



# Probation News

April 2021

## Foreword by Amy Rees, Director General of Probation and Wales

Welcome to edition 33 of Probation News. In this issue you will find updates on what is happening across our Reform, Workforce and Recovery programmes. As you will read, there is a lot of activity taking place to prepare for unification in June; to take forward our [Workforce Strategy](#) and to progress probation recovery – thank you for all your contributions which are making this happen. I wanted to say a particular thank you and well done to all our Approved Premises (AP) staff this week for their incredible work in responding to the pandemic and responding to the outbreaks we have seen in some of our APs. The number of outbreaks has reduced greatly and at the time of writing this, we only have two ongoing which is testament to the work and tenacity of all our AP staff in keeping colleagues and people in our APs safe and well.

In the coming week we will be publishing our action plan which will set out how we are taking forward the recommendations from the HMIP thematic inspection of our service delivery for Black, Asian and Minority Ethnic people on probation and the experience of Black, Asian and Minority Ethnic probation staff. We know from this report that we have a lot to do across the probation system to become more diverse and more inclusive. We have the opportunity now through our reforms to ensure our new probation service is one where everyone feels listened to, included and that they belong. To help us understand more about the experiences of Black, Asian and Minority Ethnic staff working for probation, we are going to be launching a survey later this week jointly with the RISE network, NAPO and Unison. More details will follow but it's the first time we have run a joint survey in this way and we are really keen to hear from as many of our Black, Asian and Minority Ethnic staff as possible.

Finally, next week (in another first) you will be hearing more about Probation Day taking place this year. We are planning for this to become an annual event on the 21 August to both celebrate and raise awareness of the work of the probation service and our staff. There will be a range of central and regional events taking place from the 16 August leading up to Probation Day on the 21st and we are keen for everyone to get involved so look out for more information coming out next week

Thank you as ever for all you are doing

**Amy Rees**

Director General of Probation and Wales

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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:

- [Your induction to the Probation Service](#)
- [Probation Service Executive Team](#)

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

### Our New Unified Tiering Model launches in May

Our new [Unified Tiering Model](#) rolls out from 4 May; the [Unified Tiering Model Staff FAQ](#) and [Unified Tiering Model Staff Guidance Document](#) offer you essential information on this vital new tool.

The new Unified Tiering Model combines available nDelius and OASys data and calibrates each person on probation's tier based on their level of risk and need, supporting the [Probation Reform Programme's Target Operating Model](#). The model's points based thresholds broadly line up with the current NPS interim tiering model, supporting alignment with the offender management in custody (OMiC) model and future flexibility.

Tiering is important because it is linked to our Workload Measurement Tool (WMT) to measure and compare staff workloads and informs case allocation decisions. It also informs workforce planning and resourcing at a strategic management level, including combined caseloads incorporating high, medium and low risk, standalone unpaid work and restrictive requirements. Please read the [WMT Staff FAQ](#) and [WMT Staff Guidance Document](#) for further detail.

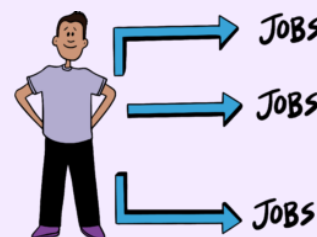
Staff will benefit from a fully utilised tiering framework that allocates cases to the right probation practitioner with the right skills and experience at the right time, supporting each individual person on probation through a digital application that promotes resource prioritisation and allocation and reflects workload implications at the start of sentence and release. It is also an enabler of sentence management design to improve sentence management, which benefits staff in terms of risk management and change work.

Thanks to the introduction of the change axis, the Unified Tiering Model will provide people on probation with specific resources that meet their particular area/s of need, supporting rehabilitative change and consistent service provision, aligned with sentence management.

Probation practitioners will receive guidance on the Unified Tiering Model as part of their sentence management training material; information will be available in EQuIP from early May.

### Update on the progress of Role Alignment for transferring staff

The [Role Alignment process](#) remains a key priority for the People Workstream. Role alignment is what will give transferring staff clarity on where their role aligns in the NPS or wider organisation. Some roles map easily to existing roles within the Probation Service and the list of these **accepted role matches** has now been shared with current employers who will communicate this information to their staff. This accepted match list covers around 6000 people.



