

South Yorkshire Community Rehabilitation Company.

Welcome to South Yorkshire Community Rehabilitation Company's Annual Service Plan for 2015/16.

This document sets out the organisations strategic aims and objectives for 2015/16. Our organisation must continue to focus on our mission to reduce reoffending and protect our communities while also restructuring the way we deliver services.

A huge amount of work has been ongoing to develop and implement a new service delivery model. By embracing desistance theory the CRC is creating a flexible, person centred approach that will engage with offenders to reduce reoffending. The new model combines a central case allocation system with a new IT system that supports paperless working and community based premises to create a modern, effective and efficient organisation.

A new central hub will provide a holistic approach by carrying out all case management and administration functions as well as case allocation duties and directly managing low risk offenders. The hub will also run the delivery of the CRC's new short programmes and provide support to those offender managers working with medium risk offenders.

The Annual Service Plan can be downloaded at: <http://www.sycrc.co.uk/publications/annual-service-plan-201516>

All these changes are being brought about with one aim in mind, to reduce reoffending. However we can only achieve this by working in partnership with other agencies and organisations across the region.

Goal 1 - To excel at public protection and reducing reoffending for the communities we serve.

This ethos is at the heart of everything the CRC does. We constantly work to be the best in community rehabilitation in order to provide the best service to the communities we serve.

How is the CRC measured on whether we achieve this?

- Reducing reoffending—TBC
- Court order completions (Term month v Expected Term Month)—99%
- Group Programmes positive completions —90%
- Unpaid work requirement positive completions —90%
- Unpaid work arranged no later than 28 calendar days after allocation (One month in arrears) - 97%
- Unpaid work arranged no later than seven calendar days after allocation—75%
- Licence or post sentence requirement positive completions—65%
- Community order / Suspended Sentence Order successfully completed—75%
- TBC - Positive Rehabilitation Activity Requirement Completions —90%
- TBC - Positive Basic custody screening completions —95%
- TBC - Pre-release Activity and planning 12 Weeks prior to release from prison—90%
- Prisoner released on Home Detention Curfew (HDC) or Released on Temporary Licence (ROTL) linked to decision / CRC Info—97%

Goal 2 - To supply high quality services which meet user and client requirements and maximise payments by results.

Throughout 2015-16 we will be implementing a new service delivery model including centralised case allocation, remote working and paperless files. This new way of working will create a more streamlined efficient organisation that provides effective rehabilitation services within the local communities.

How is the CRC measured on whether we achieve this?

- Face to face contact for Community & Suspended Sentence Orders (SSO) within five business days —97%
- Face to face contact Licence within one business day —97%
- Licence plan completion within ten working days of first appointment —97%
- Community and Suspended Sentence Order (SSO) Plan Completions within 10 Working days of first appointment —97%
- Embedding Through The Gate provision in Doncaster, HMP Hatfield Moorland with Nacro as our Tier 2 provider
- Contracts in place with Tier 3 providers by October 2015 that will enhance the quality of service provision for offenders leaving prison.

Goal 3 - To ensure systems, processes and information support our high quality services.

The CRC and Sodexo Justice Services are currently putting in place an entirely new IT system and offender management system to allow for paperless casefiles, remote working and ultimately for offender managers to spend more time with offenders. A high quality, accurate recording and monitoring system will make sure an offenders progress is assessed throughout their probation.

How is the CRC measured on whether we achieve this?

- Breach pack information quality – Accepted v Rejected —90%
- TBC - Recalls prepared without need for additional info —90%

Goal 4 - To grow and become the market leader in community rehabilitation and secure our long term financial sustainability.

Following its move in to the private sector the CRC must continue to grow as a commercial organisation. We need to not only develop our existing and core businesses but look to new avenues of growth to ensure the long term future of the CRC.

How is the CRC measured on whether we achieve this?

- Working in partnership with the LCJB and CSP
- Expanding portfolio of services to other providers in line with other CSP and LCJB priorities.
- Establishing resettlement provision in HMP Lindholme.