

Criminal Justice Inspection Northern Ireland

Review framework

Criteria for assessing how effectively approved premises contribute to resettlement, rehabilitation and public protection outcomes in Northern Ireland

May 2022

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Foreword

This is the first version of a framework which Criminal Justice Inspection Northern Ireland (CJI) will use to assess how effectively approved premises contribute to resettlement, rehabilitation and public protection outcomes in Northern Ireland. The review will also examine the role of criminal justice organisations, including the Probation Board for Northern Ireland (PBNI), the Northern Ireland Prison Service (NIPS), and Police Service of Northern Ireland (PSNI) in supporting the work of approved premises.

Plans to include the inspection of approved premises in CJI's statutory remit is currently being taken forward by the Department of Justice. For the purposes of this current work the Minister for Justice has requested CJI to conduct a review under Section 47(4) of the Justice (Northern Ireland) Act 2002.

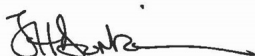
For this review CJI will adopt its 2008 definition of approved premises i.e. *'Hostels which receive Supporting People funding specifically for offenders, allocate bed spaces for criminal justice referrals and apply PBNI Standards.'* CJI has published two previous reports of approved premises, in 2008 and 2013, and in the intervening period conducted a series of unannounced visits to assess experiences and outcomes for those placed there. The reports of these visits were shared with PBNI, Northern Ireland Housing Executive (NIHE) and approved premises' managers.

This framework will support this review and future assessment of approved premises. It follows the CJI Inspection framework and will examine: Strategy and governance, Delivery and Outcomes.

Within each of these main elements CJI has identified a number of key areas of focus to assess the quality of the work undertaken at approved premises. Under each key area of focus we have identified a number of indicators to illustrate the outcomes Inspectors expect to find but this list is not exhaustive and other evidence will be considered. The key areas of focus and indicators draw on learning from previous inspections of the work of approved premises conducted by CJI and are informed by Her Majesty's Inspectorate of Probation's inspection standards, effective practice guides and research, as well as, findings from relevant inspections. Equality and fairness form an integral part of any inspection undertaken by CJI and these themes will be also examined under this framework. The criteria which follows only applies to residents of approved premises and not to other hostel residents.

This framework will provide a good foundation for future inspections of approved premises when CJI's statutory remit has been extended. It provides transparency to organisations and others about the criteria, indicators and evidence gathering we will do for this important area of work, and it will help us identify strengths and potential areas of improvement. I am grateful to those who have been involved in developing the first version of the framework.

This framework takes effect from 23 May 2022.



Jacqui Durkin
Chief Inspector of Criminal Justice in Northern Ireland

Section I: Strategy and governance

Leadership and partnerships

The leadership of criminal justice organisations (CJOs) and approved premises (APs) enables the delivery of a high quality, individualised and responsive service to residents of APs.

1. Vision and strategy

A clear vision and strategy drives the delivery of high quality services.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- The role, vision and strategy of the contribution APs make to supporting resettlement/rehabilitation and public protection outcomes is clearly defined.
- APs are well integrated within criminal justice strategies – reoffending, resettlement and public protection.¹
- There are effective governance arrangements and delivery plans in place to give effect to the role of APs.
- Consistent standards and practices are in place across APs.
- There are appropriate systems and tools being used to maintain oversight and monitor the performance of APs.
- Effective partnership arrangements exist with criminal justice organisations, the Northern Ireland Housing Executive (NIHE), Public Protection Arrangements for Northern Ireland (PPANI), safeguarding and other bodies to support the work of APs.
- There are good collaborative relationships between APs and criminal justice organisations.
- Communication between APs and criminal justice agencies is effective.

2. Risk management

Potential risks to service delivery are anticipated and planned for in advance.

The following indicators describe evidence that Inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- APs and criminal justice organisations work effectively to share and analyse information to manage risk.
- There are clear and effective risk management policies and procedures adopted across APs.
- Risks to the service provided by APs are well understood and mechanisms are in place to mitigate and control these.
- Plans are in place to manage relationships with the community.
- Effective business continuity arrangements are in place to maintain high quality services.