If your role isn't on the list of accepted matches, this means that it will need to be **reviewed** to determine how it aligns to a role within the NPS or wider organisation. This is a normal part of the process so please don't worry if your role goes to a panel for review. These panels began in late March and are continuing until mid – late April. Once all the panels are complete, **your current employer will be in touch to inform you of the outcome**. If your role was reviewed by a panel then you will be able to appeal the decision (if the relevant criteria are met) and more information about the appeals process will be coming out after outcomes are confirmed.

In the very small number of cases where roles are not aligned post-panel, we will work with current employers to find suitable solutions for these individuals ahead of transfer – all of these cases will be handled on a case by case basis.

Please be reassured that the NPS highly value the skills and experience of all transferring staff. We know that you will bring much valued insight, knowledge and new ways of working to the Probation Service.

Read more about [role alignment](#) and those in corporate and support services roles can read more about the process for their role [here](#).

## Your induction to the Probation Service



There are a range of colleagues who will be joining our new Probation Service in June. Some of you are existing NPS staff, others will be transferring in and will have previously worked in the Civil Service and for others, joining the Civil Service will be a completely new experience. In addition to this, we are conscious of everyone's busy personal and work lives, and we want to be sensitive and considerate of this. For all these reasons, **a one-size fits all 'induction' won't be appropriate**.

To understand more about what 'induction' opportunities are available to you, please take a moment to view the new [Induction](#) page on the Welcome Hub. This page highlights the different **layers of induction** that you can access, please make the time to read the elements that are most useful to you:

These layers are:

- Your Probation Service Induction
- Your regional induction
- Your MOJ corporate induction
- Your Civil Service Induction

An **induction checklist for transferring staff** will be coming in May that highlights all the actions that you should complete as part of your transition. We hope that the information in [these induction layers](#) provide you with the information you need to help you to feel **supported, welcomed and prepared** to join the new Probation Service.

## Purple Futures tech migration completed

Welcome to colleagues at Purple Futures who have completed their tech migration and now have access to the MOJ network via their new laptops and smartphones.

Purple Futures is the second parent organisation to have successfully gone through the migration process, following PeoplePlus earlier in the year. Almost 2000 staff working across both organisations' CRCs can now be contacted via @Justice email addresses and Microsoft Teams, and our Digital, Data and Technology (DDAT) team will add more than 1500 colleagues from Sodexo to this number before the end of the month.

Keep up to date with the rollout progress on [the Welcome Hub](#).

## Workforce Programme Update:

### Career Pathways for Staff Approaching Retirement

The NPS values the lived experience and technical skills of staff throughout their careers, and the Probation Workforce Programme (PWP) has been working on the options available to colleagues considering their future retirement plans

Staff engagement activity has consistently shown us that the provision of flexible working, feeling valued and having opportunities to develop new skills are major considerations when making decisions about retirement. To reflect these themes, three career pathways have been proposed which may be suitable for staff who want to continue in service but step away from a front-line role, or to continue in an operational capacity but move into a non-standard working arrangement.

These pathways are:

- **Training to become a PTA** - PTAs use their knowledge and practical skills to help train PQiPs to achieve PO qualification. The PTA post is suitable for qualified POs and SPOs who wish to remain in an active role within the organisation for a 3-5 year period before retiring. This role involves the undertaking of a VQ Assessor Qualification.
- **Movement into Learning & Development roles established in the new L&D model** – the Learning Coach role requires a PO qualification and involves providing guidance, support, feedback and mentoring for learners throughout a programme of learning events. The Learning Facilitator role also supports the learning process and does not require an existing PO qualification.
- **Staying in current role and exploring changes to working pattern/partial retirement/flexible working** – this allows for colleagues seeking a change to their working arrangements to continue in their current post and use existing flexible working/partial retirement regulations to agree changes to work pattern with line managers.

**NB: We would always advise staff to seek advice from their [pension provider](#) before making any commitments to changing role.**

#### Information and practice guidance

- [Retirement and extension of service](#)

#### Questions?

- [PWPRecruitmentRetentionPolicy@justice.gov.uk](mailto:PWPRecruitmentRetentionPolicy@justice.gov.uk)

### CBF Manager Events

The CBF (Competency Based Pay Progression Framework) trial 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. The process will be trialed for 12 months before it is formally linked to pay progression.

[Posters](#) are available for download and display in your office.

Access the questions and answer from the launch event [here](#)

#### Questions & Info

Submit pre-event questions to:

[CBF-Enquiries@justice.gov.uk](mailto:CBF-Enquiries@justice.gov.uk)

For more info go to:

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

[HMPPS Intranet](#) & [Welcome Hub](#)

Download posters for display in your office:

- [CBF launch poster](#)
- [Quality conversations](#)

Thanks to over 1200 employees who attended the launch event on the 8<sup>th</sup> April. Click [here](#) to access the Q&As that were generated on the day.

