PurpleFutures
An Interserve-led Partnership

Yvonne Thomas's Telephone Q&A and Frequently Asked Questions

January 2017

Below are the questions and answers raised and discussed during Yvonne Thomas's telephone Q&A hosted in December. Beneath the Q&A transcript is a list of Frequently Asked Questions that have either subsequently been submitted by staff or have been described by managers so that you can find out things about the justice business which are important to know. If you have any questions which remain unanswered, please do not hesitate to contact us via: purplefutures@interserve.com and we shall do our best to answer your queries.

The next Telephone Q&A will be taking place on Tuesday, March 7, at 3pm. Dial in details will be communicated via the usual channels.

Questions raised on the call (Tue, Dec 13th)

Q. We've had some inductions where people have attended but we've not had the allocations through electronically. What's been done to tackle this issue?
We recognised there was a backlog in allocations, and that the process hadn't been going as smoothly as we'd have initially hoped. We have been actively recruiting additional staff, we've also put some temporary agency staff into the system as well whilst we're waiting for our new recruits to take place.

We are actively monitoring allocations on a daily basis, so please be reassured we are doing everything to ensure everyone gets a timely allocation.

Q. I am calling about struggling to make targets at the same time that new ICT's being rolled out. Targets are going to be missed.
Just worry about doing the best job you can in the circumstances. There is no way we are going to be focusing on targets while we're in an ICT implementation process. What we must focus on are our service users. If we focus on them, we'll hit the important targets.

Q. Can you give me an update on the ICT rollout?
In terms of general rollout, we've pretty much rolled the kit out. The majority of you are probably still seeing you have OMNI kit on the desk which we're coming out to remove, and I think the polite phrase is there is a rat's nest of wires around the offices and servers. We're removing all those and clearing those down. That is really the end of rollout, and that allows us to start getting the service optimized and improving the quality of what we can deliver across the lines. So, we have about six to eight weeks of work after Christmas to do that.

Q. What can you tell us about feedback from the Everyone has a Voice: Employee Survey?
A couple of the things that came through on the survey gave me some cause for concern. Not many people who answered the survey thought we'd do anything about some of the things that they'd raised. So, over the next few weeks, I'm expecting you to see improvements on the things you told us about, such as: access to skills and training; improving communications and increasing clarity about our estates strategy.

The survey also raised concerns about confidence in senior management, people doing what they said they would do. What comes over is that you trusted your teams, and you trusted you first line managers, but as soon as you get into the bigger CRC and into Interserve, you were very much less confident of your senior management and your leadership. We want to build belief that we will support

you and we will listen to what you say, and we will act on it. I think the proof of the pudding will be in eating. This time next year, we'll have another survey, and I hope more colleagues will have engaged and actually people will start to point at things that have been listened to and acted on.

Q. Please could you advise why telephone inductions are being made?
This approach is only adopted for standalone unpaid work orders, and we are responsive to a service user's needs. So if, for example, communication difficulties are flagged - clearly we would not take this course of action.

Q. Service users were previously able to rearrange their Community Payback (CP) hours if they secured employment. However, we've recently been informed that a 48 hour window has been introduced by CP managers in M CRC on listing rescheduled/rearranged appointments. What is being done to rectify this?
Now that we are using nDelius to record and manage Unpaid Work (UPW) attendances any changes to appointments are only updated overnight. This means that in order for us to be able to give CP supervisors and IPs attendance lists for the next day we need to have received the update 48 hours before to allow nDelius to have updated because of the over-night updating of nDelius into the MIS reporting tool that produces the attendance lists.

We are hoping that with the rollout of the new tablet computers to CP supervisors in the new year that attendances can be viewed and recorded 'live' into nDelius and this may help to alleviate the issue you have raised.

Q. The media states Interserve has a significant financial problem as a result of a major contract in Glasgow lost the business £70 million. What impact does this have on Interserve's finances, including the commitment to Transforming Rehabilitation (TR)?
Interserve was running a very complex contract up in Glasgow that's been running for some time in the energy from waste business. It's quite cutting-edge technology, hugely problematic. To cut a long story short, we announced to investors a few months ago now that we were making a one-off provision of £70 million to cover losses on that contract. That's been out in the public domain for quite a while, which is why our share price took a bit of a dip. The impact on Interserve's finances? Well, it means that in the year, we have to cover that loss out of the profits from the good parts of the company – but it does not affect our commitment to TR.

