PATHS TO SUCCESS
YOUR GUIDE TO INTERVENTIONS | SUMMER 2019
Working with colleague practitioners in the National Probation Service (NPS) we have refreshed and extended the Rate Card services available from Merseyside CRC, making them more relevant and accessible to those practitioners, having listened to their feedback.

The services have been designed to reflect the needs of service users across Merseyside, and to help support both sentencing intention and rehabilitative outcomes. We have called our approach “Paths to Success” signifying a set of interventions which are known to address the causes of offending. We deliver directly using our own staff, and through Voluntary, Community and Social Enterprise (VCSE) partners such as P3, Shelter and 3SC, and commission both generic and specific services to ensure all service users can have access to the interventions they need to help them make better choices.

DEDELIVERING QUALITY INTERVENTIONS

Our focus is to develop and deliver the most appropriate interventions for service users and, in accordance with best effective practice, we have consulted with service user representatives to ensure that the interventions offered are both relevant and accessible. We have sought input from other key stakeholders including the NPS, CRC staff, victims, families and the community sector. Services will continue to be developed as part of our quarterly review process.

Underpinning our approach to rehabilitative delivery is our Interchange Model based on three elements; Intervene, Interact and Integrate. These elements combine to support service users to make better and more informed life choices. The Interchange Model is grounded in a robust and independent research base to provide the evidence which informs our delivery.
Operational delivery is managed against Key Performance Indicators (KPIs) based on a number of factors including success rates, quality of delivery and service user feedback. Our accredited interventions and discretionary services are rigorously monitored and evaluated using standard Ministry of Justice (MoJ) guidelines and best practice. Quality and consistency of delivery is also achieved by using both CRC case managers and staff from the VCSE sector, all of whom are appropriately trained and vetted.

DEVELOPING A LOCALISED PARTNERSHIP APPROACH ACROSS MERSEYSIDE

We contribute to shaping future service delivery and design by working closely with key local stakeholders including PCC’s, Local Authorities, CCG’s and the VCSE sector. This approach creates strong service integration and cohesion.

Working in partnership with the community and the VCSE sector is a fundamental part of our operational delivery model. We have commissioned a diverse range of organisations to deliver interventions on our behalf. Our partners are selected based on their high levels of expertise, knowledge and experience in supporting service users with multiple problems. They include P3, Shelter, Person Shaped Support and Tomorrow’s Women Wirral. All partners are quality monitored and contract managed to the highest standards.

Chris Edwards
Chief Executive, Merseyside CRC
ABOUT MERSEYSIDE
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<th>Team</th>
<th>Address</th>
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<tr>
<td>1</td>
<td>Sefton Team</td>
<td>Stella Nova, Unit 4, Washington Parade, Bootle, L20 4TZ</td>
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<tr>
<td>2</td>
<td>Liverpool Women’s Team</td>
<td>142-148 Stanley Road, Kirkdale, Liverpool, L5 7QQv</td>
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<td>3</td>
<td>Central Liverpool team</td>
<td>Liverpool Film Studios, 105 Boundary Street, Liverpool, L5 9XJ</td>
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<td>4</td>
<td>Prescot team</td>
<td>K2 Building, Prescot Office Business park, Sinclair Way, Prescot, L34 1PB</td>
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<tr>
<td>5</td>
<td>Wirral Team</td>
<td>40 Europa Boulevard, Birkenhead, Wirral, CH41 4PE</td>
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For all enquires relating to the rate card please use the Interventions mailbox
RatecardMY@interservejustice.org
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This nationally accredited programme reduces reoffending by adult males convicted of intimate partner abuse. The course will teach individuals how to develop and manage positive relationships. It includes a mixture of group work and one-to-one sessions.

The programme is supported by a Partner Link Worker (PLW) who will offer support to the victim. This offer is voluntary. The aim is to support the victim/partner of the service user whilst they are participating in the programme. All referrals require a PLW endorsement before the start of the intervention. On receipt of the referral form the PLW will contact the victim/partner either by telephone or letter and offer them support throughout the duration of the intervention.

HOW TO REQUEST THIS SERVICE

Where an Accredited Programme is court ordered, the requirement should be transferred to the CRC using the ‘Request Transfer’. The process to follow is outlined on page 62 of this brochure.

Where a referral is made that is not court ordered, please use

- **Non-Statutory Intervention Type:**
  - ES - RAR Programme or PSS - Accredited Programme

- **Non-Statutory Intervention Sub-Type:**
  - Building Better Relationships
PROGRAMME AIMS

- enable the participant to develop insight into their own behaviour
- identify stress and trigger points that lead to abuse
- learn more about the behaviour that damages relationships
- gain a better understanding of themselves
- understand how their personal issues play a part in partner abuse
- discover their strengths and build on them to improve relationships

ELIGIBILITY

- males who have committed an offence related to domestic abuse against a female partner/or ex-partner with whom they have or had an intimate relationship
- individuals likely to be able to achieve the learning outcomes
- minimum 18 month Community Order

NOT SUITABLE

- women
- violence in same-sex relationships
- individuals with serious mental health problems or severe drug dependency

DURATION

- 26 group sessions
- 6 individual sessions
- 33 days
RODELL: ‘ON BBR I LEARNED HOW TO THINK ABOUT OTHER PEOPLE’S PERSPECTIVES’
Rodell* was convicted of domestic assault after getting involved in a heated row with his ex-partner over access rights to his children. He was sentenced to an 18 month Community Order and a requirement to complete 80 hours Community Payback as well as the programme Building Better Relationships (BBR).

