

Service	Rehabilitation Services - In the Community	Version	06
Document	Service Specification	Sign-off Complete	MCB-OCT



Service Specification for

Rehabilitation Services - In the Community Service Specification Document

This document defines the service, including the required outcome(s) and outputs. As part of an SLA or Contract, the national minimum outputs in this document are mandatory for all providers. The document can also contain optional outputs that are available for Commissioners to commission.

1. Service Specification Document

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Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued
P1.0	Preview publication.	23-11-2011
P2.0	Go live publication. Changes made since preview: <ul style="list-style-type: none"> • Order of outputs 19 and 20 reversed, to mirror order in Rehabilitation Services – In Custody specification. Output 18: word “family” inserted before “support needs” for clarification that this output refers to family needs • Rewording of key outcomes for greater clarity • Reference to supporting probation instruction added 	30-03-2012
AFP1.0	Available for Planning Purposes version. Prepared for MOJ website to assist with forward planning, following revisions to align with the Rehabilitation Programme. <u>Key Outcomes:</u> Outcomes reordered. “The seriousness, frequency and volume of reoffending is reduced” simplified to: “Reoffending is reduced”. Reference to “resettle in the community” replaced by “reintegrate into the community”. <u>Definition of service:</u> Additional text detailing core level of service. <u>Service elements in scope:</u> Reordered and language simplified, including: “The Offender Manager is supported in the discharge of his/her functions” reworded to: “Offender/Case Management is supported”. <u>Out of scope service elements:</u> Bullet point: “Services for short sentence prisoners on release into the community” removed as a result of the offenders sentenced to less than 12 months coming into scope. <u>Strategic context:</u> References to the Green Paper and NOMS	10-03-2014

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	<p>commissioning guidance removed and standard wording inserted about Transforming Justice programme, equalities and female offenders. References to 'assessment' of need/risk replace by 'identification'. Definitions of terminology used have been added. References to output rows added.</p> <p><u>Flexibility</u>: Output row numbers changed in line with reordering of service outputs in the national minimum table. Core rehabilitation outputs now at rows 5-15 and additional outputs at rows 16-17.</p> <p><u>Reference to Supporting Documents</u>: updated.</p> <p><u>Example measurement method for commissioners</u>: Updated in line with the performance and assurance framework</p> <p><u>Changes to Service Outputs</u>: Outputs reordered.</p> <p>New output 17 (additional rehab services) added (one-to-one support for offenders with identified needs).</p> <p>Outputs deleted: Former output row 1 (offenders encouraged to participate) and row 4 (pro-social interaction) deleted, as considered a 'how' about delivery of the service; former output 7 (offender manager informs risk management) deleted as covered by current output 2; former outputs 10 (Rehabilitation Services delivered and completed as specified) and 11 (Rehabilitation Services delivered to agreed quality levels) also deleted, as will be covered in contract specification.</p> <p>Various outputs reworded, including output 16 (additional rehabilitation services; was P2.0-row 21) to add reference to services 'likely to reduce reoffending and risk of serious harm' and to replace reference to 'services...as agreed with the commissioner' with '...as identified by the provider'. Output 2 (was P2.0-row 6): new words added about exchange of agreed management information between service providers and offender managers. Output 6 (was P2.0-row 3): reference</p>	
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	added to access to rehabilitation services post-release. Policy theme in outputs 1-6: reference to 'reducing risk of serious harm' added.	
V 01	Updates OPD	20/05/15
V 02	JS Updates	01/06/2015
V 03	OPD referencing amalgamated updates	12/06/2015
V 04	Final referencing updates	17/06/2015
V 05	Final version for DAWG	02/02/2016
V 06	Reviewed as part of specification updates, no changes were required	15/3/17

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Introduction to Rehabilitation Services - In the Community Specification

