

STAFFORDSHIRE PROBATION BOARD

**Report to Staffordshire Probation Board
Re: Approved Premises Performance Improvement Standards
(Audit 2009)**

**REPORT OF Sandra Forrester,
Area Manager with responsibility for
Approved Premises in Staffordshire.**

1. **Action Required:**

Each Probation Area has been required to undertake an audit using the relevant standards and guidance contained in a Gateway for NOMS notice to Chief Officers dated 10th July 2009. The Audit results had to be submitted to the Public Protection Unit (PPU) and copied to the relevant Regional Manager and Director of Offender Management by 16th October, 2009.

2. **Guidance on the Audit Process for 2009-2010**

The Audit was conducted using the following Improvements Standards:

AP1	Referrals, admissions and inductions
AP2	Restrictive and security measures
AP3	Offender Management
AP4	Management of Risk of Harm
AP5	Regime and Interventions
AP6	Managing Vulnerable residents
AP7	Managing illegal drugs and alcohol
AP8	Diversity and maximising inclusion
AP9	Community engagement
AP10	Strategic management arrangements.

Each section was marked out of a possible three points. The range is:

0	no evidence
1	Less than half evidenced
2	more than half evidenced
3	standards are fully met.

The 2009 version of the standards is virtually unchanged from the 2008 version.

One or two standards have been moved from one standard to another on the basis of relevancy, and duplications have been omitted.

To ensure consistency, a local Audit group of Area Manager, Approved Premises Manager and Probation Service Residential Officer have visited each Approved Premises in Staffordshire. Senior Management validation has been provided by the Chief Officer who currently oversees Approved Premises.

There are no current regional arrangements to validate the scores. However, NOMS (PPU) will visit a number of premises later in the year to review their audit returns and processes.

The validated results of the 2009 Audits will be used as a performance measure for 2009/2010 and reported as part of the IPPF.

3. **Local Performance**

Attached are the scoring/action plans for each Approved Premises in Staffordshire. The scores amount to a respectable 29 out of 30 for each Approved Premise with only AP8 failing to meet the maximum score. An associated objective to redress the omission is contained in each scoring/action sheet.

In addition to submission to NOMS PPU, the Audit team identified a number of local action points to improve practice across the three Approved Premises. These are set out below:

Action Points to implement locally:

- consistent case recording with special focus on the resident's induction pack
- use of laminated key fob when personal alarms are issued to visitors to Approved Premises to confirm use of same
- Confirmation of resettlement plans by Approved Premises staff in discussion with Housing Advice Unit manager.
- Consistent contingency planning in the event of an emergency at an Approved Premises
- Consistent record in the Approved Premises log.
- The need to ensure recording of cautions given to residents on the relevant information sheet and in CRAMS
- The need to consider correspondence to prospective residents with particular reference to the content and language used
- Risk Management Plans need to include victim and self harm details at the end of the Plan.
- Handover sheets will be completed by Night/Day supervisors.
- Where there are issues of non-compliance, the night/day supervisor will provide the resident with a notice to report. This will then be addressed by a PRSO.
- It is important to record a written caution in the resident's file along with a copy of the letter
- The keyword plan produced by Approved Premises staff needs to incorporate

objectives developed by the offender manager as part of the initial supervision plan and subsequent reviews of same.

- Equally, Approved Premises staff need to be actively engaged with Offender Managers to ensure that they contribute to Initial Supervision Plans and Sentence Plan Reviews

- The Complaints leaflet needs to be included in the resident's induction pack/process.

4. **Next Steps:**

The scoring/action points will be shared with staff at each Approved Premises.

The local action points will likewise be communicated to those staff.

The above will be considered initially at the next Approved Premises Manager's meeting on 20th October, 2009.

Report Author:

Author's Name:

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Area Manager with Responsibility for
Approved Premises in Staffordshire.**