

## Community Rehabilitation Company (Only) - Service Level Measures (SLM's)

SLM's are Service Level Measures and these are the targets that the CRC are required to meet on a monthly basis. The targets set each month included in the audit tool and how to achieve them are outlined as follows:

### SLM01 – Inductions for community based Orders

For Community Orders and Suspended Sentence Orders, the SU must have a face to face appointment arranged to take place within 5 business days from the CRC accepting the allocation / transfer of the case from NPS. Initial appointments can be either completed in a group setting or individually. All induction paperwork must be saved under the event.

### SLM02 – Inductions for Licence Cases

SU's released from custody on Licence must have face to face contact no later than 1 business day after release.

### SLM03 and SLM04 – Initial Sentence Plans

An Initial Sentence Plan must be completed within 15 working days from the SUs first appointment.

This must be recorded against the Delius contact, Sentence Plan – Initial.

### SLM06 – Unpaid Work (UPW) first session

The first UPW session must be arranged to take place within 7 business days after the case is allocated to the CRC. Do not reschedule appointments. If the initial appointment is not attended this must be recorded as either a failure to attend or an acceptable absence. Only in circumstances beyond the SUs control can these appointments be rescheduled and the reason for rescheduling appointments must be clearly recorded.

### SLM08 – Completion of Community Orders and Suspended Sentences

The best way to explain this target is in terms of what will negate a failure to achieve it. You will fail this target if the SU has reoffended, has had their SSO's activated and or failed to comply.

### SLM10 – Unpaid Work Completions

UPW must be completed within 12 months, unless the Court Order states otherwise.

### SLM11 – Accredited Programme Completions

This measure simply looks for cases that have not completed the Accredited Programmes.

### SLM15 – Contributing to assessments for discharge (HDC or ROTL)

The RO needs to have contributed to assessments of HDC's or ROTLs within 10 days.

### SLM16 – Breach

The aim is to have Breaches accepted the first time without the report being rejected by NPS enforcement, for additional information, inappropriate / illegal outcomes sought, poor quality, no evidence etc.

### SLM18 – Recalls

The RO has 24 hours from making the recall to requesting the recall. All Recall Reports must be endorsed by a Team Manager.

**End**