1.	Service Name	Rehabilitation Services - In the Community
2.	Key Outcome(s) for Service	<ul style="list-style-type: none"> • Reoffending is reduced • Offenders' identified rehabilitation needs are addressed • Offenders' ability to resettle into the community is enhanced • Risk of serious harm is reduced
3.	Definition of Service	<p>A set of core services must be available to all offender's subject to a Community Order or Suspended Sentence Order (CO or SSO) or post-custody licence and post-custody statutory supervision in order to assist in their rehabilitation and/or resettlement into the community, reduce their risk of reoffending and protect the public.</p> <p>The core level of service is integral to the delivery of a community based sentence. It supports offenders in developing responsible citizenship; having the confidence and competence to negotiate and manage interactions with providers of essential facilities and services, for example housing providers. It entails the provision of information, signposting to existing facilities and services. Where necessary, offenders will be supported in engaging with services</p> <p>Where core services alone do not adequately address offending related risks and needs, additional services that meet a defined rehabilitative outcome may be available following appropriate assessment.</p> <p>This specification and the related Rehabilitation Services - In Custody specification are designed to support continuity of access to rehabilitation services for all offenders between custody and community - that is, 'Through the Gate'.</p>
4.	Service Elements In Scope	<ul style="list-style-type: none"> • Offender/Case Management is supported • Stakeholders are consulted and informed • Offender engagement • Service provision and delivery

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5.	<i>Out of Scope Service Elements</i>	<ul style="list-style-type: none"> • Work undertaken to assess suitability for interventions within a court report (see Assessments & Reports Pre-Sentence specification) • Interventions accredited by the Correctional Services Advice and Accreditation Panel (see Deliver Accredited Programmes specification) • Work carried out in the community to enforce any breach relating to the intervention (see Manage the Sentence for a CO or SSO and Manage the Custodial & Post Release Periods specifications) • General management tasks and responsibilities • Activities required to develop interventions • Staff training, except where this is required (and agreed by NOMS) to deliver a specific intervention/service • Alcohol Treatment / Drug Rehabilitation / Mental Health Treatment requirements • Offenders subject to a stand-alone Prohibited Activity / Exclusion / Curfew / Residence requirement, and offenders subject to a stand-alone Unpaid Work requirement, who do not undertake skills and employment activities as part of the requirement
6.	<i>Dependent Service Elements</i>	<ul style="list-style-type: none"> • Manage the Sentence for a CO or SSO and Manage the Custodial & Post Release Periods specifications: a good assessment of need and effective use of existing provision is essential to the delivery of rehabilitation services • Any requirement such as Activity Requirement, Supervision on Licence or Supervision Requirement, or purposeful regimes within Approved Premises, when rehabilitative interventions are delivered as part of the requirement. • Unpaid Work: Skills and employment related services can be delivered as part of an Unpaid Work requirement • Strategic engagement with partners in relation to national and local strategies, service level agreements and contracts • Management activity in relation to the development of interventions

