



# Probation News

June 2021- Issue 38

## Foreword by Jim Barton, SRO Probation Reform Programme

Firstly, a big welcome to our new Probation Service everyone! I hope you were able to make the 'Welcome Event' that took place this week on Monday 28<sup>th</sup> June and that you are settling in to working for our new organisation.

This is our first Probation News since coming together and I am delighted that we have reached this huge milestone. I would like to express my sincere thanks to you all for your dedication and commitment to what is undeniably the most important step in building a bigger, better probation service to cut crime.

There is much still to do as we take the next steps in post-unification and our focus on embedding the changes we have made, stabilising and settling in over 7000 new members of staff whilst continuing with our recovery and focus on implementing the Target Operating Model (TOM).

I know for some of you, unification will have created a sense of uncertainty or anxiety but please know we are absolutely committed to resolving that as soon as possible and will ensure you are kept up to date with all developments.

In this edition of Probation News we will continue to focus on providing information for you on key programme development including addressing questions around hot topics of role alignment, transfer letters and transition learning, as well as highlighting what's new on the Welcome Hub.

On the 6<sup>th</sup> July we'll be holding our first All Staff Event since coming together as a unified Probation Service.

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You will hear from Amy Rees, Director General Probation & Wales, myself and other senior leaders and we are also really pleased that our Lord Chancellor, Robert Buckland will also be joining us.

During the event, you will have the opportunity to ask us questions so please do join if you can – details of how to join the call are below.

Thank you again and I hope you find this issue of Probation News a helpful update.

Best Wishes,

**Jim Barton**

SRO Probation Reform Programme

## Probation Reform, Workforce & Recovery Programmes

### New on the Welcome Hub

In case you missed them, here's a selection of recent updates on the Welcome Hub:

### SUPPORT & HOW TO GET IN TOUCH

- [Welcome from Amy Rees](#)
- [Support & how to get in touch](#)
- [Brochure of Probation Interventions](#)
- [Video overview: Commissioned Rehabilitative Services](#)
- [Interventions Job Evaluation Q&A](#)
- [Transfer letter Q&A](#)
- [Actions for line managers](#)
- [Amy Rees message – 25 June](#)

Q&A from Engagement events on:

- [Pay, CBF & the NA](#)
- [Staff not covered by the National Agreement](#)
- [Transferring line managers](#)

Never miss an update - check the [New on the Welcome Hub](#) page.

### Join our All Staff event on the 6<sup>th</sup> July

Join our first All Staff Event as a unified Probation Service team on [6th July 1.30pm-3.15pm](#).



This a great opportunity to keep up to date with all things Probation and ask questions to our most senior decision makers. If you'd like to submit questions in advance, click [here](#).

### Joining the Probation Service – learning requirements

Welcome! As you settle in to the new unified Probation Service, just a reminder that if you have yet to complete the relevant pre-transition learning, not to worry, all learning resources are still available and can be accessed via the [Welcome Hub](#).

If you have any queries about how to use NDelius, OASys or any of the new SOP (HR) systems please refer back to the [Welcome Hub](#).



## Post transition learning

We will make learning available to you as you need it, and at the appropriate time.

There are [different learning pathways for different roles](#), outlining what learning needs to be completed over the coming weeks and months. Regional Probation Leads (formerly Divisional Training Managers) will provide further details on when and how the learning & development (L&D) transition plan is being implemented in your region.

## Learning records and myLearning

**myLearning** is where you can find your new learning record and all available courses.

**All previous learning will be recognised which means you only need to complete what is outstanding in your learning pathway.**



## Staff with existing access to myLearning

Previously, staff who were working in a CRC or supplier organisation were encouraged to register for an account with their old email address, so we have your existing learning records. Please login using your existing username and password.

If you previously had an account and are sent new log in details, please contact [SSCL on training-services-delegate-management@gov.sscl.com](mailto:SSCL on training-services-delegate-management@gov.sscl.com), provide them with your old email address and they will match your records up.

## Staff without an existing myLearning account

For staff who did not have a myLearning account you will receive new log in details via an email which you should use to access your new learning account. We are in the process of migrating your learning records into myLearning – if you have a copy of your learning record, you can upload it to the 'other evidence' part of your myLearning account.

If you have any queries or have an old account that has not been matched, please email

## Help and queries

Guidance videos and Job aids are available on myLearning under the 'Help' section and further information about myLearning can be found on myHub at [myLearning](#).

## Commissioned Rehabilitative Services (CRS) and Refer and Monitor Digital Service (R&M) Training

Nearly 6500 staff have completed their Commissioned Rehabilitative Services Training with over 1,100 referrals already with providers.

