

Transition News

Working together to build new, quality probation services

Issue 8
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Welcome from Kilvinder

Transition updates and reflections from NPS London's regional director

In the last week of May, we held two 'all staff' teleconferences, and while it is unfortunate we haven't yet been able to hold face-to-face events



with everyone, I hope you found these events helpful to hear from some of our senior leaders and about our progress towards unification.

We now only have a few weeks to go until the creation of our new Probation Service. However,

I am aware that everyone continues to be focused on recovery and have been working to exceptional delivery models throughout the pandemic – I want to

thank everyone for their hard work throughout this time.

In the run up to, and following, 26 June you will see lots of messages being sent out about the transition and it's important that both our NPS and CRC colleagues engage with these, as the changes will affect all of us. However, I am aware the changes will be felt more significantly by our current MTC and London CRC colleagues and we are committed to supporting you through this. For example, in the coming weeks we will be meeting individually with colleagues to discuss their concerns and provide reassurance on their roles and job descriptions.

'Day one' is just the beginning of our transition. Following this, we will move to a period of



mobilisation, which will likely last to the end of this year. Then, hopefully by the beginning of 2022, we will move to a period of stabilisation, where we can fully embed the changes and move to our end state operating model.

The probation service is an organisation that has been through many changes and I know that change can be difficult, but I am optimistic that this will be a great opportunity to bring together colleagues, their expertise and best practice across our organisations to become one excellent organisation.

Kilvinder Vigurs, Regional Probation Director, NPS

Reminder: London coffee pods

Share a brew, meet someone new!

In last month's edition of Transition News, we launched London coffee pods – a buddying scheme for NPS and CRC colleagues to link up to have a chat and share a break together. This is a great opportunity to informally get to know your colleagues, build new relationships and learn more about other parts of our organisation before we come together in the Probation Service. Sign up using this short [Microsoft forms link](#), and the NPS transition team will match you with a colleague.

Reminder: London NPS change champions

We are still looking for London NPS change champions, who will support the transition activities, helping to drive organisational change from the bottom up. Volunteering will only require a small time commitment and is a great opportunity to share your ideas to help shape our transition planning and play an active part in helping your colleagues prepare for transition. If you currently work for the NPS and are interested in signing up, please fill out this short [Microsoft form](#).

What's new?

Updates on the transition

People

● Induction

On 26 June this year, colleagues will be joining together to form the new Probation Service and we will start to see some new ways of working for all employees. So it is important we have an effective induction to welcome each other and familiarise ourselves with these changes.

As outlined on the NPS Welcome Hub, there will be [different layers of induction](#), with a small number of mandatory elements and options so you can choose which parts interest you most. These layers include:

- **London regional induction** – this will be the main part of your induction experience. There will be regular written updates and induction packs including all of the essential information you will need. In the days and weeks post-transition, we will organise both social and information events for all London employees and local teams – including events on specific themes such as Commissioned Rehabilitative Services. The details of these events will be communicated to you via email.
- **Probation Service induction** – the Welcome Hub is the main aspect of this national induction and contains information about what you need to do and know about the transfer. A helpful [induction checklist](#) has recently been added to support you, and there will likely be national events before and after the transition.
- **MoJ and Civil Service induction** – these elements will be incorporated into the other induction areas but there is wider information you may be interested in. You can find further information including a [MoJ corporate induction guide here](#).

● Competency Based Framework

The Competency Based Pay Progression Framework (CBF) is part of HMPPS's commitment to reform the NPS pay offer. It replaces contractual pay progression with a competency-based mechanism, bringing the organisation in line with other Civil Service departments. The CBF is a simple process for moving up the pay points in your band. To progress up your pay band you'll need to choose a competence level at the start of the competence year and record competence examples during that year.



If you are joining the Probation Service from a CRC, and you are on NPS terms and conditions, you will begin using the CBF when you transfer on 26 June. You will have the opportunity to trial the process for twelve months before it is linked to pay progression. Staff who are already in the NPS will trial the CBF from 1 April 2021 to 31 March 2022.

You can find [more detail on the CBF on the Welcome Hub](#), and if you have any questions, please email CBF-enquiries@justice.gov.uk

Operational

◆ Probation Practitioner Toolkits

Under the unified model, there will be an approved suite of Probation Practitioner Toolkits, to support the delivery of change work via Rehabilitation Activity Requirement and Sentence Management Appointment activity for people on probation. This work will be delivered directly to those on probation by probation practitioners, forming both standalone as well as wraparound resource to other intervention offers delivered. How toolkits will be used is down to the practitioner's assessment and use of professional judgement to determine what change work is required and how it is delivered in the best interest of the person on probation.

