

## Yvonne Thomas & Ian Mulholland's FAQs following March's Teleconference

March 2017

Below are the questions and answers discussed during the most recent Q&A teleconference involving Yvonne Thomas, Ian Mulholland and the team. The Q&A was hosted in March. If you have any questions which remain unanswered, please do not hesitate to contact us via: [purplefutures@interserve.com](mailto:purplefutures@interserve.com) and we shall do our best to answer your queries.

The next Telephone Q&A will be taking place in early July. Details will be communicated via the usual channels.

### Questions discussed on the call (March)

**Q from an Unpaid Work employee in HLNy CRC: When will the IT be fully up and running? We need the ability to access emails and calendar/diary and Skype working properly so you can view call history? Once this is place it will make things a lot easier.**

The functionality of this, combined with the security requirements testing, has taken longer than we would have liked. The plan is to see this rolled out from June. We have some preparation to do with users to ensure that all phones are switched on, left on overnight on silent so that updates can run before we can roll this functionality out.

**Q from a case manager in West Yorks CRC: Why has the new case management system been put back till 2018?**

The underlying system has been re-designed to make it more resilient. Unfortunately, this has created a delay of around 10 weeks. The solution needs to go through an extensive test programme with the Ministry of Justice which is going to take around 20 weeks. This will give us a solution we can pilot towards the end of 2017. Following correcting any issues, it can then be rolled out.

**Q from a Community Payback manager in HIOw CRC: Will there be further training to allow us to make best use of the technology?**

We are running a pilot specifically for Community Payback (CP) staff about the tablets that they are being provided with. The pilots are happening in HIOw CRC and Hull, and are then being rolled out to all the CP staff across the estate. Training should occur before June of this year.

There are also several webinars that have been posted on WISDOM which illustrate a variety of techniques with regard to using new technology.

**Q. Now that we are part of Interserve, will we be able to work more closely with some of the other elements of the business to support our service users**

Absolutely, and we have barely even scratched the surface of what can be done. We had a successful pilot in Leeds that involved joint working between CRC colleagues and our Interserve Learning and Employment business (ILE) that involved working with service users to help them

search for employment opportunities. Exploring the possibilities open to Interserve could open up some extremely interesting ways of working. We are committed to doing this.

**Q Are there any future plans in place for Case Managers to progress to the Senior Case Manager role.**

Interserve is leading a group consisting of the other CRC organisations and the NPS to develop a qualification enabling Case Managers to become Senior Case Managers. We expect this qualification to be complete next year.

**Q Is Interserve looking to invest in more training for staff?**

There has been a significant uplift in Learning and Development Provision across the CRCs since January of this year. Each CRC has a training plan that focuses on the specific needs in each area. For example, West Yorkshire CRC focused on the provision of programme training in the first quarter of this year.

Following the completion of the appraisal process, local Learning and Development Business Partners will work with Interchange Managers to incorporate identified learning needs into a wider plan.

**FAQs from each area of the business below.**

**ICT**

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**Q When are we getting WIFI in the offices?**

This is coming in the next few months, delays were encountered achieving a solution that the Accreditor was happy with, but we now have another solution for the Accreditor. If they agree, we will then be ready for roll out in May.

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**Professional Services Centre (PSC)**

**Q. When are we going to have self-service back for holidays and expenses?**

The move to the PSC meant that all the existing Enterprise Resource Planning (ERP) applications were moved to different networks, which meant previous links to self-service could no longer be supported. We have now moved Resourcelink for West Yorkshire CRC to 'the cloud' and are planning to move the Merseyside version in March 2017, which will re-enable self-service for those two CRCs. The decision to consolidate all ERP applications to Microsoft Dynamics 365 will bring self-service, and a range of other enhancements, to the all CRC and Interserve Justice staff.

**Q. How do we book travel and hotels now? Does the PSC do it?**

Currently CRCs will have local arrangements for booking hotels and travel for their staff. We are currently rolling out the Clarity on-line portal which will allow all staff to access to travel and accommodation booking which will reduce the need for duplication of effort and bring savings to the cost of travel / accommodation. This should be available by April for all CRCs and information and guidance is currently being distributed.

**Q. What is e-recruit?**

E-Recruit is an end-to-end recruitment and candidate management system that is more efficient than its predecessors. All application details and documents are stored electronically within the system, reducing the need for paper and storage; and the system is fully auditable. Additionally, the system requires certain checks and questions to be answered before an application or appointment is

progressed – eg. eligibility to work in the UK, vetting checks - and therefore will significantly aid us in ensuring we meet our legal and contractual obligations.