The new CRS Learning Pack highlights what is new, what is expected and includes practical tools and guidance.

Staff will need to [Register on myLearning](#) and can access [the learning pack here](#). You'll also be guided, depending on role, on what aspects of the training you need to complete.

Further information on CRS and R&M can be found on the [HMPPS Intranet](#) and [Welcome Hub](#).

[Read an interview with Deborah James](#), one of the Programme Team who brought her operational experience to help shape CRS and the refer and monitor digital service.

Staff in Greater Manchester region are not required to take this learning package and will be contacted separately on the bespoke training designed for Greater Manchester Integrated Rehabilitative Services (GMIRS) roll out.

## Staff Transfer Letters update



Ensuring staff receive their transfer letters with the correct information is an absolute priority for us and we understand the anxiety and frustration these issues are causing.

We have received a large number of queries into the functional mailbox about a number of issues including hours, role title and inaccuracies with pay. Please be assured that teams are working hard to resolve these issues and respond to you as quickly as possible, prioritising pay queries first.

The majority of staff have now received their letters with a very small group still to have their transfer letters issued. If you haven't received a transfer letter, you should flag this to the Staff Transfer letter mailbox [transferletterqueries@justice.gov.uk](mailto:transferletterqueries@justice.gov.uk) and please do note that not receiving your letter will not impact on your ability to transfer.

To help clarify some common queries, we've put together a set of frequently asked questions (FAQ) which you can find on the Welcome Hub [here](#). If the FAQs don't help with your question, then please do report any issues with the letters to the functional mailbox [transferletterqueries@justice.gov.uk](mailto:transferletterqueries@justice.gov.uk).

## FAQs from the Job Evaluation Events

Following the [update from Jim Barton](#) on 10th June about the job evaluation outcomes for the roles of Programmes Manager, Treatment Manager and Unpaid Work Operations Manager, we have received lots of questions from those of you effected.

To answer your queries, we have provided an [FAQ on the Welcome Hub](#) covering various themes including the job evaluation process, the appeals process and role expectations. Jim Barton also held an engagement event about this with all effected staff on 17th June which can be accessed on the myLearning website (link available on the FAQ page).

We would like to thank those of you who have engaged in the subsequent focus groups and sent through information via our targeted surveys contributing to the information required for the job evaluation appeal for these roles.

We have gathered a lot of information and are now working through this to inform our submission. We will ensure all effected staff are kept updated on the progress of the appeal.

We hope this information is useful to you and if you have any further queries about the JES process for these roles, please contact us via the [strengtheningprobation@justice.gov.uk](mailto:strengtheningprobation@justice.gov.uk) mailbox.

## Line Managers Toolkit Update



In April we launched the [line managers toolkit](#) on the Welcome Hub to provide guidance and support with the tasks and activities line managers needed to do in preparation for transfer to our new Probation Service in June.

The toolkit has now been updated with additional information covering topics such as Structured Professional Support (SPS), SOP, staff benefits and many more.

All the topics covered in the toolkit will be useful to all managers who have joined the unified Probation Service from the NPS, CRC, Parent or Supply Chain Organisations.

To download copy of the toolkit, which contains a handy 'ToDo List' you can complete, visit the [Welcome Hub page here](#).

## Q & A Responses from our Staff Engagement events

We recently ran a series of engagement events to support incoming staff in the run up to their transition. We received lots of questions during these events and we have now provided responses to all the questions received, you can read them here:

- [Staff who are not covered by the National Agreement](#)
- [Pay, Competency Based Pay and the National Agreement](#)
- [Transferring line managers](#)

These pages also contain links to watch the events if you missed them.

## Achieving our Target Operating Model (TOM)

Our [Target Operating Model](#) explains the new, unified organisation that we are all working towards. Whilst the 26th June was a hugely important milestone for us, it isn't the end of the journey for our organisation. We will continue to evolve and move forward into the next phase of the change as a unified group.

A key part of the next phase of the change will be [aligning to our new organisational structures](#), which involves ensuring we have the right number of people, in the right roles and locations to effectively deliver our services. You can learn more about this next phase on the [Welcome Hub](#). Please remember that most people will continue to do the same role in the same location whilst we evolve into our new organisation.

## Performance Update

The revised Nutshell Guide is now available on EQuIP ([Nutshell Guide to Performance Measures](#)). The guide is designed to assist staff in understanding performance metrics. This is the first iteration of the guide and we are planning to add screenshots to the next version. Links are included to direct users to the Technical Notes (TNs) which provide more detail on the measures.