[Follow this link to read more about the Probation Practitioner Toolkits.](#)

◆ Probation instruction and Community Payback operations manual

An updated Unpaid Work Probation Instruction and [Community Payback Operations Manual](#) have been prepared to inform 'day one' planning and delivery of the Unpaid Work requirement. These documents describe the changes in practice resulting from the unification of probation providers in June 2021. They provide detailed guidance on the new operating model, mandatory requirements and good practice for delivering the Unpaid Work requirement.

The Unpaid Work Probation Instruction will be published on 26 June. [The Community Payback Operations Manual](#) is available now. The Operations Manual is aimed at staff who manage and deliver the Unpaid Work requirement and is intended to establish a common understanding of the new operating model. A smooth transition from CRC to Probation Service delivery is an HMPPS priority and 'day one' changes are being minimised to ensure continuity for supervised individuals, staff and stakeholders.

◆ Resettlement FAQs

For further information on how resettlement work will change after day one, the new resettlement approach and how this will affect you, [take a look at these FAQs](#). An Enhanced Through the Gate (ETTG) 'all staff' event was also held on 27 April – if you missed this event and would like to listen to the recording, you can find it [here](#).

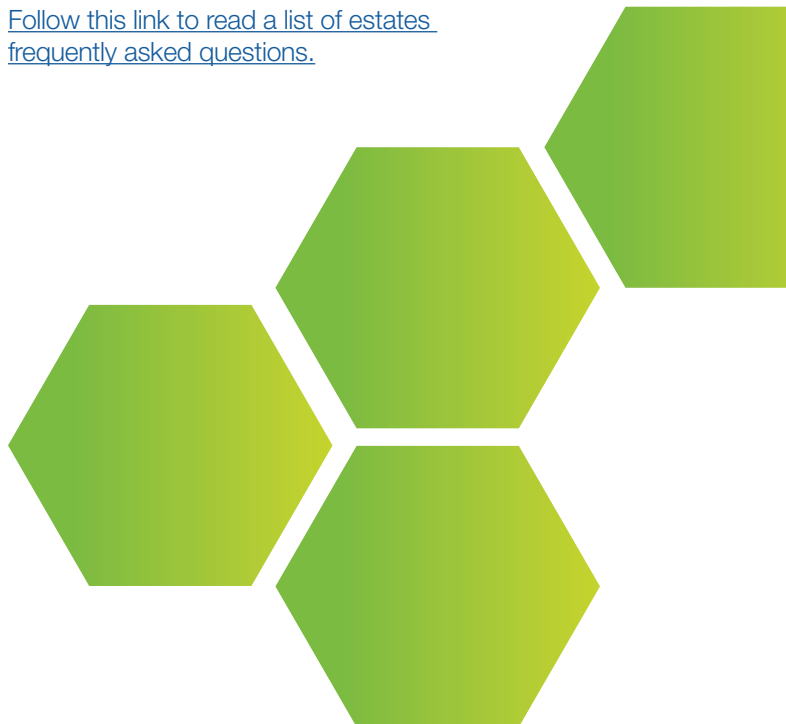
Estates

Our estates strategy is a four-year strategy, with some positive improvements planned for London including new sites and refurbishments planned for a number of our existing offices. We are currently looking for a new site in Harrow and we are shortly due to move into a new office in Richmond, with Croydon to follow. From June 26 Huntingdon House, Capital Tower, The Atrium and Lordship Lane will all become fully part of the probation London-wide estates. Responsibility for facilities management at these sites has already transferred to MoJ facilities management, and this transfer of responsibility appears to have gone smoothly.

To ensure as much stability as possible, most people will continue to be based at their existing office locations and delivery of services will remain 'as is'.

A temporary sign will be distributed to all sites over the next couple of weeks, to reflect our name change to the Probation Service – this is for external signs, with changes to internal signage to follow.

[Follow this link to read a list of estates frequently asked questions.](#)





Commissioned Rehabilitative Services

Mobilisation of the Commissioned Rehabilitative Services (CRS) continue and the providers are recruiting staff, developing their services and interventions. The Refer and Monitor Digital Tool will be live from 14 June. The providers' Directory of Services are being loaded, ready for the go live date. Your referrals will be picked up by the providers from 28 June. There will be further information and briefings on this prior to transition which will explain the services in detail.

