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Sonia Flynn CBE Chief Probation Officer

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Dear Simi

HMI PROBATION ACTION PLANS - North West

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 North West region's workshop. Some of the key HMIP actions that the CRC and NPS have achieved across the area include

- Local leaders have identified and embedded approaches to quality assurance, ranging from robust quality assurance processes to effective management oversight and supervision
- All organisations have enhanced their focus on continuous improvement, learning and quality development for all staff based on HMIP recommendations. This has included focus on induction and training for new starters, effective tracking of training and the delivery of regular practice development activity.
- Improvements in several areas have been achieved including a shift towards a culture that prioritises quality, mobilisation and implementation of Enhanced Through the Gate (ITTG), embedding the four pillars approach to risk management and estates improvements.

Two of the original twenty-six CRC and NPS recommendations will continue to be progressed in their BAU activity by the North West Regional Probation Director, Andrea Bennett, following Probation Reform. Please see the attached action plan for further details.

The remaining two 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 North West CRC in April/May 2019, June 2020 and in the NPS Region in August 2020 has been fully executed.

With best wishes

Yours sincerely

Sonia Flynn CBE

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Chief Probation Officer

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