

## Midlands Consortium Business Plan 2011/2012

### Vision

The primary purpose of the Midlands Consortium is to meet the organisational development and training needs of Midlands Probation Trusts, supporting performance, developing and qualifying staff and ensuring that excellent services are provided in the most cost effective ways. On behalf of Trusts, the Consortium will add value by accessing funds and generating income in a range of ways.

The Consortium will model an excellent learning organisation, providing the highest possible quality of learning and development products, skills and knowledge to Probation staff from case administration, Probation Service Officer and practitioner skills to leadership and management development. New products will be developed to equip Trusts to respond to future challenges.

### Context

A framework has been developed for the implementation of service level agreements with the eight Midlands Probation Trusts. Trusts will be able to commission training provision from the Consortium, based upon their individual organisational learning and development needs and at the lowest possible cost.

Fort Dunlop Training Centre will provide excellent training facilities for Trusts and the justice sector, but will also increase income generation by selling services to the public.

The Consortium will work pro-actively, flexibly and imaginatively within the changing context, including the emerging NOMS restructure. Use of resources will be kept under review and LEAN processes implemented. Organisational responsiveness to customer demand, effective marketing approaches and developing and sustaining effective business relationships with our partners will be keys to future success.

It will be important to work collaboratively and pro-actively with the NOMS Learning and Development team, Rehabilitation Services Group and the Public Protection Unit amongst others. A pro-active approach to opportunities arising with the voluntary and private sectors will create new potential partnerships for the future.

## **Business Plan Objectives 2011/2012**

**1. To meet the needs of Midlands Probation Trusts by implementing the Service Level Agreements negotiated**

**2. To communicate our vision, services and organisational achievements to Trusts, partners and customers.**

**3. To ensure that Fort Dunlop Training Centre consistently provides excellent service and meets income target.**

**4. To implement and develop the regional arrangements for the Probation Qualifying Framework to meet Trusts' training needs.**

**5. To ensure that the Vocational Qualifications Assessment Centre achieves excellent, cost effective delivery and demonstrates capacity and ability to generate income.**

**6. To deliver the interventions (Accredited Programmes Training) service level agreements to the satisfaction of commissioners (NOMS/Trusts)**

**7. To consolidate and develop Leadership and Management Development available for Midlands Trusts, other Trusts and justice sector organisations**

**8. To meet the requirement of the SLA regarding workforce development for National Treatment Agency and increase strategic links**

**9. To develop plans to become an increasingly self supporting business (eg social enterprise)**

**10. To review effective and efficient use of organisational resources (best value) and identify how development needs are met**

**11. To develop and implement an associates protocol which provides flexible and cost efficient resource**

**12. To develop cost effective IT solutions which best meet the organisational needs identified in functional reviews.**