

Report Title & Date	Recommendation	Accepted	Lead Manager	Action	Timescale	
An Inspection of the Probation Board for Northern Ireland Community Service Scheme (March 2010)	Main	PBNI should develop an Action Plan to improve: (1) the number of offenders commencing work within 10 days of their CSO being made;	Y	AD Rural/AD Belfast	Specified action for 2010-2011 in the PBNI CS Strategy 2010-2012.	Strategy to be agreed by June 2010.
		(2) the average number of hours worked per week by offenders;	Y	AD Rural /AD Belfast	Specified action for 2010-2011 in the PBNI CS Strategy 2010-2012.	Strategy to be agreed by June 2010.
		(3) the number of offenders complying fully with their CSOs (paragraph 3.9)	Y	AD Rural /AD Belfast	Clarified with CJINI. This refers to PBNI ensuring that appropriate enforcement action taken when offenders do not comply with order requirements. Specified action for 2010-2011 in the PBNI CS Strategy 2010-2012.	Strategy to be agreed by June 2010.
	Other (1)	PBNI's analysis of CS data should capture Orders made by court type and previous offending history. It should also measure the numbers of Orders made on offenders who have previously received CSOs (para 1.17)	Y	Head of BPD	1. Profile of CS orders made will include court location (quarterly statistical report). 2. Previous offending history and previous CS disposal information will be included in specification for new electronic case management system to enable analysis	1. From April 2010 2. IT specification to be agreed during 2010-2011
	Other (2)	PBNI should evaluate the merits of the CS management arrangements for Greater Belfast, and thereafter determine in conjunction with relevant personnel, whether to appoint a specialist CS Manager for rural areas (para 2.7)	Y	AD Rural/AD Belfast	The completion of this action is contingent on the structural review currently underway in PBNI. 1. Terms of Reference to be developed for the evaluation of CS management arrangements in Greater Belfast 2. Evaluation of CS management arrangements to be completed by March 2011	1. By October 2010 2. By March 2011
	Other (3)	PBNI should evaluate the success of its CS workforce profiling and planning by December 2010; and thereafter continuously review its staffing arrangements for the CS scheme, taking staff views into account. There is a clear need to understand the reasons for sickness absence and to take remedial action (para 2.18)	Y	AD Rural/AD Belfast/ Head of HR	Ongoing meetings with AD Rural/AD Belfast. Views of CS management staff will be sought on arrangements (will then advise HR of requirements) Staffing requirements notified via Resource Allocation Panel.	By December 2010
	Other (4)	PBNI should develop a marketing strategy which increases the visibility of its CS scheme and engages with a wider range of stakeholders including community planning in local councils and community safety fora (para 2.22)	Y	Head of Communications	Develop and implement CS Communications Strategy	By June 2010
	Other (5)	PBNI should seek OHAS 18001 accreditation for its CS scheme (para 2.26)	Y	Head of HR	Scope out implications of accreditation	By December 2010
	Other (6)	PBNI should encourage females and foreign nationals to apply for CS posts in order to provide a more representative and balanced staff group in future (para 2.27)	Y	Head of HR	Already a requirement of PBNI (reference recruitment policy). Welcome statements included in advertisements for under-represented groups.	Immediate
	Other (7)	PBNI should deliver training to help CS staff maintain case records that demonstrate adherence to the Northern Ireland Standards (para 3.6)	Y	AD Rural/AD Belfast	To be addressed at team meetings and CS fora (not a formal training requirement).	Immediate
	Other (8)	PBNI should ensure the next generation of PIMS delivers sufficient accurate management information to establish challenging, realistic and meaningful targets. It should also more accurately reflect the detailed performance of both offenders and CS personnel. As part of this exercise PBNI should consider the adequacy of the CS Standards' wording; and identify qualitative data to explain underlying trends which the data does not capture (para 3.20)	Y	Head of IT/Head of BPD	1. Specification of requirements for new case management system to include management reporting solution. 2. Review of NI Standards and service requirements will consider wording of CS standards.	1. IT specification to be agreed during 2010-2011 2. Review of NI Standards to be completed by March 2011
	Other (9)	PBNI should incorporate measurement of CS breach outcomes in its new PIMS design (3.27)	Y	Head of IT	Specification of requirements for new case management system to include measurement of breach outcomes	IT specification to be agreed during 2010-2011
	Other (10)	PBNI's CS monitoring data should provide an accurate distinction between numbers of offenders on community placements and in squads (para 3.30)		AD Rural /AD Belfast	Twice yearly 'census' of CS offenders to determine the ratio of individuals in community placements and squads.	From April 2010
	Other (11)	PBNI should develop and Action Plan to ensure all appropriate offenders are risk assessed in conformity with the CS Standards (para 3.33)	Y	AD Rural/AD Belfast	Performance improvement plan (in place from January 2010)	Immediate
	Other (12)	PBNI should initiate discussion with relevant parties about the place of CS on the sentencing tariff, and then develop management and delivery structures to suit (para 4.3)	Y	Deputy Director (Ops)	Agreed with CJINI that PBNI to take forward with Department of Justice	By September 2010
Other (13)	PBNI should initiate regular CS offender exit interviews and beneficiary surveys (para 4.18)	Y	AD Rural	1. Offender exit interviews will be conducted 2. Beneficiary surveys will be conducted	In place from February 2010	
Other (14)	PBNI should develop and apply local versions of Probation Circulars 16/2007 and 39/2007 - perhaps by incorporation within the new PIMS - to enhance their CS management information (para 5.7)	Y	Head of BPD	Review Probation Circular and decide whether relevant to issue to PBNI staff	By September 2010	