**Workload Measurement Tool (WMT) Live Event FAQ**

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**Last updated 19th Dec 2022**

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# Questions about the live events

**Is this event being recorded? Will I be able to get the slides on the presentation? If so where?**

Yes, each of the live events will be recorded. Recordings and presentation slides will be available via the Welcome Hub à <https://welcome-hub.hmppsintranet.org.uk/my-work/my-service/sentence-management-em/workload-measurement-tool-wmt/>

**Could I have a copy of this presentation for use in regional briefings? It is more condensed/accessible than the forty-three-slide comms pack that has been circulated?**

Regional briefing packs have been sent to Heads of P&Q. This will enable each region to consider how best to communicate and engage regional staff. The full slides provided will be available on the Welcome Hub à <https://welcome-hub.hmppsintranet.org.uk/my-work/my-service/sentence-management-em/workload-measurement-tool-wmt/>

**My question still hasn’t been answered from this FAQ. Where can I go to ask my question?**

Although great care has been taken to answer every question, one or two may have slipped under the radar. Your question may have also been merged with similar questions like it within the FAQ. For any further questions, please do not hesitate to contact us at [WMT@justice.gov.uk](mailto:WMT@justice.gov.uk).

# Questions about accessing WMT

**I am having issues accessing the WMT – the webpage shows as unavailable / I have ‘authentication issues?’**

Access to the WMT is now via the nDelius home page. Log into nDelius as normal and then select ‘Manage a Workforce’ via the home page. This will take you to a log in page for the WMT. Any previously used bookmarks to web pages will not work.

For authentication issues, please contact the IT helpdesk on 08009175148. If they are unable to resolve the issue, please contact [WMT@justice.gov.uk](mailto:WMT@justice.gov.uk)

There is also a webpage that you can bookmark for ease of access à <https://workload-measurement.hmpps.service.justice.gov.uk/probation/hmpps/>

**I cannot access WMT. Neither have some of my colleagues for many months. Why is this?**

All staff with an @justice account have access to WMT. If you/your colleagues are unable to access the WMT, then in the first instance please contact the IT helpdesk or raise a ticket via the IT portal ‘Service Now’. If this doesn’t resolve the issue, then please email us at [WMT@justice.gov.uk](mailto:WMT@justice.gov.uk).

**Can Case Admin access WMT?**

Yes, click on ‘Manage a Workforce’ option on the nDelius home page. The WMT is accessible by both practitioners and managers.

There is also a webpage that you can bookmark for ease of access à <https://workload-measurement.hmpps.service.justice.gov.uk/probation/hmpps/>

# Questions about WMT troubleshooting/inactive cases

**Why does my WMT not reflect the correct amount of cases I have on nDelius? nDelius shows I have 49 individuals on my caseload. But WMT only says 29.**

The WMT data comes from nDelius, so your WMT caseload should reflect your nDelius caseload. If this number is different this may be related to the WMT overview displaying ‘active’ cases only. If you check your Capacity tab on WMT, this will include your full caseload and will include any inactive cases (e.g., those on a warrant/overdue termination, suspended lifers etc.)

If this is an ongoing issue, please email our WMT email and we will look at this to try to understand and resolve any issues ([WMT@justice.gov.uk](mailto:WMT@justice.gov.uk)),

**Is there a way for overdue terminations to stop giving points on WMT?**

Overdue terminations do not receive points in WMT. The case is shown in the WMT but does not attain any weighting.

**When a POP has a warrant out on Delius (bench warrant usually) they are removed from our WMT and we do not get any 'points' for them. However, we often still have mountains of work to complete on these cases (child protection meetings, police checks and liaison etc). Why is this work not being reflected?**

Currently the WMT does not display any workload for cases which are considered ‘inactive’. These include life sentence PoPs where reporting requirements have been suspended, and PoPs with an outstanding warrant related to breach action. The reason for this is that, for most cases, there is little or no contact and/or management of the PoP. The question raised is a valid one and further work will be required by the WMT Team to understand the requirements of management of such cases, and the volumes to enable a further look at this aspect of the WMT in the future

**I have previously been advised that if someone is in breach that they do not count on WMT. Has this been fixed in the new update?**

If a case is in breach, then they continue to display on the WMT and contribute to workload. Only if the PoP is on a warrant are, they recorded as ‘inactive’.

# Questions on key changes being made

**In a nutshell, what are the new changes being made to the WMT?**

Although this is covered in more detail within the briefing packs on the Welcome Hub (<https://welcome-hub.hmppsintranet.org.uk/my-work/my-service/sentence-management-em/workload-measurement-tool-wmt/>), we will briefly outline the changes in this document as well for reference.

The changes have been made to update WMT to ensure that it meets current practice expectations (as it is very out of date). This is so that it better reflects current workloads, as well as making it simpler and easier to understand. It is also to ensure the link between points and activities required are transparent for practitioners to understand.

To achieve this, we have made the below key changes.

