

Manual of Standards March 2008

| Scottish Accreditation Panel for
| Offender Programmes

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DESIGN ACCREDITATION STANDARDS

STANDARD A1: THE PROGRAMME RATIONALE, TARGET GROUP AND INTENDED OUTCOMES ARE CLEARLY STATED AND BASED ON THE BEST AVAILABLE EVIDENCE.

- > The programme rationale, including a clear model of change is explicit and supported by evidence.
- > The target group is clearly identified.
- > The programme targets are clearly identified and linked to the programme content.
- > The intended programme outcomes are clearly identified including any specific outcomes required at particular stages of the programme.

STANDARD A2: THE PROGRAMME USES EFFECTIVE AND APPROPRIATE METHODS TO ACHIEVE ITS INTENDED OUTCOMES.

- > There is evidence or reasoned argument to support the choice of methods used to achieve the intended programme outcomes.
- > There is evidence, including issues of delivery and participants' responsiveness, to support the choice of methods used to motivate and maintain participants' engagement.

STANDARD A3: THE PROGRAMME USES EFFECTIVE AND APPROPRIATE METHODS TO SUPPORT DECISIONS ABOUT PARTICIPANTS' SELECTION AND CONTINUING PARTICIPATION.

- > The selection of programme participants is clearly specified by reference to risk and need (static and dynamic), and there are clear descriptions used to inform selection decisions.
- > There are appropriate methods for assessing how well the programme meets individual participant's assessed needs.
- > There are appropriate procedures for identifying, selecting, removing and re-introducing participants.
- > There are appropriate methods for determining the composition of the group.
- > There are appropriate methods for assessing progress and outcomes and for providing feedback to participants.
- > There is evidence to support the choice of assessment tools.

STANDARD A4: THE PROGRAMME DESIGN ENSURES THE GREATEST BENEFIT FOR PARTICIPANTS DURING AND AFTER DELIVERY.

- > Maximum, minimum and optimum group size are specified.
- > There is evidence to support the number, length and frequency of sessions.
- > There is evidence to support the sequencing of different components.
- > Any preparatory or inter-session work is specified.
- > There are specified aims and outcomes for each session.
- > The programme design responds to the learning style of participants.
- > There are appropriate methods for supporting participants who have missed sessions, are experiencing difficulty or relapsing.
- > There is evidence or reasoned argument to support any criteria for excluding or removing participants before programme completion.
- > There are methods for debriefing, reviewing and reintroducing participants who have not completed the programme.
- > Other programmes or activities that may reinforce or interfere with programme effectiveness are identified and addressed.
- > There is guidance on recording, presenting and interpreting data on individual participant's response to the programme.

STANDARD A5: THE PROGRAMME DESIGN INCLUDES CRITERIA AND METHODS FOR IDENTIFYING, SELECTING, TRAINING AND SUPPORTING PROGRAMME FACILITATORS.

- > There are person specifications and role descriptions for all relevant programme staff.
- > There are specifications or guidance for the composition of the group of facilitators, including gender balance where appropriate.
- > There are training and support methods for programme facilitators including guidance on any risks to which delivery staff may be exposed.
- > Guidance should be offered on the maintenance of professional competence.

STANDARD A6: THE SUBMISSION IDENTIFIES THE RESOURCES AND CONDITIONS NEEDED FOR SUCCESSFUL IMPLEMENTATION.

- > Any essential resources required for delivery are detailed.
- > There are methods for maintaining programme integrity and preventing drift.
- > There is guidance on methods for monitoring, recording and auditing the delivery of programme sessions.

STANDARD A7: THE PROGRAMME DESIGNER AND SPONSOR DEMONSTRATE A COMMITMENT TO CONTINUOUS QUALITY IMPROVEMENT.

- > There are methods for maintaining and reviewing the programme during the accreditation process which makes clear the respective roles of sponsor and designer.
- > There is guidance on any arrangements for providing feedback on implementation to the programme designer or sponsor.
- > There is an evaluation framework and an intent to evaluate the programme by the sponsor.

PROGRAMME DELIVERY STANDARDS

STANDARD B1: PROGRAMME STAFF AND OTHER STAFF INVOLVED ARE SYSTEMATICALLY SELECTED AND PROPERLY TRAINED.

The accreditation process will look for policy and procedures which demonstrate that the selection process meets the requirements in the programme manual and that staff meet the defined criteria. It will also seek confirmation that their continuing professional development is ensured.

- > Selection procedures ensure that programme facilitators possess the necessary skills and qualities to deliver programmes.
- > Staff selection is carried out by managers who have adequate knowledge of the programme delivery process and skills to oversee it.
- > Staff selection processes are recorded and are transparent.
- > There are procedures in place to manage the de-selection of staff from programme delivery.
- > Training is provided for all staff involved in delivering the programme. All new staff should receive training before leading their first programme. Training should follow that defined in the programme training manual and should be updated if required. All training should be logged.
- > Treatment managers are selected in a way that ensures that they have the relevant skills.
- > Treatment managers are provided with ongoing training and development.
- > Programme facilitators who are withdrawn from delivering are de-briefed.

STANDARD B2: THE MANAGEMENT AND SUPPORT OF PROGRAMME STAFF IS IN LINE WITH THE PROGRAMME DESIGN.

The accreditation process will look for evidence that support and commitment to programme staff is present at all levels in SPS establishments and Community Justice Social Work. It will also look for evidence that staff are managed in a way that recognises the particular demands placed upon facilitators.

