Probation Programme

Market Engagement 7th November 2018
Governance and Reporting
Quarterly meetings between Contractor and Authority representatives to discuss:
- CRC Performance (Service Levels by exception, HMIP/OSAG Audit reports, Improvement Plans etc.)
- Financial matters
- Next quarter volume expectations and resource requirements
- Innovation

Note: The Annual Contract Review would also fall within this forum, at which point the CRC and Authority shall jointly identify and agree the CRC’s objectives for the next 12 months. Progress monitored in other quarterly meetings.

Monthly Checkpoints

A short, focused monthly meeting to validate performance data recorded in nDelius, discuss any financial matters arising from management accounts or other source, and discuss emerging issues, if applicable.
Governance Meetings

In addition to the proposed regular governance fora identified on the previous slide, the Contractor shall be expected to participate in multiple other stakeholder fora such as:

- NPS Regional Stakeholder Groups
- HMPPS Tripartite Meetings
- Divisional Leadership Boards
- Probation Leadership Groups
- PCC fora
- Devolved Authority fora (where applicable)
- Criminal Justice Boards

The CRC shall also be mandated to attend all meetings related to change processes, mobilisation and transition and any other adhoc meeting requested by the Authority.
Reporting Requirements are currently under review, we are seeking market input on the following:

- Contractor Feedback
- How best achieved
- Areas for input
- Frequency