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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 and 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 service.</p> <p>This specification, and the related Rehabilitation Services - In Custody and the Deliver Activity Requirement specifications, support NOMS' overarching statement of purpose and its aim of reducing reoffending and helping offenders to reform their lives.</p> <p>A broad range of rehabilitative work is undertaken in the community. This specification relates to the wide variety of work, not specified elsewhere, that is within the scope of reducing reoffending activity but which is not co-commissioned.</p> <p>In order to achieve NOMS core aim of offender rehabilitation, a range of rehabilitation services will need to be provided. A strategic approach to engagement with partners and contracted providers will enable best use to be made of resources to deliver the range of services required to meet rehabilitation outcomes.</p> <p>To avoid possible confusion, the following terms used within this specification are defined below:</p> <ul style="list-style-type: none"> • Rehabilitation: this aims to restore offenders to a purposeful life in which they do not reoffend • Resettlement: this refers to the assistance with rejoining the community following release from Bail accommodation, prison or Approved Premises. • The resettlement of remand and sentenced prisoners is a core function of the 'through the gate' services, directly related to reducing reoffending and protecting the public. In custody, resettlement involves helping prisoners to maintain and develop appropriate community ties in preparation for their
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	<p>release. It enables the offender to become a productive and active member of the community including how to access and use services. Resettlement services will continue to be delivered ‘through the gate’ and post release, to enable transition from the custodial environment to living in the wider community</p> <p>All the specification outputs are mandatory – referred to as the National Minimum. Output rows 1-6 specify those activities that establish a sound rehabilitative base. Output rows 1-4 ensure the required organisational support and output rows 5-6 ensure meaningful engagement. Output rows 7–17 specify the actual nature of the service to be made available.</p> <p>Some rehabilitation services will be made available to all offender’s subject to a CO, SSO, licence or statutory post-custody supervision, excluding those subject to stand-alone punitive requirements. These are the core rehabilitation services and are included within the national minimum at output rows 5-15. This core level of service is also reflected in the Rehabilitation Services - In Custody specification.</p> <p>The availability of this core level of rehabilitative service is integral to the delivery of a CO, SSO, licence or statutory post-custody supervision in the community as it supports offenders in developing responsible citizenship. This is defined as having the confidence and competence to negotiate and manage interactions with providers of essential facilities and services e.g. housing providers. Core provision will provide information on how to access these services and where required, will support offenders in engaging with them.</p> <p>Delivering the core level of service alone will not always be sufficient to facilitate effective rehabilitation. Where core services do not adequately address offending related risk and need, additional evidence based services that meet a defined rehabilitative outcome may be made available and should be targeted at offenders based on an identification of needs and appropriate use of resources. The range and nature of this additional service will vary, and the specification includes a separate minimum output (output row 16) enabling delivery of additional rehabilitative services. A new additional output (output row 17) enables the delivery of one-to-one support (such as mentoring) where necessary and following appropriate assessment to enable community resettlement. Whilst not mandatory, these additional outputs enable the provision of desirable additional services which may be offered to individuals based on their level and type of need.</p> <p>The need for innovative approaches to reducing reoffending through addressing rehabilitative needs is evident in the design of the Rehabilitation Programme.</p> <p>The specification takes into account the growing body of literature and research identifying the factors for successful desistance, including engaging and supporting the offender in addressing their rehabilitative needs and assisting community resettlement. NOMS will provide access to its growing evidence base on what works</p>
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to reduce reoffending to all those providing rehabilitation and offender management services to improve the provision, targeting and sequencing of rehabilitative services – in particular in relation to meeting the needs of defined segments of the offender population.

This specification is different from other community specifications insofar as it is not directly related to delivery of a particular requirement of a community or a custodial sentence. This specification provides flexibility, so that an offender's access to rehabilitative services is not necessarily constrained by the requirements of their sentence.

Offender Personality Disorder Services

Based on a 'whole systems' community to community pathway approach co commissioned by NHS England and NOMS. The services are designed to reduce reoffending and improve the psychological health and well being of offenders. Individuals that enter the pathway are predominantly managed by the CJS in either a custodial or community setting, with some services provided in secure health settings. The pathway enshrines the concept of 'joint operations' whereby responsibility for the offenders' pathway is shared between health and the CJS.

Equalities

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.

Female Offenders

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 on Female Offenders in March 2013, which is integral to the delivery of offender management

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		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.
8.	Flexibility	All the outputs in this specification are mandatory – referred to as the National Minimum . Output rows 5–15 represent the core rehabilitation services. Output rows 16-17 refer to additional services which may vary in range and nature in each area – see strategic context for explanation.
9.	Reference to Supporting Documents	This service specification is supported by the ‘Through the Gate’ specifications, model and Blue Print design
10.	Example Measurement/ Assurance Method for Commissioners	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.
11.	References for Detailed Mandatory Instructions	<ul style="list-style-type: none"> • Probation Instruction Rehabilitation Services – In the Community [pending] • National Implementation Guide for the Criminal Justice Act 2003 (Edition 2 Version 5F May 2005 – Annexed to Probation Circular 25/2005) including Annex B – Unpaid Work and Annex C – Employment, Training and Education in Community Orders Guidance • Children’s Act 2004 • National Standards for the Management of Offenders in England and Wales 2015 • PI 20/2010 Handling of Sensitive Information by Criminal Justice Agencies • Equalities Act 2010 • National Partnership Agreement between NOMS, NHS England and Public Health England for the Commissioning and Delivery of Healthcare in prisons in England • PI xx/2016 National Offender Personality Disorder Pathway Services. This provides mandatory actions and guidance in respect of the assessment, management and strategic planning for offenders with

