



Probation News

July 2021- issue 39

Foreword by Sonia Flynn, Chief Probation Officer

Following the latest government announcement on 12 July that the 1 metre social distancing rule will be relaxed on 19 July in England, we are all starting to think about what this means for us in our home and work life. Whilst the thought of not searching for masks or having to book every venue I wish to visit is a huge relief, this change in our daily lives will I am sure present some personal concerns and adjustments. I would wish to take the opportunity to provide assurance that within the Executive Team and with the Regional Probation Directors we are thinking hard about how the removal of social distancing will be introduced into our places of work.

Our flexible working guidance will soon become a reality with real choices about where and how we choose to work. I am certainly looking forward to meeting the Regional Probation Director team face to face in person during September, combined with my planned visits to the Regions. However, I don't want to let go of the smarter ways of working we have introduced during the pandemic. I would encourage Teams across the Regions to discuss how flexible working will be introduced considering the risks but also the benefits.

Finally, can I encourage everyone to think about securing a break over the summer, time away from screens is important so on that note, Happy Summer Holidays.

Sonia Flynn

Chief Probation Officer

In this issue

[Probation Reform, Workforce and Recovery Programme](#)

- [Welcome Hub – what's new?](#)
- [Staff transfer letter update](#)
- [Historical sick absences on SOP](#)
- [Check your bank details on SOP](#)
- [Role alignment appeal update](#)
- [Mileage buyout scheme](#)
- [CRS and Refer and Monitoring Training](#)
- [Two factor authentication](#)
- [MS Teams handset guides](#)

[COVID Update](#)

[2021 data now in the](#)

[Segmentation Tool](#)

[Optima Health Occupational Health Supplier -My OH Portal training sessions](#)

[Tackling Unacceptable Behaviour Unit - we need your help](#)

[InsightsOnline – don't miss out HMIP inspection of probation services in BGSW and DDC and SW](#)

[Updated action plan on accommodation and support](#)

[What is the future for HMPs intranet](#)

[OASys Bulletin for July published SFO Summer Bulletin 2021](#)

[EQuIP update](#)

Probation Reform, Workforce & Recovery Programmes

What's new on the Welcome Hub?

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

- [Check your bank details for July pay](#)
- [Transfer letter Q&A](#)
- [Mandatory Civil Service learning](#)
- [Your learning](#)
- [Your post transition learning](#)
- [IT systems learning](#)
- [How to access myLearning](#)
- [National Standards](#)

Never miss an update – [bookmark the Welcome Hub](#) on your browser for the latest information.

Please note that for ease of reference where you see communications encased in a purple box these are specifically for staff who have transferred.

Reform and Workforce Programmes Update

Staff Transfer Letter enquiries update

We have been working hard to respond to your [transfer letter queries](#) and we would like to thank you for your patience whilst waiting for a response to any emails you have sent to the mailbox. We are experiencing an increasing number of queries in the mailbox that do not relate to the content of transfer letters.

As we want to respond to your transfer letter queries as quickly as possible, we would ask you to help us do this by only submitting queries that relate to the details contained in your transfer letter.

If you have any other HR queries not related to your transfer letter, we would encourage you to discuss these with your line manager in the first instance.



You can also check the information available on the Welcome Hub by visiting [our Support and How to Get in Touch](#) pages. Any queries related to SOP, including your employee record, SOP system support or absence from work records please call SSCL via the dedicated transferring staff telephone line on 0345 241 5351 choosing option 1 then option 7 or visit the SSCL [‘contact us’ page](#) on MyHub.

In the meantime, we will continue to progress responses to all emails relating to transfer letter queries as soon as possible.

Closing historical sick absences on SOP - actions for line managers and employees

As part of the transfer of staff records, line managers are required to check that any historical sick absences for transferring staff are closed on SOP. Line Managers will be informed of this requirement via SOP notifications to check the staff record and close the absence where the employee has returned to work. Past absence history is already loaded onto SOP but there may be instances where the previous employer has not provided a historical sickness 'end' date which needs closing.