¹ Follow up on action identified in CJI The Impact of Prisoner Recalls on the Criminal Justice System 2016 – transition from custody to community, DoJ Reducing Offending action plan – examination of a step-up/down facility.

- There is evidence of risk assessments to support staff safely manage residents, for example, when accompanying them to attend community services and appointments and to keep the public safe.

3. Effectiveness of the delivery model

The operating model supports effective service delivery and meets the needs of AP residents. The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- There are effective systems in place to monitor and plan for the demand for places at APs and ensure that APs have the resources necessary to enable them to support the management of high risk offenders.²
- APs are adequately resourced.
- Placements at APs are correctly targeted and meet the needs of service users.
- There is sufficient provision to meet the diverse needs of a range of service users.
- Contingency plans are in place to manage emergency referrals to APs.
- The service delivery model is broadly consistent across the different APs.

4. Continuous improvement

Learning and analysis drives improvement.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- Review and performance monitoring drives service improvement.
- The sector as a whole learns from serious case reviews and there is evidence of this happening.
- There are processes in place to promptly respond to issues identified from performance monitoring, audit or inspection.
- Effective mechanisms are in place to resolve issues as they arise between APs and criminal justice partner agencies.
- The views of service users informs service delivery.

Staff

CJOs and APs staff are enabled to deliver a high quality, personalised and responsive service to residents of APs.

5. Staffing and case levels

Staffing and case levels support the delivery of a high quality service.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- There is continuity of key workers (PBNl supervising officers and AP key workers) during placements.
- Workloads provide staff (CJOs and APs) with the ability to support residents achieve outcomes.
- There is out of hours support for AP key workers.

² CJI, An Inspection of Approved Premises in Northern Ireland, 2013, Recommendation 1.

- Effective arrangements are in place to ensure sufficient staffing levels and the retention of staff at APs.
- There are clear boundaries in respect of relationships between staff and residents.

6. Staff skills and profile

The skills and profile of staff support the delivery of a high quality service.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- Staff have the appropriate skill set and experience to manage AP service users.
- High risk service users are managed by skilled practitioners.
- Staff profiles reflect the diversity of the service user.

7. Supervision, learning and development, and staff engagement

Comprehensive arrangements are in place to support staff learning and development and provide them with effective supervision.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- AP staff have access to good-quality training and support including criminal justice specific training.
- AP staff have access to regular and effective supervision and staff support schemes.
- There are opportunities for staff rotation.
- An effective staff appraisal system is in place.
- Staff have opportunities to raise issues and support service development.

Services

A comprehensive range of high quality services is in place to support the risks and needs of residents of APs.

8. Volume, range and quality of services

Timely services are provided which are informed by an analysis of the risks and needs of service users.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- Contracts and service level agreements are in place to support service delivery.
- A mechanism is in place to identify and analyse the risk and needs of service users.
- Services are commissioned and provided in line with assessed risk and need.
- Services support desistance and enhance public protection.
- The right services are provided at the right time and are accessible to service users.
- Services take account of the diverse needs of AP service users.
- Plans are in place to bridge gaps in services and address waiting times/backlogs.

- There is evidence of reviewing arrangements for service delivery.

9. Effectiveness of relationships with service providers and other agencies

Effective partnerships and contracts promote effective delivery of services.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- There are good relationships with stakeholders including community policing support and Health and Social Care Trusts.
- There is evidence of alignment of service delivery priorities.
- There are effective links between APs and local partner agencies with responsibility to manage public protection and rehabilitation.

Information and facilities

Timely and relevant information is available and appropriate facilities are in place to support a high quality, individualised and responsive service to residents of APs.

10. Policies and guidance

The policies and guidance in place enable staff to deliver a high quality service and meet the needs of service users.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- Effective information sharing protocols are in place.³
- Policy instructions and guidance underpins effective practice.
- Policy instructions and guidance are effectively communicated.
- AP staff feel that they have adequate guidance and policy instruction to promote effective practice.
- The needs of specific Section 75 groups are met.

