



Probation News

April 2021

Foreword by Sonia Flynn, Chief Probation Officer & Executive Director Women

I trust everyone took the opportunity for a well-deserved break over Easter, whilst recognising our AP staff are required to work on Bank Holidays. The next key date in the easing of lockdown restrictions is fast approaching on 12 April. As we prepare for the opening of non-essential shops, hairdressers and outside dining (I am so looking forward to a haircut!) the Recovery Team are reviewing our plans for extended face to face contact between staff and people on probation. We are not planning any big changes on the 12 April but as we look to the summer months it would be good to consider what new options will be available to us in the delivery of services.

During recent weeks I have taken the opportunity to meet with a number of key senior stakeholders. On 25 March I met with Isabelle Trowler, the Chief Social Worker for England. Following a recent and very successful [Family Safeguarding Teams pilot](#) in East of England, we explored how this approach could be expanded to other Local Authority Areas. On 29 March I met with Nicole Jacobs, the Domestic Abuse Commissioner. We discussed the implications of the Domestic Abuse Bill and the impact for sentencing. Nicole is keen to develop her understanding about our work, so I have organised a number of workshops for her to meet probation staff to explore Domestic Abuse interventions and protecting victims.

Finally, our next PQiP campaign started on 6 April with the trainees due to commence in November this year. We have big ambitions for reaching a more diverse recruitment pool. As a means to support this ambition I convened a webinar for potential candidates on 30 March.

I was joined by Steve Duffy a current PQiP trainee and Harvey Clarke a Probation Officer who has recently qualified.

It was a really good event with 1600 participants so definitely a good start to this next campaign. Don't forget to encourage friends or family who may be considering a career in the Probation Service.

Sonia Flynn CBE

Chief Probation Officer & Executive Director Women
HM Prison and Probation Service

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Probation Reform, Workforce & Recovery Programmes

What's new on the Welcome Hub?

There's always something new to check out on the Welcome Hub. Recently added content includes:

- [Commissioned Rehabilitative Services – everything you need to know](#)
- [Understanding pay assimilation](#)
- [How you'll be paid in June](#)
- [A message from your Regional Probation Director](#)
- [Learn about our Trade Unions](#)
- [New MS Team telephony](#)

Please keep your feedback coming via the 'Contact' section on the [Welcome Hub](#). We love to hear what you like about the Hub and how we can make it work better for you.

Reform Programme Update



Recruitment and operating successfully on day 1

For our probation service to operate successfully, we need to ensure we have the right people in the right roles for day 1. Many of these roles will be filled by transferring staff coming in from CRCs, Parent Organisations and Supply chain organisations. Other business critical roles in our new unified model will need to be filled through permanent recruitment before transfer.

To date we have been cautious about recruiting permanent staff into the NPS because we want to ensure that our CRC, Parent and Supply Chain colleagues have access to the available roles within the NPS.

IT Systems training is now live



We are now at a stage where we have a much clearer idea of where we expect to have an undersupply of staff for roles after transfer. This means that where we are confident we will need more staff and where the roles are business critical, we will start the recruitment process. We need to start this process early to ensure we have enough people in the right roles to operate successfully as a unified probation service after June.

You can read some new [FAQs on recruitment](#) on the Welcome Hub to find out more.

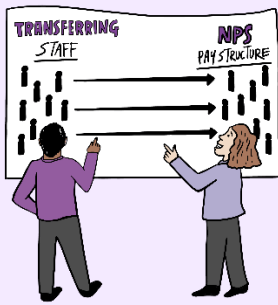
The [IT systems training](#) is now live on the Welcome Hub. Most of the training is about the navigation and use of OASys and nDelius (the NPS Case Management and Risk Management systems) but there is also an 'everyday applications' video that is relevant to all transferring staff.

The dates by which you are advised to complete the training by will depend on the organisation you are joining from, so please talk to your current employer if you're unsure.

Find out what training is available and what you need to complete by visiting the [Welcome Hub](#).

Understanding pay assimilation and how you'll be paid in June.

We have recently updated the Welcome Hub to include information on the [pay assimilation process](#) as well as [how transferring staff will be paid in June](#).