- **Employee Action** - Staff should check their own sick absence history on SOP to see if there are open absences that their Line Manager needs to close off. You can do this by logging into SOP, choosing 'NMS Employee Self Service' selecting 'My Information' and clicking on the Absences tab.
- **Open Absences** - Where the previous employer told us about open absences at the point of transfer, these have all been loaded onto SOP as open absences. If the employee has come back to work, then the absence needs to be closed by the line manager via SOP. If the record remain opens (validly or not) then the absence will continue to accrue and at some point the absence will trigger reduced pay in line with the sick pay scheme. **Line Managers should therefore pay particular attention to anyone who has been absent around the transfer date or in the last month.**
- **Line Manager Action** - Line Managers should check the absence status of the employee and if the absence period has now ended, edit the sick absence information on SOP and enter the absence closure date ensuring that self-certification or other required evidence is added to the record. SSCL are still accepting paper versions of Return to Work (RTW) documentation although line managers are encouraged to do this online via SOP self-service.

For line manager guidance on how to close a sick absence, please click [here](#) for useful videos and job aids. You can also find information about this on the [Actions for Line Managers](#) page on the Welcome Hub.

All current sickness cases will need to be managed as per line management procedures - guidance can be found [here](#).

If you require further support on managing the SOP record, including opening a previously closed sick absence, please contact SSCL on **0345 241 5351 selecting option 1 followed by 7.**



Check your bank details on SOP for your July Pay

If you have recently transferred from a CRC, Parent or Supply Chain organisation, it is critical that we have the correct bank account information for you to receive your pay in July. This detail has been provided by your current employer but its important you are comfortable so please check that your bank details are up to date by **accessing your SOP account and uploading any corrections required. If this is done between 8th July and 22nd**

July, this will be corrected in time for the July payroll.

Guidance on how to check and update your bank details on SOP is available on [myHub here.](#)

If you are unable to access your SOP account or cannot upload your bank account details via SOP self-service, please contact the SSCL dedicated phone line for transferring staff pay related queries on **0345 241 5351 selecting option 1 followed by option 7.**

Role Alignment Appeals Update

We have now processed all [role alignment appeals](#) submitted by those of you aligned to Probation Service regions and HMPPS roles and you should now have received your appeal outcome letter.

As a result, the role alignment team are now processing any pay or job title changes from appeals that were upheld and also from 1:1 conversations held with staff who have aligned to role where there is a greater than 70% match. You will receive a revised transfer letter and these changes will be applied in SOP for the July payroll. Any further updates that have been made to pay and job titles after the July payroll deadline (9th July) will be applied to the August payroll with backdated pay.

For those of you aligned to the MOJ corporate functions / business areas, the appeal window closed on the 9th July and appeal panels have begun hearing appeals received. If you submitted an appeal you can expect to receive your appeal outcome letter by the end of July.

You can find more information, including frequently asked questions about the role alignment appeals process on the [Welcome Hub here.](#)

Mileage Buyout Scheme

Those of you who have transferred from CRC who are covered by the National Agreement, may be eligible for a payment as part of [mileage buyout scheme.](#) The scheme is for those who, at the point of transfer, were designated as attracting essential car user status or claimed a minimum number of miles at specific mileage rates per year, with your previous employer.

The compensation payment for all those who we believe are eligible (using information received from your previous CRC employer), will be made in July's payroll and will appear on your July payslip.

There are three payment levels and criteria which would make you eligible for the scheme and these are as follows:

On transfer you were in a post designated as attracting essential car user status (with no end date) – you will receive a one-off compensation payment of £1,000.

If you were eligible to claim mileage at the casual user rate of **65p per mile** and claimed a **minimum of 350 miles** in the past 12 months – you will receive a one-off compensation payment of £410; or,

If you were eligible to claim mileage at the casual user rate of **52p per mile up to and including 64p per mile**, and have claimed a **minimum of 350 miles** in the past 12 months – you will receive a one-off compensation payment of £150

If you do not receive a payment, and believe you are entitled to a payment, you will be able to submit an appeal in August 2021. You can find out more information about the mileage buyout scheme, including appeals, on the [Mileage Buyout page](#) on the Welcome Hub.