Rodell, who had never previously committed a similar offence, has said that the experience combined with what he has learned on BBR has caused him to re-evaluate his life.

The military veteran said: “I wasn’t big enough to admit that I needed help and guidance, and that I was unable to deal with the passion and emotion of the situation when I committed the offence.

“The moment I began BBR I wanted to learn. It’s given me the tools and a method to stop me from getting into trouble again.

“On BBR I learned how to think about other people’s perspectives – the ability to let go of something if you cannot change it; I’ve always struggled with that. I couldn’t comprehend how to do it. I’m not there yet, but I’m trying.

“I wasn’t able to cry. I wasn’t able to be honest. In Jamaica there’s a prevalent view that being a man is often based on dominance. I was also in the Army. I liked things running like clockwork and wanted the world to fit in around me.

“Learning that life’s not like that is a big deal, and I’ve only just taken the first steps. But I am trying.”

Rodell is about to marry and is committed to change: “My children are my world and I understand that my actions hurt my ex-partner and also hurt my kids. I want to do everything within my power to stop that from ever reoccurring.”

BBR helps men who have committed domestic abuse to develop the skills to have healthy relationships.

*name has been changed
Drink Impaired Drivers Scheme (DID) is an accredited programme designed to teach service users how to avoid driving whenever they have been drinking. This structured programme will tackle poor planning, ignorance of alcohol and its effects, lack of consideration for others and poor decision-making skills. The course does not aim to control problem drinking but will ensure that drinking of any sort is not followed by driving.

**HOW TO REQUEST THIS SERVICE**

Where an Accredited Programme is court ordered, the requirement should be transferred to the CRC using the ‘Request Transfer’. The process to follow is outlined on page 62 of this brochure.

Where a referral is made that is not court ordered, please use

- **Non-Statutory Intervention Type:**
  - ES - RAR - Programme or PSS - Accredited Programme

- **Non-Statutory Intervention Sub-Type:**
  - Drink Impaired Drivers
PROGRAMME AIMS
→ educate participants on alcohol units and their own consumption
→ generate alternatives to drink driving
→ control thoughts, feelings and actions
→ demonstrate changed attitudes to drink driving
→ control thoughts and increase motivation to change

ELIGIBILITY
→ male and female service users
→ low/medium RoSH and OGRS 50 and under
→ minimum 12 month Community Order

NOT SUITABLE
→ service users with 4 or more previous convictions
→ those with serious drug and/or alcohol problems
→ first drink/drive conviction (unless aggravated)

DURATION
→ 1 individual session pre- and post-programme
→ 14 group work sessions
→ 17 days
MARK: ‘I’VE LOST WEIGHT. I FEEL A LOT HEALTHIER. I’M GETTING ON BETTER WITH MY WIFE’
The Drink Impaired Drivers Scheme inspires Mark to make substantial changes

When the father-of-two was sentenced for driving while over the alcohol limit for the second time in five years, he was put on the Drink Impaired Drivers Scheme (DID).

He had committed the offence driving home after an argument with his business partner in the pub they ran together.

Mark said: “On the night I made a number of bad decisions. I’d been drinking off and on for a few hours, it was well after midnight, I couldn’t get a taxi for a couple of hours and I felt if I went back in the pub I’d get into a fight.

DID is for any individual who has a previous conviction for drink driving. It includes 14 group work sessions run by two of the CRC programme tutors.

Mark said: “When I started the programme it was awkward for all of us. It was interesting seeing what situations different people had faced. I was there with solicitors, dinner ladies and self-employed people. I’d also initially thought it would all be about getting told off. But it was more about looking at what we had to do differently to avoid getting back behind the wheel in such a state.

Completing the course has caused Mark to address how much he was drinking.

He said: “It’s a slippery slope. Monday night was darts night, so I drank at that; Tuesday night was pub quiz, the same again - and so on. Now I’m really careful not to drink on a daily basis. I don’t have alcohol in the house. I’ve lost weight, I feel a lot healthier, I’m getting on better with my wife because I’m home earlier and we are doing more together.”

Mark so impressed his DID tutor Susy Barnes that she has encouraged him to speak at a subsequent DID course to describe what he got out of it. She said: “Mark was very, very open. He explained how participating in the course made him think critically about his life.”

Mark added: “I think teenagers learning to drive should do the course, they’d learn so much from it.”
RESOLVE is an accredited programme which will reduce the likelihood and seriousness of violent and aggressive behaviour in male service users. The programme uses group work and one-to-one sessions to help participants to understand the reasons and triggers for their violent offending and continued use of violence.

