

Service	Unpaid Work / Community Payback	Document	Operating Model	Version	P 2.0
Sign Off Completed	National Specification Sub-Programme Board 12-05-09		Sign Off Pending	N/A	
Distribution	Internet				



Service Specification for

Unpaid Work / Community Payback

Operating Model Document

This document describes the inputs and processes that can deliver the outputs in the specification efficiently and effectively. The inputs and processes have been identified through benchmarking in probation areas by the NOMS Specification, Benchmarking and Costing programme. The Operating Model is the basis for the calculation of direct service costs and is also available for probation managers to compare to their current practice.

The operating model is not mandated by the Service Level Agreement or Contract.

1. Service Specification Document P2.0	2. Operating Model Document	3. Direct Service Costs & Assumptions Document P2.0	4. Cost Spreadsheet P2.0
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Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued
P1.0	First publication	29/10/2009
P2.0	Re-issued to accompany updated Specification	28/01/2010

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About this document:

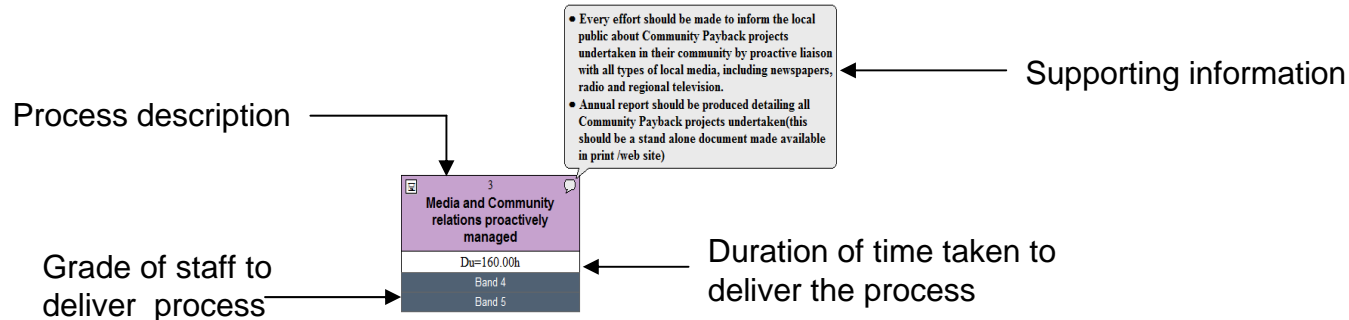
This document should be read in conjunction with the Service Specification document, the Direct Service Costs & Assumptions document and the Cost Spreadsheet.

This Operating Model is presented in the format of a NIMBUS process map, which will be available shortly to be viewed in an interactive format.

This Operating Model is set out in two sections:

- 1) Organisational Processes (from page 4 below)
- 2) Offender Processes (from page 11 below)

Key



THIS OPERATING MODEL IS NOT MANDATORY

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Organisational Processes

All Staff timings (Du) in Organisational Processes are per 100,000 offender hours worked

↓ 1

Public Confidence Promoted

Du=600.00h

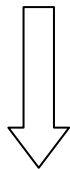
Band 4

Band 4 Premium

Band 5

Band 5 Premium

See further details on page 5 below



↓ 2

Stakeholders consulted and informed

Du=225.00h

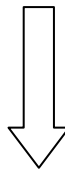
Band 4

Band 4 Premium

Band 5

Band 5 Premium

See further details on page 6 below



↓ 3

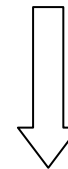
Sufficient and Suitable placements organised