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		severe personality disorder
12.	References for Non-Mandatory Guidance	<ul style="list-style-type: none"> • Practice Framework: National Standards for the Management of Offenders for England and Wales 2015 • NOMS Offender Management Model (June 2006) • Reducing Prisoner Reoffending (National Audit Office, January 2002) • Through the Prison Gate: A joint thematic review by HM inspectorates of prisons and probation (HMIP, 2001) • Reducing re-offending by ex-prisoners (Social Exclusion Unit, July 2002) • A Toolkit of Motivational Skills: Encouraging and Supporting Change in Individuals (2nd ed, Catherine Fuller and Phil Taylor, 2008) • NOMS/NHSE OPD Strategy • Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015 Welsh Government Programme for Government for 2011-16 • Welsh Government Department for Education and Skills Business Plan 2012-16 • Making Prisons Work: Skills for Rehabilitation. Review of Offender Learning (MoJ/BIS, May 2011) • Working Together to Safeguard Children. A guide to inter-agency working to safeguard and promote the welfare of children (HM Government, March 2013) • Transforming Rehabilitation Target Operating Model
	Review Cycle	Review cycle to be determined

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Specification

National Minimum (Note: The 'core' rehabilitation services output rows are shaded, for ease of visibility)

Row No.	Service Element	Outputs/Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
1.	Offender/Case Management is supported	All offender manager/provider communications take place in time to support effective offender management and delivery of services.	All	Rehabilitation Reducing Reoffending Reducing risk of serious harm Risk Management Offender Management Partnership Working	Contract Management MoJ Internal Audit and Assurance	National Standards 2015: 'Records are kept up to date, stored securely, and are accessible to appropriate parties' PI 20/2010 – Handling of Sensitive Information by Criminal Justice Agencies	NOMS Offender Management Model
2.	Offender/Case Management is supported	Agreed management information is exchanged between service providers and offender managers, where these are different, in order to inform sentence planning, decision making and risk management.	All	Rehabilitation Reducing Reoffending Reducing risk of serious harm Offender Management Partnership Working	Contract Management MoJ Internal Audit and Assurance	National Standards 2015: 'Contacts with or with reference to the offender are recorded. Records are kept up to date, stored securely, and are accessible to appropriate parties'	Performance Monitoring 2006/7, updated 2009 NOMS/NHSE OPD Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015

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						PI 20/2010 PI xx/2016 National Offender Personality Disorder Pathway Services	
3.	Stakeholders are consulted and informed	Offender managers and report writers are kept informed about the content, eligibility and suitability criteria for rehabilitation services and updated about changes.	All	Offender Management Reducing risk of serious harm	Contract Management MoJ Internal Audit and Assurance	National Standards 2015: 'Courts are provided with information to support their decision making'	NOMS/NHSE OPD Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015
4.	Stakeholders are consulted and informed	Other key stakeholders (e.g. sentencers and partners) are kept informed about availability and effectiveness of rehabilitation services to ensure that Courts are able to make informed sentencing decisions.	All	Offender Management Court Services Reducing risk of serious harm	Contract Management MoJ Internal Audit and Assurance	National Standards 2015: 'Courts are provided with information to support their decision making'	

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Row No.	Service Element	Outputs/Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
5.	Offender engagement	Offenders understand and accept their responsibilities in engaging with appropriate rehabilitation services.	All	Rehabilitation Reducing Reoffending Reducing risk of serious harm Responsible citizenship	Contract Management MoJ Internal Audit and Assurance	National Standards 2015: 'The plan is implemented'	Practice Framework – National Standards for Management of Offenders 2015 Motivational Skills Toolkit
6.	Offender engagement	Offenders' rehabilitation is facilitated through engagement with community based services (including assistance with securing continuity of access to rehabilitation services following release from prison).	All	Rehabilitation Reducing Reoffending Reducing risk of serious harm Community Resettlement Offender Personality Disorder	Contract Management MoJ Internal Audit and Assurance	National Standards 2015: 'Engagement with community resources is facilitated as an integral part of implementing the Plan' PI xx/2016 National Offender Personality Disorder Pathway Services	Reducing Re-offending of Ex-Prisoners: Report of the Social Exclusion Unit July 2002 Transforming Rehabilitation Target Operating Model NOMS/NHSE Offender Personality Disorder Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015