1. Time has been significantly increased for key tasks (i.e. Parole Reports or OASys).
2. Parole/ARMS reports are now to be included in the WMT timings, without the need for manual input.
3. The WMT is now based on mandatory and responsive activities. Up to 30% time has been added on as “responsive activities” to deal with complexities in caseload.
4. Points and timings for each case have been updated. A full weightings and activities table has been devised to make these findings clear and transparent. You can find these in the appendices of this document or in the regional briefing packs.
5. More points have been added to Tier C cases to reflect the additional complexities involved in them
6. We have addressed top-heavy points within cases of Tiers A and B which reflected out of date expectations and ways of working
7. The CMS is to be updated to improve accuracy and reliability
8. The nominal target is changing from 2176 to 2200 to better reflect a full-time working week and to simplify WMT calculations from time to points
9. Protected learning time with PQiPs is available
10. There has been updates to include SPOC roles in target staffing figures

# Questions on new WMT points

**Why have the points been increased to 2200 and how does this relate to hours, because I’m not aware of an increase in my contracted hours?**

WMT calculates the time available for staff into points. A full-time staff member (37 hours) used to correspond to 2176 points per week. This has been updated to 2200 points to simplify the calculations within WMT. No changes have been made to contracted hours of staff.

**Are points allocated as an average per week for the whole of a sentence? Or are different points assumed for different points in the sentence?**

No, the average is across the whole of the sentence.

**Will you disclose the mathematics and/or algorithm of the points? In other words, will you disclose the weight of every activity that effected the final number/percentage?**

Yes, we will provide these. A key change we want to make with the WMT is to make it more transparent and simpler to understand. We have provided the full list of activities and timings used in the WMT in the regional briefing packs for regional communications and engagement. In addition, we are updating this WMT FAQ which will include this information following launch on 6th January 2023.

Please see appendices below for full information.

**What specific tasks have been taken off or reduced in time allowance to justify points to be taken off A and B cases? Or is it possible to have the breakdown of how the points are now made up for A and B cases?**

A full breakdown of all points and activity timings have been sent in the regional packs which you can also find in the Probation Hub à <https://welcome-hub.hmppsintranet.org.uk/my-work/my-service/sentence-management-em/workload-measurement-tool-wmt/>

The full breakdown is also available at the appendices in the bottom of this document.

The justification for reducing points for Tier A and B cases comes from the new approach to calculating the points required for each case. All points are based on activities, activity timings, how often this activity is required to be completed, and the cases which these activities relate to. This ‘bottom up’ approach much more accurately describes the time and points required to manage a case and has provided evidence to challenge the old ‘top heavy’ points to Tiers A and B which were out of date (by 10 years) and did not reflect current practice, ways of working or practice expectations.

**What engagement have you done to inform these changes?**

The work to review activities and timings for these WMT changes occurred between October 2021 and January 2022. During this work, we engaged with over 150+ practitioners, subject matter experts and policy leads. This allowed us to establish a list of mandatory activities which are now included within the WMT. The averages which have been approved for use within the WMT by Probation Senior Leaders reflects mandatory sufficient standards of practice.

Trade Union consultation (via a formal consultation process called an ‘Annex A’) was also undertaken between August and October 2022. In this consultation we had detailed discussions with Trade Union representatives of each of the changes. Trade Unions have shared the Annex A with subject matter experts within their Union. The Annex A response letter is published on Trade Union websites for members to view

# Questions on activity timings

**Can you show us how an activity timing is broken down under the new changes? For example, planned supervision has been given one hour. How does this break down in line with case management?**

The breakdown of average time within planned supervision contacts is outlined below. For further reference, we have included the average time breakdown for a RAR workbook intervention session.

|  |  |  |
| --- | --- | --- |
| **Supervision** | **mins** | |
| prepare | 5 | |
| reflect | 10 | |
| record | 15 | |
| time with pop | 30 | |
| Total time | **60** | |
| **1-1 RAR session** | |  |
| prepare | | 15 |
| reflect | | 15 |
| record | | 15 |
| time with pop | | 45 |
| Total time | | **90** |

**In the new timings then, how much time is an OASys ISP meant to take (on average) and a PAROM1 (on average) for the purpose of planning?**

The timings for OASys are tier specific. They are dependent on whether a case has additional assessment requirements (such as SARA or ARMS informed OASys). Timing for an OASys (Initial Sentence Plan) for a Tier A3 case with an AIO and home visit is 13.58 hours. Timing for an OASys (Initial Sentence Plan) for a Tier D1 with no home visit is 8.75 hours. This includes planning, reflection, and recording time - as well as intelligence gathering and interview time.

Timing for a Parole report has been updated to 16 hours 10m. This is to better reflect the complexity and time commitment of the interviews, liaison with other professionals/agencies, discussion with managers, practitioner reflection, planning, and recording, and writing. Parole addendum timing has been increased to 8h 10m, and timing has been allocated for the first time for Oral Hearings as well (5h).

