

# Introducing the NOMs Contract Management Team

## Devon, Dorset & Cornwall

# Our Purpose

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- The Rehabilitation Services Directorate (RSD) will manage the delivery of contracted rehabilitation and electronic monitoring services, enabling improved outcomes in public protection and reducing reoffending.
- The RSD will ensure the delivery of quality end to end offender management services through new service integration management systems involving the National Probation Service and Resettlement Prisons and provide assurance that the interfaces between the CRCs and other delivery providers are working.
- The RSD will drive continuous improvement and innovation across the offender services system across England and Wales by building collaborative value-enhancing business to business relationships and providing effective contract management.

# Our Approach

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## **Operational Contract Management**

Operational contract management and oversight of related interfaces with other providers

To provide day to day assurance on CRC operations.

To monitor the performance of the CRC by reviewing the data provided by PAG and dip testing service quality.

To foster a partnership with the CRC and develop good relationships with key stakeholders

To facilitate dispute resolution and contract change

## **Commercial Contract Management**

To provide commercial advice and assurance of contractual compliance to operational contract managers

To impact assess commercial implications surrounding change

To provide commercial sign off of invoices as part of the overall financial governance regime

## **Operational Assurance**

Provide independent assurance of operational compliance with contract terms through in depth reviews throughout the supply chain

Work with stakeholders to Identify assurance priorities and incorporate them within the quality assurance plans

Implementation of the assurance framework

Operational Assurance of service quality and delivery through in depth reviews

## **System Wide Development**

To ensure that the system as a whole is working effectively for all stakeholders and improve overall long term performance

Develop and monitor new tools to continuously assess overall end-to-end system health

Establish new industry level strategic relationship management forum to encourage investment in system wide improvement opportunities.

Co-ordinate system wide delivery of improvement opportunities making use of cross sector activities and whole system operating model.

Develop new approaches to quality assurance and raising system wide standards.

# Our Contact Details

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