Du=2140.25h

Band 3

Band 4

See further details on pages 7-9 below



↓ 4

Community Payback scheme is monitored and managed

Du=1067.00h

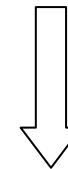
Band 4

Band 4 Premium

Band 5

Band 5 Premium

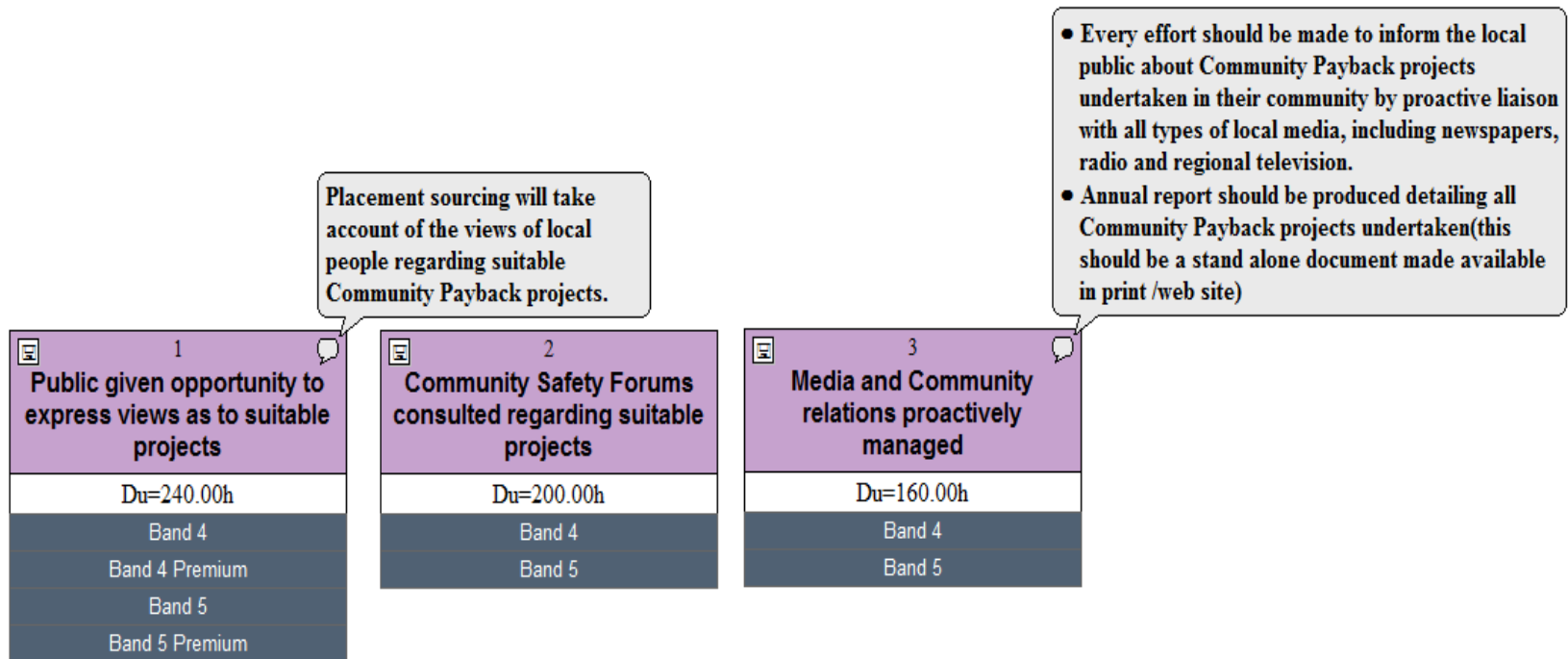
See further details on page 10 below



Service	Unpaid Work / Community Payback	Document	Operating Model	Version	P 2.0
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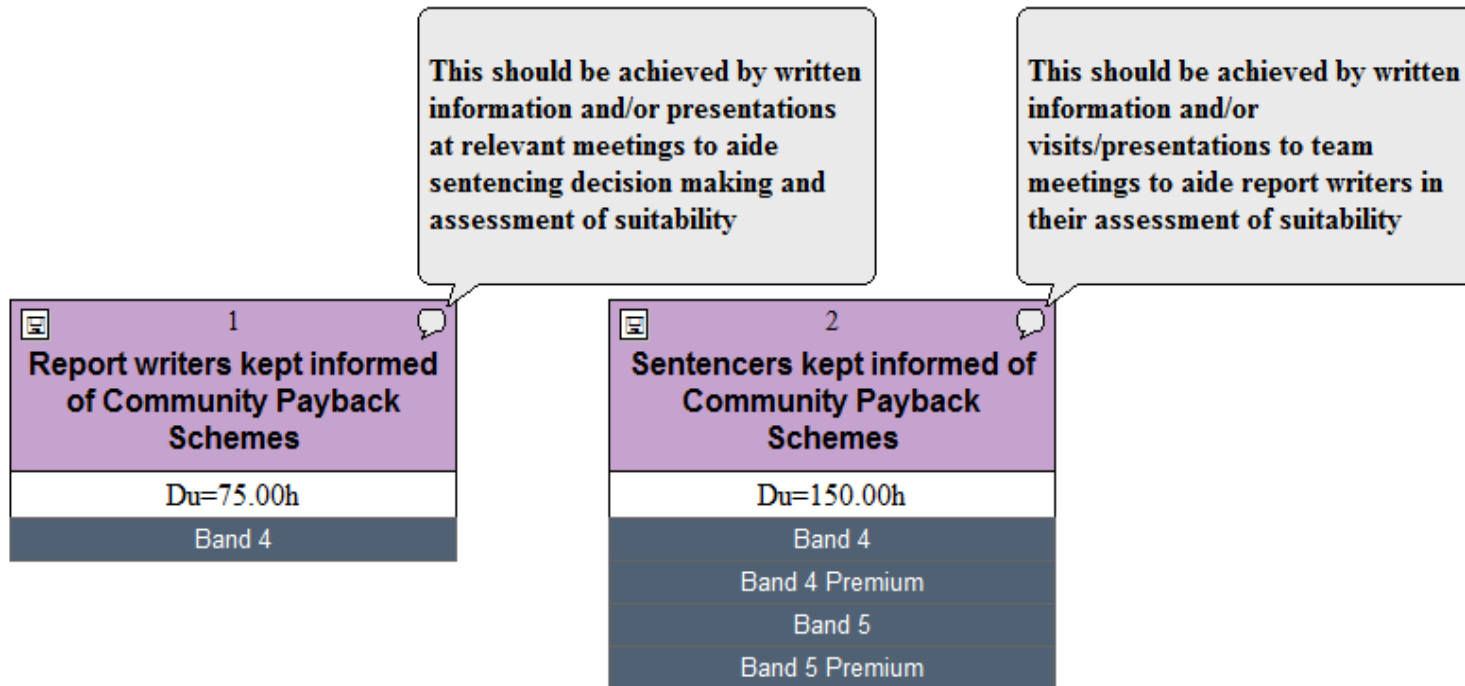
Public Confidence Promoted

Minimum Requirement:- All suitable Community Payback placements should be made visible to the local community including the wearing of distinctive clothing



