



HM Prison & Probation Service

Sarah Chand
Area Executive Director, Midlands

David Argument
HM Chief Inspector of Probation
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27 May 2025

Dear David,

HMIP report on the inspection of Leicester, Leicestershire and Rutland PDU East Midlands Region - May 2025

Thank you for your inspection report for **Leicester, Leicestershire and Rutland (LLR) PDU**, where you made a total of six recommendations.

In respect of the recommendations, I can confirm that all have been carefully considered and the Heads of PDU with the support of the Regional Probation Director will ensure steps will be taken to address them as appropriate. This will include the following:

- In accordance with national mandated changes in the region, including LLR, the new management oversight framework will be implemented which will seek to address the deficits identified in the management oversight of casework.
- The Head of LLR PDU, in conjunction with the LLR management team, will produce an action plan on addressing HMIP concerns about knowledge and use of the safeguarding hub by all LLR staff.
- A Senior Probation Officer (SPO) development day has been organised, with a focus on quality and management oversight and quality expectations. An inquiry style approach to audit activity incorporating Skills for Effective Engagement, Development and Supervision (SEEDs) and the Regional Case Audit Tool (R-CAT) will be introduced.
- Ensure that all staff within the PDU, including managers, , undertake the required training in line with their job role and also any additional training identified as part of the HMIP action plan. Regionally developed tools supporting training needs analysis will be consistently utilised to develop, shape and inform learning and development within the PDU.
- A revised probation service East Midlands Quality Improvement Plan to include HMIP recommendations with particular emphasis on utilising domestic abuse and safeguarding enquiries to inform assessments and risk management plans. The

Quality Improvement Plan will be revised at the Quality Forum and deliverable priorities reassessed and appropriate delivery dates assigned to continue the quality journey in the East Midlands region.

Whilst I acknowledge that there is still much work to be carried out at Leicester, Leicester and Rutland PDU, I am encouraged that positive outcomes were reported and note the following.

- LLR PDU had appropriate links with regional and Area Executive Director (AED) priorities.
- People with lived experience of the criminal justice system were routinely embedded and utilised in the LLR PDU and delivered structured intervention pre-programme sessions and attended 'Transition and Hope' sessions which were created to promote positive attendance, engagement and compliance from people on probation.
- There was well-developed liaison between the LLR PDU and Commissioned Rehabilitative Service providers at a strategic level.
- Practitioners within LLR were often being responsive to past trauma, neurodiversity and other personal characteristics.

I remain committed to ensuring progress against HMIP recommendations and I can assure you that through my operational assurance functions and the support of Performance and Risk Group (PAR) we continue to closely monitor progress in line with your findings.

Regards

Sarah Chand
Area Executive Director, Midlands

CC: Private Office