

HMIP ACTION PLAN 2021: London Probation Service

An Action Plan summarising key remaining activity within in London Probation Service, in response to HMI Probation recommendations made to London NPS (May 2019)<sup>1</sup> and London CRC (August 2019)<sup>2</sup>.

<sup>1</sup> The London NPS HMIP Action Plan (link) has been closed.

<sup>&</sup>lt;sup>2</sup> The London CRC Action Plan (link) will be closed upon unification of Probation Services in July 2021.

1. Domain and reference number	2. Recommendation <sup>3</sup>	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 (1004)	To improve the analysis of management information relating to offending data so that it is less fragmented and can better inform decision making.	Agreed	London Probation Service will ensure that onboarding CRC cases have an Offender Assessment System (OASys) assessment by December 2021. This will enable utilisation of the segmentation tool to provide a combined / regional offender needs analysis.	Head of P&Q and Heads of Services (HoS)	December 2021 and April 2022
			The Probation Service will continue to work with the Mayor's Office for Policing And Crime, and Local Authorities, to provide an in depth needs analysis to inform commissioning intentions.	Head of P&Q and Head of Community Integration, Commissioned Rehabilitative Services, Contracts and Interventions	Complete and annual.
			The Performance & Quality (P&Q) Team will continue to provide monthly data regarding the recording of protected characteristics in Delius to inform commissioning decisions. This will link to the new Service Level measure. Monthly <i>quality closure days</i> will identify gaps in recording and to ensure that protected characteristics are updated.	Head of P&Q and Head of Community Integration, Commissioned Rehabilitative Services, Contracts and	December 2021
			Analysis of case audits will continue to explore and address any disproportionality of outcomes.	Interventions Head of P&Q, HoS and Equality and Diversity manager	Complete and ongoing

<sup>&</sup>lt;sup>3</sup> Recommendations have been taken directly from HMIP reports following inspections of London CRC and London NPS 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 (5001 and 1001)	London Probation Service will ensure risk of harm is fully considered in assessments including children and victims, using all relevant assessment tools including ARMS. (NPS).  AND  London Probation Service will improve the quality of	Agreed	<ul> <li>London Probation Service will improve the quality of risk assessments by;</li> <li>Rolling out Assessment Quality Assurance (AQA) briefings, to embed use of AQA with practitioners when completing Offender Assessment System (OASys) assessments. Senior Probation Officers to use AQA countersigning checklist as routine practice.</li> <li>Launching &amp; embedding OASys countersigning framework as per national timelines.</li> <li>Performance &amp; Quality Team will carry out analysis of AQA on a monthly basis and identify areas for improvement to ensure overall quality improved across the region.</li> </ul>	Head of P&Q, HoOps & HoS.	April 2022
	planning, service delivery and reviewing to help keep actual and potential victims safe.		Safeguarding arrangements will be improved by;  • Ensuring Quality Development Officers briefing video and presentation on safeguarding children is implemented in each team. This will be added to the offer for onboarding CRC staff following unification. An equivalent video for safeguarding adults will be developed and implemented.  • Producing management information data to identify cases where checks have/have not been done and Heads to utilise this locally for improvements.	HoS and Head of P&Q	December 2021
			<ul> <li>The quality of Risk Management Plans will be improved by;</li> <li>Use of the Four Pillars videos (accompanied by a practitioner activity pack.)</li> <li>Locally developed Risk Is Everyone's Business has been delivered across London NPS. This will be reviewed and digitalised to be rolled out across the unified service.</li> <li>Risk of Serious Harm 2020 Activity Pack to be implemented across the region, when launched by the Effective Practice and Service Improvement Group.</li> </ul>	Head of P&Q and HoS	April 2022
			<ul> <li>The quality of Sentence Plans will be improved by;</li> <li>Supporting joint ownership of sentence plans through implementation of the Web across the unified service.</li> <li>Ensuring sentence plans clearly outline how we will deliver the sentence of the court via briefing video &amp; short practitioner pack.</li> </ul>	Head of P&Q and HoS	December 2021
			A practitioner dashboard has been developed for launch immediately upon unification. The dashboard will then be further developed to include all key risk management events including Multi Agency Public Protection Arrangement reviews, overdue registrations, safeguarding and domestic abuse checks.	Head of P&Q and HoS	April 2022

Case Supervision (5003 and 1002)	London Probation Service will keep the progress of supervision under review, updating assessments and plans where appropriate, but	Agreed	London Probation Service will ensure that the progress of supervision is kept under review by;  Briefing videos for CRC staff have highlighted the requirement to review OASys following a change of circumstance.  Continued delivery of IPP & lifer panels.	Head of P&Q and HoS	November 2021
	particularly when there has been a change of circumstance.  AND  London Probation Service will make sure that management oversight is		<ul> <li>Consistent and effective management oversight will support responsible officers;</li> <li>Implementation and embedding of <i>Touch Points Model</i>.</li> <li>Implementation and embedding of <i>Reflective Practice Supervision Standards</i>. Refresher training is being developed nationally for managers, who have already attended the 3 days training. Further 3-day full events will be launched for all SPOs who have not attended to date.</li> </ul>	Head of P&Q and HoS	December 2021
	consistent and effective in supporting responsible officers to manage Public Protection and safeguarding concerns.		OASys & MAPPA Level 1 review data will be provided as part of sentence management dashboard for all OASys without a review in the last 6/12 months.	Head of P&Q	December 2021
			Management information reports will identify compliance & non-compliance with the IPP and Lifer framework.	Head of P&Q and HoS	Completed
			Case audits under the Core Quality Management Framework will further enable oversight of progress under supervision, with feedback & actions to probation practitioners.	Head of P&Q and HoS	Completed and ongoing

NPS Specific (5004)	London Probation Service will improve the identification of those	Agreed	Briefings will be carried out with Victim Contact Scheme (VCS) staff with Police Witness Care Units.	Head of VCS	December 2021
	individuals eligible for the Victim Contact Scheme.		Briefings for legacy CRC staff will be delivered 'post day 1' to ensure understanding of VCS & responsible officer obligations.	Head of Operations, Head of P&Q and Head of Victim Contact Unit (VCU)	September 2021
			Work with Police Witness Care Units to resolve outstanding legacy cases will continue.	Head of VCS	April 2022
			<ul> <li>Improvements will be supported by the following Management Information (MI) and Case Audit information;</li> <li>Continue to provide MI report identifying eligible Schedule 15 cases where there is no evidence of VLO involvement.</li> <li>MI reports will identify victim eligible cases with overdue registration.</li> <li>Provide MI report to ensure all BBR cases are referred to a Domestic Abuse Safety Advisor.</li> <li>Continued case audit activity regarding the quality of work undertaken by Victim Liaison Officers.</li> </ul>	Head of P&Q, Head of Interventions, Head of VCS	April 2022