



HM Prison &
Probation Service

Action Plan Submitted: 08 April 2026

A Response to HM Inspectorate of Probation Dynamic Inspection of Public
Protection in East of England Region

Report Published: 26 March 2026

INTRODUCTION

HM Inspectorate of Probation is the independent inspector of youth justice and probation services in England and Wales. It reports on the effectiveness of probation and youth justice service work with adults and children.

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 plan provides 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 published on the HMPPS website.

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: Dynamic Inspection of Public Protection in the East of England Region

1. Rec No	2. Recommendation	3. Agreed/ Partly Agreed/ Not Agreed	4. Response Action Taken/Planned	5. Responsible Owner	6. Target Date
East of England Probation Region should:					
1	Ensure that PSOs have sufficient skills, knowledge and experience to adequately assess, plan, work with and review risk of harm to others.	Agreed	The East of England (EoE) will ensure that all Probation Service Officers (PSO) complete the mandatory and required training for their job role within six months of commencing in post. Progress will be monitored through local and regional reporting, with appropriate actions undertaken where mandated training remains outstanding.	Head of Operations	March 2027
			EoE will continue to develop and deliver its regionally designed Quality Development and Assurance Framework (QDAF), drawing upon key elements of the 'SEEDS' (Skills for Effective Engagement, Development and Supervision) approach, practice observation and feedback to support professional development and quality practice for our Probation Practitioners (PP).	Head of Operations	March 2027
			Our EoE Quality Development Officers (QDO) will continue to offer 1:1 coaching sessions for PPs, responding to those needs identified by practitioners, managers and assurance activity.	Head of Performance and Quality	March 2027

			EoE will implement the new PSO apprenticeship framework to support consistent and accessible learning for all new PSOs. In line with the Regional Quality Improvement Plan the EoE will deliver and support targeted PSO quality improvement activities through briefing programmes, development packages and face to face workshop activity as part of regular development days.	Head of Operations Head of Performance and & Quality	March 2027 March 2027
2	Ensure that probation practitioners are supported in developing the confidence and ability to manage complex caseloads alongside competing demands.	Agreed	The activity in recommendation 1 should be considered alongside the actions within this recommendation. EoE will continue to offer Complex Case Support (CCS) through panel, triage and reviews to support the facilitation and enabling of PPs having the time to better understand and manage complex cases with multi-disciplinary guidance. EoE will continue to build upon its implementation of the Situation, Background, Assessment, Recommendation (SBAR) approach as part of its wider strategy in adopting Human Factors principles. EoE will design, develop and implement a new 'Operational Support' function with the aim of	Head of Operations Head of Operations Head of Operations	March 2027 March 2027 April 2026

			creating capacity for our PPs through the undertaking of process led activity. Through early engagement with new staff, EoE will continue to ensure strong levels of awareness, support and guidance are available for PPs through its Offender Personality Disorder Pathway and Intensive Intervention Risk Management Service (IRRMS) interventions EoE will continue to review its MAPPA Level 1 cases in a timely and consistent way, building the knowledge and confidence of staff to ensure effective multi-agency arrangements are in place to support both public protection and rehabilitation. EoE will seek to develop and define an approach that will support training packages and enhance the skills and knowledge of PPs and managers in their work with managing Serious Organised Crime (SOC), County Lines and Gang related offenders. Through the QDAF approach and assurance/development activity EoE will look to scope out and better understand how PPs prioritise, organise and effectively manage casework alongside additional demands within the practitioner role, responding accordingly to those findings through improvement and/or development activity for this staff group.	Head of Public Protection Head of Public Protection, Head of Public Protection Head of Operations	March 2027 March 2027 March 2027 March 2027
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Recommendations	
Agreed	4
Partly Agreed	
Not Agreed	
Total	4

In addition, 2 recommendations were made for His Majesty's Prison and Probation Service. HMPPS will collate all national level recommendations arising from Dynamic Inspections of Public Protection (DIPP) and will provide a consolidated response to HMIP at the end of the DIPP programme.