**HOW TO REQUEST THIS SERVICE**

Where an Accredited Programme is court ordered, the requirement should be transferred to the CRC using the ‘Request Transfer’. **The process to follow is outlined on page 62 of this brochure.**

Where a referral is made that is not court ordered, please use

- **Non-Statutory Intervention Type:** ES - RAR Programme or PSS - Accredited Programme
- **Non-Statutory Intervention Sub-Type:** Resolve
PROGRAMME AIMS

→ enable participants to understand when and why people use violence and aggression
→ recognise thoughts, feelings, behaviours and situations that underpin their own violent behaviour
→ use practical strategies to desist from violent behaviour
→ improve self-control
→ develop ongoing strategies to create long-term change

ELIGIBILITY

→ men aged 18+ with an index offence for violence
→ medium/high risk of violent reconviction
→ high RoSH
→ OVP 30-60 or OGRS score 50-75
→ minimum 18 month Community Order

NOT SUITABLE

→ women
→ perpetrators of domestic abuse
→ perpetrators of sexually motivated offences
→ those with serious mental health problems
→ those unlikely to achieve learning outcomes

DURATION

→ 22 group sessions of 2.5 hours
→ 4 individual sessions
→ 1 post-programme session
→ 28 days
This programme will address attitudes and thinking associated with offending behaviour. It uses interactive group work to help service users to examine how emotions and thinking effects their behaviour.

Participants are taken through three modules: self-control, problem solving and positive relationships. Exercises include looking at social circles, gaining perspective and making plans. Individuals are encouraged to develop a plan to help them to deal with difficult emotions or situations.

WHERE AN ACCREDITED PROGRAMME IS COURT ORDERED, THE REQUIREMENT SHOULD BE TRANSFERRED TO THE CRC USING THE ‘REQUEST TRANSFER’. THE PROCESS TO FOLLOW IS OUTLINED ON PAGE 62 OF THIS BROCHURE.

WHERE A REFERRAL IS MADE THAT IS NOT COURT ORDERED, PLEASE USE

- **Non-Statutory Intervention Type:**
  - ES - RAR Programme or PSS - Accredited Programme

- **Non-Statutory Intervention Sub-Type:**
  - TSP (Thinking Skills Programme)
PROGRAMME AIMS

- improve problem solving and goal setting skills
- develop emotional self-management
- consider other people’s perspectives and emotional responses
- focus on expanding positive relationships

ELIGIBILITY

- minimum 12 month Community Order
- those who demonstrate thinking deficits
- those with dyslexia or literacy needs
- medium or high RoSH
- suitable for acquisitive offending
- OGRS score 50+

NOT SUITABLE

- index offence of violence
- domestic abuse perpetrators
- those with substance misuse dependency

DURATION

- 15 group sessions
- 4 individual sessions
- 1 post-programme session
- 21 days
Breaking Free Online is a substance misuse recovery course. It is an accredited programme which is proven to achieve positive outcomes for service users. Breaking Free Online enables participants to talk openly about issues relating to their substance misuse, offending and recovery.

This confidential programme is delivered through a digital platform targeting substance misuse and offending. It can be delivered through PCs, tablets or smart phones and to groups up to 12 participants.

HOW TO REQUEST THIS SERVICE

Breaking Free Online is available as an Accredited Programme or RAR/License intervention.

**Accredited Programme Referral**

Where an Accredited Programme is court ordered, the requirement should be transferred to the CRC using the ‘Request Transfer’. The process to follow is outlined on page 62 of this brochure.

**RAR/License Condition Referral**

A referral form should be completed and attached to the NSI. The process to follow is outlined on page 62 of this brochure.

- **Non-Statutory Intervention Type:**
  ES_Drugs/Alcohol MRS

- **Non-Statutory Intervention Sub-Type:**
  Breaking Free Online
PROGRAMME AIMS

→ tackle addiction in all forms (including substance misuse and gambling)
→ provide guidance through a structured clinical assessment
→ help clients to make sense of their recovery, their current strengths and difficulties by using a cognitive behavioural diagram that is personal to them.

ELIGIBILITY

→ those with an identified drug and/or alcohol difficulty
→ those with OGRS 0-49%

DURATION

→ 11 sessions, of which 8 are group guided learning sessions

AVAILABLE FOR

→ court sentence
→ RAR
→ license
→ PSS
GARY: ‘IT MADE ME REALISE THAT I NEEDED TO CHANGE’
Gary has a positive outlook on his future and a new handyman business, after attending the Thinking Skills Programme (TSP).

The retired gas engineer was sentenced to a Community Order after family pressures and alcohol misuse came to a head one Christmas. As well as TSP he completed 80 hours Community Payback, supervision and 12 sessions of an offending behaviour course for domestic violence offences.

Gary said: “I’d had too much to drink and got involved in a domestic dispute. The police were called, I was charged with common assault and given a six months Restraining Order. This meant that I had to move out of the house which was a real shock to my system.”

After completing his order and the two programmes, Gary reports being philosophical about his situation. “It’s surprising how many people want to help you. I went in with a positive attitude and enjoyed the work with probation. I couldn’t see any downside.

“I took it as a positive. Although the situation was a kick in the pants, it made me realise that I needed to change. It was a real learning experience. There was a lot going on and I got something out of it.”

“The case manager has been really encouraging and has gone out of her way to find me helpful information. Although I had worked for a big energy company before, I’d never written a CV or made a business plan.

“I’ve now taken my learning further, researching at my local library into setting up my own business. I’ve always done jobs for the family and have all the tools to be a handyman. But this is about starting a proper business – though it’s early days.”

Left to right: Gary Hill with case manager Nicola Brett.
HELP - the Healthy Relationships programme, is a new, preventative approach to domestic abuse. The course aims to help create successful relationships. Those who complete the group will have skills and strategies to manage situations differently and avoid problems escalating into violence.