## Recovery Update

All National Probation Service offices are currently open and a level of service is now being provided in all areas of Probation delivery. Probation recovery has continued on an upward trajectory in recent months with regular increases in face to face supervision, and the delivery of unpaid work and accredited programmes.

We continue to carefully monitor the emergence of the Delta variant, moving forward cautiously in line with government advice and only when it is safe to do so. Regional Probation Directors are utilising the Exceptional Delivery Model to inform decisions about the appropriate level of service delivery in their regions, based on local circumstances.

We have actively identified the valuable lessons learned throughout the pandemic, ensuring that these inform current and future practice across all aspects of our work. The benefits of this learning are already being realised.

Our partnership work with Volunteering Matters and Clinks has been developing well with increasing referrals and successful calls, providing additional support to people on probation

Thank you for your continued support of the Recovery Programme.

## People Survey Initiatives - spotlighting Approved Premises (APs)

Continuing our series of articles spotlighting the actions and initiatives that have been established in answer to staff feedback from last year's People Survey. This week we focus on activity taking place across Approved Premises (APs) aimed at making the Probation Service a better place to work.

Having set up a national working group headed by Dan Monck (Head of Public Protection for South West & South-Central Regions) with the sponsorship of Sue Taylor (Deputy Director with responsibility for APs), the team have focused on identifying key national priorities. For APs they identified their opportunities lie in Leadership & Change, Learning & Development, and Staff Engagement, Communications & Inclusion.

Key to the team's work is ensuring everybody working in APs sees that effective action has been taken as a result of feedback received from the People Survey. They have started delivering practical changes driven nationally in addition to considering local requirements.

### The challenge

Feedback from last year's survey highlighted the lack of knowledge around how to access learning, and when opportunities were identified, there simply wasn't enough time in the day to complete.

### The solution

Staff will have the opportunity to take control of their own career and development, working with their manager to identify routes to progress their aims and aspirations.

"This initiative presents a clear learning and development offer for all staff with practical support enabling them to access learning at a time that suits them", said Sue.

*"This initiative presents a clear learning and development offer for all staff with practical support enabling them to access learning at a time that suits them."*

Sue Taylor, Deputy Director

## ‘Changing Places’

This new section promotes available roles in the business. For any loans or secondments you apply for, please ensure you speak with your line manager first.

### **National**

HMIP are recruiting 6 inspectors to be seconded to HMI Probation. The roles will be leading their PDU and thematic inspections over the next 3 years.

[45341 - HM Inspector Adult Programme \(x 6 roles\)](#)

### **East of England**

[45185 - Business Manager – Staff Engagement & Communications Lead](#)

[45072 - Senior Administration Officer](#)

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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:

**Update 16/06/2021**

[COVID update: lifting of restrictions](#)

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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## Probation News – don't miss out subscribe now

Probation News is a fortnightly publication for the whole of the probation service. A fortnightly update that features news from probation leaders, updates about probation practice and the latest developments in the probation reform, workforce and recovery programmes.

It's a dedicated news bulletin for staff irrespective of whether you worked in community rehabilitation companies, or the National Probation Service.

Delivered direct to your inbox Probation News is a critical tool in finding out what's happening within the Probation Service.

To receive your dedicated Probation News subscribe using this [link here](#)

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## Top tips – How to access the Media Notification Template

Want to make the Ministry of Justice press office aware of a case that may receive media attention and need their advice. A new, updated, streamlined media notification template has been created and is now available on [EQuIP](#)

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## Updated SARA resource online

We have been working to improve the use of SARA version 2 across HMPPS. On 16/06/21 Chris Edwards and Public Protection Group hosted an SPO Domestic Abuse Lead Event where a package of measures to support this was presented.

With the recent increases in domestic abuse evidenced throughout the Covid-19 pandemic it is more important than ever that we use the tools we have to support us in identifying and managing risk, ensuring these tools contribute to the critical role we play in keeping the public safe.

### **The package includes:**

#### **SARA Learning Resource**

A new online video learning resource via MyLearning ([Course: HMPPS SARA \(Spousal Assault Risk Assessment\) briefing \(mydevelopment.org.uk\)](#)), which takes approximately 90 minutes to complete, after which their line managers can sign off requests for a practitioner to be given SARA permissions on OASys.

#### **Who is it for:**

The online video learning is intended for all Probation Practitioners and POMs expected to complete OASys assessments in the Court, community or prison setting, with the exception of new entrants (PQIPs and PSOs). New entrant PQIPs and PSOs should complete the face to face SARA training (MyLearning ref - 'Probation Service (Local) - SARA Spousal Assault Risk Assessment Tool') where available, as a preference.