Pay assimilation is only applicable to directly employed CRC staff who are covered by the National Agreement. Pay assimilation will enable the NPS to see how your current pay aligns to the NPS pay bands. It's an important part of the transfer process as it ensures that you get paid correctly and on time. Learn more about it on the [Welcome Hub](#).

In June, staff who are transferring to the new Probation Service from a CRC, Parent organisation or supply chain organisation will be paid in a way that is slightly different to usual. This is your current employer will be responsible for paying you until and including the 25 June and the NPS will be responsible for paying you between the 26 and 30 June (and beyond). You can learn more about what this means for you on the [Welcome Hub](#).

Commissioned Rehabilitative Services

Rehab Service Contract awards

Contracts for Commissioned Rehabilitative Services (CRS) under the new Dynamic Framework (DF) have been awarded for Women's Services. They follow recent awards for Education Training and Employment, Personal Wellbeing and Accommodation.

The programme team is now working with the successful bidders to ensure they are ready to deliver services from Day 1 of the new unified probation organisation.

A key part of our reform programme, commissioned rehabilitative services are designed to be responsive, flexible and support Probation Practitioners in getting the best outcomes for people on probation.

A full list of suppliers as well as further information on CRS and the DF can be found on the [Welcome Hub](#) and [NPS Intranet](#).

Learning and development – CRS and the Refer & Monitor Tool

Learning resources are being designed that will support practitioners through the rehabilitative services referral process, including selecting the right intervention, undertaking a referral and working together with the provider to ensure the person on probation experiences seamless support. The suite of learning resources and support will be made available to all staff via MyLearning, NPS Intranet and Welcome Hub in May.

Key to the new ways of working will be using the new Refer and Monitor Tool.

Check out the [NPS Intranet](#) and [Welcome Hub](#) for further information on Learning and development and the Refer and Monitor Tool.

Jargon Buster

Commissioned Rehabilitative Services refer to all rehabilitative services which NPS funds and commissions but are delivered by organisations other than the NPS

Dynamic Framework Is the primary mechanism regions will use to commission those services, e.g. Accommodation

CRS Refer and Monitor Is the tool that practitioners will use for simple referrals and information exchange

Purple Futures set to complete tech migration

Our final delivery of laptops, smartphones and accessories to colleagues at Purple Futures has been completed. The teams working across Merseyside (including Liverpool PSC) and Humberside, Lincolnshire & North Yorkshire CRCs will have their email and data migrated over the coming weekend. This will complete the parent organisation's tech migration, in which we will have welcomed more than 1500 colleagues to the MOJ network.

More than 1500 colleagues from Sodexo will begin taking delivery of their new equipment from this week.

Check out when colleagues can expect to receive their new kit and migrate to MOJ digital services on our [tech rollout timeline](#) on the Welcome Hub.

New Microsoft Teams telephony service - *FOR CRC COLLEAGUES*

Our commitment to give you the technology you need to succeed continues with plans to phase in Microsoft Teams telephony over the coming months.

With a new Direct Dial In (DDI) contact number, you will have access to a range of virtual calling features via your new laptop and smartphone, in the office, at home, or on the move. When you are working on site, Microsoft Teams/Office 365 handsets will be available in reception areas, interview rooms and public areas.

We are working closely with Purple Futures to pilot our rollout approach and will then move onto other parent organisations. This work will consider the legacy telephony estate currently in place, specific telephony user needs and the timing of other digital business change activities, such as moving to NDelius, to minimise any impact to you or people on probation.

See the [Welcome Hub](#) for more.

ETTG Staff Event

We are holding an event for ETTG staff, on Tuesday 27 April from 11:00 to 13:00 to:

- share the details of the new Resettlement Approach, from Day 1 and beyond
- explain how the changes of the organisational structure and roles will impact on ETTG staff
- provide ETTG staff with the opportunity to raise questions with a panel of experts
- enable ETTG staff to identify issues where they require further clarity/information

[Register](#), using the password is Resettlement. The event will be run on Microsoft Teams, including a dial in option for those of you unable to access Teams. Unfortunately, we only have capacity for 300 people on the call, but we will be recording the session and publishing it on the Welcome Hub for those unable to join us on the day.