**SUITABILITY**
HELP seeks to improve relationships with partners or future partners and takes a holistic approach to this. The following relationship difficulties are suitable:

- intimate partners (excluding same sex relationships)
- family* (including those living with the individuals and their extended family)
- peers* (where they impact negatively on relationships with partners or children)

*Refer on a case-by-case basis, based on clear indications that HELP is likely to benefit relationships with partners either now or in the future.

**HOW TO REQUEST THIS SERVICE**
A referral form should be completed and attached to the NSI. The process to follow is outlined on page 62 of this brochure.

- **Non-Statutory Intervention Type:**
  ES – Attitudes, Thinking and Behaviour
- **Non-Statutory Intervention Sub-Type:**
  HELP

The programme is supported by Partner Link Worker (PLW) who will offer support to the victim. This offer is voluntary. The aim is to support the victim/partner of the service user whilst they are participating in the programme.
PROGRAMME AIMS

- for individuals to make sense of their own world and find ways to develop and maintain positive, functional relationships with those around them
- explore a model for healthy relationships
- aspire to improve their relationships with partners, ex-partners and children, wider family, peers and authority figures

ELIGIBILITY

- minimum 9 month Community Order
- men 18+
- ability to communicate in English and have basic literacy skills
- acknowledgement of abusive behaviour that has contributed to relationship problems
- motivated to address relationship concerns whether current or future

NOT SUITABLE

- high risk with established pattern of behaviour linked to domestic abuse should be referred to BBR

HIGH RISK CASES are not excluded from HELP, but BBR should be considered in the first instance. If they are eligible for BBR then HELP may be appropriate and following a discussion with the treatment manager/interventions manager, based on the following:

- little or no evidence of patterns of domestic abuse
- clear evidence of bi-lateral abuse
- where risk refers to non-domestic abuse related offences but there are domestic abuse concerns that should be addressed

DURATION

- 13 group work sessions including 1 taster session
- 2 on-to-one sessions
- total - 15 RAR days
IKON is a brief intervention developed to increase the individual’s knowledge of New Psychoactive Substances (NPS). New Psychoactive Substances or NPS are often incorrectly called ‘Legal Highs’. Following the Psychoactive Substances Act 2016, it is now illegal to produce, supply or import (even for personal use) any defined NPS for human consumption. This programme can be delivered to male and female service users and is group work based.

HOW TO REQUEST THIS SERVICE

A referral form should be completed and attached to the NSI. The process to follow is outlined on page 62 of this brochure.

→ Non-Statutory Intervention Type: ES Drugs

→ Non-Statutory Intervention Sub-Type: IKON
PROGRAMME AIMS

- increase participant’s knowledge of New Psychoactive Substances (NPS)
- increase understanding of the impact on the individual’s health from NPS use
- increase awareness of the legal implication of NPS use
- improve awareness of harm reduction techniques
- increase knowledge of how to access treatment for NPS use
- reduction in use of NPS

ELIGIBILITY

- disclosed NPS use
- be assessed as ‘at risk’ of NPS use – through associates, lifestyle etc
- men and women who are willing to undertake the intervention to increase their knowledge and reduce the associated harm

NOT SUITABLE

- service users who are using substances more widely

DURATION

- 2 group work sessions
- 2 RAR days
STAR is a rehabilitation activity developed to reduce the incidences of shop theft by increasing the participant’s awareness of the impact of these offences. It is a victim awareness intervention based on Restorative Justice approaches.

HOW TO REQUEST THIS SERVICE

A referral form should be completed and attached to the NSI. The process to follow is outlined on page 62 of this brochure.

- **Non-Statutory Intervention Type:**
  ES Restorative Justice

- **Non-Statutory Intervention Sub-Type:**
  STAR
PROGRAMME AIMS

- raise awareness of the impact of shop theft on shop owners, staff and the wider community
- raising awareness of the impact of shop theft on the service user’s own family and friends
- encourage the service user to take responsibility for their actions

ELIGIBILITY

- men and women who have an index offence of shop theft
- service users with a history of shop theft offences
- willingness to engage in STAR to increase awareness of the impact of their offending behaviour

NOT SUITABLE

- service users with no current or recent offending history related to shop theft

DURATION

- 6 group work sessions
- 2 individual sessions
- 8 RAR days
Accommodation Support delivers an intensive service to participants to ensure they have the best opportunity to secure suitable housing. Specialist staff help service users to make a full disclosure of their needs and any previous tenancy concerns. They work with individuals to minimise barriers to securing accommodation and identify something suitable based on their capacity to live independently or in supported accommodation.

This service predominantly uses Mainstay, a Gateway to Housing and Support in Liverpool and its housing database. Staff running the service also have relationships with agencies, housing partnerships and private sector landlords.

HOW TO REQUEST THIS SERVICE

A referral form should be completed and attached to the NSI. The process to follow is outlined on page 62 of this brochure.

