



HM Prison &  
Probation Service

Probation  
Service



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**Sonia Flynn CBE**  
Chief Probation Officer

1 July 2021

Dear Simi

## **HMI PROBATION ACTION PLANS – GREATER MANCHESTER PROBATION SERVICE**

In preparation for the new unified Probation Service, all NPS regions and Community Rehabilitation Companies (CRCs) provided a final RAAG rated progress update on their existing HMI Probation actions plans.

HMPPS Operational and System Assurance Group held workshops from March to May 2021 with each NPS Region alongside the HMPPS Contract Management team and CRC representatives. The aim of these workshops was to review all the CRC and NPS HMI Probation recommendations and actions with a view to closing them or moving them over to respective Regional Probation Directors to take forward into their Business as Usual (BAU) activity.

Colleagues were also encouraged to share experiences of any positive practice.

This letter provides a summary of the findings from the Greater Manchester's region's workshop and subsequent discussions. Some of the key HMIP actions that the CRC and NPS have achieved across the area include:

- Significant commitment to improving staff learning and development provision with a comprehensive induction and training programme for new case managers introduced alongside implementation of notable improvements to wider training content, monitoring processes and mechanisms to ensure staff have time to attend events and embed learning.
- Implementation of systems to better enable organisational monitoring of delivery of Effective Management Oversight and delivery of regular and effective staff supervision.
- Delivery of a comprehensive programme of work to improve risk assessment, planning and review practice, particularly in relation to domestic abuse and safeguarding. Through collaborative multi-agency working, development and delivery of training and implementation of assurance and monitoring arrangements we have seen demonstrable improvements in information sharing and the quality of assessment and risk management practice.

Four of the original eighteen CRC and NPS recommendations will continue to be progressed in their BAU activity by the Greater Manchester Regional Probation Director, Chris Edwards following Probation Reform. Please see the attached action plan for further details.

I am therefore content to formally close the published HMIP Action Plans for Cheshire and Greater Manchester CRC (April 2019) and North West NPS (Greater Manchester Region) (July 2020).

With best wishes

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sonia Flynn', written in a cursive style.

Sonia Flynn CBE  
**Chief Probation Officer**  
**HM Prison and Probation Service**