



Ministry
of Justice



HM Prison &
Probation Service

Mental Health Casework Section performance management framework and target timescales

This document presents target timescales for the Mental Health Casework Section (MHCS) to consider key decisions for restricted patients. This document replaces the framework published on 30 July 2021.

MHCS remain committed to meeting the targets for each and every application. Performance against timeliness targets has been good since 2019 and we continue to strive to improve; we now measure the proportion of decision made within target as well as the average timeliness.

We have reduced one target; overnight community leave from 35 to 30 days. The new 30 day target comes into effect on 1 October 2023.

To support the timely consideration of Change of Conditions Requests there is an intention to introduce a distinct process to consider these requests. To support this a distinct Change of Conditions process and request form is now available on Gov.UK By separating this out as a separate decision process we anticipate more timely responses to such requests. Once this is embedded in practice we will introduce a timeliness target.

Timescales are measured from when an **application is received to when a decision is made**.

To note:

- MHCS is accountable for delivering against these targets. Performance against each target will be measured, and average timescales will be shared with stakeholders regularly.
- MHCS's ability to meet the targets is predicated on the ability of clinicians to provide all necessary information and/or respond to requests for further information within reasonable timescales. To support this MHCS have standard application forms and supporting guidance which we keep under review [Working with restricted patients - GOV.UK \(www.gov.uk\)](http://www.gov.uk).
- Completing all sections of the application form and providing all relevant supporting information, such as the views of MAPPA and/or requests from victims, will assist MHCS in providing a timely response to any application.
- The target timescales reflect the relative urgency of some decisions (e.g. recall or prison transfer) as well as the necessity to receive information from more than one source (e.g. hospital transfers).
- Where further information is required, there is an expectation this is provided within 5 working days to allow MHCS to make a decision. Where further information has not been received within a reasonable timeframe. MHCS will send a maximum of two chasers and if this is not responded to we will close the application. The clinician will then be required to submit a new application if they still wish to proceed. If the application is missing key information such as MAPPA details, Victim issues, Risk information, MHCS may return the application and request additional information or close the application and invite the clinician to re-submit.
- MHCS continues to improve its processes and as such, welcomes any stakeholder feedback on the operation of the targets.
- Please note compassionate and medical leave have not been included in this set of targets; where cases are urgent, they remain at 24 hours.

Type of decision	Target (measured in calendar days from receipt of application)	Comments
Prison transfer	5 days	Internal target of 24 hours between all necessary information and warrant remains
Remission to prison	7 days	This will rely on Responsible Clinicians providing MHCS with written confirmation from operational staff at the Prison at the point of application
Hospital transfer – trial leave from high to medium secure	28 days	
Hospital transfer – downgrade in security (excluding high to medium)	28 days	
Hospital transfer – level	14 days	
Hospital transfer - upgrade	7 days	The majority of upgrade transfers are urgent and will be accordingly expedited
Community leave – escorted day	28 days	
Community leave – unescorted day	35 days	
Community leave – overnight	30 days	This target has been reduced from 35 to 30 days
Community leave – long-term escorted leave of absence	35 days	
Conditional discharge	28 days	
Absolute discharge	28 days	Some applications for AD are urgent (on compassionate grounds) and will accordingly be expedited
Recall	Same day	