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Row No.	Service Element	Outputs/Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
7.	Service provision and delivery	Offenders are helped to access services to seek and sustain suitable employment and/or skills.	All	Rehabilitation Reducing Reoffending Employment, Training and Skills	Contract Management MoJ Internal Audit and Assurance Performance metrics: INT 008, 009, 019	PI Rehabilitation Services - In the Community [pending]	Making Prisons Work: Skills for Rehabilitation (2011) Welsh Government Programme for Government for 2011-16
8.	Service provision and delivery	Offenders are made aware of the need to disclose their offences to potential employers.	All	Risk Management Safeguarding	Contract Management MoJ Internal Audit and Assurance	PI Rehabilitation Services - In the Community [pending] Rehabilitation of Offenders Act 1974 and Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975	
9.	Service provision and delivery	Offenders are helped to access services to secure and maintain settled and suitable housing.	All	Rehabilitation Reducing Reoffending Accommodation	Contract Management MoJ Internal Audit and Assurance Performance metrics: OM 17	PI Rehabilitation Services - In the Community [pending]	

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10.	Service provision and delivery	Offenders are helped to access services to address their financial management issues.	All	Rehabilitation Reducing Reoffending Finance benefit and debt	Contract Management MoJ Internal Audit and Assurance	PI Rehabilitation Services - In the Community [pending]	
11.	Service provision and delivery	Offenders are helped to access services to address their drug and alcohol needs.	All	Rehabilitation Reducing Reoffending Drugs and Alcohol	Contract Management MoJ Internal Audit and Assurance	PI Rehabilitation Services - In the Community [pending]	
12.	Service provision and delivery	Offenders are helped to access services to address their physical and mental health needs.	All	Rehabilitation Reducing Reoffending Health Offender Personality Disorder	Contract Management MoJ Internal Audit and Assurance	PI Rehabilitation Services - In the Community [pending] National Partnership Agreement PI xx/2016 National Offender Personality Disorder Pathway Services	NOMS/NHSE OPD Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015

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13.	Service provision and delivery	Offenders are helped to access services to address their family welfare and family support needs.	All	Rehabilitation Reducing Reoffending Children and families	Contract Management MoJ Internal Audit and Assurance	Children Act 2004, Section 10 PC 22/2005 PI Rehabilitation Services - In the Community [pending]	Working Together to Safeguard Children
14.	Service provision and delivery	Offenders who have experienced domestic violence, rape or abuse are helped to access appropriate advice and support services.	All	Rehabilitation Reducing Reoffending Female Offenders	Contract Management MoJ Internal Audit and Assurance	Equality Act 2010	
15.	Service provision and delivery	Offenders who have been sex workers are helped to access appropriate advice and support services.	All	Rehabilitation Reducing Reoffending Female Offenders	Contract Management MoJ Internal Audit and Assurance	Equality Act 2010	
THE NON-MANDATORY, 'ADDITIONAL' REHABILITATION SERVICES ARE SET OUT AT OUTPUT ROWS 16-17 BELOW. THESE SERVICES MAY VARY IN RANGE AND NATURE IN EACH ESTABLISHMENT. SEE STRATEGIC CONTEXT FOR EXPLANATION.							
16.	Service provision and delivery	Offenders are provided with a range of additional rehabilitation services that are identified by the	Offenders with an identified need	Rehabilitation Reducing Reoffending	Contract Management MoJ Internal Audit	PI Rehabilitation Services - In the Community [pending]	NOMS/NHSE OPD Strategy Working with Offenders with Personality

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		provider as likely to reduce their reoffending and risk of serious harm.			and Assurance		Disorder, a Practitioners Guide, second edition 2015
17.	Service provision and delivery	Offenders with identified needs can access one to one support to enable community rehabilitation or resettlement.	Offenders with identified support needs	Rehabilitation Reducing Reoffending Community resettlement	Contract Management MoJ Internal Audit and Assurance	National Standards 2015: 'Engagement with community resources is facilitated as an integral part of implementing the Plan'	Reducing Re-offending of Ex-Prisoners: Report of the Social Exclusion Unit July 2002 Transforming Rehabilitation Target Operating Model