- **Non-Statutory Intervention Type:**
  ES – Accommodation MRS

- **Non-Statutory Intervention Sub-Type:**
  Accommodation Support Service
PROGRAMME AIMS

→ source and secure suitable housing
→ provide advice and support to participants so they can maintain their accommodation
→ support applications for accommodation with help for the rent deposit or bond scheme

ELIGIBILITY

→ male and female service users who are either homeless or have a tenancy at risk
→ any RoSH

NOT SUITABLE

→ service users with the most complex needs
→ service users with very high risk of serious harm

DURATION

→ up to 20 hours of support – one-to-one
HATE CRIME - PROMOTING HUMAN DIGNITY

This programme aims to reduce reoffending by perpetrators of hate crime. It helps service users to challenge discriminatory thinking and stereotyping and to understand how their belief systems negatively impact their thinking and behaviour. Promoting Human Dignity uses the principles of Rational Emotional Behavioural Therapy with service users to explore different ways of addressing their prejudices and accepting their responsibilities as a citizen.

HOW TO REQUEST THIS SERVICE

A referral form should be completed and attached to the NSI. The process to follow is outlined on page 62 of this brochure.

→ **Non-Statutory Intervention Type:**
  ES – Attitudes Thinking and Behaviour - accredited programme

→ **Non-Statutory Intervention Sub-Type:**
  Promoting Human Dignity
PROGRAMME AIMS

→ enable participants to control their emotions
→ consider the origins of discriminatory thinking
→ reflect on the connections between emotions, beliefs, thoughts and behaviour
→ help participants to recognise others as individuals, not by labels
→ increasing empathy and perspective taking

ELIGIBILITY

→ male and female service users

NOT SUITABLE

→ for those affiliated to an extremist group

DURATION

→ 14 sessions (available as one-to-one where required and agreed with treatment manager)
→ 14 RAR days
The support is delivered as a group work session with four to six participants or a one-to-one session. It focuses on how to be a good tenant and includes discussions around independent living, anti-social behaviour, neighbour disputes and how to address rent arrears.

This support is for those who need help to choose the right accommodation or with maintaining their tenancy. During the session, service users will learn about the choices available and discuss the advantages and disadvantages of each. Participants will be issued with a certificate on completion which they can show to a prospective landlord.

A referral form should be completed and attached to the NSI. The process to follow is outlined on page 62 of this brochure.

- **Non-Statutory Intervention Type:**
  ES – Accommodation MRS

- **Non-Statutory Intervention Sub-Type:**
  Good Tenant Training Course
PROGRAMME AIMS

- help to make the right choice in terms of their housing need
- understand what could put their tenancy at risk
- maintain and/or secure their tenancy

ELIGIBILITY

- those who need help choosing the right accommodation
- those who need help maintaining tenancy or about to move to independent accommodation
- any RoSH

NOT SUITABLE

- those currently homeless
- those requiring an intensive support service
- individuals seeking supported accommodation

DURATION

- either 1 group session of 4 hours
- or a fast track one-to-one session
This service is located in a safe women only space in Liverpool and provides an outreach service to accommodate women from St Helens and Knowsley. The provider, Person Shaped Support (PSS) is co-located with a CRC team which specialises in working with women. The project offers a supportive multi agency space for group work and individual sessions to take place. These help to address complex and multiple needs of female service users such as poor mental health. Other group work, or one-to-one support, includes mentoring, counselling, domestic and sexual abuse survivor’s assistance, confidence and self-esteem building as well as offence focussed RAR activity and unpaid work opportunities.

**HOW TO REQUEST THIS SERVICE**

A referral form should be completed and attached to the NSI. **The process to follow is outlined on page 62 of this brochure.**

- **Non-Statutory Intervention Type:**
  ES – Women Specific Interventions MRS
- **Non-Statutory Intervention Sub-Type:**
  Women’s Programme
PROGRAMME AIMS

- to help participants to address their offending behaviour
- understand the effect that offending has on their families and relationships
- identify risks to their future positive lifestyle giving them the skills and strategies to reduce and manage those risks
- plan personal goals and recognise achievements
- have confidence in decision-making
- build positive and nurturing support networks
- access a wide range of services in a safe and confidential space

ELIGIBILITY

- can be used against RAR days
- all women on community orders can access the full range of support at a TWP Centre, agreed appointments can be counted as part of their order.
- women under NPS supervision
- support for those in custody in HMP Styal

NOT SUITABLE

- there are no exclusions for this service

DURATION

- up to 30 days access
Award-winning Tomorrow’s Women Wirral (TWW) is an inclusive support service that empowers women to make positive lifestyle changes. Through a monthly timetable of courses and activities, women can gain new skills and experiences enabling them to change their circumstances for the better. TWW assists women from all backgrounds including survivors of previous and current domestic abuse; drug and alcohol misuse; mental health issues; learning difficulties; social care and more. Their services are focussed on addressing the main offending pathways including drugs/alcohol, Education, Training & Employment (ETE), domestic abuse, emotional management, relationships, mental health and wellbeing and accommodation. Courses are available on domestic abuse, emotional resilience, parenting, mental health and wellbeing.

HOW TO REQUEST THIS SERVICE

A referral form should be completed and attached to the NSI. The process to follow is outlined on page 62 of this brochure.

