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

### How to request this service

Non Statutory Intervention: ES - Accommodation SYK

Non Statutory Intervention Sub Type:  
Accommodation Assessment and Action Planning

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

Follow full process on page 28 of this brochure

## ACCOMMODATION / HOW TO BE A GOOD TENANT

Available to all service users this course offers practical information and advice helping participants understand what it means to be a 'good' tenant. The course includes information regarding 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.

### Duration and cost

**2 hour session at £100 per start**

### Service Highlights

- Effectively maintain 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.

### How to request this service

Non Statutory Intervention: ES - Accommodation SYK

Non Statutory Intervention Sub Type: Maintaining Tenancy Course

Follow full process on page 28 of this brochure

## EMPLOYMENT, TRAINING AND EDUCATION

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

### 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.

### Duration and cost

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

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

### How to request this service

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

Non Statutory Intervention Sub Type: ETE Assessment and Action Planning

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

Follow full process on page 28 of this brochure

## GETTING INTO WORK EMPLOYABILITY COURSE

Available for all service users, this course is designed to motivate service users in moving forward with 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.

### Duration and cost

**2 hour session at £100 per start**

### 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.

### How to request this service

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

Non Statutory Intervention Sub Type: Getting into work course

Follow full process on page 28 of this brochure

## FINANCE, BENEFIT & DEBT

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

### Service Highlights

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

### Duration and cost

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

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

### How to request this service

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

Non Statutory Intervention Sub Type: FBD Assessment and Action Planning

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

Follow full process on page 28 of this brochure

## FINANCE, BENEFIT & DEBT – MANAGING MONEY COURSE

Available for all service users the five 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. Support can be used as part of RAR or Licence activity.

### 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 and cost

**2 hour session at £100 per start**

### How to request this service

Non Statutory Intervention: ES – Finance/ Benefit/ Debt SYK

Non Statutory Intervention Sub Type: Managing Money Course

Follow full process on page 28 of this brochure



## WOMEN'S SERVICE

This service focuses on working with women to help them stop re-offending, providing practical and emotional support whilst addressing the needs identified under the key pathways. Service provision will be carried out in a women's only hub (or via outreach for women not suitable for attendance at the hub) where from the initial assessment the level of intensity will be agreed with the RO based on the area of need identified. Services are delivered in the community at one of our women's only hubs and can be used as part of RAR or licence activity however if requested support can start pre-release during the final 12 weeks in custody.

### Service Highlights

- Build their confidence, self-esteem and motivation in a safe, friendly environment.
- Help with managing money and debt.
- Support in finding suitable accommodation.
- Training in areas such as parenting and anger management.
- Signposting to specialist services that deal with substance misuse, sexual exploitation, domestic abuse, anxiety and depression.
- Access help with getting a job or accessing training and education.
- Support with personal development i.e. problem solving, confidence building and motivation.
- Advice on choosing and maintaining fulfilling relationships.
- Transition to mainstream services and/or mentoring support.

### Duration and cost

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

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

### How to request this service

Non Statutory Intervention: ES – Women SYK

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

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

Follow full process on page 28 of this brochure

## WOMEN'S SERVICE / MENTORING

This service specialises on providing mentoring for women, providing a wraparound layer of additional support which is specific to the needs of this cohort. The service user will be matched with a mentor who can offer practical advice and guidance on the day to day issues which may have prevented them from moving forward with their lives in a positive way. From the initial assessment the level of intensity will be agreed with the RO based on the area of need identified. Services are delivered in the community and can be used as part of RAR or licence activity however if requested support can start pre-release during the final 12 weeks in custody.

### Service Highlights

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

### Duration and cost

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

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

### How to request this service

Non Statutory Intervention:  
ES – Women SYK

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

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

Follow full process on page 28 of this brochure

## FAMILY & PARENTING

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

### Service Highlights

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

### Duration and cost

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

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

### How to request this service

Non Statutory Intervention: ES – Children and Families SYK

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

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

Follow full process on page 28 of this brochure

## HATE CRIME

This programme is aimed at males who may have offending linked to hate crime and discriminatory behaviours. The intervention can also be used with those who exhibit hate based behaviours and attitudes, whether an offence of hate crime has been committed, or not.