Re-naming our new Probation Service

As some of you will have heard at the all staff event in March, we're proposing to rename the service with the unification of the National Probation Service (NPS) and Community Rehabilitation Companies (CRCs).

Why change?

Our main driver behind this change is to build a new culture which takes the best from the NPS and CRCs. Our new service isn't a takeover, it's a unification of two organisations, and we want all staff to feel they belong from day one, whether you're currently working in the NPS or CRCs.

Finally, there is a wider question: should we be spending time during a pandemic or the public's money developing a new brand? We don't think that would be right, so whatever changes we propose need to be cost effective and as simple to deliver as possible. The proposed name is an evolution rather than revolution, and we will keep our logo and the purple colour.

We feel the Probation Service answers these challenges whilst giving us the best opportunity to build the culture of a new organisation together.

We've tested this proposal with a variety of engagement groups from across the NPS and CRCs, and we had a lot of feedback at the all staff event, but there's still time to let us know your thoughts.

Please send any feedback to the Strengthening.Probation@justice.gov.uk mailbox by 9 April.

Sonia Flynn

Chief Probation Officer and Director for Women

Workforce Programme Update:

PQiP recruitment drive – is live

The trainee probation officer campaign is live and will run from **6 April to 16 April**.

This is an opportunity to study for a professional qualification while you work – starting a career where you can help to reduce reoffending and make communities safer.

If you know someone who would be interested in applying, please advise them to complete the application form as soon as they can.

To find out more and apply please send them to our [website](#).



Competency Based Framework Launch Event

The Competency Based Pay Progression Framework trial, or CBF, launched on 1 April 2021. The CBF is a new process for moving through the pay points in your band and it applies to all staff who are on NPS Terms and Conditions. You will trial the process for 12 months before it is formally linked to your pay progression. A recording of the CBF Launch Event held on 8 April will be available on the Welcome Hub soon.

Probation Workforce Equality, Diversity, Inclusion & Belonging (EDIB) Action Plan launches on the 26 April

Our unified Probation Service is about more than structural changes, it is about our staff and enabling them to deliver an excellent professional service. We will be publishing the **Probation Workforce Equality, Diversity, Inclusion and Belonging (EDIB) Action Plan** on **26 April**.

- The **EDIB Action Plan** sets out a 12-month plan – including planned commitments for year two - focusing on four key areas below and shares the initiatives we will implement to achieve our goals and deliver of our promise to our people. These key areas include:
- Attracting and retaining a diverse workforce that better reflects the diversity of our society and people on probation
- Creating an environment that values equality, diversity, inclusion and belonging
- Embedding equalities, diversity and inclusion into our policies, processes and governance to support all staff in reaching their potential.
- Building an inclusive culture through effective leadership and management

Please send any question to:

CBF-Enquiries@justice.gov.uk

For more info go to:

[SSCL My Hub \(full guidance\)](#)

[HMPPS Intranet & Welcome Hub](#)

If you want to know more about the **EDIB Action Plan** contact: Aisha.Ahmed3@justice.gov.uk.

Probation Recruitment & Retention Strategy launched on 1 April

The first **National Probation Service Recruitment and Retention Strategy** was launched last week following extensive engagement from colleagues and stakeholders across HMPPS. This follows the publication of [the Probation Workforce Strategy](#) in July last year and supports the principles of the HMPPS Business Strategy.

The strategy details our approach and commitment to recruitment and retention over the next three years, through five key objectives.

We will soon transition to the new unified direction, priorities and reassurance of continuity through regular progress updates to ensure you're kept in the loop.

Thank you to everyone who has contributed their time and thoughts to help us to shape this strategy.

Visit the intranet to read the [full article, as well as access the Strategy and FAQs](#). Any questions can be emailed to PWPRecruitmentRetentionPolicy@justice.gov.uk



Recovery Programme Update:

We continue to make progress with our Probation recovery as set out in our plan wherever it is safe to do so for staff and people on probation and appropriate for local circumstances. We continue to work closely with Trade Union colleagues nationally and locally to ensure ongoing engagement with our recovery work. We have reviewed the recent announcements by both the UK and Welsh Governments on national recovery plans to ensure we remain in line with government and public health guidance.