Commissioned Rehabilitative Services and Refer and Monitor training – over 7,000 staff now fully trained

Over 7,000 staff have now completed Commissioned Rehabilitative Services training and over 4,000 referrals have now been made using the new Refer and Monitor digital service. If you are [one of the staff groups chosen](#) to do some or all of the training but have yet to complete it, you will need to [Register](#) on myLearning and [access the learning here](#).

To read more on the benefits of the new system and the training required check out the [dedicated page on the Welcome Hub](#) which includes an [introduction video](#) (8mins).

You may also like to [read an interview with Deborah James](#), one of the Programme Team who brought operational experience to help shape CRS and the supporting refer and monitor digital service. Debbie talks about what benefits you will see.

Take a check on your security - Two factor authentication

You may recall you needed to enter a mobile phone number when you set up your Microsoft Office 365 account. This was for security reasons - to ensure the system has a way of confirming your identity.

We're now asking all colleagues to take a couple of minutes to check and confirm their numbers are still current.

A step-by-step guide to do this is [available here](#) or on the Welcome Hub [Laptop and smartphone guides](#) page.

New MS Teams Handset video guides

More video guides for Yealink T55 and T56 handsets have been added to the [MS Teams Voice user guides](#) page on the Welcome Hub.

If you are a MS Teams telephony user, we recommend watching the series of quick clips to learn about the desk devices' key functions.

Internal PQiP recruitment opens 26 July

The next PQiP (trainee probation officers) recruitment campaign goes live on **26 July**. Applications will open to **INTERNAL CANDIDATES FIRST** prior to extending the campaign to external applicants so please **apply early**.

In the coming weeks we'll share more information on a **variety of retention and progression routes including the PSO Progression Programme for Graduate and Non-Graduate applicants**. We have committed to onboarding 1500 trainee probation officers in 2021/22 and offering opportunities to existing staff to apply is an important part of this commitment.

As part of the [Workforce Strategy](#) commitment to attract and retain talented people, this campaign, along with the PSO progression pathway will provide opportunities to progress your career, making it easier to move internally and continue your professional development within the Probation Service.

For more information about this opportunity of becoming a trainee probation officer please go to the [website to learn more](#).

2021/22 Pay

We're working with Probation Service Trade Unions to agree the pay award which applies to those in post in the NPS on 31 May 2021. Discussions are underway with Unions, Treasury and the Cabinet Office, but can take time, however, any award will be backdated to the 1 April, 2021. We'll keep you updated as soon as we know more.

Competency Based Pay Progression Framework (CBF)

What do I need to know?

- The CBF is a simple process for staff to move through the pay points in their pay band. To progress up their pay band, staff will need to choose a competence level at the start of the competence year and record examples during that year that demonstrate the five (or six) competence areas.
- Everyone's competence examples will be different. Staff are expected to record examples of tasks and activities they already carry out. The CBF will not move staff down their pay band and staff will only be able to progress one step per year if they satisfy the CBF.
- Staff who were already in the Probation Service began trialling the CBF on 1 April 2021 ahead of any link to pay. Unifying staff will also have the opportunity to work with the CBF. Staff unifying under the National Agreement will pay progress without reference to the CBF for 12 months – June 2021 to June 2022. That means pay progression on 1 April 2022 will remain contractual and automatic, without reference to CBF for all Probation Service staff.

What do I need to do?

- If you're joining from a CRC, hold an 'opening conversation' with your manager **by 31st August**. During this conversation, agree your level of competence and discuss potential examples of your work that you could record during the year to evidence your competence against the competence areas. **Your manager should then update SOP.**
- Our SOP records show that over 40% of staff who began the CBF trial in April 2021 have already completed an opening conversation with early feedback showing that you're finding it light-touch and straightforward.