11. Premises

AP premises enable staff to deliver a high quality service and promote effective engagement with service users.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- AP premises are accessible to staff and service users.
- Facilities at APs support resettlement and rehabilitation outcomes.
- Facilities enable staff to engage effectively with service users.
- Adequate security measures are in place to manage the risk of harm to and from service users.
- ICT systems support and enhance service delivery and information exchange with criminal justice partner agencies.

³ CJI, An Inspection of Probation Practice In Northern Ireland – 10 December 2020, Operational recommendation 3.

- Living conditions and the environment in APs support resettlement and rehabilitation outcomes.
- APs provide safe, clean and decent living environments which are in a good state of repair and are suitable for the needs of their residents.
- Residents and staff feel safe in APs.

Section 2: Delivery

Transition from custody

APs receive timely referrals and information prior to placement to support decision making and effective risk management and resettlement/rehabilitation.

12. Timeliness of information exchange

There is timely transfer of information to support effective placements.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- Referrals are made on a timely basis.
- Allocation of AP places is timely and supports resettlement, rehabilitation and public protection outcomes.
- Barriers to effective release planning for example, benefit support and medication are addressed prior to placement.
- Release plans are achievable.
- Temporary release is used effectively to prepare people for moving to an AP including use of the NIPS prisoner assessment unit.

13. Sufficiency of information

Relevant and sufficient information is shared with APs prior to placement.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- APs receive information they need to manage the risk and needs of service users, and support desistance⁴.
- Information to support resettlement is provided including about medication, mental health, learning and skills certificates, family and social network information, security and personal identification.
- Information about childcare and other caring responsibilities is shared, particularly for female residents.
- Young adult safeguarding mechanisms are in place.
- Offenders are risk assessed at Local Area Public Protection Panel meetings (LAPPP) before discharge and all relevant information is shared with APs.
- AP managers/key workers have the opportunity to attend LAPPP meetings.
- Prisons (including the South Eastern Health and Social Care Trust) share all relevant information - security markers, healthcare, time in CSU, disciplinary history.
- Supervising officers receive all relevant assessments, for example, mental health and forensic psychology.

14. Engagement with potential residents

Effective mechanisms are in place to engage with potential residents prior to placement to support successful resettlement, rehabilitation and public protection outcomes.

⁴ CJI, An Inspection of Probation Practice In Northern Ireland – 10 December 2020, Operational recommendation 3.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- Supervising officers and AP staff are actively involved with potential residents while they are in custody.
- Quality information is provided to potential residents in advance of placement and they have the opportunity to ask questions about their placement and contribute to which hostel best meets their needs.
- Potential residents are involved in drawing up meaningful plans for AP placement.
- Attention is given to preparing residents for their AP placement.
- The role of APs in supporting resettlement, rehabilitation and public protection is promoted in custody.

Case planning

Case plans identify the role of the AP in supporting assessment, planning and review, and actively involve the AP resident.

15. Engagement with service users

Service users have a clear understanding of their obligations and responsibilities.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- Induction to the AP is timely and comprehensive.
- Key worker staff are allocated on a timely basis.
- Residents are engaged and helped to establish themselves at the AP.
- Staff seek to overcome barriers to engagement.
- There are opportunities for peer support.
- Service users have the opportunity to influence what services are available and how they are provided, and there is evidence of changes in practice as a result.
- There is evidence of regular meaningful communication between AP key workers, supervising officers and service users.
- There are caring, respectful and appropriate relationships between residents and their key workers and PBNi supervising officers.
- Residents feel supported by their key workers.
- There is continuity of key workers.
- Video conferencing is used to maintain relationships where necessary.
- An effective complaints process is in place for AP residents.

16. Case plans

Case plans are responsive to the assessed risk, needs and strengths of service users.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- APs have sufficient information to identify the risks and needs of service users on arrival, to keep them safe on their first night and through their early days at the AP.