- > Staff receive any counselling specified in the programme design.
- > Staff receive support and regular supervision during the course of the programme.
- > Procedures are in place to support staff throughout the programme to prevent burnout resulting from the pressures of delivery.
- > Programme facilitators are deployed in a manner that ensures effective programme delivery.
- > Contingency arrangements for staff absence are in place.
- > Preparation and de-brief time are provided in line with the programme design.

STANDARD B3: PROGRAMMES ARE DELIVERED IN A WAY THAT MAXIMISES THEIR EFFECTIVENESS.

The accreditation process will seek evidence that programmes are delivered to the appropriate participants in the prescribed manner. Evidence will also be sought to confirm that the effectiveness of programmes is maintained.

- > Participants are selected for the programme in accordance with the instructions in the programme design.
- > All participants commence programmes in a planned way that links with their supervision plan, including any required preparatory work.
- > The integrity of the programme is maintained and monitored through adherence to agency procedures.
- > Sessions are delivered at the frequency defined in the programme manual.
- > There are corrective actions for participants absences in line with agency requirements and objectives.
- > Arrangements for catch-up sessions are followed.
- > Provision is made for participants from minority groups. No lone placements should be made in programmes without participants' agreement. Appropriate support arrangements should be evidenced.
- > All participants complete a consent form demonstrating their understanding of the requirements to attend the programme and consequences of non-attendance. Participants also give consent for video recording of sessions.
- > Maximum and minimum group sizes are adhered to in accordance with the programme manual.
- > There are arrangements to prevent interruptions of programme delivery.
- > Monitoring feedback will be provided to facilitators and treatment managers.
- > There are mechanisms to allow transfer of information to individual managers.
- > Participants attending a programme are not withdrawn or transferred, without justifiable cause, before completion.

STANDARD B4: PROGRAMMES ARE MANAGED IN A WAY THAT MAXIMISES THEIR EFFECTIVENESS.

The accreditation process will seek evidence that the wider management environment in which programme delivery takes place contributes to their effectiveness. It will also look for evidence of systematic planning and resourcing of programmes.

- > Programme provision in each setting is related to the needs of the offender population.
- > Staffing levels are sufficient to secure the delivery of the programme.
- > The resource implications of programme delivery (staffing; training; accommodation, etc.) are properly planned.
- > Programmes are scheduled to meet the needs of the participants taking into account the specific context of each setting.
- > The turnover of facilitators is monitored.
- > Where necessary, waiting lists are kept and reviewed.

STANDARD B5: ROOMS AND EQUIPMENT ARE OF A STANDARD THAT ENSURES THE QUALITY OF PROGRAMME DELIVERY.

The accreditation process will look for evidence that the quality of accommodation, equipment and other facilities reach the standards required to deliver programmes effectively.

- > Programme delivery equipment is appropriate, available and securely stored.
- > Programmes are delivered in suitable, identified, safe and secure accommodation and risk management procedures for programme delivery can be evidenced.
- > The furniture and the fabric of the accommodation are suitable for purpose.

STANDARD B6: DOCUMENTATION IS MAINTAINED TO SUPPORT PROGRAMME DELIVERY.

The accreditation process will look for evidence that efficient storage, retrieval and transmission of programme related information is in place.

- > Participant attendance at programme sessions is consistently recorded and monitored.
- > Paper and electronic programme data are maintained securely.
- > There is an adequate stock of programme related stationery.
- > Withdrawals from the programme are detailed and recorded as in the programme design.
- > There is a final report on each participant which includes recommendations in respect of future needs.
- > Blank tests and selection tools are properly stored and usage monitored.
- > Reports and records are forwarded to appropriate persons. If a participant moves to another area, reports and records are transferred to the appropriate person and agency.
- > There are arrangements for the disposal of confidential waste.

STANDARD B7: PROGRAMMES ARE MONITORED AND EVALUATED.

Processes need to be in place to ensure regular monitoring. Evaluative information is available in a form which provides local management information.

- > Responsibility for the monitoring of attendance and, where appropriate, enforcement of orders is clearly defined and appropriate systems are in place and understood by all staff.
- > Participant feedback is collated and available for measurement and monitoring purposes.
- > Data are collected for evaluation of the effectiveness of the programme.
- > Programme data is subject to outcome evaluation.
- > Programme registers are monitored for completions and non-completions.
- > Pre and post programme tests and assessments are monitored where applicable.
- > Feedback is provided to programme designers and sponsors.

STANDARD B8: MANAGEMENT OF DELIVERY SETTINGS.

Sites delivering accredited programmes should have procedures in place for the effective daily support of staff and management of resources for the delivery of programmes.

- > Senior management should be able to evidence their commitment to the efficient running of the programme demonstrated in strategic and operational plans.
- > Effective line management structures exist for the operation of the programme which should be supported in case management policies and procedures.
- > There is evidence to demonstrate full ownership of the programme by managers, facilitators and other relevant staff.
- > There is evidence of proactive communication with other stakeholders through appropriate means.
- > Staff awareness training about programmes is delivered to all staff.
- > An understanding of the purpose of programmes and their theoretical base is displayed by staff at all levels.
- > There are systems that foster programme awareness amongst staff and potential participants.

STANDARD B9: CASE MANAGEMENT AND PROGRAMME MANAGEMENT ARRANGEMENTS ARE FULLY INTEGRATED TO MEET OFFENDER NEEDS.

- > The participants' work undertaken on the programme integrates into each individual case management plan.
- > There is evidence of ongoing two-way communication between programme staff and case managers. (This will include case handover if there is a change in case manager.)
- > The post-programme case management plan identifies individual objectives to build upon the progress made and reduce the risk of re-offending.
- > Arrangements are in place for the transfer of participants risk management plans to case management staff on programme completion.

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