- Non-Statutory Intervention Type: ES – Women Specific Interventions MRS
- Non-Statutory Intervention Sub-Type: Women’s Programme
PROGRAMME AIMS

- address participant’s offending behaviour
- understand the effect that offending has on their families and relationships
- identify risks to their future positive lifestyle giving them skills and strategies to reduce and manage those risks
- plan personal goals and recognise achievements
- have confidence in decision-making
- build positive and nurturing support networks
- access a wide range of services in a safe and confidential space

ELIGIBILITY

- can be used against RAR days
- all women on community orders can access the full range of support at TWW, agreed appointments can be counted as part of their order
- women under NPS supervision
- support for those in custody in HMP Styal

NOT SUITABLE

- there are no exclusions for this service

DURATION

- up to 30 days
Merseyside CRC’s volunteer and mentoring service has been externally validated and has achieved Approved Provider Standard (APS) for three years. The service is also listed in the NCVO Mentoring and Befriending online directory. A volunteer coordinator supports a diverse pool of volunteers, some of whom have life experience of the Criminal Justice System. All our volunteers and mentors are subject to MOJ criteria in terms of security and vetting. The referrer should consider the appropriateness of the referral in terms of risk and complexity.

HOW TO REQUEST THIS SERVICE

A referral form should be completed and attached to the NSI. The process to follow is outlined on page 62 of this brochure.

→ **Non-Statutory Intervention Type:**
  - ES – Other MRS

→ **Non-Statutory Intervention Sub-Type:**
  - Mentoring
PROGRAMME AIMS

→ build confidence and form prosocial relationships
→ reduce social isolation
→ bring added value to statutory supervision
→ link with community based services
→ address practical issues such as budgeting
→ provide mentoring Through the Gate

ELIGIBILITY

→ men and women
→ service users in the community or in custody in HMP Liverpool or HMP Styal
→ all RoSH subject to consideration

NOT SUITABLE

→ men or women in prisons outside of HMP Liverpool or HMP Styal

DURATION

→ up to 20 hours
Pathways to Employment is for unemployed service users who want to improve their chances of finding employment, or those in employment who want to improve their prospects.

A referral form should be completed and attached to the NSI. The process to follow is outlined on page 62 of this brochure.

→ Non-Statutory Intervention Type:
ES - E/T/E
PROGRAMME AIMS

→ increase the participants' knowledge of how to disclose offending to future employers
→ help to improve their confidence in finding employment
→ promote skills to help them to sustain employment

ELIGIBILITY

→ unemployed services users
→ men and women in employment who want to improve their employment prospects

NOT SUITABLE

→ no exclusions but referrers should note that session 1 focuses on offence disclosure.
→ in cases, where discussion or disclosure of offences may be problematic, discussion with the CRC facilitators must take place prior to referral to overcome any potential barriers or issues.

DURATION

→ 3 sessions - Group
→ each lasting 1.5 hours
→ 3 RAR Days
This intervention will explore the impact offending behaviour has on a range of people mainly victim/s, but also the community, the service user themselves and people close to them. It will also support participants to make changes and create positive impacts for themselves and those around them.

A referral form should be completed and attached to the NSI. The process to follow is outlined on page 62 of this brochure.

→ **Non-Statutory Intervention Type:**
  ES – Attitudes, Thinking and behaviour

→ **Non-Statutory Intervention Sub-Type:**
  Impact to Change
PROGRAMME AIMS

- raise awareness of the impacts of crime on victims
- raise awareness of the impacts of crime on the service user and their friends and family
- encourage service users to take responsibility for their actions and take steps to adopt a positive, offence free lifestyle

ELIGIBILITY

- service Users with direct victims
- male and Female Service Users

NOT SUITABLE

- domestic Abuse Perpetrators
- those convicted of sexual offences

DURATION

- 8 sessions (2 one-to-ones, 6 group work)
- Each session last 1 hour
- 8 RAR days
Learning to manage emotions is key to positive, offence-free lifestyles and healthy relationships. This intervention aims to improve the individuals ability to understand and manage their emotions in order to avoid offending in the future.

A referral form should be completed and attached to the NSI. The process to follow is outlined on page 62 of this brochure.

- **Non-Statutory Intervention Type:** ES – Attitudes, Thinking and Behaviour
- **Non-Statutory Intervention Sub-Type:** Managing My Emotions
PROGRAMME AIMS

- help the service user to understand their emotions
- support with controlling emotions so that participants can deal with situations that they face
- encourage healthy expressions of emotions in ways that help services users to build good relationships

ELIGIBILITY

- male Service users
- those Service Users who commit offences due to their reaction to situations (Situational violence)
- individuals who express their emotions through violence and/or aggression.

NOT SUITABLE

- female Service Users
- those Service users who use Instrumental violence. They use violence to gain control or achieve an outcome for themselves.

DURATION

- 6 group work sessions
- 2 individual sessions
- Each session is 1 hour
- RAR days
Better Solutions is an Intervention designed for service users to develop their thinking skills. The course provides an important foundation, influencing ways to approach situations and choices.

A referral form should be completed and attached to the NSI. The process to follow is outlined on page 62 of this brochure.

- **Non-Statutory Intervention Type:**
  ES – Attitudes, thinking and behaviour

- **Non-Statutory Intervention Sub-Type:**
  Better Solutions
PROGRAMME AIMS

- help the individual to make better decisions
- develop ways to deal with problems more effectively
- offer guidance with managing emotions when making decisions
- learn how to understand other people and situations
- explore ways to communicate more effectively

ELIGIBILITY

- male and female service users
- those Service users with identified deficits in thinking

NOT SUITABLE

- no exclusions

DURATION

- 6 group work sessions
- 2 individual sessions
- Sessions last 1 hour
- RAR Days

RAR Days

www.merseysidecrc.co.uk
This intervention explores the support available to service users from people in their personal life and from their local community. By developing support networks, service users can create more resilience and support to lead an offence free life.