- There is effective sharing of information about risk and needs between AP key workers, probation, the police and other agencies.
- There is good communication between allocated AP key workers, probation and others, for example, Police Service of Northern Ireland (PSNI), PPANI.
- AP staff are clear about their roles and responsibilities.
- There is continuity of case planning from pre-release, to hostel and move on.
- Assessments and reviews analyse, interrogate and interpret information held by the hostel about a resident's behaviour.
- There is good record keeping, communication and coordination between the different parties and of file auditing.⁵
- There is evidence of a range of information sources being used to inform risk assessments.
- There is good evidence of planning and reviews to manage and minimise the risk of harm posed by service users.
- The planned duration of placements is sufficient to support the resident making progress on managing and reducing their risk of harm.
- Risk management plans presented to Parole Commissioners for Northern Ireland are implemented.
- Residents are encouraged and supported to take responsibility for their rehabilitation.

17. Public protection arrangements

Multi-disciplinary protection arrangements are working effectively.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- APs contribute to reviews and share details of any changes in circumstances.
- APs receive timely and sufficient information about service users.
- Relevant information on the behaviour of residents is shared in a timely manner with appropriate agencies.
- AP managers are fully engaged in multi-agency risk management arrangements concerning their residents.⁶
- Key workers and other AP staff are aware of risks relating to service users.
- Work undertaken in APs is sufficiently focussed on protecting those at risk of harm from residents, including other residents.
- There is evidence of timely safeguarding and child protection referrals being made.

18. Compliance

Compliance arrangements are well understood and operate effectively to prevent the public from harm.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

⁵ CJI, An Inspection of Approved Premises in Northern Ireland, 2013, Recommendation 4.

⁶ CJI, The Management of Sex Offenders, 2006, Update provided against Recommendation 25 from 2005 inspection.

- There is a responsive relationship between APs, PBNi supervising officers, the police and other parties around compliance matters.
- Suitable arrangements are in place for drug and alcohol testing and proportionate action is taken on test failures.
- There is evidence of early engagement with service users to support compliance and keep them and others safe.
- Arrangements are in place to conduct regular room, resident and night checks which are proportionate to risk and resettlement/rehabilitation needs.
- Effective arrangements are in place to monitor curfews and use of electronic monitoring.
- Adherence to licence conditions is closely monitored and corrective action taken as appropriate.
- Recall processes work effectively and decisions are made solely on the basis of individual risk assessment.
- Thresholds for recall are clear, decisions around recall/not to recall are clearly communicated to APs and understood by all parties.
- There are processes in place to review cases where recall was considered but not instigated/upheld by PCNI.
- There is evidence that probation officers consider alternatives to recall – safeguarding referral, formal warnings, frequency of supervision, licence variation, interventions, support networks.
- Arrangements are in place to ensure hostel rules are observed.
- Accurate and detailed records are made by hostel staff on compliance matters.
- There are processes in place to address any tensions which arise between hostel rules and licence conditions, for example, around alcohol and drug use and observation of curfews.
- The use of step-up, step-down hostel arrangements to manage risk is actively considered as an alternative to recall by managing risk.

Interventions and regimes

Residents in APs can access interventions designed to promote their successful rehabilitation and resettlement, and reduce their risk.

19. Sufficiency of interventions to support case plans

Service users have access to meaningful interventions to address their risk and promote their resettlement and rehabilitation.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- Programme and other interventions work is accessible to service users (location, facilities, environment, individual needs of the service user).
- Access to interventions is prioritised on the basis of risk and need.
- Sufficient interventions are available to address the risk and needs of AP residents.
- Meaningful interventions are delivered to support resettlement and rehabilitation and align with areas identified in case plans.
- Rehabilitation and resettlement services meet individual needs.
- Interventions are delivered in a timely way.

- Sufficient progress is made during placements to deliver required interventions (case plans and licences).
- Processes are in place to support learning and review and monitor progress.
- Service users have the opportunity to influence what services/interventions are available and how they are provided.

20. Hostel regimes

Hostel regimes support management of risk and promote resettlement and rehabilitation.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- Hostel regimes support management of risk and promote resettlement and rehabilitation.
- Staff in APs receive clear instructions on curfew, testing and requirements of case plans/licences.
- Hostel regimes are well structured and communicated to residents.
- Processes are in place to monitor compliance with hostel regimes and take corrective action as required (see compliance).
- Residents are actively engaged in hostel regimes.