## Manager Briefings

**We're holding two Manager briefings on the 13<sup>th</sup> & 20<sup>th</sup> May** to guide Managers through the CBF process and their responsibilities (These are identical events, so you only need to attend one of them).

- [Download the calendar invite for the 13<sup>th</sup> May](#)
- [Download the calendar invite for the 20<sup>th</sup> May](#)

## Save the event to your calendar

Once the calendar invite opens, click 'save & close' to save the invite to your calendar.

## 'Changing Places'

This is a new section promoting vacant HMPPS roles. Good luck!

### [42827 - Senior Policy Manager, Probation Workforce Programme - MoJ \(tal.net\)](#)

Two exciting HMPPS Band 9 roles – one in the **Capacity & Efficiency Project** and the other in the **Capability Project**. The advert closes on **Friday 23 April** at 23.55, so be quick. Click on the link below to read more.

### [43102 - Operational Assurance Officer](#)

There is an HMPPS Band 6 vacancy in the **Custodial Assurance Team** for the post of Operational Assurance Officer. Closing date for application is **Wednesday 28<sup>th</sup> April 2021 at 23.55**. Further details regarding this post can be obtained from [Alison.Parry@justice.gov.uk](mailto:Alison.Parry@justice.gov.uk)

## Recovery Programme Update:

We continue to make progress with 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 intend to introduce lateral flow home testing arrangements for staff in the coming weeks and aim to have most, if not all of our remaining sites delivering testing by the beginning of May. Home testing kits will shortly be provided for staff, enabling them to test themselves at home and report their results. Full guidance for staff will follow shortly.
- Delivery of Unpaid Work has improved by a further 4%. The reopening of non-essential shops and stores on 12<sup>th</sup> April, as per the national roadmap, allows us to review and where appropriate re-start indoor unpaid work placements which we hope will result in a further positive upturn in the delivery of Unpaid Work as community groups and charity shops begin to operate once again. The number of people attending placements will be guided by risk assessments for individual sites.

- Preparations for the lifting of the pause in face-to-face Accredited Programmes group work are well underway. Both NPS and CRC will be considering resuming small groups (2-3 participants) and where circumstances permit, standard delivery (4- 12 participants). Regional Probation Directors and CRCs will take decisions around delivery levels, based on local circumstances.

A huge thank you to all staff for continuing to support the Recovery Programme. The hard work and dedication of all staff are recognised and very much appreciated.

## Probation Staff Briefing and Engagement event – MS Teams Live Event, 11 May 2021

Amy Rees (Director General Probation and Wales) and her Senior Management Team are continuing their series of virtual staff events, with the next one being broadcast on **11 May from 13.00pm – 14.30pm.**

As with the last event (where a recording can be found [here for CRC & here for NPS](#)), this will be structured into two sessions. One half will be an opportunity for all staff to hear directly from Amy and her Directors about the key work happening across probation, the other half will provide the latest news from the Probation Reform Programme with a specific focus on Interventions and Commissioned Rehabilitative Services.

Please register your interest in attending this event, [here](#) (access code is **Engagement**). Once you have registered, please wait for further joining instructions, which will be circulated to you closer to the date.

For those unable to join a recording will be made available afterwards, however you can still participate by submitting a question ahead of time by clicking [here](#), before 07/05/21. We kindly ask that you refer to the [Probation Programmes Staff FAQs](#) before submitting a question. Unanswered questions from this event, if applicable, will be placed in the [Probation Programmes Staff FAQs](#). Please note, questions that relate to your own region and transition arrangements should be taken up with your Line Manager in the first instance.

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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:

[Home testing update](#)

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.

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## NPS awarded International Lean Six Sigma (ILSS) Award



NPS was awarded the prestigious Lean Six Sigma Project Excellence Award for its ongoing successes using Lean Six Sigma principles and tools for continuous improvement (CI) by the “International Lean Six Sigma Institute”.

The award was influenced by the six day externally accredited CI training Academy and the Great & the Good Idea Scheme that Sanjay Bhasin, and the Continuous Improvement and Change team provide.

Sanjay Bhasin, (Head of Continuous Improvement) said “My team and I are absolutely delighted to receive this award. It’s a highly prestigious, international award and I am aware of at least six large international companies who have been trying for this

award and have not been successful.

