



# HM Prison & Probation Service

## HMIP ACTION PLAN 2021: West Midlands Probation Service

*An Action Plan summarising key remaining activity within in West Midlands Probation Service, in response to HMI Probation recommendations made to NPS Midlands (December 2018)<sup>1</sup> and Staffordshire and West Midlands Community Rehabilitation Company (December 2018)<sup>2</sup> and Warwickshire and West Mercia Community Rehabilitation Company (July 2019)<sup>3</sup>.*

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<sup>1</sup> The Midlands NPS HMIP Action Plan ([link](#)) has been closed.

<sup>2</sup> The Staffordshire & West Midlands Action Plan ([link](#)) will be closed upon unification of Probation Services in July 2021.

<sup>3</sup> The Warwickshire & West Mercia ([link](#)) will be closed upon unification of Probation Services in July 2021.

1. Domain and reference number	2. Recommendation	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
Case Supervision (1121)	West Midlands Probation Service will improve the quality of assessment, planning, service delivery and reviewing to help keep actual and potential victims safe. This recommendation has been repeated from the previous inspection.	Agreed	<ul style="list-style-type: none"> <li>An ongoing reflective practice framework will be created which will incorporate facilitated peer group discussions and side by side case auditing with probation managers.</li> <li>The reflective practice framework will ensure officers are aware of how home visits can be used to keep people safe and promote learning from each other.</li> <li>A refreshed supervision approach will focus on reflective practice, demonstrating putting learning into practice and the identification of any gaps in knowledge.</li> <li>To ensure sentence planning is sufficiently focused on areas relating to risk of harm and public protection, expectations will be set around risk management plans and initial sentence plans to promote good practice including highlighting the importance of sentence planning sequencing.</li> </ul>	<p>West Midlands Operations Directors and Heads of PDUs</p> <p>West Midlands Operations Directors and Heads of PDUs</p> <p>West Midlands Operations Directors, Head of Performance &amp; Quality and Heads of PDUs</p> <p>West Midlands Head of Performance &amp; Quality</p>	<p>June 2022</p> <p>June 2022</p> <p>April 2022</p> <p>April 2022</p>

<p>Organisational Delivery (1124)</p>	<p>West Midlands Probation Service will develop and implement a clear and consistent approach to the middle manager role in improving public protection practice and the overall quality of case management.</p>		<ul style="list-style-type: none"> <li>• The probation service reflective practice supervision standards will be adopted to focus on reflective case discussions with officers to support ongoing development of assessment, analysis and actions relating to risk of harm.</li> <li>• The quality and recording of management oversight will be improved through the roll out of the Touch Point Model within the West Midlands region.</li> </ul>	<p>West Midlands Operations Directors, Head of Performance &amp; Quality and the Heads of PDUs.</p> <p>West Midlands Head of Performance &amp; Quality and the Heads of PDUs.</p>	<p>April 2022</p> <p>April 2022</p>
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