



Ministry  
of Justice



HM Prison &  
Probation Service

## Mental Health Casework Section performance management framework and target timescales 2021/22

This document presents target timescales for the Mental Health Casework Section (MHCS) to consider key decisions for restricted patients. This document replaces the 2019/20 framework published on 1 August 2019.

MHCS have consulted with the NHSE/I Adult Secure Clinical Reference Group in updating this performance framework including on the target timescales.

The target timescales for each decision have not changed; MHCS remain committed to meeting the targets for each and every application. MHCS performance against targets demonstrates that average timeliness is good but there remain a significant minority of cases that go beyond the target. Therefore, meeting the average target for the greatest proportion of decisions will be our focus for performance improvement over the coming year.

Timescales are measured from when an **application is received to when a decision is made**.

To note:

- MHCS is accountable for delivering against these targets. Performance against each target will be measured, and average timescales will be shared with stakeholders on a quarterly basis.
- MHCS's ability to meet the targets is predicated on the ability of clinicians to provide all necessary information and/or respond to requests for further information within reasonable timescales. To support this MHCS have standard application forms and supporting guidance which we keep under review [Working with restricted patients - GOV.UK \(www.gov.uk\)](http://www.gov.uk). Completing all sections of the application form and providing all relevant supporting information, such as the views of MAPPA and/or requests from victims, is essential and will assist MHCS in providing a timely response to any application.
- The target timescales reflect the relative urgency of some decisions (e.g. recall or prison transfer) as well as the necessity to receive information from more than one source (e.g. hospital transfers).
- Where further information is required, there is an expectation this is provided within 5 working days to allow MHCS to make a decision. Where further information has not been received within a reasonable timeframe MHCS will send a maximum of two chasers and if this is not responded to we will close the application. The clinician will then be required to submit a new application if they still wish to proceed.
- MHCS continues to improve its processes and as such, welcomes any stakeholder feedback on the operation of the targets.
- Please note compassionate and medical leave have not been included in this set of targets; where cases are urgent, they remain at 24 hours.



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Type of decision	Target (measured in calendar days from receipt of application)	Comments
Prison transfer	5 days	Internal target of 24 hours between all necessary information and warrant remains
Remission to prison	7 days	This will rely on Responsible Clinicians providing MHCS with written confirmation from operational staff at the Prison at the point of application
Hospital transfer – trial leave from high to medium secure	28 days	
Hospital transfer – downgrade in security (excluding high to medium)	28 days	
Hospital transfer – level	14 days	
Hospital transfer - upgrade	7 days	The majority of upgrade transfers are urgent and will be accordingly expedited
Community leave – escorted day	28 days	
Community leave – unescorted day	35 days	
Community leave – overnight	35 days	Stakeholders urged MHCS to reduce this timeframe and MHCS are committed to identify ways to achieve this through the forthcoming year.
Community leave – long-term escorted leave of absence	35 days	
Conditional discharge	28 days	
Absolute discharge	28 days	Some applications for AD are urgent (on compassionate grounds) and will accordingly be expedited
Recall	Same day	