Where can I find more information?

- **Learn more about the CBF** [by watching our short guidance videos on MyHub](#) and browse the CBF pages.
- **Attend a briefing on the CBF on** the dates below:
 - Progressing up your pay band using CBF – 27 July 1.30pm-2.15pm – [click to download the calendar invite](#)
 - Progressing up your pay band using CBF – 29 July 1.30pm-2.15pm (repeat event, you only need to attend one) [click to download the calendar invite](#)
 - Briefing for Managers on the CBF – 3 August 1.30pm-2.15pm [click to download the calendar invite](#)

If you have any questions, email cbf-enquiries@justice.gov.uk or take a look at our [FAQs on MyHub](#).

Feedback on the CBF process

If you would like to share your views about your experience of the CBF so far, even if your exposure to the process has been minimal, and you can spare 30 mins to chat to our team, we'd love to hear from you. Please fill out your details on [survey monkey](#).

Post-unification learning

Hope you're all settling into the Probation Service and a reminder that **all previous learning will be recognised** which means you only need to complete what is outstanding in your learning pathway.

Please remember there is no need to complete all the required learning immediately.



This **next stage of your learning** will be made available to you as you need it, and at the appropriate time which is convenient for you. The learning will support you adjusting to the changes to systems, processes, policies and ways of working, while continuing your day to day tasks. If you have any questions, please speak with your regional Probation Learning Leads (PLL).

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

Any questions re your learning, please visit the [Welcome Hub](#). For queries on accessing myLearning, see below.

Learning records and myLearning

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



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, 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 SSCL on training-services-delegate-management@gov.sscl.com.

Help and queries

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

For queries about myLearning including access, please contact SSCL on training-services-delegate-management@gov.sscl.com.

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](#).

Recovery update

On Monday (12 July), the Prime Minister confirmed that England would be moving to Step 4 of the UK Government Roadmap from the 19 July and lifting most of the remaining legal Covid-19 restrictions in place – you can find out more [here](#). The Prime Minister urged caution and personal responsibility, making it clear this is not the end of the global pandemic and that he does not expect the country to be able to simply revert to life before Covid on the 19 July.

We are now carefully reviewing the implications of the announcement and lifting of restrictions in England on 19 July for our probation work. In doing so, our priority continues to be promoting the health and safety of our staff and people on probation. We are working closely with Public Health England and Trade Union colleagues to discuss next steps. We will also review the subsequent public health guidance we expect to receive and ensure this informs our decision making.

We will continue to operate under our existing **Exceptional Delivery Models** (EDMs) in the short term. Any changes to these will be informed by risk assessments in line with public health advice. Our ambition in view of the government announcement is for regions in England to be able to increase delivery and move to 'green' EDMs for offender supervision and other work so we can provide a fuller range of probation services to protect the public and keep victims and communities safe.

From the 19 July there will no longer be a government instruction to **work from home** in England but again the Prime Minister stated that he did not expect everyone to return to offices immediately. We intend to continue with our blended approach to work locations. We will re-circulate the Smarter Working toolkit and our Remote Working policy to regions to enable decisions to be made locally on where and how staff members work depending on their job roles.

We will also ensure individual risk assessments continue to be used for staff members who have particular concerns in this regard, including those who are clinically extremely vulnerable. Alongside this, we will also continue to use individual risk assessments for victim cases and people on probation where required in relation to visits and office appointments.

For our **Approved Premises**, there will be no immediate changes from 19 July due to the different nature of the Approved Premises environment. The current Approved Premises position statement remains in place and any future changes to practice will be informed by risk assessments.

At the time of writing we are expecting a further update on next steps in **Wales** on the 14 July. We are continuing to work closely with Public Health Wales and Welsh Government and will review the implications of tomorrow's announcement for probation delivery in Wales and provide an update as soon as possible thereafter.