We are considering how we can now roll out Oral Fluid Drug Testing (OFDT) more widely following the successful reintroduction into a limited number of community contact centres in England recently. All outdoor Unpaid Work placements are being reviewed and where possible, re-introduced. The number of people attending placements will be guided by risk assessments for individual sites.

There are now 72 sites conducting lateral flow testing for probation staff and another 31 sites having planned 'Go Live' dates over the next couple of weeks. We are also exploring how home testing arrangements can be implemented more widely.

Thank you for all you continue to do to support Probation recovery.

Have Your Say:

Many thanks for your [recent questions](#) about the programmes. If you other questions, please email us on: strengthening.probation@justice.gov.uk and we'll respond next time.

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COVID19 update:

[Visit the COVID-19 page to find all internal and external advice and guidance](#)

These pages are frequently updated with the latest relevant news about COVID-19: Please read:

Welsh restrictions easing

All staff should ensure they are familiar with the information which is being issued on COVID-19 through their teams and centrally and follow this guidance. Please do speak to your line manager if you have any questions. For staff unable to access the intranet, please contact the [HMPPS Communications team](#) should you require copies of any of the information.

Post COVID syndrome support (long COVID)

A new service will be available for line managers to refer employees with post COVID symptoms (12 weeks and over). The new service will include an initial assessment with the clinical assessment team and onward referral to specialists or support services with interim check points with an occupational clinician. Please refer to the [“Post Covid Syndrome – How to refer”](#) and [“Post Covid fatigue”](#) for more details.

COVID-19 Digital Assessment Routing Tool (DART)

Accessed directly by staff with specific high risk COVID-19 health concerns (diabetes, asthma, obesity, heart problems), the service aims to identify the most appropriate pathway for support and to enable staff to access preventative and supportive interventions to help minimise the severity of Covid beyond vaccination. Staff may be signposted to appropriate healthcare providers or be sent a free 'self-management pack' for their specific condition containing items such as blood pressure or blood sugar monitors, peak flow meters or oximeters along with videos and fact sheets. The pilot service is now live and is accessed by telephone.

Please refer to [DART FAQs](#) and [DART](#) poster for more details.

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#HiddenHeroes: Probation's Simeon Ralph helping people put their life back on the map

A probation officer working in Norwich was featured on national television last week (26/03/21) with a slot on the BBC Crimewatch LIVE programme.

The segment focused on how Simeon Ralph's in-person appointments, remote calls, and doorstep visits have helped to manage high-risk people in our care in the community throughout the ongoing challenges of the pandemic. Presenter Rav Wilding also praised the “absolutely crucial work” being provided by the probation service.

Simeon's work with one person in our care (who was recently released after serving a 19-year sentence and credits Simeon for helping him to turn his life around) has revolved around using a life map – a timeline of significant events in a person's life that leads up to the point they commit a crime.



How does a life map work?

Simeon explains: “Typically, with a life map what we do is we try and give it a score as to how it's affected you – so ten being very positive, minus ten being very negative.

“When we look at it as a whole, [the person in our care] will be able to see the patterns in their life where things were working, and what was making those work, then we try and reinforce those factors. And we will also see the things that led to issues in their life ... like making bad decisions, and we would be able to avoid those in future.”

Despite the challenges of COVID-19, Simeon continues to find the job very rewarding, with no two days the same. He says: “It's a huge sense of achievement to be involved in helping people make positive changes, however big or small that is.

“If you can send someone out of the door on their last appointment, and you can be reasonably confident they won't come across the threshold again, that is a wonderful feeling.”

Got a Hidden Hero story you want to share please send through to:

Jacqueline.Bamborough1@justice.gov.uk

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Alcohol Abstinence and Monitoring Requirement begins rollout in England

Following the successful roll out in Wales in October 2020, the Alcohol Abstinence and Monitoring Requirement (AAMR) became available to courts in England on **31 March 2021**.