Our investment plans and our general plans from the TR services remain absolutely unchanged. Our investment levels have remained unchanged as evidenced by the investment we spent on the ICT infrastructure and kit.

We're very proud of delivering this public service, and we intend to carry on doing it to the very best of our abilities. I hope that gives you some idea of what's going on there.

FAQs in relation to ICT

Q1. Will the service issues we have with STARS (our helpdesk portal where kit is ordered and problems are reported) improve?
We acknowledge that there have been problems and we have already implemented measures that we hope will have resolved them. Basically there has been issue with the telephone network at Warrington so as an interim measure SSG have diverted other customers elsewhere to provide more capacity at Warrington for Purple Futures. We believe this interim measure has resolved the problem.

Q2. Is the ICT rollout finished?
We've delivered 99% of the new kit, we now need to remove all the old equipment and networks before we can optimise the service.

Q3. Why can I not see my email on my smart phone?
The Ministry of Justice (MoJ) will not allow us to deploy email to the phones until it has all been tested and proved to be secure, this will take approximately another 12 weeks to complete.

Q4. Why do we not have local ICT support?

The new system is enabled with remote support so in many cases issues can be resolved remotely. It is important issues are logged with the SSG desk.

Q5. I have logged a call with the SSG desk and nothing has happened. Why?
The support desk will try and resolve issues in call, however some calls are subject to lead times which can be up to eight days. Service Level Agreements have been issued to users.

Q6. SKYPE sometimes drops out. What's been done to resolve this issue?
Until we have removed all the old networks and kit we cannot optimise the service, this will mean we have some limitations on SKYPE to the end of January.

Q7. What is being done to stop the web portal timing out?
The capacity on the portal is being increased and should now be resolved.

Q8. Can I use my work phone for personal use?
Yes. Limited, reasonable personal use is allowed to UK landlines and UK mobiles, premium rate calls are not allowed.

Q9. No-one has arrived to put the toner in the printer.
Toner is ordered automatically, toners are inserted by anyone on site.

Q10. Can I use email for personal use?
Yes, limited personal use is allowed.

Q11. Can I take my laptop home?
Yes, please take sensible precautions don't leave it in visible place, don't let others use it.

Q12. Can I use my laptop outside of the office?
Yes. But it is crucial to take care that you are not being overlooked by others. Order a privacy screen if you need one through the service catalogue.

Q13. Why haven't we got WiFi in all offices?
The accreditor has not yet approved our WiFi solution, we are working with the MoJ and the accreditation team to get the solution approved and rolled out.

Q14. We have moved office and the new office only has portable WiFi. Why?
We have a number of sites where we have had to move out of existing premises for all new sites and connections, BT delivery takes four months, this means some sites will have to run on temporary connections for a short period.

Q15. Why do I have so many passwords?
The accreditor has insisted that we have multiple passwords to maintain security, we are trying to get some of these relaxed, but it will take some months.

Q16. Why do I get locked out?
If you have exceeded the maximum number of password attempts you will get locked out. You need to be aware that the computer remembers failed password attempts so if you put a password in wrong and then again correctly, the computer will still record one fail. You should also be aware the laptop has no visual reminder that the CAPs lock is on.

Q17. When do we get the Case Management System?
CMS will be complete in March, it then has to pass through 20 weeks of testing so will be delivered in August.

FAQs in relation to the Professional Services Centre (PSC)

Q. How do we claim expenses?
In most CRCs form FIN007 will need to be completed, authorised and sent to the PSC. We will then arrange for payment to be made. If you are in West Yorkshire or HIOW CRC, you continue to use

your existing processes until further notice.

Q. I used to have access to Self-Service for Expenses, holidays, sickness, approving invoices etc. but don't now. Isn't this a backward step?
The first stage of the PSC mobilisation was to transfer all the Enterprise Resource Planning (ERP) applications from the CRCs to the PSC. The timescales for this have, in many places, been driven by estates moves – eg. four of the CRCs' HQ buildings have been exited. Some functionality has been reduced with regards to self-services, but we are now actively working to consolidate the range of existing ERP applications and we will be soon offering better functionality for all our staff.

Q. I have received invoices from suppliers where do I send these?
We would like these scanned and emailed to: accounts@interservefls.gse.gov.uk

Q. Why do we have to complete a letter template to request a letter for multi-requirement cases instead of just updating the officer diary?
The officer diary times out when the PSC team search by team for letter requests. We are working on a better way to request letters that will be simpler for staff and for the PSC. We are also hoping that the time out issue will be resolved.