**When workloads are high, what level of time is allocated in the tool to facilitate learning, development & reflection?** **Are training/office duty/team meetings/briefings included in the WMT?**

Learning and development (along with annual leave, sickness absence, parental leave) is considered ‘Non-Effective Time’ (NET). NET is not included in the WMT, but it is used in the calculations for the number of staff required in each region (Target Staffing). For information, staff are allocated eight days of training per year.

Non-attributable time (NAT) is included in the WMT. NAT is essentially a measure of the time a staff member is ‘not available’ due to IT issues/network downtime, travel time, comfort breaks, using corporate services (e.g., SSCL) etc. To account for NAT in the WMT we apply a deduction of 14% to the total contracted hours worked. See below for a worked example.

A PP works 37 hours per week. NAT (14%) of this figure is 5.18 hours. The total time available for this PP to go into the WMT is therefore 31.82 hours per week.

Reflection time (and planning time) has been accounted for within the timings for each mandatory activity which will be used within the WMT.

This means, for the first time, that the professional standards and expectations around reflective practice outlined in SEEDS2 etc., are included in the WMT. We believe that this supports the continued professional development and improvement in quality and standards of the Probation Service.

**I notice that Parole/ARMS reports are to be included in the WMT points but referrals such as AP, MAPPA, MARAC, CS referrals which can form part of the Parole process are also time exhaustive. Will referrals such as these also be included in the WMT?**

Meetings and referrals are included in the model. Please refer to the Appendices in this document for full reference detail on the multi-agency meeting activities which are included in the WMT.

The examples of activities and timings shown in the WMT Live events was not exhaustive. A full list of mandatory activities, which includes safeguarding meetings (Child Protection Strategy, Conferences, Core Groups etc.) and MAPPA meetings with associated timings for activities has been provided in regional briefing packs and is attached in the Appendices to this FAQ.

**We are expected now to complete home visits on all cases and travel. This is time consuming. Has this been taken into consideration?**

Travel time is included as part of the Non-Attributable Time (NAT) of 14% which is taken from the total contracted time for practitioners. In the review of WMT and through engagement with practitioners, we recognised that this was insufficient and did not reflect the additional travel time for home visits. As a result, additional travel time has been taken into consideration for home visits, as well as other key meetings. The average time required to complete home visits has also been updated within the activity timings.

**As a rough rule of thumb... assuming a PP is on 100% currently in the WMT. Will the adjustments mean that the same caseload is likely to attract a higher percentage - so 110% for example in the revised WMT?**

On average (nationally), the workload shown on WMT will be around 6% higher than it currently shows. The individual impact will vary depending on the mixture of cases held by PPs. We have provided full details to regions and will provide this again on 20th Dec 2022 and on 9th Jan 2023.

**Will the existing tool be run in conjunction with the new tool from the 6th January 2023? Will it also be visible to practitioners so we can see the full impact of these changes?**

The changes are being made to the existing tool overnight on 6th January 2023. Users will access the same WMT system in the same way as before the change.

We have provided detailed information on the change in workload seen within regions, PDUs, Teams and individual staff. These have been provided to Heads of P&Q for regional planning. We are updating and re-sending this information before Christmas and will also send this on the first day after the changes have taken place. This will give full and transparent detail on where workload has changed within regions, PDUs, teams and at individual level.

**So, less time to manage those assessed as Very High Risk, CPPC and MAPPA Level 3?**

This ‘bottom up’ approach much more accurately describes the time and points required to manage a case. This has provided evidence to challenge the old ‘top heavy’ points to Tiers A and B which were out of date (by 10 years). It did not reflect current practice, ways of working or practice expectations. The points which are now allocated to Tier A and B, therefore, reflect the practice expectations and sufficient standards.

# Questions on development of points/activity timings

**How were the average times/points for pieces of work established? When did you last conduct a Time Motion capture exercise for activities like OASys and Parole Reports?**

The work to review activities and timings for these WMT changes occurred between October 2021 and January 2022. During this work, we engaged with over 150+ practitioners, subject matter experts and policy leads. This allowed us to establish a list of mandatory activities which are now included within the WMT. The averages which have been approved for use within the WMT by Probation Senior Leaders reflects mandatory sufficient standards of practice.

**Will staffing establishments be reviewed within regions in line with the impact the new timings will have in terms of additional practitioners?**

Yes, the activities, activity timings and activity frequencies from the WMT review work are being reviewed as part of the review of the Probation Staffing Model (Target Staffing Figures).

It is more useful to consider the WMT as being a snapshot of workload and capacity of the staff we currently have in post/available for work.

The Target Staffing Figures are updated regularly based on forecasting modelling and is separate to this; however, the assumptions used within the WMT (activities, activity timings, activity frequencies etc.) are consistent across the WMT and the Target Staffing modelling work to ensure consistency.

**WMT is reassessing the workload attached to standalone UPW orders, reducing by approximately 30% to take into account the position statement on Layer 1 OASys being the primary assessment rather than a Layer 3. What % of cases did the modelling identify as needing a layer 3 over a layer 1? HMIP have been raising concern about the steer towards Layer 1s rather than Layer 3.**

The changes made to standalone cases (Change tier 0) come from the analysis of activities, activity timings and frequencies. Timings used for stand-alone UPW cases are based on a full Layer 3 OASys completion.

