



HM Prison & Probation Service

HMIP ACTION PLAN 2021: London Probation Service

An Action Plan summarising key remaining activity within in London Probation Service, in response to HMI Probation recommendations made to London NPS (May 2019)¹ and London CRC (August 2019)².

¹ The London NPS HMIP Action Plan ([link](#)) has been closed.

² The London CRC Action Plan ([link](#)) will be closed upon unification of Probation Services in July 2021.

1. Domain and reference number	2. Recommendation ³	3. Agreed/ Partly Agreed/ Not Agreed	4. Response Action Taken/Planned	5. Responsible Owner (including named individuals and their functional role or department)	6. Target Date
Organisational Delivery (1004)	To improve the analysis of management information relating to offending data so that it is less fragmented and can better inform decision making.	Agreed	<p>London Probation Service will ensure that onboarding CRC cases have an Offender Assessment System (OASys) assessment by December 2021. This will enable utilisation of the segmentation tool to provide a combined / regional offender needs analysis.</p> <p>The Probation Service will continue to work with the Mayor's Office for Policing And Crime, and Local Authorities, to provide an in depth needs analysis to inform commissioning intentions.</p> <p>The Performance & Quality (P&Q) Team will continue to provide monthly data regarding the recording of protected characteristics in Delius to inform commissioning decisions. This will link to the new Service Level measure. Monthly <i>quality closure days</i> will identify gaps in recording and to ensure that protected characteristics are updated.</p> <p>Analysis of case audits will continue to explore and address any disproportionality of outcomes.</p>	<p>Head of P&Q and Heads of Services (HoS)</p> <p>Head of P&Q and Head of Community Integration, Commissioned Rehabilitative Services, Contracts and Interventions</p> <p>Head of P&Q and Head of Community Integration, Commissioned Rehabilitative Services, Contracts and Interventions</p> <p>Head of P&Q, HoS and Equality and Diversity manager</p>	<p>December 2021 and April 2022</p> <p>Complete and annual.</p> <p>December 2021</p> <p>Complete and ongoing</p>

³ Recommendations have been taken directly from HMIP reports following inspections of London CRC and London NPS and reworded only as necessary to reflect unified arrangements. Recommendations have been grouped firstly by HMIP domain and secondly by the original provider.

<p>Case Supervision (5003 and 1002)</p>	<p>London Probation Service will keep the progress of supervision under review, updating assessments and plans where appropriate, but particularly when there has been a change of circumstance.</p> <p>AND</p> <p>London Probation Service will make sure that management oversight is consistent and effective in supporting responsible officers to manage Public Protection and safeguarding concerns.</p>	<p>Agreed</p>	<p>London Probation Service will ensure that the progress of supervision is kept under review by;</p> <ul style="list-style-type: none"> Briefing videos for CRC staff have highlighted the requirement to review OASys following a change of circumstance. Continued delivery of <i>IPP & lifer</i> panels. <p>Consistent and effective management oversight will support responsible officers;</p> <ul style="list-style-type: none"> Implementation and embedding of <i>Touch Points Model</i>. Implementation and embedding of <i>Reflective Practice Supervision Standards</i>. Refresher training is being developed nationally for managers, who have already attended the 3 days training. Further 3-day full events will be launched for all SPOs who have not attended to date. <p>OASys & MAPPA Level 1 review data will be provided as part of sentence management dashboard for all OASys without a review in the last 6/12 months.</p> <p>Management information reports will identify compliance & non-compliance with the IPP and Lifer framework.</p> <p>Case audits under the Core Quality Management Framework will further enable oversight of progress under supervision, with feedback & actions to probation practitioners.</p>	<p>Head of P&Q and HoS</p> <p>Head of P&Q and HoS</p> <p>Head of P&Q</p> <p>Head of P&Q and HoS</p> <p>Head of P&Q and HoS</p>	<p>November 2021</p> <p>December 2021</p> <p>December 2021</p> <p>Completed</p> <p>Completed and ongoing</p>
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<p>NPS Specific (5004)</p>	<p>London Probation Service will improve the identification of those individuals eligible for the Victim Contact Scheme.</p>	<p>Agreed</p>	<p>Briefings will be carried out with Victim Contact Scheme (VCS) staff with Police Witness Care Units.</p> <p>Briefings for legacy CRC staff will be delivered 'post day 1' to ensure understanding of VCS & responsible officer obligations.</p> <p>Work with Police Witness Care Units to resolve outstanding legacy cases will continue.</p> <p>Improvements will be supported by the following Management Information (MI) and Case Audit information;</p> <ul style="list-style-type: none"> • Continue to provide MI report identifying eligible Schedule 15 cases where there is no evidence of VLO involvement. • MI reports will identify victim eligible cases with overdue registration. • Provide MI report to ensure all BBR cases are referred to a Domestic Abuse Safety Advisor. • Continued case audit activity regarding the quality of work undertaken by Victim Liaison Officers. 	<p>Head of VCS</p> <p>Head of Operations, Head of P&Q and Head of Victim Contact Unit (VCU)</p> <p>Head of VCS</p> <p>Head of P&Q, Head of Interventions, Head of VCS</p>	<p>December 2021</p> <p>September 2021</p> <p>April 2022</p> <p>April 2022</p>
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