

Our Vision:

To create safer communities by reducing re-offending

Our Mission:

- To deliver excellent performance
- To work effectively with partners to achieve solutions
- To enable staff to do their best
- To create a quality outcome-focussed organisation

This Business Plan sets out the priorities and key activities to be achieved by March 2016, both to deliver business as usual and change our organisation.

Local Cluster or Department Plans will set out local activities to achieve these priorities.

Key Priorities:

Transformation

Making the changes to streamline and improve the organisation. This will include:

- Creating efficiencies through the sharing of corporate services with DLNR CRC
- Implementing IT changes – in kit, infrastructure and systems
- Designing and implementing the Contact Service Centre
- Ensuring 'fit for purpose' premises
- Designing and developing new ways of working
- Improving data analysis to support better targeting of services to offenders

Delivery

To continue to deliver high standards of performance and quality of work including:

- Continuing to prioritise public protection in particular child safeguarding and work with DV perpetrators
- Achieving new Service Levels and Assurance Measures
- Effective workload management
- Developing engagement with service users including the Service User Council
- Improving data quality
- Reviewing the needs of women offenders and implementing CRC wide solutions

New Services

To implement:

- The Through the Gate resettlement Service from 1 May 2015
- Supervision of short sentence prisoners
- Rehabilitation Activity Requirement (RAR)
- Drug testing and Appointment on Licence
- Services at court

People

To support staff by:

- Supporting changes to the structure and organisation of the CRC
- Workforce planning
- Aligning Learning and Development activity with the needs of staff and the changes introduced
- Prioritising staff engagement including responding to the 2014 staff survey and promoting the Staff Awards Scheme
- Ensuring effective two-way communication about changes to staff
- Promoting staff wellbeing initiatives to reduce levels of sickness absence

Partnerships and Stakeholders

- Implementing measures of stakeholder satisfaction
- Ensure good working relationships with the local NPS
- Providing agreed services to the NPS such as interventions and RAR activities
- Meet the CRC's contract obligations to NOMS
- Review the joint programmes and CP units in Coventry and Warwickshire
- Maintaining relationships with key strategic partners e.g. PCC, Community Safety Partnerships etc.
- Reviewing the CRC's offender services (partnership) contracts