



HM Prison &  
Probation Service

Probation  
Service



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1 July 2021  
Dear Simi

## **HMI PROBATION ACTION PLANS – EAST OF ENGLAND PROBATION SERVICE**

In preparation for the new unified Probation Service, all NPS regions and Community Rehabilitation Companies (CRCs) provided a final 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 East of England region's workshop. Some of the key HMIP actions that the CRC and NPS have achieved across the area include

- Governance and assurance processes have been used locally to drive improvements in response to HMI Probation recommendations. This has included oversight from a regional HMIP Board, local cascade through Best Practice boards and a Quality Assurance Framework.
- Quality expectations have been standardised, such as the use of structured supervision records, *Touchpoints* management oversight, an OASys countersigning framework and the four-pillars approach to risk management.
- There has been a positive move away from centralised 'hub' based case management.

Three of the original twenty-seven CRC and NPS recommendations will continue to be progressed in their BAU activity by Regional Probation Director Steve Johnson-Proctor following Probation Reform. Please see the attached action plan for further details. These remaining three objectives will be carried forward into the Regional Business Plan 2021/22. I will ensure these actions are

completed through the routine reviews of the Regional Business Plans. On that basis I would wish to recommend to HMIP our response to the Inspections conducted in Essex CRC (November 2018), BeNCH CRC (May 2019), Norfolk and Suffolk CRC (September 2019) and South East and Eastern NPS (Sept 2019) has been fully executed.

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**