



HM Prison & Probation Service

Sarah Chand
Area Executive Director, Midlands

David Argument
HM Chief Inspector of Probation
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12 June 2025

Dear David,

HMIP report on the inspections of East and West Lincolnshire PDU, East Midlands Region - May 2025

Thank you for your inspection report for **East and West Lincolnshire 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, the region, including East and West Lincolnshire, will implement the new management oversight framework will seek to address the deficits identified in the management oversight of casework.
- A Senior Probation Officer (SPO) development day has been organised, with a focus on quality and management oversight and quality expectations. Introduce an inquiry style approach to audit activity incorporating Skills for Effective Engagement, Development and Supervision (SEEDs) and Regional Case Audit Tool (R-CAT).
- The Head of East and West Lincolnshire PDU will work with the Regional Equalities Manager and the Head of Community Integration to utilise and embed the Equalities Monitoring Tool to further inform, shape and drive actions in the identification of gaps in service provision and interventions for minority groups.
- The PDU will utilise Commissioned Rehabilitative Services (CRS) to drive and increase referral rates.
- Complete Domestic Abuse/Safeguarding audit of East and West Lincolnshire PDU caseload, as part of the PDU HMIP action plan.
- 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 the PDU, I am encouraged that positive outcomes were reported and note the following.

- The East and West Lincolnshire PDU leadership team engaged with partners at a strategic level to share learning and participated actively and also as a critical friend in multi-agency reviews.
- Career progression was supported and encouraged in the East and West Lincolnshire PDU.
- The East and West Lincolnshire PDU's Integrated Offender Management (IOM) arrangements were well-established and collaborative, supported by timely information-sharing.
- All new East and West Lincolnshire PDU staff received an initial face-to-face induction which signposted them to sources of support in terms of their protected characteristics and personal circumstances such as caring responsibilities.

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