

National Offender Management Service



Introducing Commissioning and Contestability

What our client wanted

The National Offender Management Service (NOMS) required an organisation development programme to support implementation of a commissioning framework between regional offender managers and the providers, including public and private sector prison services and probation services. It then required a series of Masterclasses to enable the contribution of new ideas and approaches into management thinking.

What Frontline did

We carried out an extensive diagnostic exercise within NOMS and the regional delivery structure, and recommended criteria for success of an organisation development programme that would meet NOMS requirements. We then detailed the structure of this programme for implementation, and facilitated discussions between senior managers to address issues and work plans for the forthcoming year to implement the new commissioning model.

We subsequently organised a programme of Masterclasses for senior staff with the aim of introducing new thinking in areas such as demand and supply prediction, commissioning services and performance management. Speakers included experts from academia, business, government and public bodies.

What difference we made

The process of designing the OD programme and Masterclasses generated discussion about comparative models for commissioning in offender management and ways of working that would achieve goals, and uncovered potential constraints that were then addressed in the work plan.