

Progress on previous recommendations

Previous recommendation	Action taken and impact	Categorisation	Improvement still required?
From previous Probation Service inspection of Wales 2021	Briefly describe action taken and impact	Sufficient progress/ Some Progress/ No Progress	Yes/no If yes, consider repeating the recommendation
Probation Service – Wales region should ensure that performance monitoring has a greater emphasis on the effectiveness and quality of service delivery.	The development of the probation planning, assurance and implementation team since the last inspection (2021). The Wales Assurance Tool has been developed through this team. This operates on a four-month cycle and focuses on tier one audit work, which is aligned to HM Inspectorate of Probation standards. Findings are then reviewed through the PDU-based accountability panels and targets are set to start the cycle again. The focus is on quality improvement rather than audit. It is integrated with the quality development officer model and the Human Factors principles.	Sufficient progress	No
HM, Prison and Probation Service should	Staffing levels across Wales were, generally, sufficient. However, there were some shortfalls. There was a strong push to support recruitment, in particular of		No

ensure that staffing levels are swiftly determined for the PDU and region.	probation officers, and at the time of the inspection there were 87 active PQiPs.		
HM, Prison and Probation Service should resolve the current shortfall in accredited programme delivery and ensure that the delivery of interventions offered as an alternative are effectively quality assured.	A shortfall remained in the delivery of accredited programmes at the point of our inspections. However, this was largely because of the transition to the new suite of programmes under 'Building Choices'. We saw various examples of structured interventions being delivered by practitioners across the PDUs.		No
ensure that measures agreed by the National Demand Management Board prioritise delivering a high-quality service and regularly review the impact of those measures.	At the time of the inspection in 2021, there was a national demand management strategy in place that directly impacted on the prioritisation of service provision in Gwent PDU. Since then, the national service had introduced a model of prioritisation for the PDUs most impacted by staff shortfalls. This was no longer the case for Gwent, or any of the other five PDUs in Wales.	Sufficient progress	No