



# HM Prison & Probation Service

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Dear Simi

## **HMI PROBATION ACTION PLANS – LONDON PROBATION SERVICE**

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

HMPPS Operational and System Assurance Group held workshops from March to May 2021 with each Probation Service 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 London 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. This has included quality audits, with a focus on risk and public protection, which will remain a priority
- The *four-pillars* approach to risk management has been adopted and will be a focus for future practice
- The *Touchpoints* model will help ensure robust management oversight and accurate records

Six of the original thirteen CRC and NPS recommendations will continue to be progressed in BAU activity by the London Regional Probation Director, Kilvinder Vigurs following Probation Reform. Please see the attached action plan for further details. These remaining six objectives will be carried forward into the Regional Business Plan 2021/22. I will ensure 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 London CRC (August 2019) and in the London NPS region (May 2019) has been fully executed.

Yours sincerely



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

**Copied to:**

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