

Service	Deliver Senior Attendance Centre Requirement	Version	P3.0
Document	Service Specification	Sign-off Complete	SDWG 27-02-2014



National Offender
Management Service

Service Specification for

Deliver Senior Attendance Centre Requirement

Service Specification Document

This document defines the service, including the required outcome(s) and outputs. As part of a Contract, the national minimum outputs in this document are mandatory for all providers.

1. Service Specification Document	2. Operating Model Document	3. Direct Service Costs & Assumptions Document	4. Cost Spreadsheet
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Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued
P1.0	Preview publication	25-10-2011
P2.0	<p>Go live publication. References updated in line with supporting Agency Instructions. Other changes made since preview publication:</p> <ul style="list-style-type: none"> • New output 6 added to clarify that in the case of a stand-alone Senior Attendance Centre Requirement, the provider will need to adhere to MAPPA (and PPO) procedures • Options for Commissioners (outputs 24 and 25 on page 14): 'Service Element' column corrected (previously stated 'Options' in this column instead of actual service element). • Reference to AC handbook updated 	30-03-2012
AFP1.0	<p>Available for Planning Purposes version. Prepared for MOJ website to assist with forward planning, following revisions to align with the Rehabilitation Programme.</p> <p>Definition of service: wording simplified. Reference to attendance as consequence of non-payment of fines removed.</p> <p>Out of scope service elements: Reference to 'presentation of breach prosecutions at Court' changed to 'presentation of breach information...'. Reference added to management of multiple requirement sentences (as covered in 'Manage the Sentence for CO or SSO' specification).</p> <p>Strategic Context: Standard wording inserted about Transforming Justice programme, equalities and female offenders. Primary purpose of Attendance Centres (for punishment) clarified. Reference added to centres offering separate reporting times and instruction for women offenders as seen as good practice. Reference to attendance as consequence of non-payment of fines has been removed. Contra-indicators: Reference to: "those unable to tolerate a group setting" reworded to: "those unsuited to a groupwork setting", to capture element of professional decision.</p> <p>Example measurement method for commissioners: Updated in line with the performance and assurance framework.</p> <p>Changes to Outputs: Output row 4: reworded to ensure that the induction process relates to the AC requirement only – now refers to risks and needs "in relation to fulfilling the Attendance Centre requirement".</p>	10-03-2014

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	<p>Output row 6 (community provisions – was output row 10): minor rewording for clarity, to refer to provision of information to offenders.</p> <p>Output row 7 (offender manager provided with information - was former output row 13): reworded to refer to information about the AC requirement. Applicable offender type expanded (previously only applied to offenders on multiple requirement order).</p> <p>Output row 8 (stakeholders are informed): reworded, to replace former output row 17 (stakeholder confidence/protocols maintained).</p> <p>Output row 9 (AC environment – was former output row 18): minor change to add reference to quality assurance.</p> <p>Former output rows 23-24 combined to new output row 11 (failure to attend & breach prosecution)</p> <p>Deleted outputs: Former output rows 2 (diverse needs), 9 (risk of harm minimised), 11 (record relating to sentence plan delivery), 12 (timely contributions to assessment, sentence planning and review), 15 (inter-agency liaison), 22 (failure to attend) have been deleted, as these are offender management functions. Former output row 7 (motivation to change) deleted as considered a 'how'. Former output row 19 (informed staff) deleted. Former output row 20 (safe storage) deleted, as this will be covered in contracts). Former output row 21 (delivery enhanced through use of additional funds/materials) removed.</p> <p>Removed former output row 16 (contact in advance of attendance), as considered too prescriptive.</p> <p>Removed former 'single requirement' output rows 5 (sentence plan developed) and 6 (inter-agency liaison) as covered elsewhere.</p> <p>Former output 14 (provision of data) deleted, as this will be covered in contracts. Former output 26 (commissioned option – enhanced facilities) deleted.</p> <p>New outputs inserted: Output 2 (travel distance) and output 10 (safe/decent environment) added, to align with relevant Agency Instruction.</p> <p>Remaining rows renumbered.</p>	
P3.0	<p>Go live version.</p> <p>Definition of service: Reference to attendance as consequence of non-payment of fines has been re-instated, as deleted in error.</p>	03-06-2014

