

# “What works?”

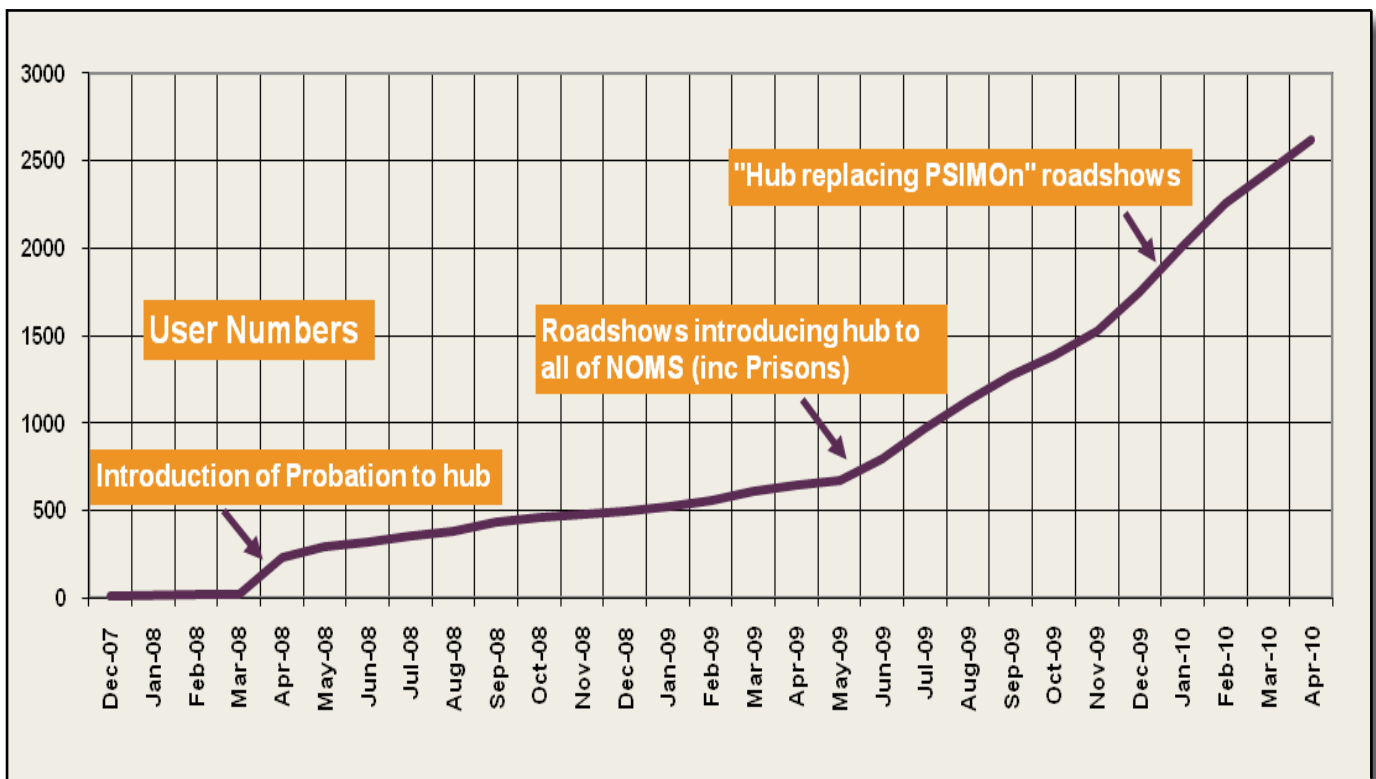
## Delivering cost effective information across Government

Large scale information projects in Government can suffer as a result of the extent of their ambition and related costs.

The challenge of creating value from information solutions is driven by the potential to automate inefficient manual data processing and the need to make information more visible to monitor performance, to focus resources and influence behaviour<sup>1</sup>. This is increasingly important in a time of austerity when the need to achieve value for money, minimise duplication, and provide timely information securely is paramount.

A successful approach to the delivery of such an information solution can be seen in the National Offender Management Service (NOMS) Performance Hub. The number of users has consistently grown, the list of benefits is substantial and the number of new ideas to develop the application grows continuously, all these are indicative of a solution delivering value.