Q. The PSC is not up to scratch in terms of processing allocations, recording Unpaid Word attendances, OASYS etc. in a timely fashion. Why?
Launching the PSC is a major part of our change programme, alongside the Interchange model and the new IT infrastructure. The PSC is still recruiting to get up its full headcount and this has led to some delays as the both the current staff in the PSC and colleagues in the CRCs get used to the new processes and ways of working. Breach and enforcement letters are being prioritised, as is the recording of failures to attend (FTAs) Un-paid work appointments, to ensure that public protection is prioritised.

Q. When will the Service User Help Line be active?
We are currently working with our preferred provider and hope that this important service will be launched early in the New Year.

Q. We have experienced problems with the quality of the letters issued by the PSC.
A standard suite of 17 legally enforceable letters to be issued by the PSC staff are now in place in all CRCs and this should reduce the chance of the wrong letter being used. Prior to this there were many hundreds of letters used to for the same action, some of which were not fit for purpose. The 17 letters, combined with increased Quality Assurance checks, have improved the quality of our correspondence.

FAQs in relation to practice

Q. Will the Directory of Services (DoS) be revamped and improved?
We acknowledge that the current interim DoS is not as effective as intended and is therefore undergoing a review to determine how best to improve it so that is connected more effectively in practice and will shape the style and use of the tool for development into the CMS later in 2017.

Q. Group induction isn't always working effectively, what are we doing about this?
We are reviewing delivery aspects of the group induction module. We've heard about excellent areas of practice, as well as aspects of delivery where it is less successful. The review will look at how best to take this element of Interchange forwards.

Q. When is the 'Enablers of Change' assessment going to be available?
The 'Enablers of Change' assessment was piloted across three CRCs between May and September 2016, and there has been a first stage evaluation conducted by Manchester Metropolitan University. This has led to a number of recommendations for further development, which will be undertaken over the next six months. We are working to a MoJ approved assessment tool by May 2017, which can then be developed into the new Case Management System. In the interim we continue to use OASys.

Q. Will there be any development around Non Accredited Programmes?

A review of Non Accredited programmes has commenced. CRCs are currently operating different Non Accredited Programmes at different timings and a joint workshop with the unions will take place to standardise this.

Q. We hear about Breaking Free (substance misuse programme), what is this and when it is available?
Breaking Free is an online accredited programme delivered in groups or individually that covers alcohol and drugs. It will be applied to the rate card and available to CRCs and NPS. Training for our staff will being early next year. Roll out in CRCs is likely to be from March 2017 onwards

Q. I've heard a new quality assurance system will be implemented across the CRCs what does this involve and when will it take place?
A New Interchange Quality Assurance Model (IQAM) has been developed to operate across the CRCs from April 2017. A single quality improvement plan will be implemented in 2017, from which each CRC can view their improvement activities aligned to internal inspection, HMIP, operational assurance and contract management etc. This will also provide a pan-CRC picture of quality in practice. In addition:
- Case audit will be consistent and applied from a single case audit tool (first audits in CRCs in April 2017)
- A QA Manager working within the Rehabilitation and Professional Practice team will oversee and co-ordinate quality assurance for all CRCs
- Seconded quality assurance officers for each CRC will be recruited in January 2017 to undertaken QA and practice development work across CRCs
- Training in QA auditing will be undertaken for all Interchange Managers and a number of SCMs between February and March 2017.

FAQs in relation to Health and Safety

Q. Lone working in the community based model – what are the arrangements for our personal safety as more staff begin operating remotely?
There is currently a pan-CRC Remote & Lone Working Management Procedure introduced as part of the organisation's move to OHSAS 18001 Health and Safety accreditation. This includes the need to complete a Lone Working log that records a "buddy" arrangement each time you find yourself lone working.

Q. Is Health & Safety in Community Payback changing?
There is to be a consistent pan-CRC approach and this is currently being put together by the Health & Safety team and will be ready in the New Year. Before then it is business as usual, however if any shortfalls are identified between now and then continue to flag them up as before.

Q. Where are the most accidents / incidents?
The trend analysis taken year to date does not highlight any particular trend in any CRC, or particular to any kind of accident or incident. The organisation has had one reportable accident under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations this year. This does not mean we are complacent and we are moving to more detailed and nuanced approach to accident and incident analysis which will provide a much greater insight in to where potential issues may be.