# Questions on activity timings for special/unique cases

**Has the management of females been looked at and their complexities?**

Yes, it has. The Unified Tiering Model includes additional factors in the ‘Assess & Protect’ tier which includes specific factors for female PoPs. These include breach & recall, parenting / caring responsibilities, self-control, or temper scoring from OASys. These factors were identified following HMPPS research which indicated that they have an impact on the sentence management activities and decisions for a PoP. Tiering is intrinsically linked to the WMT, as the Tier denotes the points (and therefore time) required to manage a case.

For more information on the Unified Tiering Model please visit the [EQUiP page](https://equip-portal.equip.service.justice.gov.uk/CtrlWebIsapi.dll?__id=webMyTopics.searchOne&k=6455).

**Will there be additional considerations for those managing the IOM cohorts given the expectation of increased contact regardless of risk?**

There are different considerations for IOM cohorts. The Unified Tiering Model includes IOM as a factor in determining the ‘Change’ axis. In addition, the new WMT recognises that IOM PoPs should be seen weekly, regardless of tier/risk of serious harm, therefore IOM cohort do receive additional weighting in the new WMT.

**There are instances where Oral Hearings are up to two days long. How is this reflected in the WMT? Why is there only 5 hours for a parole hearing?**

The WMT must adopt set values for activities and represent an average time for completion of an activity. The time for an Oral Hearing has been set at 5 hours, reflecting the experience of practitioners, subject matter experts and policy leads (150+) who engaged with the review work, and the greater use of Oral Hearing by video-link. The WMT cannot accurately reflect the reality of individual cases however, and there will be times where an Oral Hearing is more than, or less than the 5 hours which have been allocated. Responsive time (up to 30%) is allocated within the WMT to reflect some of this complexity variation (as well as ad-hoc crisis management activity).

**I manage an IIRMS team, and the averages noted, in particular planned supervision are not reflective of the actual time my staff spend with cases and complete joint working. Is there a way of IIRMS cases having a higher average applied to it, due to Officers working intensively with cases within an enhanced IIRMS?**

As part of the ongoing review of the WMT we will need to incorporate IIRMS (and other areas of specialism such as National Security Directorate) to investigate options for how we reflect these in the WMT. To avoid setting unrealistic expectations however, the timescale for this work is unclear given the multiple areas of development required within WMT with conflicting priorities.

# Questions about WMT reductions

**What amount of time will be allotted when supporting PQiPs development for staff involved in co working etc?**

A mentoring reduction can be applied by an SPO for a PP who is supporting PQiP(s). There is a set time allocated for this reduction – this is dependent on the support and time which is agreed by the SPO and the PP in this mentoring capacity – as well as the number of staff being mentored.

A mentoring reduction can be applied by the SPO for the PP who is supporting the PQiP(s). There is no set time allocated for this reduction, and this will be dependent on the amount of support and time offered in this mentoring capacity.

Please refer to the [WMT guidance](https://equip-portal.equip.service.justice.gov.uk/CtrlWebIsapi.dll?__id=webMyTopics.searchOne&k=2086) which includes detail on the reductions which can be applied (and how to apply) them.

**Following from the above question, it seems the mentor i.e., the experienced PO gets a reduction on the WMT not the person who needs extra time i.e., the person who is inexperienced. That's how it reads.**

The trainee has reductions applied to the WMT to recognise the training and development required in their role. As a result, they will have a reduced workload which is addressed in WMT to account for the extra time needed to complete a new task

**Have PQiP reductions been reviewed? Can it be explained how these are calculated especially in terms of co-working cases?**

Yes, the PQiP protected learning time reductions have been increased. This means that co-working requirements (commensurate to the PQiP route and stage of progression) are now included in these reductions on WMT. It is important that PQiP practitioners are no longer using Case Management Support (CMS) to record activity for co-worked cases.

**How does the reduction allowance know we are a mentor now?**

Reductions will have to be applied by your SPO.

# Questions about Responsive Time

**What is responsive time?**

This is up to 30% additional time for activities which are not defined in policy legislation but are still at the core of sentence management delivery​

Some examples of responsive activities includes​ crisis management, responsive/bespoke approaches to cases​, family & significant others interaction​

**How is this different to mandatory activities?**

Mandatory activities are a core list of activities taken from policy guidance, national standards and/or legislation​. They represent the ‘must do’ activities in sentence management​

Examples of mandatory activities include​ VLU referrals, ​RAR 1:1 toolkit delivery, Initial/Review Sentence Plan OASys​, Supervision contacts.​

**A lot of POPS have numerous issues and can often be in crisis when they attend appointments. You could be with them for hours. Is this taken into consideration to sort out housing benefits food other services?**

The WMT includes up to 30% responsive time to reflect the ad-hoc activity completed by practitioners on a day-to-day basis. This includes crisis management, as well as offering additional time for responsive and bespoke rehabilitation work.