The programme incorporates a desistance model and is in line with the 2007 Criminal Justice Agencies approach to monitor the five 'strands' of hate crime: Disability, Gender identity, Race, Religion/faith, Sexual orientation. Crimes based on hostility to other personal characteristics, can also be hate crimes. This programme can be delivered as part of RAR or Licence activity.

### Sessions include;

- What is Hate Crime?
- Learning History
- Roles and responsibilities
- Beliefs
- My Emotions
- Situation factors

### Duration and cost

**8 sessions x 2 hours at £540 per start.**

### How to request this service

Non Statutory Intervention: ES - Attitudes Thinking and Behaviour SYK

Non Statutory Intervention Sub type: Hate Crime

Follow full process on page 28 of this brochure

### Service Highlights

- Promotes an understanding of related strengths.
- Developing an awareness of obstacles and barriers to change.
- Promotes individual motivation and self-belief.
- Greater social inclusion and ability to reintegrate into mainstream society.

## ANGER MANAGEMENT

This short duration programme aims to reduce aggressive behaviour and improve moral reasoning. 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. Not suitable for those convicted of sexual or domestic abuse offences. Can be delivered as part of RAR or Licence activity.

### Sessions Include;

- Exploring what is anger?
- Recognising the signs
- Emotions Part 1
- Emotions Part 2
- Triggers
- Assertiveness
- Dealing with criticism
- Relapse preventions



### Service Highlights

- Reduce the risk of further offences by providing skills to regulate aggressive behaviour through improved communication, assertiveness and use alternative thinking.
- Develop an awareness of how emotions affect their own behaviour.
- Being able to identify their own personal high risk situations.
- Develop a personal anger prevention plan with strategies to deal with high risk situations.



### Duration and cost

**8 x 2 hour sessions at £540 per start.**

### How to request this service

Non Statutory Intervention: ES – Attitudes, Thinking and Behaviour SYK

Non Statutory Intervention Sub Type: Anger Management

Follow full process on page 28 of this brochure

## COMPLIANCE COURSE

Three session programme activity focusing on self-motivation and how to increase service user compliance to complete their Court Order. Sessions are based on CBT and behavioural change theories and are delivered primarily in a group setting with 1:1 available if necessary.



### Duration and cost

**3 x 2 hour sessions at £320 per start.**



### Service Highlights

- Explore what has happened to change their behavior.
- Identify and overcome barriers to compliance.
- Increase motivation, positive thinking and pro-social skills.
- Develop problem solving skills.

### How to request this service

Non Statutory Intervention: ES – Other, SYK

Non Statutory Intervention Sub Type: Compliance Course

Follow full process on page 28 of this brochure

## DRIVING MATTERS

This short duration programme is underpinned by cognitive behavioural theories which encourages service users to think about the potential risks of dangerous, illegal and inconsiderate driving and the impact it can have on both the service users and others. Can be delivered as part of RAR or Licence activity.

### Sessions include;

- Exploring the effects of alcohol and substances on a persons ability to drive
- Information regarding the legal versus safe alcohol limits
- How the body processes alcohol
- Reinforces what makes a responsible road user
- Highlights the difference between legal and safe driving



### Service Highlights

- Explores the effects of alcohol and substances on a person's ability to drive.
- Provides information regarding the legal versus safe alcohol limits.
- Covers how the body processes alcohol.
- Teaches stopping distances and reaction times.
- Reinforces what makes a responsible road user.
- Responsible decision making.
- Highlights the difference between legal and safe driving.
- Impact of motoring offences.
- Explores the consequences of driving while disqualified and coping with disqualification.
- Basic road traffic law.
- Develops an awareness of the implications of dangerous/drink driving and be inspired to make positive and sustained changes.



