



FAQ – Unpaid Work Assessment

Issue 1: January 2021

These FAQs on Unpaid Work Assessment are provided in response to the most frequently asked questions from probation practitioners and unpaid work staff. Please do share these with any staff you think might find them helpful.

All these and further information on UPW Assessment are published on the Probation Hub under the UPW [Assessment Section](#).

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1. Who will complete the digital Unpaid Work assessment?

The Unpaid Work Assessment must be completed by the Probation Practitioner (PP). This is because they have a holistic understanding of the risks and needs of each person on probation. It is also important that they have oversight of the Unpaid Work Requirement.

2. Where is the digital Unpaid Work assessment completed?

The digital UPW assessment is completed in NDelius.

3. Have operational staff been involved in developing the digital Unpaid Work assessment?

Yes, prior to the pilot launch of the assessment three rounds of user testing took place with 22 operational staff having the opportunity to help develop, refine and offer critical challenge to the design team. The digital Unpaid Work assessment is based on the best practice from CRC Unpaid Work assessments with some additional updates.

4. When can I start using the digital Unpaid Work assessment?

A pilot group of PP's from each Region have been using the new assessment since mid-November. You will be advised by your local managers when the assessment will be launched in your Region. You will be given access to the digital assessment through an update to your NDelius permissions; you will not need to do anything.

5. When must I stop using my Regions current Unpaid Work assessment form?

From 1st May 2022¹ all Probation Regions must have ceased using legacy assessments and use only the new digital assessment. This is a mandatory requirement.

6. What are the benefits in using the digital new assessment?

When the digital assessment is created it will pull through known risk and needs information from NDelius and OASys, reducing the need for you to re-enter information that you have previously recorded. These improvements should make the digital assessment quicker and less frustrating to complete.

Currently, when an Unpaid Work assessment is completed PP's should record a contact entry to NDelius with the CP/UPW Assessment (code EASU) so that completion rates can be tracked for the Performance Measure (SL26). This will be done automatically with the digital Unpaid Work assessment.

7. How do I commence and complete the digital Unpaid Work assessment?

Please see the full walkthrough on page 5 of this document. It can also be accessed by holding ctrl and clicking here.

8. Does an OASys need to be completed before commencing the digital Unpaid Work assessment?

If a RoSHA assessment has been completed at Court, a further OASys is not required to inform the digital Unpaid Work assessment.

If an OASys has been completed on the PoP within the previous 12 months and there have been no subsequent changes in circumstances, a new OASys assessment is also not required to inform the Unpaid Work assessment. However, if there has been a significant change² which impacts on the

¹ This date is contingent on the assessment being launched nationally by the beginning of April 2022. Any changes to this date will be communicated to the Regions via Regional Implementation Leads.

² A significant event is defined in the Risk of Serious Harm RoSH Guidance (p42)

risk of serious harm presented by the PoP a risk review must be completed before commencing the digital Unpaid Work assessment.

If an OASys has not previously been completed, or was completed more than 12 months ago, then a new OASys risk screening (including a full analysis, if triggered) must be completed before commencing the Unpaid Work Assessment. OASys sections 2-13, the RMP and the ISP do not need to be completed for the purpose of completing the Unpaid Work assessment.

*Once OASys has been completed you'll need to wait for a maximum of 5 minutes before commencing the Unpaid Work assessment. This is to ensure sufficient time for that information to be saved and made available when the assessment is launched.

9. When do I need to complete the digital Unpaid Work assessment by?

It is good practice to complete the Unpaid Work assessment within 5 business days (BD's) of the first attended appointment. Doing this gives the Placement Coordinator sufficient time to read the assessment, speak to the PoP, then find and allocate them to a suitable project. This effectively supports prompt commencement of the Unpaid Work Requirement within 15 BDs of sentence.

A Performance Measure (SL26) is in place to provide assurance that the Unpaid Work assessment is completed prior to the individual commencing Unpaid Work i.e. within 15 BD's. This is the minimum expectation and there should be few cases where the full 15 BD's are required.

Details of SL26 and the other performance measures can be found in EQuIP or by following this link

10. Do I need to complete a new digital Unpaid Work assessment if there is a significant change to the PoPs risks and/or needs?

The Unpaid Work Assessment is only required to be completed once, at the start of the Order. It is expected that any changes to an individual's circumstances after this point are communicated between Unpaid Work staff and the Probation Practitioner, and recorded in NDelius, in order to support effective case and risk management and inform any subsequent decisions about the suitability of the UPW Requirement.

11. What do I do if there is a problem accessing or completing the assessment?

The Digital Design and Technology Team (DDaT) are designing a help/support process; it is likely this will take the form of a email address that they will monitor. The details of this are to be confirmed.

12. Will the digital Unpaid Work assessment work with assistive technology?

Yes, the Digital, Design and Technology Team (DDaT) have tested the digital assessment to ensure it is fully compatible with assistive technology.

13. Is this version of the digital Unpaid Work assessment the finished and final product?

No, the central Unpaid Work team will continue to work with DDaT to refine and improve the assessment on an ongoing basis.

14. Should I complete the digital Unpaid Work assessment with the POP?

This is a decision for you but completing the assessment with the individual, correcting and adding information as you go through the form is likely to be the most efficient method.

15. If I start the digital Unpaid Work assessment do I have to complete it in full or can I come back to it later?

The assessment is comprised of a number of sections that need to be completed before the form is submitted saved as a PDF. Prior to clicking the submit button, the assessment can be edited as many times as required and you can complete it in stages as long as it has not been submitted. When you submit the assessment, it is then fixed in time and cannot be amended.

16. Can I edit answers to questions in the Digital Unpaid Work assessment that have been pre-populated from N-Delius?

For a small number of questions (specifically PoP's name, date of birth, CRN and PNC number) NDelius is seen as the single source of truth and in the unlikely event that there is an error in one of these fields you will need to return to NDelius and make the correction there. You must do this before starting the assessment. If you have already started the form and notice that either the PoP's name, date of birth, CRN or PNC number is wrong, you will need to contact product support to get the existing form deleted so that you can restart a new one.

For the rest of the information that pre-populates from NDelius, it is possible to edit the answers in the form. You might choose to update the records in NDelius to keep them consistent, but if you do this once the form has started, the new NDelius data will not pull into the form automatically and you will need to amend it in the form too.

17. Why do I have to provide additional details in some questions before I can complete the digital Unpaid Work assessment?

In some questions where you have answered 'Yes' (e.g. Are there any risk management issues for an individual placement?) the Unpaid Work team need you to provide additional detail to evidence your answer so they can use this information to allocate the PoP to the right project, taking into account all of their risks and needs.

18. Why is there nowhere for the PoP to sign the form?

The Unpaid Work assessment is not designed to be printed out or signed by the PoP. It is a record of information of the PoP's circumstances, risks and needs provided to the Unpaid Work team by the Probation Practitioner.