We will keep you updated over the coming days on next steps for probation delivery in England and Wales. In the meantime, if you have any queries, please speak to your line manager.

Probation Day update

As we move forward together as a united Probation Service, it seems only right to take some time to reflect on the hugely positive impact of our work and celebrate the ethos and traditions of our organisation past, present and future.

21 August this year marks 114 years since the Royal Assent to the Probation of Offenders Act 1907, and we intend to celebrate this landmark in 2021 as the inaugural Probation Day! We will be running a week long programme of events and features leading up to the day itself. Each day will be themed, highlighting areas of our work including victims, courts, staff, People on Probation and partnerships with guest speakers, videos and articles coming from across the world of probation to showcase the hugely positive contributions your service makes to people's lives.

Starting on Monday 16 August, we have a fantastic launch live event planned with the Lord Chancellor in attendance and contributions from our own CEO and Second Permanent Secretary Jo Farrar, DG Amy Rees and Chief Probation Officer, Sonia Flynn. And there is much more to come. Keep an eye out on the intranet in the coming days for news on how to join these events and celebrate our first ever Probation Day!

As part of the celebrations we'd like to invite you to send us any probation related photographs of interest and we will create an internal montage of the best for staff to view. These might include photos of offices over the years or colleague groups. The older the better! However, no images of people on probation should be included. You can upload the photographs [here](#).

Before you upload any pictures you must be sure that you have the permission of those depicted for us to use the image. A very short release form can be found [here](#). Please complete and submit with your pictures.

Changing Places

Promoting roles from across the organisation:

[45725 - Head of Communications and Stakeholder Engagement - MoJ \(tal.net\)](#)

An exciting opportunity has arisen to be part of a new programme of work aimed at promoting race equality throughout HMPPS. **The Race Action Programme (RAP)** is a large-scale programme that aims to bring about long term, sustainable change for both staff, children and people in prisons and on probation.

This role is being advertised internally, so please feel free to share with colleagues throughout the service. Please don't forget to check with your line manager before applying. [Please see Sonia Flynn's note on this in Probation News 37 – Permission for Secondments or Loans](#).

[Back to top](#)

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.

Recent communications regarding COVID include:

- [COVID-19: rolling news feed | Ministry of Justice HQ](#)

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

[Back to top](#)

Optima Health Occupational Health Supplier – MyOH portal training sessions

For former CRC line managers who have never used the Occupational Health portal called MyOH portal which is provided by Optima Health, you are invited to attend a portal up-skilling session either today, tomorrow or next week.

The MS Teams based session will last approximately 60-90 mins and will cover everything you need to know about making an OH referral including registration, OH service types and online booking processes to name just a few.

Sessions are due to take place as follows:

- Monday 19 July 1pm-2.30pm
- Tuesday 20 July 1pm-2.30pm
- Wednesday 21 July 1pm-2.30pm
- Thursday 22 July 1pm-2.30pm

Sessions are limited to a maximum of 25 people per session on a first come, first served basis. If there is sufficient demand we will look at offering additional sessions.

If you would like to attend a session, please e-mail HRServices@justice.gov.uk and please state which date you would like to attend.

Once we have assigned you a place we will send you an MS Teams diary invitation.

[Back to top](#)

2021 data now in the Segmentation Tool

Why use the Tool?

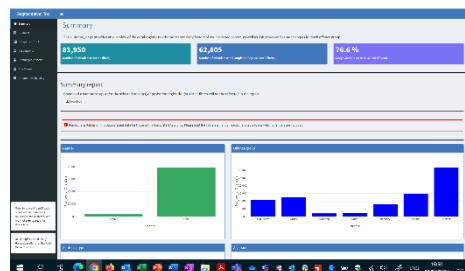
The Segmentation Tool presents data on the risks, needs & responsivity characteristics of people in prison and probation. The data can be analysed by age, gender, offence, sentence type and across each prison or probation region/LDU.

Using the tool will give you a better understanding of the population within your area and help you with evidence-based decision-making, particularly in planning which services you need.