### Duration and cost

**6 x 1 hour sessions at £420 per start.**

### How to request this service

Non Statutory Intervention: ES – Drugs / Alcohol SYK  
 Non Statutory Intervention Sub Type: Driving Matters  
 Follow full process on page 28 of this brochure

## ALCOHOL AWARENESS

This short duration programme can be delivered for both male and female service users as part of RAR or Licence activity. This programme was designed to stimulate discussion and greater understanding of alcohol use and the associated impact of misusing alcohol.

### Sessions include;

- Impact of alcohol on the body
- Understanding offending behaviour linked to alcohol consumption
- Safe Alcohol usage
- Cultural and societal views of alcohol



### Duration and cost

**4 sessions x 1 hour at £330 per start.**



### Service Highlights

- Analyses attitudes towards consuming alcohol.
- Enables a greater understanding of the impact of misusing alcohol.
- Improves understanding of the law in relation to alcohol use and the negative impact on service users and wider society.
- Considers future coping strategies linked to relapse prevention.

### How to request this service

Non Statutory Intervention: ES - Drugs and Alcohol SYK  
 Non Statutory Intervention Sub type: Alcohol Awareness  
 Follow full process on page 28 of this brochure

## RESPECTFUL RELATIONSHIPS

The Respectful Relationships short duration programme for male service users which aims to reduce the risk of further domestic abuse offences to ensure participants development for positive relationships in the future. This programme is based on talking therapies (Cognitive Behavioural Theories) and behavioural change theories. This programme contains one session with a tutor to address and assess suitability, the service user's level of commitment and ability to complete the group activity. The tutor will then facilitate twelve two-hour group sessions which can be delivered as part of RAR or Licence activity.

### Sessions Include;

- All About Me
- My Beliefs
- Communication
- Negotiation
- Emotions
- Partnerships
- Respect
- Perspectives
- Honesty and Openness
- Future Planning

### Service Highlights

- Recognising anger signals and resolving without aggression or violence.
- Encourages healthy communications.
- Reinforces positive self-talk.
- Acknowledging a partners fears.
- Dealing with jealousy.
- Healthy disagreements.
- Team work and respect.

### Duration and cost

**1 x 1 hour initial session** to be completed prior to attendance, followed by **10 x 2 hour sessions at £830 per start.**

### How to request this service

Non Statutory Intervention: ES - Children / Families SYK

For Assessment, Select: Non Statutory Intervention Sub Type: Respectful Relationships

Follow full process on page 28 of this brochure

## RESPONSIBLE CITIZEN AWARENESS

This short duration programme can be delivered for both male and female service users as part of RAR or Licence activity. The programme is designed to identify and overcome barriers to compliance as well as adopting an inclusive approach to develop thinking and pro-social skills. This strength based approach on life skills enables service users to be programme ready with increased awareness relating both to change and resilience.

### Sessions include;

- Exploring barriers to change
- Stress strategies
- Inclusion and me

### Duration and cost

**3 sessions x 1 hour at £195 per start.**

### Service Highlights

- Identify and overcome barriers.
- Increase motivation, positive thinking and pro-social skills.
- Develop problem solving skills and strategies to manage stress.

### How to request this service

Non Statutory Intervention: ES - Attitudes Thinking and Behaviour SYK

Non Statutory Intervention Sub type: Responsible Citizen Awareness

Follow full process on page 28 of this brochure

## RETHINK

This short duration programme can be used as a shorter alternative to the Thinking Skills Programme (TSP). It helps participants to identify specific thoughts which could lead to offending and risky behaviour. They are encouraged to develop a plan which might help them to deal with difficult emotions or situations, as well as being encouraged to apply material to their lives outside of the group. Can be delivered as part of RAR or Licence activity.

### Sessions include;

- Orientation
- Beliefs and Core Goals
- Problem Solving
- Thinking Skills
- Group Review



### Service Highlights

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



### Duration and cost

6 x up to 2 hours at £430 per start.

### How to request this service

Non Statutory Intervention: ES – Attitudes, Thinking and Behaviour SYK  
 For Assessment, Select: Non Statutory Intervention Sub Type: Rethink  
 Follow full process on page 28 of this brochure

## VICTIM AWARENESS GROUP PROGRAMME

Suitable for male and female service users, this programme provides direct victim specific work and is designed to increase awareness of the impact of offending on victims and the wider community. This work can be used as a precursor to direct or indirect Restorative Justice and/or more in depth work on criminogenic attitudes, beliefs and behaviours. Can be delivered as part of RAR and Licence activity.