The new community sentence requirement bans individuals from drinking alcohol for up to 120 days where the offence, or associated offence, is alcohol related, and compliance is monitored using an alcohol monitoring tag. The tags provide around-the-clock monitoring of alcohol intake. You might see these referred to informally in the press as ‘sobriety tags’.

AAMRs are only for adult offenders and cannot be imposed where the offender is alcohol dependent or alongside an Alcohol Treatment Programme (ATR).

Probation staff will receive an alert if there is an incidence of non-compliance and have direct access to compliance data, offering an additional tool to use in the management and rehabilitation of offenders. Over 100 orders have been imposed in Wales and the sober day rate (number of days where there is no confirmed drinking) remains positive at over 97% since rollout began.

The Electronic Monitoring team have been working closely with Probation staff and HMCTS stakeholders across England to ensure that they are ready and feel confident in using this new tool. Awareness sessions and training have been delivered to Probation staff and Sentencers. Bespoke guidance and supporting information is available on EQUIP and posters and leaflets for offenders and victims went out to Probation Offices week commencing 29 March.

Further information:

- Click to [watch the AAMR Stakeholder video](#) which gives an overview of how AAMR works and the benefits for impacted stakeholders
- Click to [watch the AAMR animation video](#) which gives an insight into what life is like for a tag wearer on alcohol monitoring tag
- Information on eligibility, [how the tag works](#) can be found on the intranet

[AAMR e-learning module](#)

If you have any questions, please contact the team at Electronic Monitoring Enquiries:

emchange@justice.gov.uk

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Great and Goods Ideas Scheme (GGIS) Achievement

Since the re-launch of the Great and the Good Ideas Scheme (GGIS) in February 2018. 412 proposals have been received. Of these, 86 (21%) have been converted into improvements, with a further 95 (24%) signposted - this is where the proposal idea has already been created or is in place and the GGIS acts as a conduit linking the proposer with the relevant lead. Of all proposals received, 133 (34%) focus on nDelius improvements, 66 (17%) IT related and 55 (14%) concern improvements to HR processes

As a result of the work that the GGIS has contributed to, the NPS has recently been awarded the prestigious 'Lean Six Sigma Project Excellence Award' by the 'International Lean Six Sigma Institute'.

Evidence has also revealed a positive link between GGIS and several other national initiatives such as high reliability organisation, knowledge management as applied to NPS risk management and in acting as a positive instrument to the cultural work taking place.

Send us your ideas?

The scheme accepts ideas from anyone who completes a proposal form (AT friendly) available on the [intranet](#) and submits it to the GGIS mailbox - GGIS@justice.gov.uk. Every proposal is considered by an independent panel of experts chaired by the NPS Head of Continuous Improvement and is tracked through to implementation where applicable.

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New workplace service for people with disabilities

Everyone has the right to a working environment that takes account of their individual needs and supports them to do their best work.

As part of this, HMPPS is committed to removing the barriers for disabled people that can prevent them doing their job and fulfilling their potential.

That is why on the 1 April 2021 the [new in-house Workplace Adjustment Service \(WPA\)](#) launched

This addresses many of the barriers faced by people with disabilities working in HMPPS that have been raised with me as the new HMPPS Senior Disability Champion and sponsor of the DAWN network. It responds to the lived experiences that colleagues shared during the awareness raising sessions on disability in December.

The new service empowers and supports staff and their managers to make decisions about adjustments while providing expert advice when needed.

This new approach will put HMPPS on a par with some of the best employers for people with disabilities.

The service comprises a three-tiered approach, meaning in the first instance if you can agree it with your manager, do that. If this isn't possible, then expert support is there for you.

The new service has been developed with the support of staff with disabilities based on their lived experience and with the support of the DAWN network. But now it's live we want to make sure that it is accessed and genuinely meets the needs of HMPPS staff.

If you have a disability, please do take the time to have a look at the offer and let us know what you think, so you can shape the service as it develops by either contacting [HMPPS's Diversity and Inclusion team](#) or the WPA service direct: WPAHMPPS@justice.gov.uk

Hannah Meyer

HMPPS Senior Disability Champion

Executive Director, Reducing Reoffending, Partnerships and Accommodation

Support for the new service

As National Lead for the DAWN (Disability, Advocacy, Wellbeing Network), I am fully aware of the issues that disabled staff have had in relation to the barriers they face; including the length of time it takes to receive a workplace adjustment.