NB: Practitioners should also have completed all mandatory Domestic Abuse, OASys and Risk training. Line managers should check MyLearning records to ensure completion before authorising IT permission requests for SARA

### **Digital Updates**

We have also made the following changes to OASys / nDelius to support improved use of SARA version 2:

- The OASys SARA has been updated to SARA v2 coding. We have changed the 0,1,2 scoring / coding with N (No), P(Partial), Y (Yes), O(Omit). You can get more detail what this means by watching the training video, looking at the coding guidance and in the online OASys Help text;
- We have reduced the number of options offered as reasons for not completing a SARA within OASys to appropriate exemptions only;
- We have removed the Delius version of SARA, as Court / YOT staff should now invoke a SARA manually within an OASys RoSHA where required. For further guidance see RSR Guide on Equip – [Creating RSR & RoSHA in OASys Guidance \(Master\) \(rocstac.com\)](#)

### **Resources**

A recording of the live event can be viewed [online](#) and a copy of the presentation is [attached](#) should managers wish to present this to their teams. The SARA page on EQUIP has been updated to include the SARA v2 Manual, Coding Guidance and an FAQ document.

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## Sexual offending question and answer sessions for operational staff

Following a number of successful workshops for senior leaders in NPS and CRC we are pleased to offer two question and answer events for operational staff who have recently joined The Probation Service who want to understand more about how The Probation Service manages those convicted of sexual offences.

To ensure that as many people can attend these events we have recorded the presentations from the senior leaders events which cover the following areas:

- How we have moved in our thinking
- Strength based approach
- Bio-psycho social model
- Risk Need Responsivity (RNR)
- Maintaining innocence
- OSP, IIOC, ARMs

There are 4 presentations between 15 and 20 minutes in length. **Please ensure you watch all these presentations prior to the question and answer event**, this will ensure that the questions and answers can specifically address any points raised in these presentations.

These presentations are available on mylearning:

For staff with NPS access to mylearning:

<https://mydevelopment.org.uk/course/view.php?id=7198>

(4 videos – linked to ‘sexual offending workshop’)

For staff with CRC access to mylearning please use the following link to watch these presentations

<https://mydevelopment.org.uk/course/view.php?id=7227>

(4 videos – linked to ‘sexual offending workshop’)

The question and answer events are 1 hour long and are on the 21<sup>st</sup> July at 4pm and 29<sup>th</sup> July at 10am. There are 150 tickets available for each event, they can be booked on here:

<https://www.eventbrite.co.uk/e/159984141875> - 21st July

<https://www.eventbrite.co.uk/e/159984615291> - 29th July

For any questions about these events please contact [sam.denman@justice.gov.uk](mailto:sam.denman@justice.gov.uk)

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## Changes to support for prison leavers at risk of homelessness

Prison leavers are almost 50% more likely to break the law again if released without stable accommodation. Two changes are coming into effect in July around accommodation for prison leavers. Any staff involved in this area need to be aware of the changes.

- From 1 July, a new policy framework comes into effect that clarifies HMPPS' mandatory responsibility to refer anyone homeless or at risk of homelessness to the Local Housing Authority.
- The Community Accommodation Service - Tier 3 (CAS3) is scheduled to start operating later in July in five Probation regions - East of England, North West, Greater Manchester, Yorkshire and the Humber and Kent, Surrey and Sussex. CAS3 is a new tier of community accommodation, providing basic, transitional housing for up to 84 nights for people supervised by Probation who are leaving prison, APs or Bail Accommodation and who are at risk of homelessness. The aim of the service is to ensure that no-one leaves prison without the offer of a place to live and a pathway to settled accommodation.

A full [briefing note is attached](#) with links to operational guidance, an FAQ and a slidepack.

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## How to recognise Freedom of Information and Subject Access Requests training

The Probation Reform Programme Information Assurance team has organised a training on Freedom of Information and subject access requests. The Training will be run across three lunch and learn sessions available to all probation staff. The purpose of the training is to provide staff with the knowledge on how to recognise FOI and SARs and how MoJ handles these.

These one hour training sessions will be delivered by the Disclosure and Library team and will be held on:

### **14 July at 1pm**

Eventbrite link: <https://www.eventbrite.co.uk/e/how-to-recognise-freedom-of-information-and-subject-access-requests-tickets-158770953195>

### **11 August at 1pm**

Eventbrite link: <https://www.eventbrite.co.uk/e/how-to-recognise-freedom-of-information-and-subject-access-requests-tickets-158775446635>

### **15 September at 1pm**

Eventbrite link: <https://www.eventbrite.co.uk/e/how-to-recognise-freedom-of-information-and-subject-access-requests-tickets-158777803685>

Staff can sign up to on Eventbrite using the links above. The three sessions are the same, so staff should only attend one.

