



HM Prison &
Probation Service

Action Plan Submitted: 05th February 2024

A Response to: HMI Probation: A thematic inspection of Meeting the Needs of Victims

Report Published: 19th December 2023

ACTION PLAN: HMI Probation: A thematic inspection Meeting the Needs of Victims

INTRODUCTION

HM Inspectorate of Prisons (HMIP) and HM Inspectorate of Probation for England and Wales are independent inspectorates which provide scrutiny of the conditions for, and treatment of prisoners and offenders. They report their findings for prisons, Young Offender Institutions, and effectiveness of the work of probation, and youth offending services across England and Wales to Ministry of Justice (MoJ) and His Majesty's Prison and Probation Service (HMPPS). In response to the report HMPPS / MoJ are required to draft a robust and timely action plan to address the recommendations. The action plan confirms whether recommendations are agreed, partly agreed, or not agreed (see categorisations below). Where a recommendation is agreed or partly agreed, the action plans provide specific steps and actions to address these. Actions are clear, measurable, achievable, and relevant with the owner and timescale of each step clearly identified. Action plans are sent to HMIP and published on the GOV.UK website. Progress against the implementation and delivery of the action plans will also be monitored and reported on.

Term	Definition	Additional comment
Agreed	All of the recommendation is agreed with, can be achieved and is affordable.	The response should clearly explain how the recommendation will be achieved along with timescales. Actions should be as SMART (Specific, Measurable, Achievable, Realistic and Time-bound) as possible. Actions should be specific enough to be tracked for progress.
Partly Agreed	Only part of the recommendation is agreed with, is achievable, affordable and will be implemented. This might be because we cannot implement the whole recommendation because of commissioning, policy, operational or affordability reasons.	The response must state clearly which part of the recommendation will be implemented along with SMART actions and tracked for progress. There must be an explanation of why we cannot fully agree the recommendation - this must state clearly whether this is due to commissioning, policy, operational or affordability reasons.
Not Agreed	The recommendation is not agreed and will not be implemented. This might be because of commissioning, policy, operational or affordability reasons.	The response must clearly state the reasons why we have chosen this option. There must be an explanation of why we cannot agree the recommendation - this must state clearly whether this is due to commissioning, policy, operational or affordability reasons.



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1. Rec No	2. Recommendation	3. Agreed / Partly Agreed / Not Agreed	4. Response Action Taken/Planned	5. Responsible Owner	6. Target Date
	HMPPS should:				
6	<p>By September 2024, the Probation Service should provide training on the work of the Victim Contact Scheme to all probation practitioners and those in training.</p> <p>The learning should include:</p> <ul style="list-style-type: none"> • what is involved in the Victim Contact Scheme. • how probation practitioners work with Victim Liaison Officers to keep victims safe. 	Partly Agreed	<p>The recommendation is <i>partly agreed</i> as it is not possible to deliver learning on the work of the Victims Contact scheme to all required staff by Sept 2024.</p> <p>Our new learning package ‘The Victim Contact Scheme and Effective Sentence Management includes key knowledge on what the victim contact scheme is, the role of victim liaison officers and how probation practitioners should engage with them to protect victims. This was launched in May 2022 and was designated as required learning for relevant new entrant staff.</p> <p>In April 2024 the Executive Director for Southwest, South Central & Public Protection (SSC&PP) will write to Regional Probation Directors to confirm this is required learning for all those staff in roles which are required to have an interface with the victim contact scheme.</p> <p>By April 2024 we will introduce the monitoring of completion of this learning via the Learning and Development (L+D) performance board.</p>	<p>Deputy Director Probation Workforce Programme (PWP)</p> <p>Executive Director SSC&PP</p> <p>Deputy Director PWP</p>	<p>April 2024</p> <p>April 2024</p>



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			All required staff will be expected to complete this learning by April 2025.		April 2025
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Recommendations	
Agreed	
Partly Agreed	1
Not Agreed	
Total	



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