The Mandatory CRS learning for practitioners (including court staff) is now available on myLearning. [Please have a look and complete the training.](#)

The learning resources have been divided into two sections:

1. Best Practice around Commissioned Rehabilitative Services (CRS):

- Referral Journey – a simple process map guides practitioners and providers, aided by an intuitive digital platform.
- When should I refer to external specialist Commissioned Rehabilitative Services?
- CRS guide for court staff.
- CRS delivery complexity levels.
- Summary of accommodation specification.
- Summary of ETE specification.
- Summary of personal wellbeing specification.
- Summary of women offender specification.

2. How to use the new digital system (Refer and Monitor) to support CRS delivery:

Bite-size guides:

- Quick start guide for the new digital system.
- How do I search and find CRS interventions?
- How do I make a referral?
- What can I expect in the service user action plan?
- How do I monitor progress against an action plan?
- What can I expect in a post-session feedback form?
- What can I expect in an end-of-service report?

People: engagement and support

◆ Wellbeing document

We are committed to supporting the wellbeing of our employees during the transition and beyond. We have therefore worked to collate a document which summarises and provides the details of all available wellbeing initiatives and schemes in HMPPS/London NPS and their equivalent in MTC/London CRC. [Please see the document here](#), which has been checked by colleagues across our organisations. We are confident we have captured the equivalent opportunities you can access to support your wellbeing in the Probation Service.

◆ Mental Health Allies Programme – interested in becoming a volunteer?

We are keen to ensure all staff, particularly those transferring to the new Probation Service, are aware of our Mental Health Allies Programme. Mental Health Allies are a staff-led group of volunteers trained to be a source of information and support for staff and managers. They can offer confidential support, raise awareness of mental health, and challenge the stigma surrounding mental ill health. They can provide reassurance and signpost to appropriate professional support and other information.

Each probation region within the Probation Service will have a Single Point of Contact (SPOC), working with a team of mental health allies to support managers and staff. The [Mental Health Allies intranet page](#) contains more information and guidance on how to contact an ally in your region for support.

Staff transferring to the service in June who may be interested in becoming a mental health ally, please contact the Mental Health Allies central mailbox so you can be linked in with the Single Point Of Contact in your region for more information: mentalhealthallies@justice.gov.uk

Digital and technology

Most people will now be on new Probation Service systems for technology and have a new laptop and phone. You will have access to training, guidance and support to help you use these new systems pre and post transfer day. There will also be additional support in place to fix any teething troubles with using new IT hardware and/or systems.

Everyone will be using nDelius and OASys, as well as Interventions Manager and Media Manager for recording – this will be new to some, and training will be provided to those who have not used the programmes previously.



London's learning and development plan

All sites will now have appropriate connectivity, printing and capacity to support intended usage. Support will also be available for any teething troubles with this equipment (which will have been installed/upgraded ahead of transfer day).

There is a really [useful guide](#) on the NPS Welcome Hub which covers: getting started, printing and scanning, Microsoft apps and other useful information like Bitlocker recovery.

● Lone worker safety devices, panic alarms and staff ID badges

HMPPS are rolling out lone worker safety devices more widely across more roles in the probation service, including probation practitioners and Unpaid Work practitioners. On 'day one', Victim Liaison Officers will receive individual devices. Post-transition, sentence management staff, including Probation Officers and Probation Service Officers, Unpaid Work Supervisors, Partner Link Workers, Unpaid Work Co-ordinators and Designated National Security Division staff will receive a range of pooled and individual devices. Full training will be provided.

Most NPS sites currently have fixed panic alarms, while a small number of CRC sites transferring over to the HMPPS estate do not. All sites without panic alarms will have them in place before mixed caseloads are introduced. We are prioritising the issue of ID badges for 'day one', for staff who are transferring in to the NPS and new staff. Full details are available in our new [Lone Worker Safety Devices, Panic Alarms and ID Badges Notice](#).

● What's new on the NPS Welcome Hub?

There's something on the Welcome Hub for everyone working in probation. Recently added content includes:

- [London's regional page – culture and change video and our leadership team](#)
- [Attend an engagement event](#)
- [Your induction checklist](#)

We have developed a [regional checklist](#) to outline the formal learning support (by role) that will be available to all staff to support both their transition to the Probation Service and business as usual learning. You may have seen the national post-transition learning plan on the Welcome Hub – our regional checklist complements this and adds detail specific to the London region.

The checklist has been reviewed by our joint transition sub-groups and board and provides a snapshot of the current learning offer available. It is subject to change, however we wanted to share this with you to give you an initial indication of what your learning and development will look like.