### Duration and cost

4 x 1 hour sessions at £420 per start



### Service Highlights

- Service users develop the ability to be empathetic, understand long and short term of behaviour on themselves and others and are encouraged to take responsibility for their actions.
- Develops consequential and perspective taking.
- Develops empathy and understanding in relation to victims and impact.
- Develops planning and organisation skills.

### How to request this service

Non Statutory Intervention: ES – Restorative Justice/Victims SYK  
 For Assessment, Select: Non Statutory Intervention Sub Type: Victim Awareness Group Programme  
 Follow full process on page 28 of this brochure

## RESTORATIVE JUSTICE

The Restorative Justice intervention is available to all service users. The service provides a face to face intervention with a service user who has committed an offence against a direct victim, business and the wider community. It includes a comprehensive risk assessment of the viability of direct/indirect mediation sessions, victim awareness raising activity and looks to promote offender engagement in the restorative justice process. Can be delivered as part of RAR and Licence activity.

### Service Highlights

- Improve victim empathy thereby reduces risk of harm and re-offending.
- Enables service user to understand the impact of their offence on themselves and others.
- To apply new and existing thinking skills to achieve pro social goals that support relapse prevention and reduce risk for further re-offending.
- Integration into a wider RJ hub facility as an exit strategy.

### Duration and cost

1 x Session of up to 1.5 hours at £120 per start.

### How to request this service

Non Statutory Intervention: ES – Restorative Justice/Victims SYK

For Assessment, Select: Non Statutory Intervention Sub Type: RJ Conferencing

Follow full process on page 28 of this brochure

## MENTORING

Available for all service users the service aims to provide a wraparound layer of additional support. The service user has been matched with a mentor who can offer practical advice and guidance on the day to day issues which may have prevented them from moving forward with their lives in a positive way. From the initial assessment the level of intensity will be agreed with the RO based on the area of need identified. Services are delivered in the community and can be used as part of RAR or licence activity however if requested support can start pre-release during the final 12 weeks in custody.

### Service Highlights

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

### Duration and cost

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

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

### How to request this service

Non Statutory Intervention: ES – Other SYK

Non Statutory Intervention Sub Type: Mentoring Assessment and Action Planning

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

Follow full process on page 28 of this brochure

## VETERANS & IOM SPECIFIC MENTORING

This service specialises on providing mentoring for those who are Veterans and/or IOM cases, providing a wraparound layer of additional support which is specific to the needs of this cohort. 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.



### Service Highlights

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



### Duration and cost

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

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

### How to request this service

Non Statutory Intervention: ES – Other SYK

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 28 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:  
Contact CRC  
**CRCsyncrc.requirements@sodexojustice.scc.gsi.gov.uk**

### UPW/Accredited Programmes only

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

- Provider: CPA South Yorkshire
- Team: Monitoring Team
- Officer: Unallocated

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

### Non Statutory Intervention (NSI) Process

- Click onto Add NSI:
- NSI Provider: CPA South Yorkshire
- 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 South Yorkshire (NB as creating NSI and then will transfer to CRC – see below)
- Your Team: Please select as appropriate, for example NPS Barnsley , NPS Sheffield
- 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 South Yorkshire
- Cluster: Leave unselected
- LDU: Leave unselected
- Team: Monitoring Team
- Officer: Unallocated
- Click Transfer
- Choose **External NSI Referral** in the 'reason' box

## FREQUENTLY ASKED QUESTIONS



### How is unpaid work (UPW) charged?

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

### How are Accredited Programmes charged?

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

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

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

### Where are programmes delivered?

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

### How is quality, integrity and performance measured?

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

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

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

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

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

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

## CONTACT US



### **South Yorkshire CRC**

CRCsycrc.requirements@sodexojustice.scc.gsi.gov.uk  
www.sycrc.co.uk