



HM Prison & Probation Service

HMIP ACTION PLAN 2021: South Central Probation Service

An Action Plan summarising key remaining activity within in South Central Probation Service, in response to HMI Probation recommendations made to South West South Central NPS (November 2018)¹, Thames Valley CRC (January 2020)² and Hampshire & Isle of Wight CRC (July 2020)³.

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

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

³ The Hampshire & Isle of Wight CRC Action Plan ([link](#)) will be closed upon unification of Probation Services in July 2021.

1. Domain and reference number	2. Recommendation ⁴	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 (1061)	South Central Probation Service will increase communication with sentencers to improve information exchange and build effective relationships.	Agreed	Produce quarterly sentencer newsletter with key sentencing delivery information. Attendance at quarterly sentencer probation liaison meetings to share the above information. Senior Probation Officer (SPO) attendance at bench meetings to provide key sentencing delivery information. Provision of regular updates at Local Criminal Justice Board meetings.	Head of Operations Heads of Probation Delivery Units Heads of Probation Delivery Units Head of Operations	August 2021 Completed and ongoing Completed and ongoing Completed and ongoing
Organisational Delivery (1066)	South Central Probation Service will ensure management oversight through supervision and audit is effective and recommendations made are followed through by responsible officers.	Agreed	Roll out <i>TouchPoints</i> management oversight model briefings across South Central. Introduce a <i>TouchPoints</i> management oversight dashboard to monitor/measure touch point activities. Incorporate questions on the quality of management oversight entries and follow through in all applicable quality assurance audits and provide feedback to SPOs. Complete a thematic quality assurance audit using the national management oversight quality development tool. Ongoing monthly Accountability meetings to ensure consistent accountability at all levels and to monitor <i>TouchPoints</i> progress.	Head of Operations Head of Performance & Quality Head of Performance & Quality Head of Performance & Quality Heads of Probation Delivery Units and Head of Operations	December 2021 October 2021 December 2021 January 2022 December 2021
Case Supervision (5033 and 1053)	South Central Probation Service will improve arrangements for obtaining timely and relevant domestic abuse and children's services information in all	Agreed	Investigate possibility of extending the current information sharing agreement in place in Thames Valley to Hampshire & Isle of Wight	Head of Community Integration	January 2022

⁴ Recommendations have been taken directly from HMIP reports and reworded only as necessary to reflect unified arrangements. Recommendations have been grouped firstly by HMIP domain and secondly by the original provider.

	relevant cases to support the management of risk of harm.		Use of monthly and quarterly quality assurance audits to evaluate domestic abuse and children's service checks. Feedback to be provided to each practitioner and SPO. Results to be discussed and monitored at monthly Probation Delivery Unit (PDU) accountability meetings.	Head of Performance & Quality	December 2021
Case Supervision (5037)	South Central Probation Service will ensure that risk management plans include effective contingency plans to address heightened risk of harm to others.	Agreed	Roll out of Assessing Confidently, Managing Effectively (Four Pillars) training to all operational staff and managers across South Central.	Head of Performance & Quality	October 2021
			Use of monthly and quarterly quality assurance audits to evaluate contingency planning. Feedback to be provided to each practitioner and SPO. Results to be discussed and monitored at monthly PDU accountability meetings.	Head of Performance & Quality	December 2021
			Continuation of monthly Learning, Effectiveness and Accountability Panels (LEAP). The purpose of the panels is to provide a forum to discuss learning and findings from audits, Early Look, Serious Further Offences and Death Under Supervision reviews; enable action plans to be agreed and monitor/review actions; identify learning and good practice and ensure this is shared; support a learning and accountability culture across the region; facilitate a consistent regional approach in dealing with findings and support practice improvement at individual, team, PDU, regional and national levels.	Head of Operations	October 2021
			Learning from the quality assurance audits to feed into ongoing training plans. Communication of areas for development and best practice examples via team briefings and daily bulletins.	Head of Operations	December 2021
Case Supervision (1062)	South Central Probation Service will improve the implementation and delivery of sentences to ensure appropriate interventions are delivered and offending-related factors are addressed.	Agreed	Specific to Thames Valley CRC staff - 4-month SPO case checks to continue to be completed and feedback given via line management arrangements	Heads of Probation Delivery Units	August 2021
			Confirm which interventions/toolkits are available in South Central	Head of Interventions	October 2021
			Roll out Rehabilitative Activity Requirements/interventions toolkit briefings, including information on recording, across South Central	Head of Interventions and Head of Performance & Quality	December 2021
			Use of monthly and quarterly quality assurance audits to evaluate use of interventions. Feedback to be provided to each practitioner and SPO.	Head of Performance & Quality	December 2021
			Ongoing monthly Accountability meetings to ensure consistent accountability at all levels and to monitor sentence delivery progress.	Heads of Probation Delivery Units and Head of Operations	December 2021

Case Supervision (1063)	South Central Probation Service will ensure that reviewing takes full account of risk of harm issues and that adjustments to ongoing plans are made as a result.	Agreed	<p>Use of monthly and quarterly quality assurance audits to evaluate reviewing practice. Feedback to be provided to each practitioner and SPO.</p> <p>Continuation of monthly Learning, Effectiveness and Accountability Panels (LEAP) and monthly PDU accountability meetings.</p> <p>Learning from the quality assurance audits to feed into ongoing training plans. Communication of areas for development and best practice examples via team briefings and daily bulletins.</p>	<p>Head of Performance & Quality</p> <p>Head of Operations</p> <p>Head of Operations</p>	<p>December 2021</p> <p>October 2021</p> <p>December 2021</p>
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