Commissioned Rehabilitative Services (CRS) should be utilised to support PoPs with the support, intervention and signposting required for key areas such as Accommodation, ETE, Personal Wellbeing and for Women Offender services.

**If I see a VH RoSH MAPPA Level 3 case more than once a week I have to do it in my own time?**

The WMT is modelled on assumptions of activity (Very High and High risk of serious harm seen weekly). However, we have now included up to 30% responsive time where additional tasks and/or greater frequency of activity is required.

The WMT cannot 100% accurately reflect individual cases, however. There will be times when assumed frequency of activity, as well as average timings of activity are either less, or more in real-life practice. The WMT needs to adopt a set value (averages) for use as a proxy measure of workload.

# Questions about WMT future developments

**The WMT being public to all team members has caused issues. Can I please ask if there are any plans to change this?**

There are no plans to change this, as we are being open and transparent for all staff across the regions. If you would like to raise the issues which are being caused further, please do let us know at [WMT@justice.gov.uk](mailto:WMT@justice.gov.uk)

**How much of these changes will impact on the amount of manual inputting on WMT SPOs have to complete? Will this change going into the future?**

Manual inputting for ensuring the correct contracted hours and correct reductions are applied for staff within your team, and will continue to be the same after updating in January

There are no current plans to review or change the requirement to manually input and review this information. However, MoJ Digital (Manage a Workforce) are currently working with us to update the WMT to create a ‘live’ system which updates when changes occur. This will include the change to WMT following allocation, or changes to WMT following a change to PP grade (PO/PSO/PQiP), contracted hours or reductions.

**Is there a plan for an SPO WMT in sentence management?**

We have identified areas of operational delivery where a WMT may offer benefits. A WMT for SPOs is one of these areas and will link with the SPO role review completed by the Probation Workforce Programme earlier this year. Work has not commenced to investigate this yet. The timescale of this work is uncertain at this time.

**When will WMT be updated to automate case allocation, reflecting the immediate impact on the WMT of a PP when there is a new allocation?**

The Case Allocation Tool which is used to allocate community cases is currently being piloted by North Wales PDU and South Tyneside & Gateshead PDU and a further Probation region has been contacted to expand the testing and piloting of this tool. We are working hard to develop a plan for wider rollout of this tool in the spring of 2023, but further work is required to achieve this. This will not automate case allocation decisions but will support effectiveness (quality of allocation and the amount of time taken to reach an allocation decision) of allocation by an SPO. This tool will show the immediate impact to the WMT when allocating a case to a PP.

MoJ Digital (Manage a Workforce) are currently working to update the WMT to create a ‘live’ system which updates when changes occur. This will include the change to WMT following allocation, or changes to WMT following a change to PP grade (PO/PSO/PQiP), contracted hours and reductions.

**Is there a WMT being developed for stand-alone UPW teams? Good to have standalone UPW WMT being considered in the 'roadmap' but how far away is that?**

We have identified areas of operational delivery where a WMT may offer benefits. A WMT for Unpaid Work is one of these areas. Work has not commenced to investigate this yet. The timescale of this work is uncertain at this time.

**P&Q officer here so the focus of my question may be slightly different - Are there going to be any changes or improvements to the reports that can be drawn off? We're often approached for caseload mapping type requests. We usually complete these manually at present by adding and subtracting case points. So, it would be helpful if there was a tool or report which allowed for this.**

There is a scenario tool in WMT which can be used for case reallocation and shows the immediate impact in capacity. We recognise however that this tool is not simple to use and does not have the full functionality required for the type of analysis you describe. We have marked this area of WMT for a review in the future to try and make it simpler. We will work with regional P&Q Teams to develop these reports.

**Are there plans to develop a more useful version of WMT for Court Staff? We've also been asked if there will be something similar for admin staff in the future?**

We have a number of development areas for WMT which we are discussing with MoJ digital to see what may be possible moving forward. A Court staff WMT is an example of this area for development. Developing a WMT for administration is more challenging due to the need to have a data/information source to feed into a WMT but may be able to be developed in the future.

**Is the WMT going to be applied to POMs?**

As described above, there are a number of areas of operational delivery which may be positively supported by developing a WMT. Prison Offender Manager work (through OMiC) is one of these areas and is on the development roadmap for future work. The timescale of this work however is unclear.

# Further questions about how Parole Hearings/OASys are shown in WMT

**Do we now have to claim the time on nDelius to be accredited the WMT points for PAROM addendums, unscheduled OASys, Parole Hearings etc**

No, this is one of the changes that has been made. The new WMT automatically includes Parole Reports (including addendums), Oral Hearings and ARMS informed OASys (AIO) for relevant cases. When the changes are launched on 6th January 2023, there will be no requirement to record these separately on nDelius to pull through workload points to the WMT. OASys assessments continue to be included in the WMT points as before.