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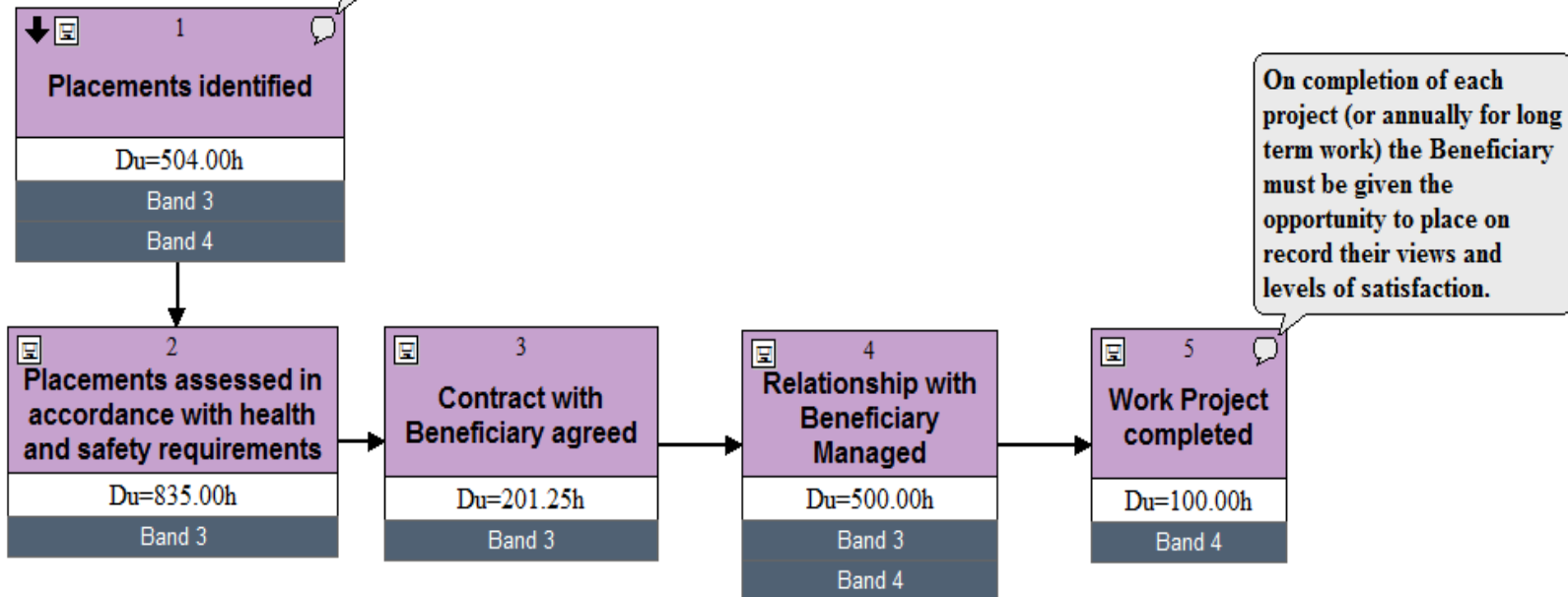
Stakeholders consulted and informed



Service	Unpaid Work / Community Payback	Document	Operating Model	Version	P 2.0
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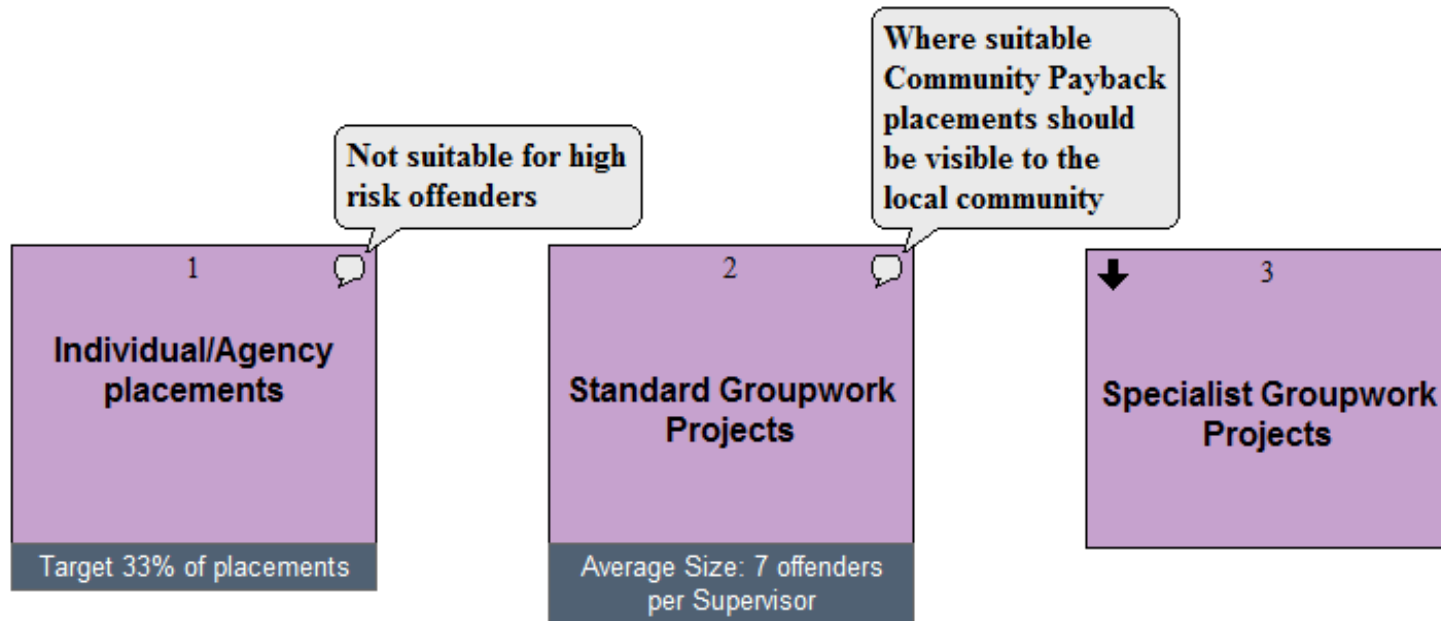
Sufficient and Suitable Placements Organised

- Work undertaken by offender should be rigorous and demanding to meet the public expectations of punishment and provide payback to the community.
- Sufficient placements should be provided to meet local SLA targets and projects should meet the placement quality standard
- Placement sourcing will seek to maximise community and environmental benefit



