



HM Prison & Probation Service

Simi Badachha
Head of NPS Inspections
HM Inspectorate of Probation
1st Floor, Manchester Civil Justice
Centre,
1 Bridge Street West,
Manchester ME3 3FX

Sonia Flynn
Chief Probation Officer
HM Prison and Probation Service
102 Petty France
London
SW1H 9AJ

25 June 2021

Dear Simi,

HMI PROBATION ACTION PLANS – NORTH EAST PROBATION SERVICE

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

- Staff were re-trained in Risk Management by a former Her Majesty's Inspectorate of Probation (HMIP) Inspector.
- Collaborated with the other Sodexo CRC's and created a "National Quality Assurance Group (NQAG)" which designed an "end to end" case audit tool aligned with the HMIP standard. This tool has been adapted with bespoke question sets to examine probation practice concerning ethnic minority service users.
- Improved relationships with sentencers and courts through a jointly developed strategy. Assurance activity has also evidenced measurable improvement in the use of the Effective Practice Framework to support appropriate sentencing proposals.

Three of the original twenty-one CRC and NPS recommendations will continue to be progressed in their BAU activity by the NE Regional Probation Director, Bronwen Elphick, following Probation Reform. Please see the attached action plan for further details.

The remaining three objectives located in the Regional HMIP action plan 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 Durham Tees Valley CRC (April 2020), Northumbria CRC (February 2020), and North East NPS (June 2019) has been fully executed.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Sonia Flynn'.

Sonia Flynn
Chief Probation Officer

Copied to:

Amy Rees
Sian Hibbs
Craig Watt-Peters
Regional Probation Director North East – Bronwen Elphick