New data and functionality

Changes for 2021 include:

- New Report Function
- Simplified Summary Tab
- Overlay **Needs & Responsivity** factors
- Data on those with **Multiple Criminogenic Needs & Multiple Responsivity** factors



The data in this update is from March 2021. OSP scores are not available at present due to lack of access to PNC data during Covid. A further update with PNC data and OSP scores is planned for Autumn 2021.

This version of the Tool shows data by CRC and NPS allocation. Although it is possible to see data for all probation delivery units in a region. Future updates (from Autumn 2021) will show unified probation regions.

Future Developments

An Accredited Programmes (AP) tab will be added to the tool shortly. This will provide estimates of need for the current suite of APs. It will help to inform service-planning for annual AP provision across prisons and probation.

Get access now:

Existing users should save the address <https://segmentation-tool.apps.alpha.mojanalytics.xyz/login> in your Edge/Firefox/Chrome favourites (it will NOT work properly in Internet Explorer). The tool is still accessible through the [Hub](#) and [HMPPS intranet](#).

New users should email Segmentation-Requests@justice.gov.uk requesting access. You will then be added to the approved user list.

Feedback:

Please let us know how you find using the tool – all feedback is welcome to Segmentation-Requests@justice.gov.uk. We are planning to look again at what users need from the tool and will be sending out a questionnaire later in the Summer. If you are willing to be interviewed or give more detailed feedback, please let us know!

[Back to top](#)

Tackling Unacceptable Behaviour Unit – we need your help!

The Tackling Unacceptable Behaviour Unit (TUBU) launched toward the end of 2020 and we'd like to understand how well we've been able to communicate what we do and to seek ideas on better ways to get our message out. We'd also be really pleased if anyone who has used our services would be happy to share their experience to help promote TUBU.

Could you please take 5 minutes to complete [this survey](#) for us?

All responses will remain confidential – if you'd be interested in sharing your experience, we'll ask for your contact details so we can talk to you about how to do that. Stories that we do use, will be anonymised.

[Back to top](#)

InsightsOnline – don't miss out

InsightsOnline hosts some outstanding learning offerings. One not to miss is Dr Rachael Wheatley, HMPPS Forensic Psychologist, and her colleagues discussing [How to identify stalking behaviour – a guide for Practitioners](#).

This session provides an overview of stalking typologies and motivational factors, plus relevant risk and responsivity factors. These are essential aspects for informing practitioner assessments, engagement sessions, and risk management planning. This session will cover some engagement and signposting options, and refer attendees to current resources to assist in their case management duties. The session will end with a question and answer session.

Find out more and register at www.hmppsinsights.co.uk

[Back to top](#)

HMIP inspection of probation services in Bristol, Gloucestershire, Somerset and Wiltshire CRC, and Dorset, Devon and Cornwall CRC and South West NPS

Her Majesty's Inspectorate of Probation (HMIP) published its [Bristol, Gloucestershire, Somerset and Wiltshire \(BGSW\) Community Rehabilitation Company \(CRC\) and Dorset, Devon and Cornwall \(DDC\) CRC](#), and [South West \(SW\) Region National Probation Service \(NPS\)](#) on Tuesday 6 July 2021.

The inspections were conducted prior to the unification of probation services on 26 June 2021

South West National Probation Service was given an overall rating of 'Good' while both BGSW and DDC CRC divisions were given a rating of 'Requires Improvement'

Amy Rees, Director General of Probation said "I am delighted the inspectorate awarded a 'Good' rating to South West NPS and want to thank staff for their continued

hard work during this challenging time. I also want to commend colleagues in BGSW and DDC CRC for their hard work, innovation and support.

“I am pleased the inspectorate recognised improvements and highlighted the Through the Gate work as “impressive”. These inspections took place against the backdrop of COVID - 19 and the recovery of operational services, combined with significant organisational change in the run up to the unification of the Probation Service. The recommendations will be taken forward by the newly formed Probation Service – South West region.”