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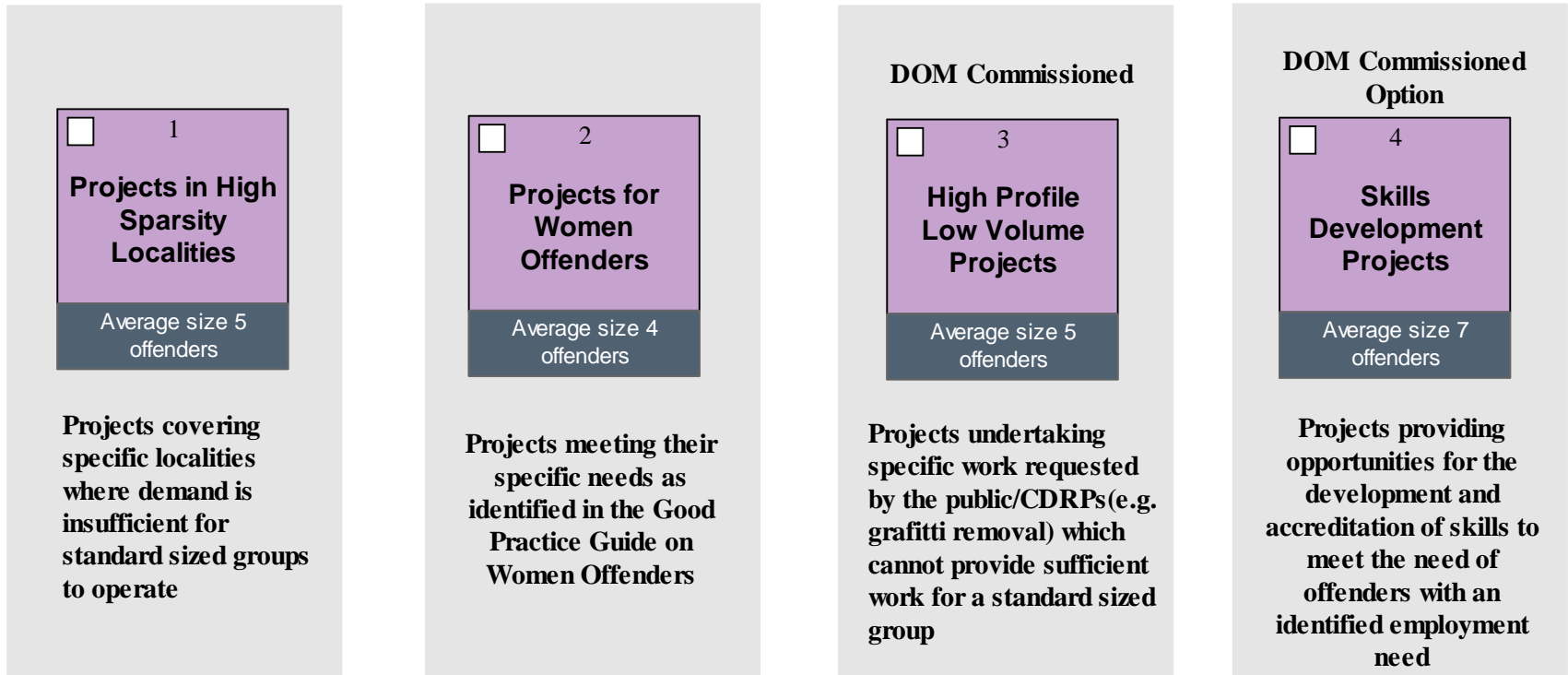
Sufficient Placements Provided



Assumptions for Women Offenders : 50% individual placements, 25% standard groupwork projects, 25% specialist groupwork projects (see box 2 on page 9)

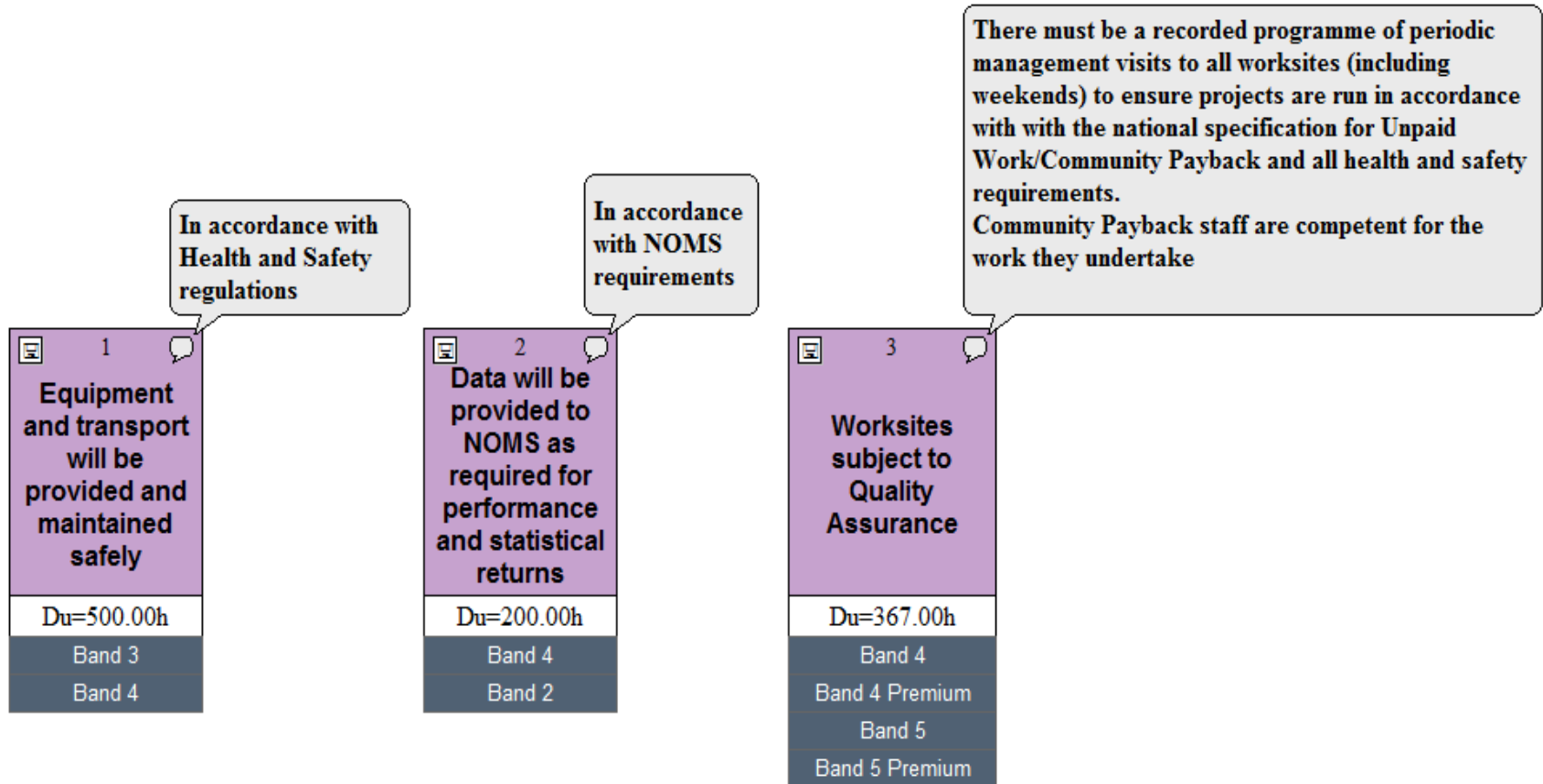
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Sign Off Completed	National Specification Sub-Programme Board 12-05-09		Sign Off Pending	N/A	
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Specialist Groupwork Projects Provided