The maximum number of attendees at the sessions will be limited, however a recording of the content will be available so that anyone who wanted to sign up but couldn't, won't miss out on receiving the training content.

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## New polygraph policy framework

The new Polygraph Policy Framework replaces PI 53/2014 and PSI 36/2014.

For individuals convicted of sexual offences, polygraph examinations will continue as before, focusing on those assessed as posing a high or very high risk of re-offending and a high risk of harm. The Counter Terrorism and Sentencing 2021 Act extends this provision to include those convicted of terrorist or terrorist connected offences assessed as presenting a high or very high risk of harm.

The new Policy Framework was published on 24<sup>th</sup> June and is available here: [Polygraph examination licence condition policy framework - GOV.UK \(www.gov.uk\)](#)

If you have any questions or queries about the new polygraph policy framework please email the Assessment and Management of Sex Offenders team at [amso@justice.gov.uk](mailto:amso@justice.gov.uk).

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## Flagship Manchester site gets staff approval

Our new probation flagship site, situated in Redfern in Manchester's prestigious NOMA district, opened on 17 May 2021. The listed building – close to excellent public transport links – provides easy access for our staff, people on probation and colleagues from partner organisations.

### Perfectly designed

The Redfern office is a newly acquired property fitted out according to our [Probation Design Guide](#), which goes beyond rooms, acoustics and lighting to create welcoming, professional spaces that support positive experiences for people on probation from the moment they arrive.

### Living our 'humanity' value

Our new probation contact centre design fosters enabling environments:

- keeping staff (and those in our care) safe
- promoting staff wellbeing
- creating inclusive and accessible environments
- flexible, effective use of space

### Feels great

Robert Donald, Probation Officer gives it the thumbs up. He says: "Settling into the Redfern has been a really positive experience. Firstly, it's a beautiful building and workspaces are clean and modern. I've enjoyed getting to know lots of NPS and CRC colleagues better and it makes me feel more positive about my day to day."

"Previously I have only communicated with some colleagues by email but seeing people face to face allows for greater understanding and collaboration which has been ace. People on probation appear to be responding well too and seem to be much more positive. The interview rooms are much more welcoming and relaxing for both them and probation staff alike'."

### **Exactly what we wanted**

We've had great feedback to date. Chris Edwards, Greater Manchester Regional Director says: "While the reform of probation applies across the whole of Greater Manchester, Redfern is our most high-profile symbol of a new organisation."

"Having seen it develop over the months, I am so grateful to all the staff who have engaged in this process. The end product is just what I'd hoped it would be: a modern working space with excellent interview and group room facilities, easily accessible in Greater Manchester and a venue where we can host stakeholders with pride."

"I am sure that it will enhance the experience of our staff and those we supervise, and lead to better rehabilitative outcomes. I look forward to the future of the Greater Manchester Probation Service from my Redfern base."

### **More information about Redfern**

Redfern is part of our ambitious four-year estates strategy by the Probation Reform Programme Estates workstream worth £131 million. This will give us the estate we need to support our new [Target Operating Model](#), and in which our professional staff and people on probation feel that they matter and we value their journeys.

- Redfern will be the base for approximately 320 staff who were previously located in 5 sites including Moss Side, Longsight, Stretford, Salford and Oakland House.
- There are 229 desk spaces and with a 6 to 10 desk ratio, will actively encourage [smarter working](#) for staff in the region.

### **What is NOMA?**

NOMA stands for NOth of MANchester. The name for this vibrant area of Manchester is styled after the SOMA (South of Market) area of San Francisco, California.

Located to the north west of Manchester's Northern Quarter, it has been described as the largest development project in North West England: "An £800 million, 20-acre (8-hectare) mixed-use redevelopment scheme."

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## **The 23rd annual Bill McWilliams Memorial Lecture – 8 July from 1.30pm – 4.30pm**

The 23<sup>rd</sup> annual Bill McWilliams Memorial Lecture on Thursday 8 July 2021 will discuss "Public Policy and Probation: Is there a Welsh Way?". This lecture will be presented by Rt Hon Mark Drakeford MS (First Minister of Wales), with respondents Richard

Garside (Director , Centre for Crime and Justice Studies) and Alex Osler (Head of Operations, National Probation Service, East of England). Attendance is free, details on how to register are below:

You can register for the event [here](#)

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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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