The institute, as part of the evidence portfolio scrutinised how the NPS is facilitating and communicating best practice, in the training and practical application of Lean Six Sigma principles, tools and techniques. It also reviewed evidence of our application of those principles and tools for continuous improvement in the NPS. It’s a testament to our staff’s hard work and the leadership in existence in NPS.”

Amy Rees, Director General of Probation said “What a phenomenal achievement by Sanjay and the team. We are already being viewed as Continuous Improvement (CI) leads across other government agencies and have now been asked to create and help roll out the CI Maturity Matrix which other agencies will use.

Massive congratulations to Sanjay and the Continuous Improvement and Change team for their hard work and dedication in achieving this award”

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### What is Lean Six Sigma?

- Lean Six Sigma is a management approach to business performance improvement that blends two specialisms of Lean and Sigma Six.
- It allows quality and efficiency improvements to be effectively realised.
- The focus of Lean is about speed, efficiency, and take waste out of the process.
- While Sigma Six focuses on effectiveness and the removal of errors. When combined and implemented properly it can be a powerful management tool that can greatly improve an organisations performance by providing a structured approach to resolving problems.

## EU Settlement Scheme – information for staff and people on probation

If you’re an EU, EEA or Swiss citizen, you and your family can apply to the EU Settlement Scheme to continue living in the UK after **30 June 2021**.

You can also apply if you’re the family member of [an eligible person of Northern Ireland](#). If your application is successful, you’ll [get either settled or pre-settled status](#). The EEA includes the EU countries and also Iceland, Liechtenstein and Norway.

You may be able to [stay in the UK without applying](#) - for example, if you’re an Irish citizen or already have indefinite leave to remain.

The scheme is currently open and the deadline for applying is **30 June 2021**. The individual must have started living in the UK by 31 December 2020.

EU, EEA or Swiss staff will have to apply for the settled status scheme and as a civil servant will be able to continue working for the civil service under this status.

## People on probation and in prison

Arrangements are being made for prisoners to access the scheme through the pin system, however details of this will be communicated separately.

Should people on probation not get settled or pre-settled status then they will have to either leave the country or successfully apply through normal immigration routes.

Home Office guidance notes only serious or persistent criminality will affect application – what this means is understood to be judged on a case by case basis.

As with all people on Probation, offender managers should ensure they are aware of the individuals right to stay in the country, and if this is unclear this can be checked through the usual Foreign National Offender process on EQuIP. In addition Court staff should ensure the relevant checks and flags are added as per the current process.

Probation staff are not licenced to provide or assist with applications and can only sign post to the Home Office website, the EU settled status scheme.

## Posters for display

A whole [array of posters](#) have been created please display in all probation waiting areas with immediate effect

### Useful links:

- Home Office Website (guidance, processes and application) - <https://www.gov.uk/settled-status-eu-citizens-families>
- Presentation about the scheme - <https://www.gov.uk/government/publications/eu-settlement-scheme-presentation>
- Leaflet on the scheme - <https://www.gov.uk/government/publications/eu-settlement-scheme-leaflet>
- Citizens advice immigration page - <https://www.citizensadvice.org.uk/immigration/>
- Posters – <https://www.gov.uk/government/publications/eu-settlement-scheme-poster>

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## National Stalking Awareness Week

National Stalking Awareness Week 2021 takes place from 19 – 23 April. Throughout the week specialist organisations will be promoting awareness of stalking behaviours and the impact of stalking on victims.

An [HMPPS document has been produced](#) by Public Protection Group for National Stalking Awareness Week, to raise awareness of stalking, how to work with people who stalk, and support for those who may be experiencing or have experienced stalking. This includes a wealth of information and resources including the MOJ 'Stalking Guidance and advice for employees and their managers'.

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## 2 Year Loan - Opportunity for Probation Officers

The Public Protection Group are seeking a Probation Officer with significant operational experience of assessing and managing offenders including use of the OASys application to join the National OASys Business Team.

The team offers practical guidance to probation and prison users of OASys and works with technical and other colleagues on OASys developments. This is a fantastic opportunity to develop your career and will give you insight into the activity of HMPPS. You will be bringing your operational experience to the centre to inform policy and guidance.

Interviews are scheduled to take place via Microsoft Teams w/c 17 May 2021.

For further details on this role please contact the OASys Business Team on [oasysqueries@justice.gov.uk](mailto:oasysqueries@justice.gov.uk)

To apply: [42867 - OASys Operational Support Manager - MoJ \(tal.net\)](#)

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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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