### Number of system users



NOMS user comments:

**“We love the hub”, “Easy to use”, “Better management tool”, “Well set out”**

1, 2: For references, please visit [www.matrixknowledge.com/decisions/our-products/noms/](http://www.matrixknowledge.com/decisions/our-products/noms/)

## The NOMS Performance Hub story

NOMS Performance Hub started in 2007 as a targeted solution to reduce the burden on Probation Trusts and NOMS HQ of collating and analysing e-mailed information returns. The returns were of variable quality, were not always delivered in a timely fashion, had to be collated and analysed, and feedback was slow and inaccessible. At the same time the European Excellence Model drove the need to provide cross Trust benchmarking data. To tackle this, an intuitive web-based application to data collection, analysis and reporting was co-designed and delivered within seven months, delivering a range of improvements in efficiency and reporting. The immediate familiarity of the web interface together with targeted training focussing on comparing the use of NOMS Performance Hub with analogous activities such as booking of train tickets, and the use of internet shopping, ensured that hub users quickly got used to the functionality.

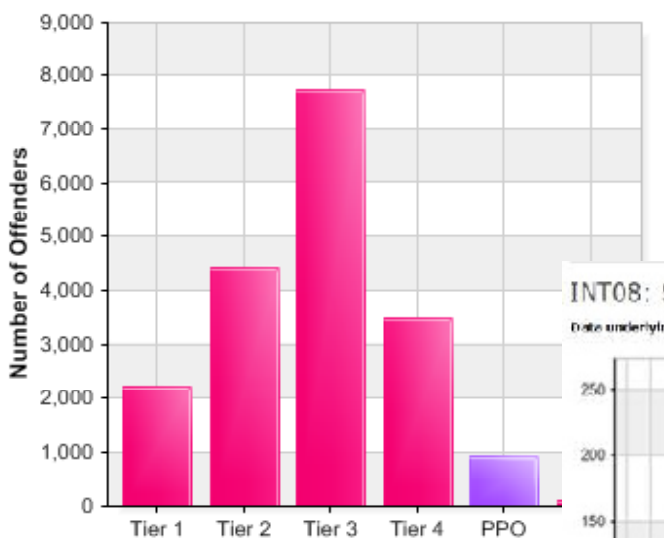
Once the proof of concept had been established in probation, it was clear that a similar approach could be used within prisons where a relatively inflexible system needed to be updated.

In April 2010 NOMS Performance Hub replaced the former prisons performance management system providing a far more flexible, accessible, cost effective solution.

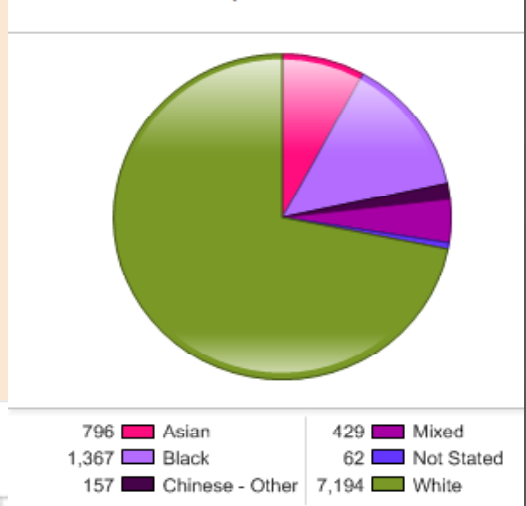
## Benefits of NOMS Performance Hub

- **Saves time and improves accuracy** of all 35 Probation Trusts' and 142 Prisons Performance Data.
- **Improved access to national KPIs, finance, quality and HR information** through a web-based system with appropriate security.
- **Improved timeliness** of performance management reports (down from 3 months to within 1 month).
- **Access to benchmarking data** through a single portal.
- **Increased accountability** using a single source of data<sup>2</sup>.
- **Substantial reduction in costs** compared with alternative systems/approaches to data collection, analysis and reporting.
- **A flexible portal** provides other services such as document management and news updates.

Offenders on Probation Profile



Prisoners Ethnicity



INT08: Sustained Employment

Date underlying this metric has been signed off by PEAG