Disability has been described by some as the forgotten protected characteristic, however we are now seeing a significant change to this and the issues disabled staff face. In this we have to acknowledge and give thanks to the HMPPS and MoJ Staff Networks and the HMPPS and MoJ Diversity and Inclusion teams as well as MoJ People Group for hosting this service from 1 April 2021.

I am really pleased that part of this change is the setting up a Workplace Adjustment Service (WPA) that will support managers and disabled staff, enabling a smarter working practice, reducing delays and removing the barriers for disabled staff.

Stephen Davies

National Lead DAWN

Find out more

To find out more about disability related support in HMPPS:

[HMPPS Workplace Adjustment Passport](#)

[Visit Disability support – HMPPS Intranet \(gsi.gov.uk\)](#)

[Use the workplace adjustment service - HMPPS Intranet \(gsi.gov.uk\)](#)

[What are Workplace adjustments? - HMPPS Intranet \(gsi.gov.uk\)](#)

[Disability support - HMPPS Intranet \(gsi.gov.uk\)](#)

If you want to learn more about [the Workplace Adjustment Scheme](#), you can contact: WPAHMPPS@justice.gov.uk

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Learning and development – CRS and the Refer & Monitor Tool

Learning resources are being designed that will support practitioners through rehabilitative services referrals and monitoring, including selecting the right intervention, undertaking a referral and working together with the provider to ensure the person on probation experiences seamless support.

The suite of learning resources and support will be made available to all staff via MyLearning, NPS Intranet and Welcome Hub in mid-May.

Key to the new ways of working will be using the new Refer and Monitor Tool.

Check out the [NPS Intranet](#) and [Welcome Hub](#) for further information on Learning and development and the Refer and Monitor Tool

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OASys Bulletin published

The OASys Bulletin provides information about changes happening in OASys that are important for practitioners.

Our April 2021 edition includes:

- information on upcoming changes to Section 1 (OGRS screen) which will be renamed 'Predictors' to reflect the calculation of other actuarial tools such as RSR and OSP.
- a number of questions in section 1 will be removed and others refined.
- updated guidance and advice following a number of queries in relation to two of the OSP questions.

Practitioners can find more information on these changes in the April bulletin on the [OASys and Assessment](#) Intranet page.

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Revised code of practice for victims of crime

The revised [Code of Practice for Victims of Crime](#), which was published in November 2020, came into force on 1 April 2021.

The new code is made up of 12 overarching rights for victims, designed to help support them through the criminal justice process. There are two significant changes which impact on the National Probation Service Victim Contact Scheme (VCS):

1. Referral

The VCS is available to the victims of offenders convicted of serious violent or sexual offences, who are sentenced to twelve months or more imprisonment, or receive a hospital order. From the 1 April, the Witness Care Unit, or the Police officer responsible for keeping the victim updated during the Court process, must refer the victim (including contact details) to the NPS Victim Liaison Unit direct, within ten working days of sentence. The Victim Liaison Unit must offer the VCS to the victim within 20 working days of receiving the referral. This will ensure that the benefits of the VCS are properly explained to victims, by the National Probation Service, including their statutory rights, to help them make an informed decision regarding their participation.

2. Mentally Disordered Offenders (MDO's)

The VCS has now been extended to enable victims of MDO's, who are made subject to an unrestricted hospital order, and therefore have been diverted from the criminal justice system, to be allocated a VLO. Previously, VLOs just worked with victims of restricted patients, who are subject to Secretary of State oversight, and where certain decisions, such as leave from hospital, are taken by the Mental Health Casework Section, on behalf of the Secretary of State.

Prior to the revised code, information about patient's subject to an unrestricted hospital order was provided to victims by the hospital. However, a report by the Victims' Commissioner highlighted that there was inconsistency in the way information was provided. The extension of the VCS to victims of unrestricted patients will ensure there is a consistent process, and will help to ensure victims receive their entitlements through a single service.