**If time for parole hearings is now included, please can we have an option to record such on nDelius. At present you can only record 'parole hearing decision received' not parole hearing attended?**

There is no need to record parole hearings on nDelius to draw the points for this activity into WMT. The points for WMT will now automatically include the points (for relevant cases) for Parole Reports, Addendums and Oral Hearings.

**Do the ad hoc reviews of OASys due to risk or changes get taken into account?**

Yes, they do, and we have included assumptions that each case will have one review of their OASys (in addition to the Initial Sentence Plan and Termination OASys). The WMT cannot reflect the reality of individual cases however where there may be a requirement to review an OASys more than once. Responsive time has been built into the WMT which may support the additional time requirement for more than one OASys review during the management of a PoP.

**PQIPs will be doing OASys and Parole Reports/Parole addendums/Oral hearings on co-worked cases. Is this reflected within their WMT points for co-worked cases?**

This time is included in the overall PQiP reductions which were increased in July 2022 to reflect the time required for co-working as part of a PQiP learning journey. This changes also means that PQiPs should not be using CMS to record co-working activity.

# Other Miscellaneous Questions (Tiers, Prioritisation Framework, etc)

**What, if anything, is going to be put into place to reflect those areas in 'amber' or 'red' designations - it is hard to use WMT in these circumstances as we are told it is not reflective of BAU, but this is not particularly helpful to OMs who only have this tool to reflect workload?**

We recognise that the Prioritisation Framework (amber or red) means that the WMT measure is less valid as you move away from ‘green’, nor does the WMT adapt to show the workload against expectations at these different levels. The WMT Team are currently investigating options for how we might produce a ‘responsive WMT’ figure to reflect the changes in practice expectations and requirements at amber or red. To avoid setting expectations however, this is a technically challenging piece of work and it is not clear yet whether it is possible (fully or in part) to achieve.

**What is a Tier C case?**

The Unified Tiering Model was implemented for unification of Probation Services in July 2021. This provides a way of managing a unified caseload. The tier is represented by a letter and a number (e.g., A3). The letter represents the ‘Assess & Protect’ element of tiering – relating to risk of serious harm or RSR, MAPPA and ‘additional factors’ which impact on the risk management of the case. The number represents the ‘Change’ element of tiering – relating to criminogenic needs, OGRS and Integrated Offender Management.

A tier C case would be a medium risk of serious harm (or an RSR between 3 and 6.99). They may also be MAPPA Level 1 and have up to two additional factors.

For more information on the Unified Tiering Model please visit the [EQUiP page](https://equip-portal.equip.service.justice.gov.uk/CtrlWebIsapi.dll?__id=webMyTopics.searchOne&k=6455).

# Appendices

**Please note that all appendices can also be found in the regional packs sent out to staff. You can access these here à (**[**https://welcome-hub.hmppsintranet.org.uk/my-work/my-service/sentence-management-em/workload-measurement-tool-wmt/**](https://welcome-hub.hmppsintranet.org.uk/my-work/my-service/sentence-management-em/workload-measurement-tool-wmt/)**)**

## Appendix A – Points Change Table

We have provided the old and new WMT points per month for each Tier (wither Community, Licence and Custody). For reference, the custody points have not been changed as a review of the activity and timings for custody-based work was out of scope for the current review.