Sonia Flynn, Chief Probation Officer said: “I want to praise staff from both South West NPS and BGSW and DDC CRC for their dedication and commitment during this difficult time.

Unification offers an opportunity to look holistically across the service in the South West, learn the lessons from our inspections and to build on best practice as we move forward. Work is underway to address the areas of improvement highlighted in both reports including risk of harm.

Together as a unified Probation Service we look forward to building back better.“

All probation staff are encouraged to read the reports

[Back to top](#)

Updated Accommodation and Support for Adult Offenders Action Plan Published

An updated action plan in response to HM Inspectorate of Probation “Inspection of accommodation and support for adult offenders in the community and on release from prison” has been [published and is now available on GOV.UK](#).

[Back to top](#)

What is the future for the HMPPS intranet?

Since March 2021, MoJ digital team has been working closely with HMPPS Communications to understand how you interact with information and you might need from a future intranet.

We know that big improvements are needed so that we can communicate accurate information to the right people, at the right time, and in the right way.

To do this, we’re listening to the people that use the intranet, as well as those who don’t, so that the future solution will work for everyone.

At the same time, we’re building our understanding of how information is shared through other channels, so that we can make sure the intranet fits in with the wider ways that you work.

Who are MoJ digital?

We are a team which works to ensure all online platforms across the entire MoJ are best suited to the needs of staff. We work to improve our digital platforms to help colleagues continue doing their job as efficiently as possible.

What we've done

Over the past three months, we've been busy gathering as much information as possible. This has been from people across HMPPS, at all grades, using a range of methods. We have:

- reviewed previous feedback from staff, acquired over the past few years in focus groups and HMPPS pulse surveys
- conducted 42 interviews with staff across the organisation and in private prisons
- run a survey which received over 1,000 responses
- spoken to business areas to find out how and why they currently communicate with HMPPS staff, and their future vision for staff engagement

Thank you so much to everyone who has given up their time to speak to us so far, or for completing the survey.

What we've found out

We've learned so much that it would be impossible to include it all here. But in summary, we've discovered:

- people would like to receive information that is personalised and more relevant to their role
- people would generally like to receive fewer emails
- knowing that information is up-to-date is important to people
- people struggle to find information on the current intranet through the site search and navigation menus which leads to:
 - workarounds such as people storing information elsewhere because it's easier to find
 - duplication
 - out-of-date information being used

What's next?

We are now looking to take everything we've learned and test out our ideas with you, gather your feedback and make improvements.

We're also going to start reviewing everything currently on the HMPPS intranet, so that we only keep what's still needed. (This will also help us to understand how we can streamline existing sources of information and make best use of the services available to us.)

If you'd like to find out more, have any questions or comments, or would like to volunteer to be involved in our next round of research, please [email our mailbox for the HMPPS intranet project](#). **MoJ digital team**.

[Back to top](#)

OASys Bulletin for July published

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

Our July 2021 edition includes:

- Information on the changes to the SARA assessment
- Probation rebranding within OASys
- Common errors in scoring OSP
- Domestic abuse Polygraph pilot and OASys

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

[Back to top](#)

SFO Summer Bulletin 2021

The National Serious Further Offences (SFO) Team would like to express their appreciation to colleagues in the Probation Service who have responded positively to their previous bulletin, issued in March 2021.

In this issue, they have included information about a dedicated learning resource for reviewing managers, produced in response to recommendations in the HMI Probation's thematic inspection of SFO investigation and review process, and provided some information about the role of senior policy leads and the wider work of the team. The national SFO Team welcomes feedback on this bulletin and suggestions for inclusion in the next publication, provisionally scheduled for early Autumn. Please send feedback and suggestions to Zahin.Talukder@justice.gov.uk

[Serious Further Offences \(SFO\) team bulletin – Summer 2021 - HMPPS Intranet \(gsi.gov.uk\)](#)

[Back to top](#)

EQuIP update

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

[Back to top](#)