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Introduction to Deliver Senior Attendance Centre Requirement Specification

1.	Service Name	Deliver Senior Attendance Centre Requirement
2.	Key Outcome(s) for Service	<ul style="list-style-type: none"> • The offender is punished • The attendance centre requirement is completed • Management of the offender is supported • Reoffending is reduced
3.	Definition of Service	Delivery of Senior Attendance Centre requirements refers to the activities carried out by providers to ensure the delivery of an Attendance Centre requirement to those attending as part of a Senior Attendance Centre Order, and/or those completing an Attendance Centre Order as a consequence of non-payment of fines. It includes: the direct management of the centre and the work involved in assessments relating to the requirement; delivery of the sentence in hours attended; provision of an appropriate regime; and provision of information to the National Probation Service for the purposes of enforcement action.
4.	Service Elements In Scope	<p>All aspects of the operational delivery of Senior Attendance Centres are within the scope of the specification.</p> <ul style="list-style-type: none"> • The offender is assessed and prepared for group work • The requirement is managed • Attendance Centre hours are delivered • The Centre is managed • The requirement or order is enforced

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5.	Out of Scope Service Elements	<p>Whilst most activities connected with Attendance Centres can be linked to direct delivery, there are some activities that are out of the scope of specifications but would be required for full cost. These are:</p> <ul style="list-style-type: none"> • Recruitment, co-ordination and support of sessional instructors and visiting speakers • Set up costs • Regional and national management, including the recruitment, selection and line management of Officers in Charge • Presentation of breach information in Court.
6	Dependent Service Elements	<p>Specification for 'Manage the Sentence for a Community Order or Suspended Sentence Order': the Attendance Centre requirement forms part of the sentence plan for multiple requirement orders</p>
7.	Strategic Context	<p>The specification aligns with the Ministry of Justice (MOJ) <i>Transforming Rehabilitation: A Strategy for Reform</i> document published in May 2013. This outlines the services to be provided by the National Probation Service and prisons, and the services to be delivered by contracted providers.</p> <p>The National Probation Service holds responsibility for advice to courts, offender management of MAPPA/high risk of serious harm and other public interest offenders. For low and medium risk of serious harm cases, the National Probation Service must also respond to information from the contracted provider or staff working in prisons that suggests that there may be a potential escalation to high risk of serious harm, undertake renewed risk assessments and take on the responsibility for the management of any cases in which risk of serious harm has become high.</p> <p>This specification requires effective working arrangements between the National Probation Service, prisons and providers of services. In particular, appropriate information about this intervention should be made available to Sentencing Courts, and information about the management of an offender's risk of serious harm and compliance must be communicated to the offender manager.</p> <p>The primary purpose of an Attendance Centre requirement is punishment through the restriction of liberty. The regime is also designed to strengthen desistance factors amongst those attending and includes social education and life skills training. A requirement can be imposed as part of a Community Order or Suspended Sentence Order under the Criminal Justice Act 2003. Courts may impose an Attendance Centre Order for non-payment of fines or an Attendance Centre requirement for breach of other requirements within Community Orders and Suspended Sentence Orders.</p>

