



HM Prison &
Probation Service

Action Plan Submitted: 6th September 2024.

A Response to: A Thematic Inspection on The Quality of Services Delivered to
Young Adults in Probation.

Report Published: 9th September 2024.

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.



ACTION PLAN: A Thematic Inspection on The Quality of Services Delivered to Young Adults in Probation

1. Rec No	2. Recommendation	3. Agreed/ Partly Agreed/ Not Agreed	4. Response Action Taken/Planned	5. Responsible Owner	6. Target Date
His Majesty's Prison and Probation Service should:					
1	Develop and resource a national strategy for service delivery to young adults, which outlines the key priorities, governance structure and measures to track progress.	Agreed	<p>HMPPS will:</p> <p>Resource and develop a strategic framework on young adults for the probation service.</p> <p>Set priorities for this cohort for Probation regions which will be reflected in regions' business plans.</p> <p>National and regional governance structures will be reviewed between the Probation Operations Directorate (POD) and Area Executive Director (AED) lead to ensure closer alignment in place between policy, strategy, and operational delivery.</p>	Deputy Director Custody & Courts Group	Strategic framework by December 2024 Regional Business Plans by April 2025
2	Relaunch the Young Adults Policy Framework with clear guidance for staff including on information sharing with partner agencies, and how they balance their probation	Agreed	<p>HMPPS will:</p> <p>Relaunch the 2021 Young Adult's policy framework and work with Probation regions to better embed a distinct approach for working with young adults for probation practitioners, providers, and partners.</p>	Deputy Director Custody & Courts Group	December 2024



	duties with adopting a trauma-informed approach.				
3	Establish an age-specific data set to assess young adults' needs, identify and address gaps in service provision and any disparity in outcomes.	Agreed	<p>HMPPS will:</p> <p>Review the data available on needs and outcomes of Young Adults supervised by the Probation Service and consider what additional tools or products are needed to make it easily available to operational and headquarters leaders, so that they can better understand gaps or disparities and take action to address them.</p>	Deputy Director Custody & Courts Group	March 2025
4	Evaluate, assess, and consider the suitability of current offending behaviour programmes for young adults as a distinct group and use this analysis to develop the next generation of programmes.	Agreed	<p>HMPPS will:</p> <p>Complete a review and evaluate the design and content for HMPPS' accredited programmes and make the necessary adjustments and recommendations for working with young adults in group settings.</p>	Deputy Director, Rehabilitation Strategy & Interventions	November 2024
5	Assess the use of unpaid work for young adults to ensure that it is well targeted and achieves positive outcomes.	Agreed	<p><i>As part of the action in response to recommendations 1, 8 & 10,</i></p> <p>HMPPS will:</p> <p>Develop an approach for delivering Unpaid Work (UPW) with Young Adults that aligns</p>	Deputy Director Unpaid Work	March 2025



			<p>with probation's strategic framework on Young Adults.</p> <p>Develop guidance for court staff to ensure appropriate targeting of unpaid work for Young Adults.</p> <p>Review the unpaid work digital assessment tool to ensure maturity and neurodiversity are assessed prior to the start of an UPW sentence.</p> <p>Develop a national induction for UPW sentences which meets the needs of Young Adults.</p> <p>Ensure UPW staff are included in young adult training and develop bespoke content where required.</p> <p>Develop a young adult forum to share experiences of UPW.</p>		<p>November 2024</p> <p>September 2024</p> <p>March 2025</p> <p>March 2025</p> <p>November 2024</p>
6	Incorporate minimum standards for services for young adults into new commissioning contracts and ensure that staff are equipped to work with this cohort.	Agreed	<p>HMPSS will:</p> <p>Include Employment Training Education (ETE) as part of future contracted services that will be available to Young Adults.</p>	Senior Responsible Owner (SRO), Commissioned	June 2026 (when new contracts will be awarded).



			<p>Design future contracted services by including information about maturity, risk and safeguarding.</p> <p>Ensure assessment processes for contracted services identifies the specific needs of Young Adults.</p> <p>Consider if and how to include the need for bidders to demonstrate how they will tailor their service delivery to meet the specific needs of Young Adults, including care leavers.</p> <p>Ensure future providers' staff will be required to complete learning and development that supports effective work with Young Adults on Probation.</p>	Rehabilitative Services	
7	Ensure access and support are equitable for all young adults with protected characteristics and make sure that addressing diversity, particularly in relation to race and ethnicity, is prioritised.	Agreed	<p><i>As part of the action in response to recommendation 3,</i></p> <p>HMPPS will:</p> <p>Review what data is available to operational and headquarters leaders that allows them to segment the young adult cohort by other protected characteristics.</p> <p>Consider what tools or products can best support senior leaders to understand</p>	Deputy Director Custody & Courts Group	March 2025



			potential gaps or disparities and act to address them.		
8	Develop learning programmes that enable staff to assess maturity, adopt a trauma-informed approach and discuss discrimination and its impact with young adults.	Agreed	<p>HMPPS will:</p> <p>Undertake a review of the current Young Adult learning materials to consider whether fit for purpose, research led and most current. Where there are gaps, we will seek to commission additional bespoke learning for probation staff.</p> <p>Continue the roll out of the Skills for Effective Engagement and Development (SEEDS 1 & 2) for practitioners and middle managers forms the basis of an overall trauma informed approach to practice.</p> <p>Launch the Trauma Informed Practice (Awareness) e-learning, covering information on Adverse Childhood Experience (ACEs) and the impact of trauma on young adults.</p>	<p>Deputy Director Custody & Courts Group</p> <p>Deputy Director Workforce & Capability.</p>	<p>January 2025</p> <p>October 2024</p>
9	Ensure that any barriers to staff requesting or accessing information from partner agencies, including youth justice services are addressed.	Agreed	<p><i>As part of the action in response to recommendation 1,</i></p> <p>All Probation regions will:</p> <p>Develop plans to improve local delivery of services to Young Adults, as per guidance on the strategic framework.</p>	Regional Probation Director.	December 2024 (strategic framework)



			Identify any current information sharing barriers as part of this work and work together with partner agencies to address them.		Regional business plan by April 2025
10	Improve the quality of pre-sentence reports for young adults, ensuring that maturity is fully assessed and reflected in the proposal to court.	Agreed	<p>HMPPS will:</p> <p>Ensure background information checks with children's services to better understand a young adult's childhood and previous involvement in out of court disposals to ensure quality sentencing proposals are made for Young Adults.</p> <p>Deliver cultural competency training for all court staff to understand the challenges of individuals from a minority ethnic background, with an emphasis on the experiences of Young Adults.</p> <p>Deliver pathfinders to improve pre-sentence advice, including national agreements for timely domestic abuse and safeguarding checks and to inform how they impact young adults as children within affected families.</p>	Deputy Director Custody and Courts Group.	Roll out of pilots by January 2025.



Regional Probation Directors and PDU Heads should:

11	Provide focused, reflective support for staff to support the goals and practices of a more trauma informed approach to working with young adults.	Agreed	<p><i>As part of the action in response to recommendations 1 & 8,</i></p> <p>All Probation regions will:</p> <p>Complete business plans to show how SEEDS reflective support and training will specifically support probation practitioners working with young people.</p> <p>Encourage trauma-informed environments for staff.</p>	Regional Probation Director	September 2025.
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Recommendations	
Agreed	11
Partly Agreed	0
Not Agreed	0
Total	11