**Q. The PSC colleague that supports my flex team for letters is away, who does the work?**

When a member of the PSC is away the PSC will ensure that another colleague is assigned to support your team. We will ensure you are made of aware of whom your temporary contact is.

**Staffing/People**

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**Q Why the sickness policy changes?**

We are updating a number of our policies with the aim of creating a single version of clear guidelines, to ensure we treat employees supportively, considerately and consistently.

We have first looked at our Sickness Absence Management Policy because in recent months our sickness absence rate has risen to seven per cent, while the national average is nearer three per cent. We want to help everyone better understand the support that is available to them if they are absent, as well as to ensure managers know how to enable this support.

**Q We've not got enough reception staff, some offices have no reception staff at all.**

Some of our busiest offices have reception staff, other offices require Case Admin to cover, and in some other the role is fulfilled by the NPS. The overall resource remains consistent based on caseload.

**Q When are we getting People Safe personal alarms?**

They have already been successfully piloted in Hampshire, roll out is planned in HLNY and WY throughout April/May.

**Q We used to have access to pool cars**

A review of all pool cars and expense expenditure is underway with a view to creating a new, consistent approach. We hope to have achieved this within three months.

**Operations**

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**Q Workloads are high and we are not able to see the workload measurement tool, how is this being addressed?**

Activities underway to manage workloads:

- Supervision and agreement on actions to manage with Interchange Managers
- Maximising the use of contracted and DoS services
- Introduction of a resource allocation model to provide a framework for activity by band and RAR days
- Review of accredited and non accredited programmes and their weightings
- Increasing knowledge and skills across Flex teams to balance workloads
- Improving the interface with the NPS and courts to increase the accuracy and suitability of sentencing outcomes
- Annual review of allowances contained within the workload measurement tool
- Implementation of mobile working
- Reducing sickness absence
- Filling vacancies
- Increasing efficiencies in practice and delivery (applying group activity)

**Q When is the 'enablers of change' assessment going to be available?**

We are working to develop an MoJ approved assessment tool by May 2017, which can then be developed into the new CMS Interlink. 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 which will look at the evidence base used for delivery of Non Accredited Programmes, alongside our suite of accredited programmes. CRCs are currently operating different Non Accredited Programmes at different timings and a joint workshop with the Unions has taken place to look into this.

A workshop on programmes is taking place on 10<sup>th</sup> March to review and develop our new approach and portfolio for programmes

**Q When is the Community Payback strategy going to be available?**

Community payback has been through a thorough review with representatives from across all the CRCs. The strategy has been developed and reviewed by all CEOs and their teams. The final document has been released to CRCs.

A range of new CP pilots will be undertaken during 2017 to test out new ways of operating CP and to learn from these in order to refine and diversify delivery and to maximise ETE provision.

**Q How are we improving the TTG service?**

TTG has been undergoing a development plan in each of our CRCs to increase the role of the Case Manager and Senior Case Managers in working with service users and resettlement workers and to introduce TTG case management standards.

Ongoing work is being carried out with our TTG delivery partners. We have developed a central steering group where Community Director TTG leads and TTG providers work together to improve and design new solutions for use in practice.

New performance and management information reports have been designed for TTG and will be implemented in the 2017.

Four new pilots with HMP Styal, HMP Risley, HMP Leeds and HMP Winchester have commenced, developing pathways, co-designing and co-commissioning services and with CRCs acting as service integrator in prison settings. Learning from these pilots will inform future services in all our prisons across the CRCs.

We are working with the MoJ on the probation review and how TTG services might look in future to improve services.

**Q We hear a new quality assurance system will be implemented across the CRCs what does this involve and when will it take place?**

New Interchange Quality Assurance Model (IQAM) has been developed to operate across the five 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.

Case audit will be consistent and applied from a single case audit tool (first audits in CRCs in April 2017)

A QA Manager (Leah Simms) 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 start secondments from the end of March to undertake QA and practice development work across CRCs

Training in QA auditing will be undertaken for all Interchange Managers and a number of SCMs.

**Q Will Interserve commit to complete a stress survey for all staff?**

Yes, the HSE's stress survey is due to be deployed across justice and, in conjunction of our own engagement survey results, will contribute to our thinking on wellbeing activity.