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Unpaid Work/Community Payback scheme is monitored and managed

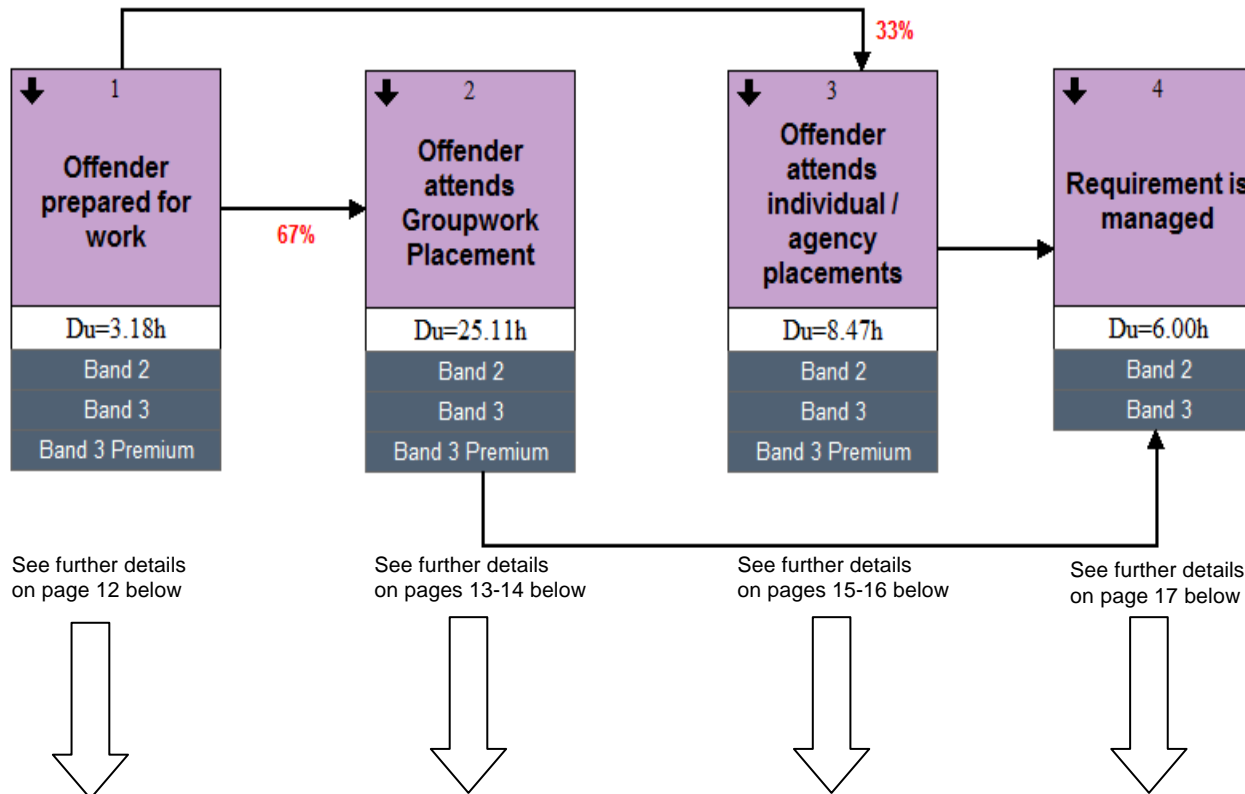


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Offender Processes

Staff timings (Du) in Offender Processes are per average Unpaid Work Requirement of 110 hours based on the following assumptions:-