21. Health care

Residents can access health care services which meets their health, social care and substance misuse needs.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- AP residents have equitable access to Health and Social Care Trust services, for example, learning disability, mental health support
- Social care needs and packages identified prior to placement are in place at the point of release from custody and for others in line with community standards.
- There is continuity of health care from custody to APs and throughout placements.
- Residents are supported and encouraged to support their health and well-being.
- Residents are supported and signposted to self-harm and suicide prevention services.
- Continuity of healthcare is maintained at the point of leaving an AP or being recalled to custody.
- Residents have timely access to their prescribed medication.
- A process is in place to address emergency health care needs.

22. Work and learning

Residents have meaningful opportunities to engage in work, learning and other purposeful activity

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- There are meaningful efforts made by key workers to encourage participation in purposeful activities.

- Access to work and learning builds on skills developed while in custody/community.
- Access to work and learning interventions supports resettlement and rehabilitation outcomes.

23. Family, benefits, housing and other practical support

Residents' resettlement needs are addressed during their AP placement.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- Residents are supported to establish and maintain appropriate contact with family, and friends.
- Residents have access to a range of resettlement support services.
- Engagement with services is promoted by key workers.
- There are opportunities for residents to develop practical and life skills, for example, money management, catering, maintenance and cleaning.
- Residents are supported to keep themselves, their rooms and communal areas clean.
- Residents are supported to engage in hostel life and develop social reintegration and personal development skills.

Transition from approved premises

Effective arrangements are in place to support residents of APs to transition to suitable permanent accommodation in the community.

24. Planning for transition

Residents receive adequate support and services to help to properly prepare them for leaving APs. Plans take account of their individual needs and risks.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- There is evidence of good planning for independent and offence free living.
- Planning for transition from APs begins early in placements.
- Service users are supported to return to home areas and support networks where appropriate.
- There is evidence of the restoration of community networks.
- Timely referrals are made to community support services and residents with continuing health, social care and substance misuse needs are helped to maintain continuity of services.
- Duration of stays in APs is not excessive.
- Arrangements are in place to transfer cases to supervising officers.
- Move-on plans are developed in good time to support successful outcomes.
- Residents are fully involved in the move-on process and plans reflected their specific needs.
- Move-on plans support desistance.

25. Accommodation

Suitable, sustainable accommodation is available to residents leaving approved premises and they receive ongoing support to sustain progress they have made to resettle, rehabilitate and reduce their risk.

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- Residents are supported to secure sustainable and suitable move-on accommodation.
- There is no evidence of pressure to leave APs because of demand on places before suitable accommodation can be found.
- Constructive relationships are developed with providers of long-term support.
- Residents are not discharged homeless from APs.

Engagement with victims

Relevant and timely information is provided to victims and they are protected from harm.

26. Engagement with victims

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- Victims are informed in accordance with the requirements of the Victim Information Scheme.
- There are opportunities for victims to make contributions to conditions of release.
- APs are notified that there are registered victims in relevant cases.
- There is evidence of that the risks to registered victims and others are effectively considered.

Section 3: Outcomes

Public protection and enforcement

The public are protected from serious harm. Effective enforcement measures are in place to protect the public from harm and support the rehabilitation of the service user.

27. Public protection and enforcement

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- APs are being used well to support the transition of public protection prisoners from custody to the community – volume of successful placements, people returned to custody, reduction in risk scores/assessments.
- All reasonable action is being taken by AP key workers to minimise the resident's risk of harm (current and previous residents).
- APs make an effective contribution to recall processes – numbers recalled for serious further offences, further offences, abscond from AP, timeliness of effecting recall, consistency of applications, thresholds, recording.
- Alternatives to recall are operating effectively – number of licence variations, additional support provided to residents, use of electronic monitoring.
- Level of serious incidents, reviews undertaken and evidence of learning being adopted in practice.
- Reduction in assessed risk – risk of serious harm, likelihood of re-offending and PPANI categorisation.

Resettlement and rehabilitation

Residents of APs are effectively helped to reduce their likelihood of reoffending and desist from offending.

