



Mental Health Casework Section and NHS England - joint performance management framework and target timescales 2019/20

This document presents target timescales for the Mental Health Casework Section (MHCS) to consider key decisions for restricted patients.

These targets will be measured from when an **application is received to when a decision is made**.

To note:

- MHCS will be accountable for delivering against these targets. Performance against each target will be measured, and average timescales will be shared with stakeholders on a quarterly basis.
- Where MHCS does not meet these average timescales, it will work with stakeholders to identify and resolve any issues to improve performance.
- The targets have been set in recognition that MHCS's ability to meet the proposed timeframes is predicated on the ability of clinicians to provide all necessary information and/or respond to requests for further information within reasonable timescales.
- Where the average timescale is longer, this reflects the necessity to receive information from more than one source (e.g. hospital transfers) and internal MHCS processes, which may include the need to refer to a senior manager for a final decision, after consideration and recommendation by a case manager;
- Shorter timescales reflect the relative urgency of some decisions, such as recall or prison transfer.
- Each of these overall targets includes a timeframe in which clinicians will be expected to provide more information if it is requested from MHCS. For example, for an application for unescorted leave, the overall target is proposed as 35 calendar days for MHCS to make a decision, from when the application is received. Within this, clinicians would be expected to respond to a further information request within 5 working days to allow MHCS to meet this target.
- Where further information is requested, if it has not been received within a reasonable timeframe and MHCS have chased four or more times, the application will be closed. The clinician will then be required to submit a new application if they still wish to proceed.
- MHCS continues to improve its processes and as such, does not expect to meet the desired timescales in all cases immediately, but aims to do so by the end of the year.

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 to decision issued)	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	35 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	