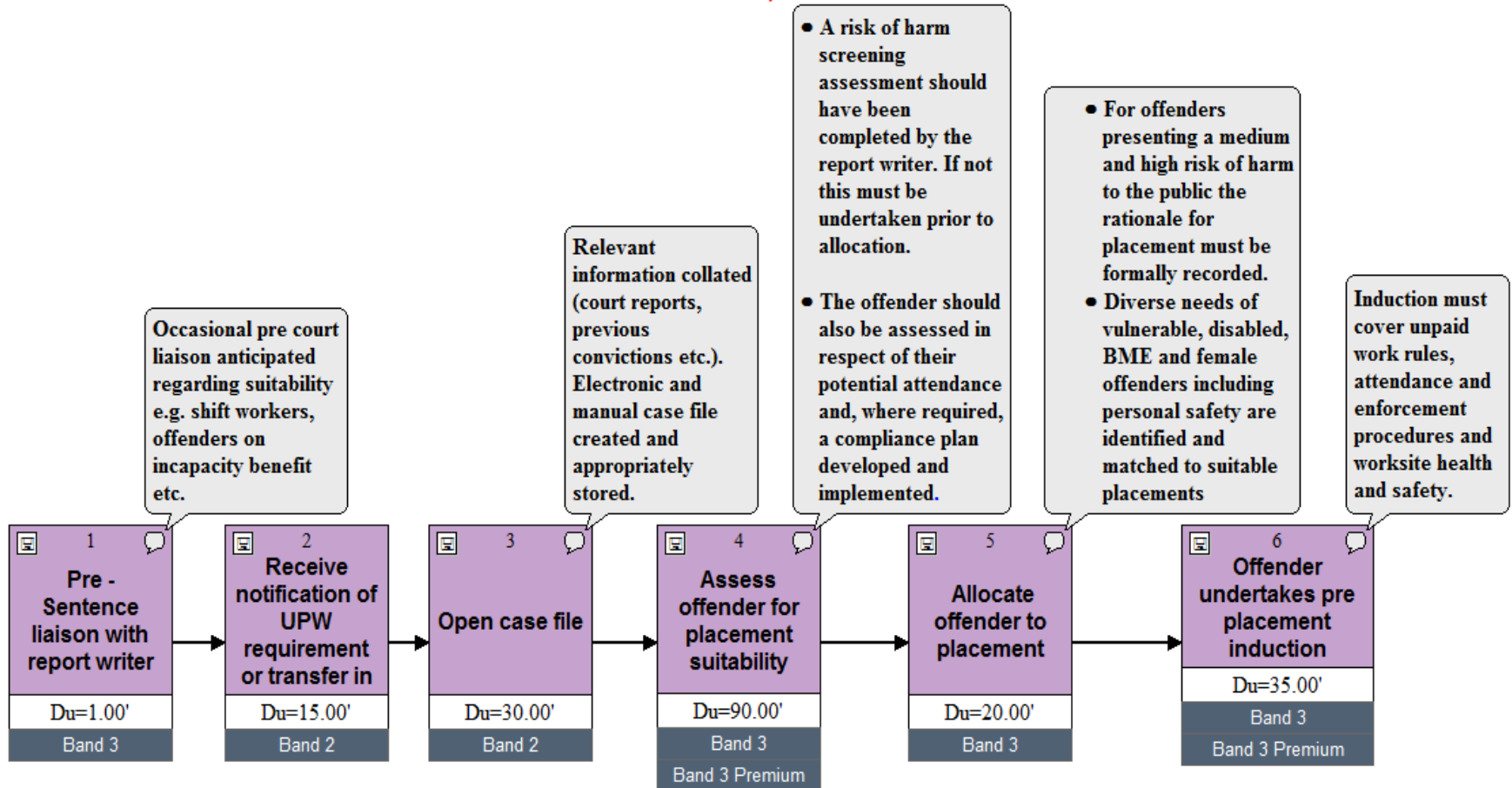
- 90 hours for individual placements
- 120 hours for groupwork placements
- 50% weekday, 50% weekend split for groupwork placements
- 80% standard 20% specialist project provision
- Of specialist provision 75% will be weekday



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Offender prepared for work

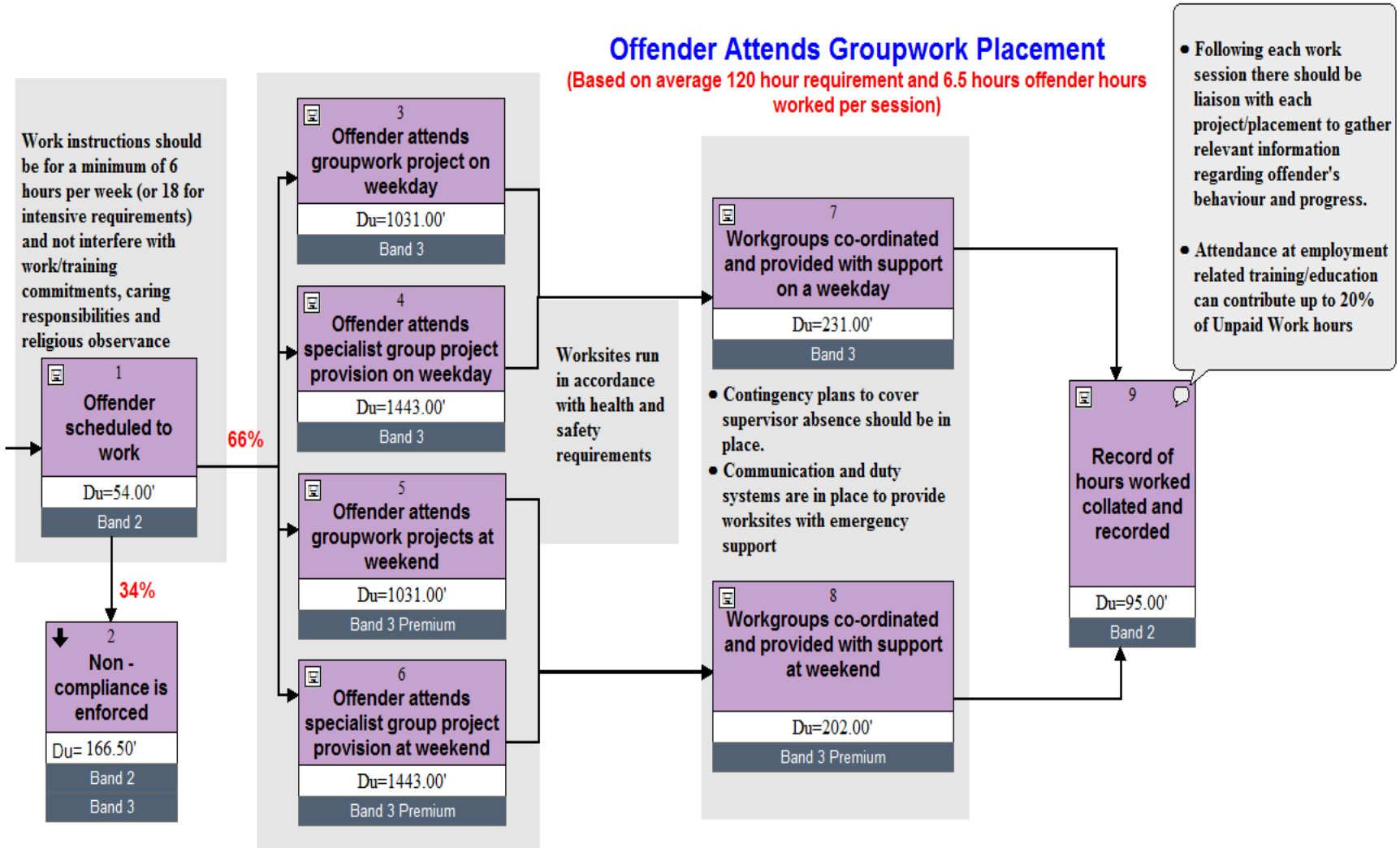
(This covers the first two offender hours worked and includes assessment and induction)



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Offender Attends Groupwork Placement