28. Resettlement and rehabilitation

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- Reduction in risk scores.
- Levels of offending while in APs – serious further offences committed.
- Successful move on, employment/education, abstinence.
- Evidence of successful outcomes for those that have left APs in last 6 months, 2 years.
- Evidence of programme completions, learning outcomes, qualifications, employment.
- Evidence of progress being made towards goals.
- Progress made during placement was sustained on discharge from the AP.
- APs are being used well to support the resettlement and rehabilitation of residents – the right people get the right placements at the right time, receive the right services and achieve the right results.

- Barriers to successful resettlement and rehabilitation are identified and resolved.

Section 75 outcomes

There is a clear approach to promoting equitable outcomes, fostering good relations and ensuring AP residents are treated fairly. Effective processes are in place to identify and resolve any inequality. The diverse needs of AP residents are recognised and addressed.

29. Section 75 outcomes

The following indicators describe evidence that inspectors will assess under this area of focus, but do not exclude other relevant information/data.

- Effective equality monitoring processes are in place and information was analysed and the findings used to inform service improvement.
- There are equitable outcomes for Section 75 groups.
- Awareness of equality and diversity is promoted at APs.
- There are clear processes in place to identify and take appropriate action in relation to any disparity in outcomes for different section 75 groups.
- Incident reporting systems are in place and potential adverse outcomes investigated thoroughly.
- Residents are treated fairly and according to their individual needs.

APPENDIX I

SUMMARY OF REVIEW FRAMEWORK

Inspection framework area	Key areas of focus	Expected Outcomes	Indicators
1. Strategy and Governance	Leadership and partnerships	The leadership of CJOs and approved premises (AP) enables the delivery of a high quality, individualised and responsive service to residents of APs.	<ul style="list-style-type: none"> • Vision and strategy • Risk management • Effectiveness of the delivery model • Continuous improvement
	Staff	CJO and AP staff are enabled to deliver a high quality, personalised and responsive service to residents of APs.	<ul style="list-style-type: none"> • Staffing and case levels • Staff skills and profile • Supervision, learning and development, and staff engagement
	Services	A comprehensive range of high quality services is in place to supports the risks and needs of residents of APs.	<ul style="list-style-type: none"> • Volume, range and quality of services • Effectiveness of relationships with service providers and other agencies
	Information and facilities	Timely and relevant information is available and appropriate facilities are in place to support a high quality, individualised and responsive service to residents of APs.	<ul style="list-style-type: none"> • Policies and guidance • Premises
2. Delivery	Transition from custody	APs receive timely referrals and information prior to placement to support decision making and effective risk management and resettlement/rehabilitation.	<ul style="list-style-type: none"> • Timeliness of information exchange • Sufficiency of information • Engagement with potential residents
	Case planning (assessment, planning and review)	Case plans identify the role of the AP in supporting assessment, planning and review, and actively involve the AP resident.	<ul style="list-style-type: none"> • Engagement with service users • Case plans • Public protection arrangements • Compliance

	Interventions and regimes	Residents in APs can access interventions designed to promote their successful rehabilitation and resettlement, and reduce their risk.	<ul style="list-style-type: none"> • Sufficiency of interventions to support case plans • Hostel regimes • Health care • Work and learning • Family, benefits, housing and other practical support
	Transition from approved premises	Effective arrangements are in place to support residents of APs to transition to suitable permanent accommodation in the community.	<ul style="list-style-type: none"> • Planning for transition • Accommodation
	Victim work	Relevant and timely information is provided to victims.	<ul style="list-style-type: none"> • Engagement with victims
3. Outcomes	Public protection and enforcement	The public are protected from serious harm. Effective enforcement measures are in place to protect the public from harm and support the rehabilitation of the service user.	
	Resettlement and rehabilitation	Residents of APs are effectively helped to reduce their likelihood of reoffending and desist from offending.	
	Section 75 outcomes	There is a clear approach to promoting equitable outcomes, fostering good relations and ensuring AP residents are treated fairly. Effective processes are in place to identify and resolve any inequality. The diverse needs of AP residents are recognised and addressed	