Excluding the three NPS systems videos (IT systems, risk and quality and Omnia and OASys/nDelius differences videos) which are designed for transferring staff, all of the training is either mandatory or recommended for current NPS and CRC staff, and all staff post-unification on 26 June 2021. The final tab of the spreadsheet also outlines the continuous professional development opportunities available from the London region of the Probation Service, HMPPS and MoJ.

The learning will support you with continuing to undertake your day-to-day tasks and activities – and for relevant roles, we have outlined the learning to support the move towards managing a blended caseload. The London region will develop a plan for managing the move to mixed caseloads post June. You will receive guidance on the timelines and additional requirements you will need to undertake.

For those joining from London CRC and MTC, your prior learning will be recognised. Your training record will be transferred; you won't need to re-complete learning that can be evidenced through your training record.

The majority of the learning outlined in the checklist will be available digitally via myLearning in the form of videos, guidance and eLearning so you can access the learning when you need it and apply it on-the-job. As well as this formal learning offer, you will receive communications and where applicable, local/team briefings and guidance to help you understand the key changes to processes and ways of working.

A spotlight on your work

Getting to know your colleagues and the work they do

This month we hear from Natasha Kyriacou who works as a Quality Development Officer (QDO) in the Performance and Quality Team in the NPS.

How long have you been doing your role?

I've been in my role for just over a year: I joined in September 2019 and obviously we went into lockdown in the March. So I only had a few months in the job role as it was before lockdown – I was becoming accustomed to it but because of the pandemic we had to change a lot of the ways we work. So, I don't know if it is a true reflection of the QDO role, but what I do know is that from lockdown we have changed the way we work in many ways.

What does your job entail? What does a typical day look like?

We have lots of different tasks as QDO's so no two days are the same. We're involved in auditing work, so we are guided a lot by the findings of OSAG and HMIP reports and we help work towards the actions plan set out from those reports.

This could be anything from auditing for a specific cluster or London-wide, to recognising where there are shortfalls in practice and development and putting forward development packs. At present we are working on material to improve safeguarding and risk management, so we are putting together videos and presentation packs that can be delivered to teams.

We have been looking at new ways of working, and including different learning styles is a big focus at the moment especially around interactive workshops online. We are working on digitalising our Risk is Everyone's Business (RIEB) workshops which will be coming soon.

Aside from that, we do one-to-one mentoring and coaching with people who self-refer and have seen gaps in their practice or just need a little support. Also, we work with people who have been referred by SPOs. We work on a one-to-one basis and can work with individuals in the team and can create a personalised learning plan. It is very much a case of people can tell us what they want, and we show what packages we have alongside the development packs that I mentioned before.



Natasha Kyriacou
Quality Development Officer
NPS Performance and Quality Team

There is also the performance and quality articles we write for the P&Q newsletter and that focuses on the salient issues that have come up within the month. Going forward, we are currently working on some videos on motivational interviewing and those will be accessible soon.

How are you feeling about the upcoming unification?

There are colleagues in the CRC that I used to work with before Transforming Rehabilitation and that I have maintained contact with – and I'm really looking forward to being able to see and work with these people again. I feel really positive about it, I think the settling in process will take a bit of time. Obviously, we are trying to make that as easy as possible, but I think as soon as we are over the initial anxieties of that change, we will find our way forward together.

How can your team help with transferring OMs?

All the things above are a part of this. One thing we are doing is the learning and development surgeries, to support new staff in completing OASys assessments. We are also setting up case discussion forums (groups) which QDOs will facilitate, and also help to facilitate the monthly CA briefings for all CAs which the P&Q team delivers. These will all be available to staff who transition post-unification.

Anybody can refer to the QDO service, there is a referral form on the London Intranet in the Performance & Quality section that people can use to self-refer. There is also a QDO mailbox if there are any burning questions and we aim to respond the same day. The email address is: LondonPS.QDO@justice.gov.uk

Your union reps

We are committed to sharing our regional transition plans with our union colleagues. If you'd like to speak to your union representative about the transition, please contact them via the relevant email address below:

NAPO

London NPS

info@napo.org.uk

London CRC

info@napo.org.uk

UNISON

London NPS

greaterlondonregion@unison.co.uk

London CRC

admin@lgounison.co.uk

Any questions ?



Use this [quick and simple online form to ask any questions you have about the transition.](#)

Or, if you'd prefer, simply email the address for the organisation you currently work:

London NPS: londonnps.bsc@justice.gov.uk

London CRC/MTC: Transition@mtcgroup.org.uk

Transition News



With the wellbeing and safety of our employees and service users firmly in our minds, we are committed to sharing our transition plans and the contents of this newsletter with our union colleagues.