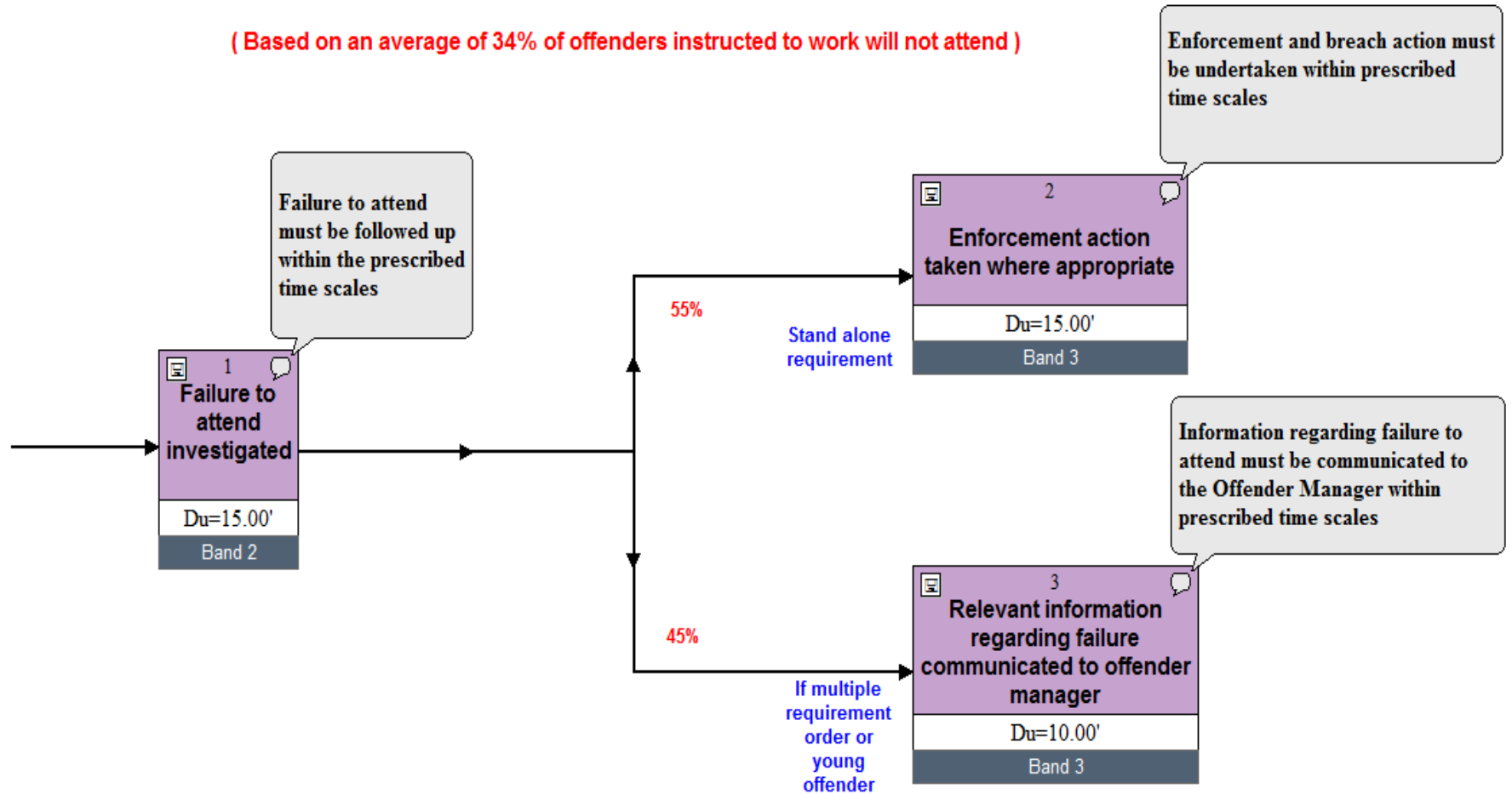
(Based on average 120 hour requirement and 6.5 hours offender hours worked per session)



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Appropriate enforcement is applied to Groupwork Placement

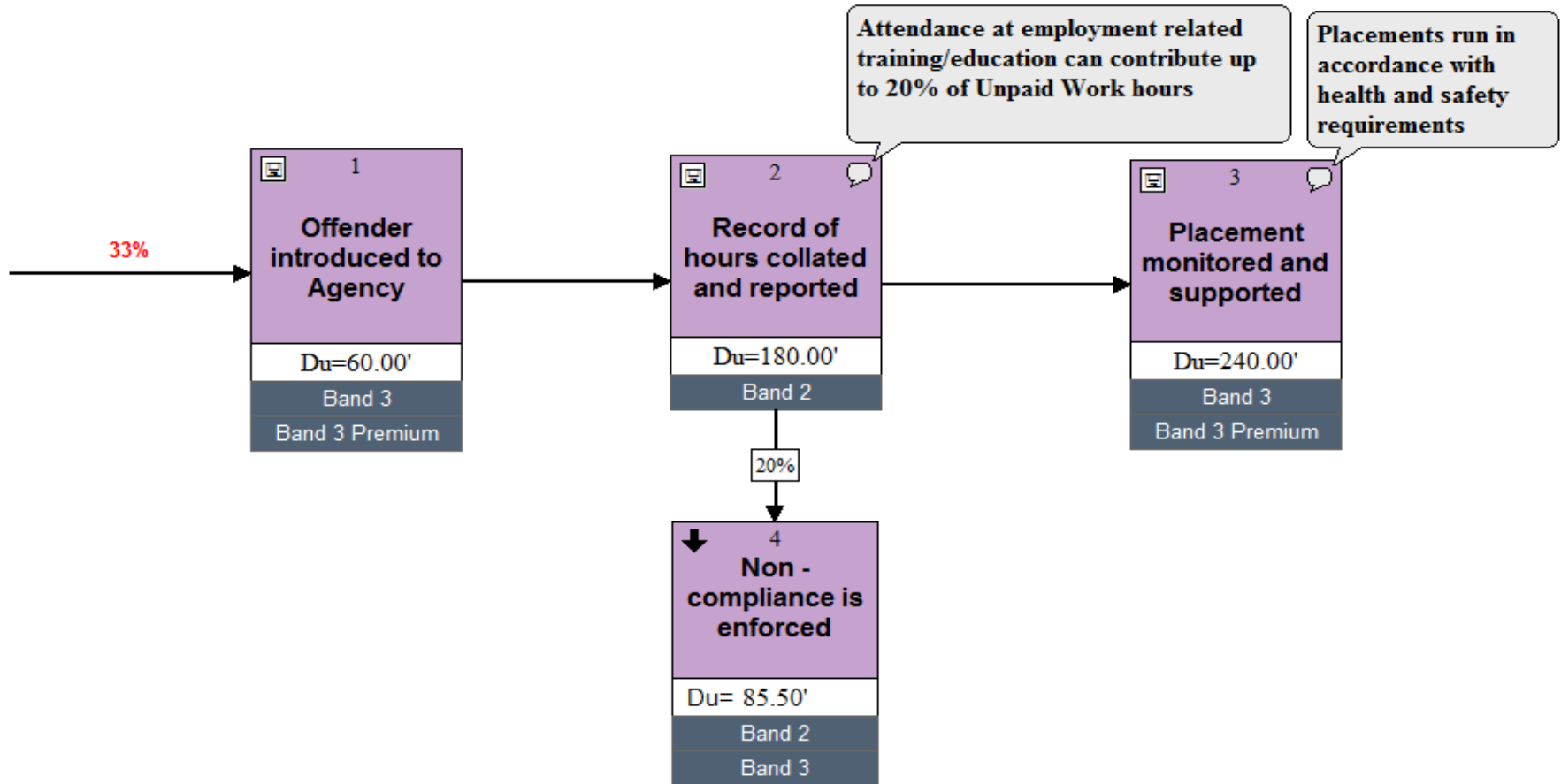
(Based on an average of 34% of offenders instructed to work will not attend)