HOW TO REQUEST THIS SERVICE

A referral form should be completed and attached to the NSI. The process to follow is outlined on page 62 of this brochure.

- **Non-Statutory Intervention Type:**
  - ES - Attitudes, thinking and behaviour

- **Non-Statutory Intervention Sub-Type:**
  - Creating Positive Connections
PROGRAMME AIMS

→ help service users to identify the positive support in your life
→ assist with building new support networks
→ build participants’ confidence and self esteem
→ help service users to lead an offence free life in the future

ELIGIBILITY

→ male and Female Service Users
→ service Users where lack of positive networks and influences have impacted upon their behaviour
→ service Users who need to develop positive networks and increase their social capital

NOT SUITABLE

→ no exclusions

DURATION

→ 4 group work sessions
→ 2 individual sessions
→ Each session is 1 hour
→ 6 RAR Days
RESPONSIBLE ME FOUNDATION AND CORE

This intervention has been developed for individuals who have had problems or difficulties related to their use of alcohol or drugs. It helps service users to develop ways of relaxing and enjoying themselves without the problems that can develop with substance misuse.

There are two modules. All individuals will complete the foundation module, an introduction to explore their relationship with alcohol and/or drugs. It includes a self-assessment and a one-to-one session with the Responsible Me facilitator to assess suitability for the core module.

HOW TO REQUEST THIS SERVICE

A referral form should be completed and attached to the NSI. The process to follow is outlined on page 62 of this brochure.

- **Non-Statutory Intervention Type:**
  - ES – Drugs/Alcohol

- **Non-Statutory Intervention Sub-Type:**
  - Responsible Me
PROGRAMME AIMS
Help service users to relax safely and without risks to their:

- physical and emotional wellbeing – of the service user and others
- relationships
- employment
- legal status

ELIGIBILITY FOR FOUNDATION AND CORE MODULES

- service users with identified alcohol and/or drug issues
- individuals who are not accessing treatment for their alcohol and/or drug use

EXCLUSIONS FOR FOUNDATION AND CORE MODULES

- individuals who are in treatment for their alcohol and/or drug use at time of referral

EXCLUSIONS FOR CORE MODULES

- if the individual is assessed as alcohol and/or drug dependant or it is felt that they require professional treatment, they will be excluded from progressing to the core module.

DURATION

- Foundation module – 2 group and 1 one-to-one sessions
- Core Module – 4 group sessions
- Each session is 1 hour
- Up to 7 RAR days
Courts can sentence service users to carry out between 40 and 300 hours of unpaid work as part of their order. This is known as Community Payback and must include a minimum of a day’s work per week, lasting at least seven hours. Where eligible, service users can also be required to complete Community Payback on an intensive basis, requiring them to complete 28 hours of work every week. All projects combine hard work and the chance for the participant to develop their employment skills to the benefit of the communities in which they live.

Community Payback works in partnership with many organisations including Local Authorities, charities and community groups. It aims to rehabilitate service users through working on a broad range of projects including road clearing, removal of fly-tipping, renovating community gardens, parks, church yards, schools and charities. Many of the projects completed are nominated directly by the community. We thoroughly assess all service users for risk prior to allocating a placement.

WHERE A COMMUNITY PAYBACK IS COURT ORDERED, THE REQUIREMENT SHOULD BE TRANSFERRED TO THE CRC USING THE ‘REQUEST TRANSFER’. THE PROCESS TO FOLLOW IS OUTLINED ON PAGE 62 OF THIS BROCHURE.
PROGRAMME AIMS

→ engage service users in a punitive activity which also enables them to make reparation to their local community
→ obtain new work-related skills and qualifications to improve employability

ELIGIBILITY

→ men and women
→ all RoSH categories and levels are accepted
→ those not employed must complete their Community Payback intensively i.e. a minimum 28 hours per week unless exclusion criteria are met

NOT SUITABLE

→ those who the court have assessed as unsuitable
→ people who are assessed as medically unfit for work

DURATION

→ 40 – 300 hours
DENISE: ‘I HAVE DISCOVERED SO MUCH ABOUT MYSELF AND WHAT I AM CAPABLE OF’
Denise becomes a deputy branch manager after proving her skills and reliability whilst completing Community Payback at a YMCA charity shop

Denise was placed on Community Payback after she failed to declare changes to her circumstances while continuing to accept state benefits.

This means Denise had to complete a set number of unpaid work hours for a particular community project, in her case the local YMCA charity shop.

Denise said: “I can’t believe how far I have progressed since being given a court order to do unpaid work. From the nightmare of being arrested, charged and convicted a new and bright future has opened up to me.

“My CRC Community payback officer and his colleagues have been so supportive throughout the whole process and helped me find a new purpose.”

“I have discovered so much about myself and what I am capable of. Hopefully my experience will have an impact on other people who I can show there is a way to make a contribution back into your local community.”

Earlier this year Denise was named the new deputy manager at the local YMCA store after successfully completing her community service order.