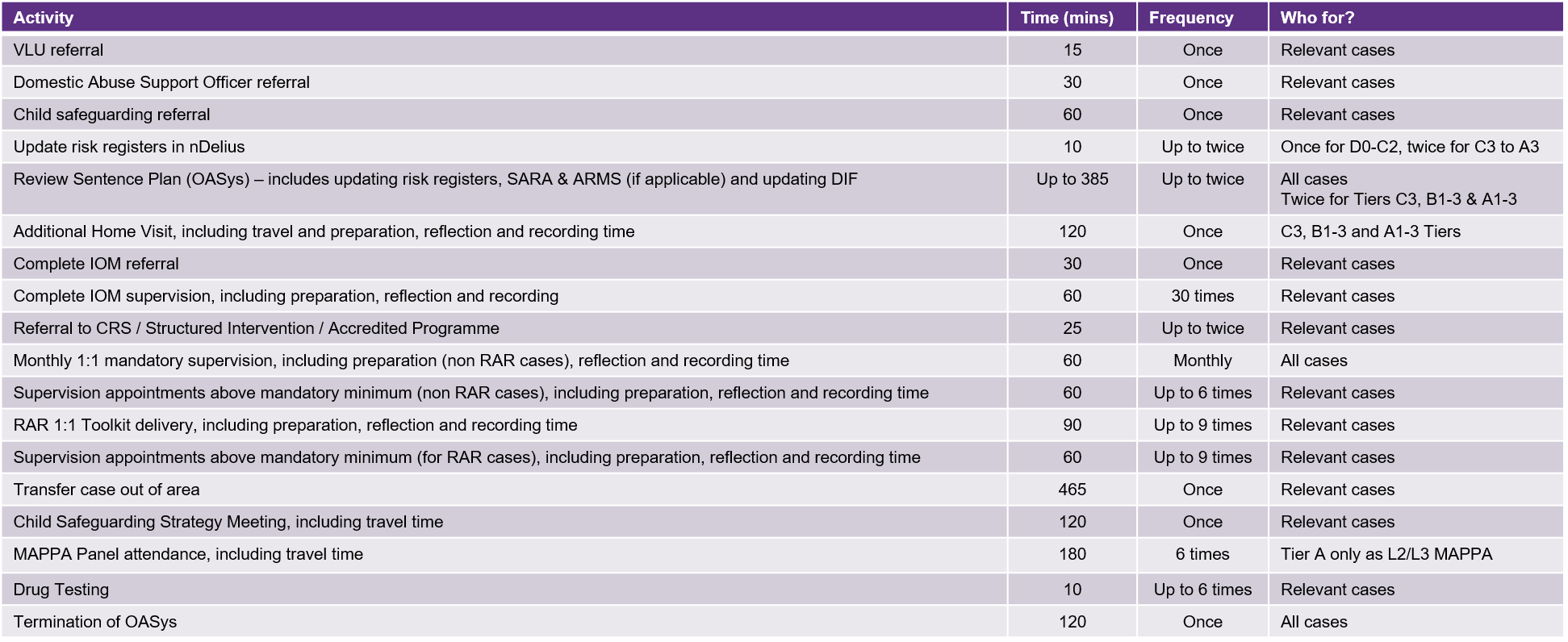
These are provided in detailed regional briefing packs, which are also available on the Welcome Hub. The information will also be provided in updated WMT guidance and FAQ documents on EQuiP.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Community Order / Suspended Sentence Order** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tier | A3 | A2 | | A1 | | A0 | | B3 | | B2 | | B1 | | B0 | | C3 | | C2 | | C1 | | C0 | | D3 | | D2 | | D1 | | D0 | |
| Old WMT Points | 206 | 158 | | 146 | | 110 | | 146 | | 115 | | 102 | | 72 | | 79 | | 63 | | 50 | | 35 | | 51 | | 41 | | 29 | | 29 | |
| New WMT Points | 128 | 124 | | 119 | | 27 | | 116 | | 112 | | 108 | | 27 | | 95 | | 74 | | 69 | | 25 | | 66 | | 52 | | 49 | | 21 | |
| Annual Hours | 95.5 | 92.5 | | 89 | | 20 | | 86.5 | | 84 | | 80.5 | | 20 | | 71 | | 55 | | 51.5 | | 18.5 | | 49.5 | | 38.5 | | 36.5 | | 15.5 | |
| Monthly Hours | 7.32 | 7.09 | | 6.83 | | 1.53 | | 6.63 | | 6.44 | | 6.17 | | 1.53 | | 5.44 | | 4.22 | | 3.95 | | 1.42 | | 3.8 | | 2.95 | | 2.8 | | 1.19 | |
| **Post-Release Licence** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tier | | A3 | A2 | | A1 | | A0 | | B3 | | B2 | | B1 | | B0 | | C3 | | C2 | | C1 | | C0 | | D3 | | D2 | | D1 | D0 |  |
| Old WMT Points | | 219 | 175 | | 163 | | 0 | | 161 | | 132 | | 119 | | 0 | | 77 | | 65 | | 52 | | 0 | | 51 | | 43 | | 31 | 0 |  |
| New WMT Points | | 158 | 151 | | 145 | | 0 | | 128 | | 122 | | 117 | | 0 | | 84 | | 65 | | 60 | | 0 | | 63 | | 46 | | 42 | 0 |  |
| Annual Hours | | 118 | 113 | | 108.5 | | 0 | | 95.5 | | 91.5 | | 87.5 | | 0 | | 62.5 | | 48.5 | | 44.5 | | 0 | | 47 | | 34.5 | | 31.5 | 0 |  |
| Monthly Hours | | 9.05 | 8.67 | | 8.32 | | 0 | | 7.32 | | 7.02 | | 6.71 | | 0 | | 4.79 | | 3.72 | | 3.41 | | 0 | | 3.6 | | 2.65 | | 2.42 | 0 |  |

## Appendix B – Mandatory Activity Timings

**Mandatory activity examples**

We have provided the below non-exhaustive examples of activity, including timing and expected frequency to illustrate how the WMT Points have been calculated. It is important to note that the 'Responsive Activity' of up to 30% may cover additional activity required (e.g. a need for a further Child Safeguarding referral). It is also important to note that these times are based on averages – WMT cannot reflect an exact model of activity which occurs for each individual case.



