

HMIP ACTION PLAN 2021: East of England Probation Service

An Action Plan summarising key remaining activity within East of England Probation Service, in response to HMI Probation recommendations made to

- East of England NPS (September 2019)¹
- Essex CRC (November 2018), Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire CRC (May 2019) and Norfolk and Suffolk CRC (September 2019)²

¹ The East of England NPS HMIP Action Plan (<u>link</u>) has been closed.

² The Essex, BeNCH and Norfolk and Suffolk CRC Action Plans 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 (1031)	East of England Probation Service will improve the standard of both case management practice and management oversight in assessment, planning, service delivery and reviewing so that actual and potential victims are kept safe.	Agreed	The Touch Points Model within the East of England (EoE) Probation Service will be fully embedded, and its use evidenced through audit, inspection, reviews (i.e. Serious Further Offence reviews) and local performance tools. TPM is nationally driven through the Core Quality Management Framework and sits within the EoE Regional Quality Improvement Plan. OASys Countersigning Framework and the SEEDs engagement and supervision model are due for national roll out in Summer/Autumn 2021. An OASys Countersigning briefing (August 2021) will be the first step to embedding the former across the EoE. Existing Quality tools (i.e. Assessment Quality Assurance AQA) will be rolled out and actively used across the EoE Region, again evidenced through audit and inspection findings. Guidance around AQA was formally launched to all current CRC staff in the East of England in March 2021, underlining clear expectations surrounding OASys RMP and Sentence Planning quality standards.	Head of P&Q, Head of Operations and Head of Service (HoS) Head of P&Q, Head of Operations and Head of S	December 2021 December 2021

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

Case Supervision (5011)	East of England Probation Service will ensure action is taken to protect victims in all cases, including those assessed as medium ROSH.	Agreed	Risk Management Plan Quality and Improvement work forms part of the regional Continuous Professional Development/Quality Improvement unification plan. This includes the Four Pillars for risk management; CRISSA Structured Supervision; Offender Assessment System (OASys) 'top tips' and National Standards videos/briefings. These are either available through My Learning or are being constructed/delivered by the EoE Quality Development Officer team.	Head of Performance & Quality, Head of Operations and Head of Service (HoS)	December 2021
NPS Specific (5013)	East of England Probation Service will ensure that risk of serious harm screening is undertaken at court and identifies all known risk factors and potential victims.	Agreed	In all EoE Courts where there is an identified victim, Probation Service Court staff will request adjournment or delay to sentencing, to enable sufficient time for all victim enquiries and safeguarding information to be gathered and fully assessed. Similarly, requests will be made for reports that require more detailed assessment and analysis to be undertaken as a written Court report rather than an on the day report. All victim statements will be referred to within Court reports or mention	Regional Court Lead/Regional Enforcement Manager Regional Court	December 2021 December 2021
			made if there is no such statement. In the latter scenario, report writers will refer to the potential impact on victim.	Lead/Regional Enforcement Manager	December 2021
			Court Regional Quality Improvement plan in place however, Touch Points Model (TPM) roll out pending for Courts and will embed Quality Assurance activity further.	Regional Court Lead/Regional Enforcement Manager	December 2021