Denise: “CRC staff have been so supportive throughout the whole process and helped me find a new purpose”. 
Attendance Centres are a punishment through the restriction of liberty in a controlled environment. The subjects on offer at SACs include:

- Gang culture
- Gun crime
- Knife crime
- Budgeting
- Healthy living
- Positive self-identity
- Victim Awareness
- Social Capital

Where an Attendance Centre requirement is court ordered, the requirement should be transferred to the CRC using the ‘Request Transfer’. The process to follow is outlined on page 62 of this brochure.
PROGRAMME AIMS

→ increase employability
→ maintain physical and mental health – including a focus on the effects of alcohol and drugs
→ develop the skills required to maintain better relationships
→ develop the skills to deal effectively with risky situations

ELIGIBILITY

→ male and female service users
→ aged from 18 to 24 who have committed a crime that passes the custody threshold
→ SACs can accommodate high-risk service users
→ can be proposed as part of a multiple requirement Community Order - needs discussion prior to sentence

NOT SUITABLE

→ not suitable for those who have not received the requirement at court and service users aged over 24 years

DURATION

→ 12-36 hours
Our ‘Integrated Through the Gate’ service supports people preparing for release from custody to successfully reintegrate back into their community.

Historically we have worked with a commissioned service from Shelter, to support prisoners prior to release on areas such as accommodation, finances and employment, training and education. Now the new, improved service, which is supported by new staff working in prisons across the areas covered by our CRCs, will also work with prisoners as they near their release date to improve their skills, address drug misuse issues and improve their well-being.

The support will extend through the gate and will also pick back up if the service user is unsuccessful and returns to prison. This provides a continuity of service that up until now has been missing from our criminal justice system.

CRC staff will use our Interchange Model to ensure that service users receive the best possible evidence-backed support that will focus on their strengths in order to promote change.

**ADDITIONAL SERVICES FOR NPS SERVICE USERS IN CUSTODY OR ON RELEASE ON LICENCE**

If an individual retained by the NPS 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 from our ‘Discretionary Services’ offer. We will also provide these services to individuals who are released from non-resettlement prisons either via direct delivery or purchased via external CRC Rate Cards.

**The following prisons are where we currently deliver Universal Services in your area:**

→ HMP Liverpool
Through the Gate ensures that Richard has a place to stay after leaving prison

Over the past ten years Richard has been in prison four times, fuelled by a heroin addiction that led to series of crimes involving theft and robbery.

After his latest stint in prison Richard was dreading being released without any support and returning to his old ways.

He says: “Every time I have been released I was freed back into a world of homelessness. No-one could find anywhere for me to live. Twice I have been released into a sleeping bag and to be quite honest I am now too tired, so I honestly think I would have died if it happened again.

“I knew that I simply wouldn’t make it through this winter with no accommodation. I probably would have breached probation - it could have been a foregone conclusion, set up to fail as they say.”

This time was different. Richard was helped by the ‘Through the Gate’ service to find secure temporary accommodation on release.

He says: “With no word of a lie, their determination and resolve, in my humble opinion, has saved my life. I don’t think people realise how important this support has been for people like me. I’m not an evil man or a bad lad, I just had too many big problems to handle, so I made some stupid mistakes which affected my life badly.”
NON-STATUTORY INTERVENTION (NSI) PROCESS

COURT MANDATED REFERRAL PROCESS
When the intervention is court mandated or is part of a licence condition, the requirement needs to be allocated to the CRC.

This applies to:
- Accredited Programmes
- Community Payback
- Senior Attendance Centres

For court mandated interventions, licence conditions or accredited programmes click the ‘Requirement’ line and then select ‘Request Transfer’ to transfer to the relevant team.

DISCRETIONARY SERVICES REFERRAL PROCESS
Any case manager or professional can refer a service user to a CRC managed rehabilitation service. On referral, the CRC will carry out the initial assessment of the suitability of the service user for the recommended programme or course of treatment.

Making a referral on Delius:
The NPS offender manager should ensure that the appropriate NSI is allocated to the ‘Event’ record. The NPS then transfer the NSI to the named CRC staff member, who will be responsible for liaising between the NPS and the team or partner responsible for delivering the intervention.

For more information regarding an NSI transfer, a process map and screen shots available on Equip.

On acceptance of the NSI by the CRC, the NPS offender nominee attends the CRC intervention appointment. Usually contact details will be recorded onto Delius against the NSI unless the provider is a sub-contracted partner without access to Delius, in which case an email update with contact details and attendance will be sent to the NPS offender manager via secure email. This provides an instant update and, if necessary, suitable evidence to support in the case of Breach or potential Early Revocation.

Please note: Services are exclusive of travel, childcare or translation costs. All services are suitable for delivery as part of Community Orders, Suspended Sentence Orders, for service users on Licence and during Post Sentence Supervision (PSS). Consideration should be given to ensure that there is sufficient time for the intervention to be delivered prior to expiry of the order, licence or PSS.
HOW TO TRANSFER A NSI TO THE MERSEYSIDE CRC

Once the appropriate NSI has been created on Delius this needs to be transferred to one of the CRC’s delivery units.

Please consult the table below for the correct details.

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<tr>
<th>All services</th>
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<td><strong>Provider</strong></td>
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<td><strong>Team</strong></td>
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<td><strong>Officer</strong></td>
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<td><strong>Transfer Direction</strong></td>
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