## Appendix C – CMS Activity Timings

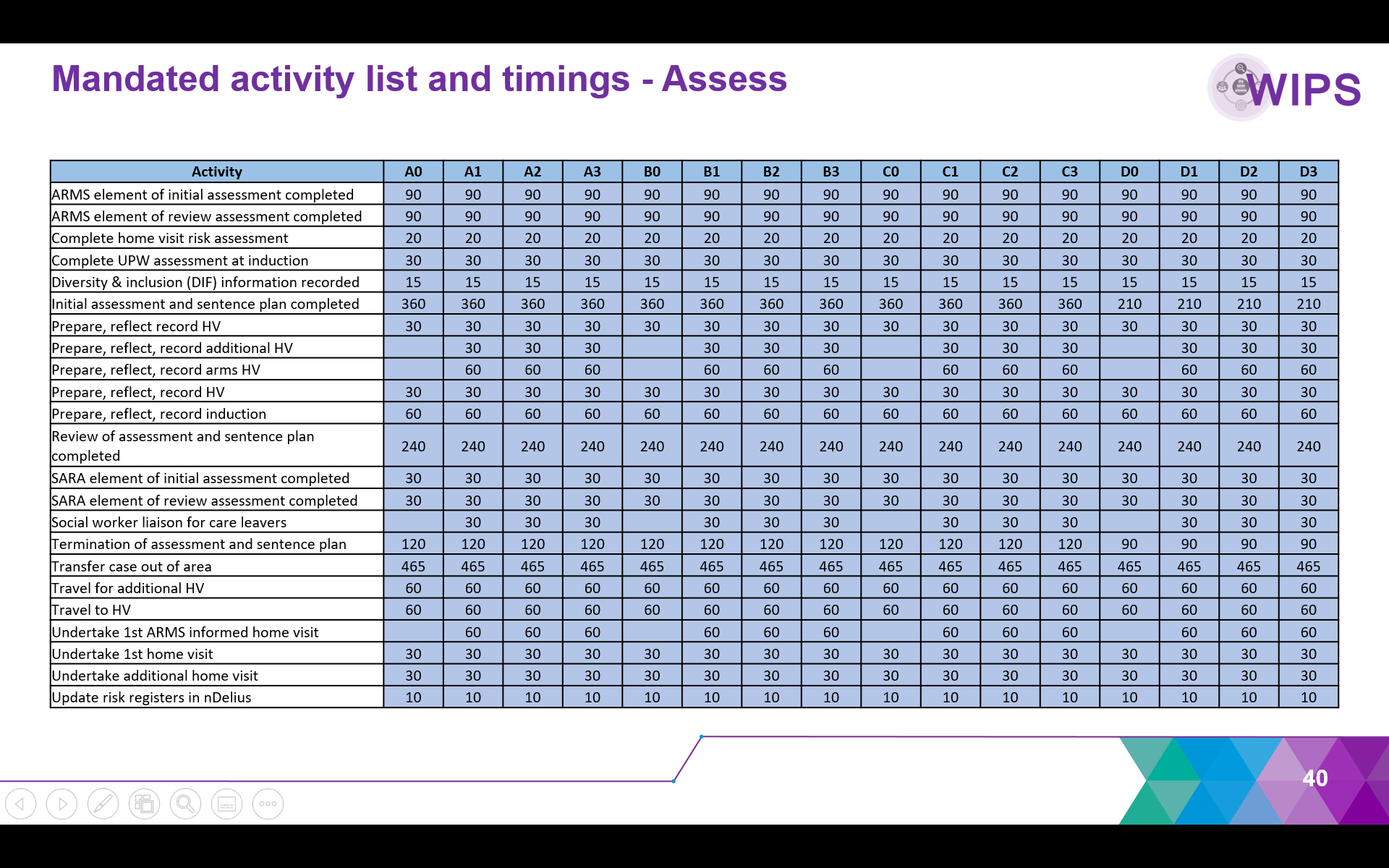
The table below shows the new CMS activity timings against the current CMS timings

This should be read in conjunction with the revised CMS guidance CMS EQuiP link.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Current CMS timings** | | |  |
| **Row Labels** | Low complexity | Med complexity | High complexity | **New CMS** |
| Assistance with Assessments | 30 | 45 | 60 | 30 |
| Assistance with Case Conferencing | 30 | 60 | 90 | 60 |
| Case Related Communication | 15 | 30 | 60 | 20 |
| Completing & Assisting with Referrals | 30 | 60 | 90 | 30 |
| Home & Prison Visits | 30 | 45 | 60 | 60 |
| Information & Intelligence Gathering | 30 | 45 | 60 | 15 |
| Sentence Plan Intervention Delivery | 30 | 45 | 60 | \*60 |
| Victims Services Liaison | 15 | 30 | 45 | 15 |
| HDC assessments and support | 30 | 45 | 60 | 45 |
| ROTL assessments and support | 30 | 45 | 60 | 45 |
| Attending partnership meetings | 30 | 60 | 90 | \*\*60 |
| Court liaison and applications to Court | 30 | 45 | 60 | 45 |

## Appendix D – Prioritising Probation Mandatory Activities

## Appendix E – Mandated Activity Lists and Timings – Assess



## Appendix F – Mandated Activity List and Timings – Protect

## Appendix G – Mandated Activity Lists and Timings – Protect Cont’d

## Appendix H – Mandated Activity Lists and Timings – Change