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Offender attends Individual/Agency placement

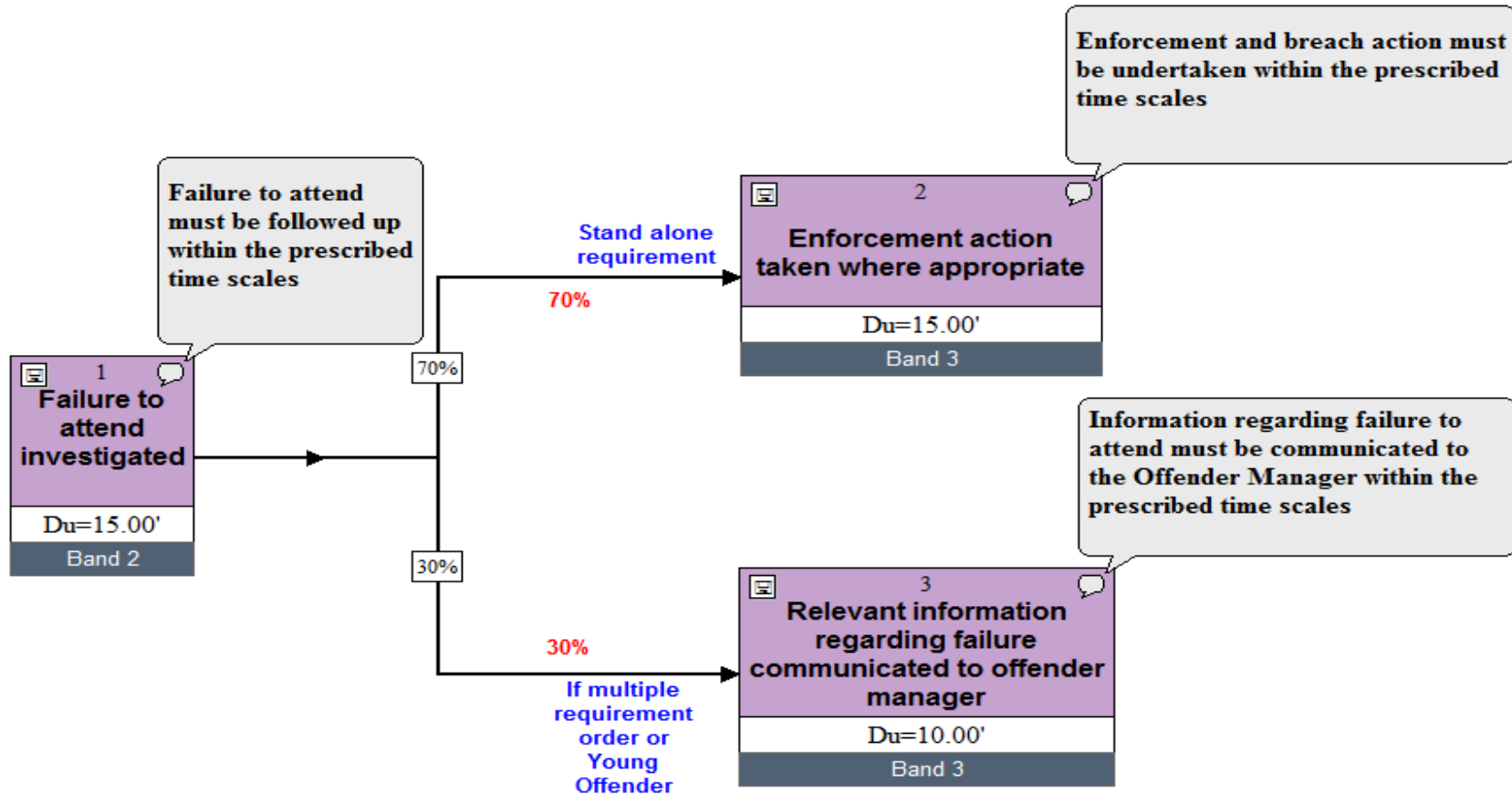
(Based on an average 90 hour requirement)



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Appropriate enforcement is applied to Individual/Agency placement

(Based on an average of 20% of offenders instructed to work will not attend)



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Requirement is managed

(Based on average of 110 offender hours worked per requirement)