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	<p>There are currently 41 Senior Attendance Centres (SACs) across England and Wales.</p> <p>SACs have regimes which can accommodate male and female offenders between the ages of 18 and 24. Whilst there is currently only one women-only centre, some centres are offering separate reporting times and instruction for women offenders, which is seen as good practice.</p> <p>Historically offenders have been required to attend for sessions of three hours in length and generally on a Saturday. However these are not statutory requirements, and there is a will to trial different patterns of delivery for the future. The minimum number of hours for the total requirement within a community sentence is 12 and the maximum is 36.</p> <p>Attendance Centre (AC) Rules were last published by the Secretary of State in 1995. These, together with AC National Standards and operating instructions, were previously drawn together to form an Attendance Centre Handbook. The handbook has now been replaced by Agency Instruction 09/2012 whilst the Rules remain in statute.</p> <p>Attendance Centre requirements are currently used in only a minority of cases. A total of 4,090 SAC requirements were made in 2011/12 (about one percent of the total requirements made).</p> <p>NOMS issued revised targeting guidance to Magistrates and Pre Sentence Report (PSR) writers in 2010, stating SAC targeting criteria as:</p> <ul style="list-style-type: none"> • Men and women • Aged 18 – 24 • Living within reasonable travelling distance of an Attendance Centre • Convicted of offences which warrant a low level community penalty (or non-payment of fines) • Offenders representing a low risk of serious harm to the public (or medium risk if assessed as suitable by the PSR author) and low/medium risk of re-offending where identified as suitable in PC 20/2008 <p>and contra indicators being:</p> <ul style="list-style-type: none"> • Those convicted of sexual and/or other than minor violent offences • Those unsuited to a groupwork setting <p>Equalities</p>
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		<p>Under the Equality Act 2010, the Ministry of Justice has an ongoing legal duty to pay ‘due regard’ to the need to: eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct; advance equality of opportunity between different groups (those who share a protected characteristic and those who do not); and, foster good relations between different groups. Providers are required to act in accordance with this duty, as well as the more general provisions of the Equality Act. Historically, there have been unequal patterns of outcomes, with some groups of offenders with shared protected characteristics faring better than others (see NOMS Equalities Annual Report 2011-12). The MOJ is committed to address this disproportionality.</p> <p>Female Offenders</p> <p>Female offenders are a minority grouping within the offender cohort and often exhibit complex needs which must be addressed if their risk of reoffending is to be reduced. The government published its Strategic Objectives for Female Offenders in March 2013, which is integral to the delivery of offender management services. Needs in relation to domestic violence, sexual violence, and abuse are highly prevalent among female offenders. The MOJ and NOMS continue to work with the Home Office on its Ending Violence Against Women and Girls annual action plan.</p>
8.	Flexibility	All the outputs in this specification are mandatory – referred to as the National Minimum - apart from the output listed at row 12 which is an Option available to Commission .
9.	Reference to Supporting Documents	Supporting documents to be determined.
10.	Example Methods of Measurement / Assurance Method for Commissioners	<p>Delivery under this specification is subject to the requirements set out in the NPS SLA; the CRC Contract (Schedule 9 - Service Levels and Service Credits and Schedule 21 - Management Information); and NOMS Performance Reports. These documents include information about key performance measures, equalities data, management information, quality assurance and inspection activities.</p> <p>The performance measures for Attendance Centres are set out in the published management information on the NOMS performance HUB (a web-based corporate reporting service that provides NOMS, and associated organisations with data collection, validation, collation and reporting) in relation to:</p> <ul style="list-style-type: none"> • Commencements

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		<ul style="list-style-type: none"> • Attendance Rate • Completion Rate • Enforcement
11.	References for Detailed Mandatory Instructions	Agency Instruction 01/2012 Implementation of the Senior Attendance Centre Specification Equalities Act 2010 National Standards for the Management of Offenders 2014 [publication pending]
12.	References for Non-Mandatory Guidance	Agency Instruction 09/2012 / Probation Instruction 15/2012 NOMS Attendance Centre Policy and Practice Instructions Probation Circular 20/2008 Senior Attendance Centres Strategic Objective for Female Offenders (MoJ, March 2013)
13.	Review Cycle	Review cycle to be determined