New guidance, incorporating these changes, has been circulated to VLU's and Victim Leads. This guidance will shortly be available on EQuIP. Please direct any queries to VCSPolicy@justice.gov.uk

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7 Minute Briefing – Text messaging

Whilst not a new concept, the use of text messaging within a Probation context is to an extent still considered to be unfamiliar territory. This briefing focuses upon the appropriate use of text messaging as a method of communication with supervised individuals in a community setting.

EQUIP; [7 Minute Briefing – Text Messaging](#)
My Learning; [7 Minute Briefing – Text Messaging](#)

7 Minute Briefing – Autism

As part of World Autism Awareness week (29 March to 4 April 2021) we have reviewed our 7 Minute Briefing on Autism with the support of The National Autistic Society. The briefing aims to improve practitioner knowledge and understanding of autism to ensure the best outcomes for autistic people.

EQUIP; [7 Minute Briefing – Autism](#)
My Learning; [7 Minute Briefing –Autism](#)

All our 7 minute briefings can be found on EQUIP by searching for '7 Minute Briefing'.

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Integrated Offender Management (IOM) Operational Guidance launched today

Since the publication of the 'Neighbourhood Crime IOM Strategy' in December 2020, Probation and Police have been working in collaboration to devise operational guidance that complements the Strategy. The Strategy defines three new cohorts; 'Fixed, Flex and Free.' The new IOM Operational guidance focuses on the 'Fixed' cohort, providing Probation Regions and Police Leads best practice principles that can be adapted locally to meet resource and demand. The 'Fixed' cohort is defined as a persistent offender who represents a high risk of reoffending (OGRS above 75) and by offence type, specifically Robbery, Burglary, Theft from person and Vehicle Theft.

The new IOM Operational Guidance is underpinned by best practice, providing guiding principles that encourage consistency in delivery and aims to enhance the quality of supervision. Further useful tools and documents have been embedded into the guidance to assist in various areas of case management. The operating model sets out the structure for IOM teams both at an operational and strategic level, detailing the eligibility criteria and processes for selection and de-selection. Direction is given to reviewing this process and ensuring the appropriate level of resources, interventions and services reflect the specific needs of the IOM cohort in each area. The document includes additional considerations that should reflect the differing needs of IOM cohorts and encourage IOM teams to utilise community resources and think holistically about a nominal's journey, ensuring desistance remains the key priority. Finally, the document will provide detail on performance monitoring and evaluation, an aspect which will be continually reviewed to capture best practice areas which can be shared across IOM teams nationally.

Post publication of the guidance, the reconfigured IOM Strategic Leads Group jointly chaired by Regional Probation Director, Nic Davies and Deputy Chief Constable Jon Stratford will monitor performance and compliance with the strategy to develop a consistent picture across the fixed cohorts. This group will also provide an opportunity for Probation Regions and Police Leads to share good practice, allowing senior leaders to focus on the continuous improvement of IOM front line delivery.

The overarching aim of the Strategy and subsequent development of the guidance is to enhance the existing provision provided to this group of nominals. Reducing Neighbourhood crime and making communities safer is a key Ministerial focus; this is our opportunity to evidence the multi-agency work being completed with this cohort of nominals.

Find out more

Please see related article contents featuring the new IOM Operational Guidance, an IOM postcard and a 7-minute briefing all are now available on EQuIP. Should you have any further enquires please contact your IOM Regional Lead in the first instance.

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Information Security – a reminder

Following a few 'near misses' taking place in relation to information security which HMPPS Information Security have dealt with, can we please remind everyone to ensure that they are handling and sharing information correctly.

Service User information should only be requested or shared with the consent of the Service User (unless there is a legal exemption to share this information without their consent) and only proportionate, relevant information should be shared/requested. If in doubt please contact the [HMPPS Information Security \(InfoSec\) & Services team](#) via their functional mailbox who can advise. Please also be reminded that prior to sharing any information to ensure that you are sending it to the correct recipients and only those with a legal right to that information.

Additionally please be reminded that all incidents should be reported within 1 hour of the discovery of the incident to **InfoSec on 0203 334 0324**.

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EQuIP update

EQuIP Briefing dates and recent updates can be found on the [intranet HMPPS EQuIP Group Page](#)

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