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Specification

National Minimum

<i>Row</i>	<i>Service Element</i>	<i>Outputs/Output Features</i>	<i>Applicable Offender Types</i>	<i>Policy Theme</i>	<i>Example Methods of Measurement / Assurance Method for Commissioners</i>	<i>References for Detailed Mandatory Instructions</i>	<i>References for Non-Mandatory Guidance</i>
1.	The offender is assessed and prepared for group work	Reporting instructions are given with dates and locations which maximise the likelihood of compliance. Appointments are re-arranged as required.	All Offenders subject to relevant requirement or order	Compliance	Contract Management and/or Audit	National Standards	PC 20/2008 AI 09/2012 NOMS Attendance Centre Policy and practice instructions PI 15/2012
2.	The offender is assessed and prepared for group work	The distance to an Attendance Centre must not ordinarily be more than 90 minutes travelling time in each direction of an offender's home.	All Offenders subject to relevant requirement or order	Compliance	Contract Management and/or Audit		AI 09/2012 PI 15/2012
3.	The offender is assessed and prepared for group work	Female offenders are given the option of being interviewed by female staff at the Attendance Centre and a female instructor is present on site at all times when a female offender is instructed to attend.	Female Offenders	Female Offenders	Contract Management and/or Audit	2010 Equalities Act	Strategic Objective for Female Offenders (MoJ, March 2013) AI 09/2012 PI 15/2012

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Row	Service Element	Outputs/Output Features	Applicable Offender Types	Policy Theme	Example Methods of Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
4.	The offender is assessed and prepared for group work	Offender risks and needs are assessed in relation to fulfilling the Attendance Centre requirement, using the appropriate risk assessment format, and obstacles to attendance are addressed.	All Offenders subject to relevant requirement or order	Public Protection	Contract Management and/or Audit	National Standards	AI 09/2012 PI 15/2012
5.	Attendance Centre hours are delivered	The offender's ability to make positive changes in lifestyle, including personal associations, is enhanced.	All Offenders subject to relevant requirement or order	Effective Practice	Contract Management and/or Audit		AI 09/2012 PI 15/2012
6.	Attendance Centre hours are delivered	Offenders are provided with information about a range of community provisions which will support efforts to improve emotional and physical well-being, education, employability and life-skills.	All Offenders subject to relevant requirement or order	Effective practice	Contract Management and/or Audit	National Standards	AI 09/2012 PI 15/2012
7.	Attendance Centre hours are delivered	Attendance, behaviour and progress information regarding the Attendance Centre requirement is provided to the offender manager.	All Offenders subject to relevant requirement or order	Risk Management Compliance	Contract Management and/or Audit Attendance Information via Hub report	National Standards	AI 09/2012 PI 15/2012

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Row	Service Element	Outputs/Output Features	Applicable Offender Types	Policy Theme	Example Methods of Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
8.	The Centre is managed	Key stakeholders (e.g. sentencers, PSR writers and partner agencies) are informed about the content, purpose and assessment criteria of the service and updated about changes.	All Offenders subject to relevant requirement or order		Contract Management and/or Audit		AI 09/2012 PI 15/2012
9.	The Centre is managed	Offenders experience a quality assured, controlled and well managed environment, including attendance monitoring and reporting.	All Offenders subject to relevant requirement or order		Contract Management and/or Audit Offender feedback/surveys		AI 09/2012 PI 15/2012
10.	The Centre is managed	Offenders experience a safe and decent environment.	All Offenders subject to relevant requirement or order		Contract Management and/or Audit Offender feedback/surveys		AI 09/2012 PI 15/2012
11.	The order is enforced	Information is communicated with the offender manager/National Probation Service about attendance and failures so that appropriate breach prosecution can be taken.	All Offenders subject to relevant requirement or order who have not complied	Compliance	Contract Management and/or Audit	National Standards	AI 09/2012 PI 15/2012

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Option(s) Available to Commission

<i>Row</i>	<i>Service Element</i>	<i>Outputs/Output Features</i>	<i>Applicable Offender Types</i>	<i>Policy Theme</i>	<i>Example Methods of Measurement/Assurance Method for Commissioners</i>	<i>References for Detailed Mandatory Instructions</i>	<i>References for Non-Mandatory Guidance</i>
12.	The offender is assessed and prepared for group work	Female offenders are offered the option of attending female only sessions or attending in a female-only environment.	Female offenders	National Service Framework – Improving Services to Women Offenders (2008)	QA Visits		Strategic Objective for Female Offenders (MoJ, March 2013)