

OFFICIAL SUBJECT TO CONTRACT

SCHEDULE 2.1

CALL-OFF SERVICES DESCRIPTION

1. INTRODUCTION

1.1 This Schedule sets out the scope of the Services to be provided by the Provider.

1.2 The Services to be provided by the Provider under this Call-Off Contract shall be:

1.2.1 The Background of the Engaging People on Probation (EPOP) contract and overview of the service as defined in this introduction, being;

- (a) Terminology and Definitions;
- (b) DF.14 Service User Involvement – Probation Services Dynamic Framework (PSDF) Service Category
- (c) Current EPOP landscape and Forward Look
- (d) Overview of the EPOP Service
- (e) Potential Extension Options

1.2.2 the Mandatory Requirements as defined in Part A of Schedule 2.1 (Services Description) of the Framework Agreement;

1.2.3 the elements as set out in Part B of this Schedule 2.1 (Call-Off Services Description) being: -

- (a) Probation Services Dynamic Framework Service Categories;
- (b) High Level Outcomes;
- (c) The role of the Provider;
- (d) People on Probation (POP) in Scope of this Contract;
- (e) Expectations and Timeframes ;
- (f) Provider Personnel Skills and Knowledge;
- (g) Probation Service Dependencies;
- (h) Collaboration with Sub-contractors and Partners;
- (i) Evaluation & Research (E&R);
- (j) Contract Governance;
- (k) Mobilisation;
- (l) Transition Activity;
- (m) Ambition for Ex-Offenders;
- (n) General Requirements;

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- (o) Approved Premises and Probation Service Regional EPOP Action Plans
- (p) EPOP Capacity Building in Probation Service Regions;
- (q) EPOP Capacity Building in HQ; and
- (r) Service Category Specific Requirements;

1.2.4 within the Geographical Locations set out in Part C.

2. Terminology and Definitions

- 2.1 The phrase 'People on Probation' (POP) will be used interchangeably with the term 'Service User' (SU) for the purposes of this contract, including any competition (tender) and/or contract documentation and any engagement and communications, including responses to clarifications.
- 2.2 Under the Probation Services Dynamic Framework Agreement, the service category shall remain DF.14 Service User Involvement and shall not be renamed to EPOP. For the avoidance of doubt the description of DF.14 services has been provided below at section 3.
- 2.3 The terms 'Provider' and 'Supplier' will be used interchangeably for the purposes of this contract, including any competition (tender) and/or contract documentation and any engagement and communications, including responses to clarifications.
- 2.4 Probation Service (PS) Personnel includes all members of staff and contractors who are based at a PS region. 'HQ' Personnel refers to all members of staff and contacts who work for centralised headquarters of the Probation Service.

3. DF.14 Service User Involvement – PSDF Service Category

3.1 Service User Involvement Service Description

- 3.1.1 Services which include undertaking Service User input and feedback activities.
- 3.1.2 Services which include reviewing and developing Service User involvement processes and practices.
- 3.1.3 Services which provide training to Provider Personnel or Service Users on how to design, develop and undertake Service User involvement.
- 3.1.4 Services which design, develop and manage peer mentoring and support activities.
- 3.1.5 Services which design, develop and manage communication co-creation activities.

3.2 Service User Involvement Outcomes

- 3.2.1 Service Users are involved in key stages of service design, development and delivery and at all levels of the organisation, from strategic considerations through to front-line service delivery.
- 3.2.2 Service User feedback on which Activities and Sessions most help them, or how they could be improved at a wider level, is obtained, understood and acted upon.

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3.2.3 Service Users are empowered to support themselves and each other through appropriate peer support activities.

3.2.4 Service Users are involved in co-creation of communications.

4. Current EPOP Landscape and Forward Look

4.1 Currently there are varied levels of activity and quality of EPOP delivery taking place with an external provider contracted to deliver a User Council based model of engagement, in identified areas of 8 Probation Regions.

4.2 It should be noted that the current external provider's responsibilities focus on direct engagement with POP. On the Service Commencement date of this contract, these activities will come under the responsibility of Probation Service Personnel and the incumbent's contractual obligations will end. The Provider of this contract will be contracted to assist the Probation Service with wider development of EPOP processes and activities, as detailed throughout this service description.

4.3 The strategic aim for the future of EPOP is for Probation Service Personnel to get to a position where they can directly engage with and hear from people who use probation services themselves, without the need for support from a 3rd party or a Contractor to deliver this on their behalf.

4.4 The Probation Service does not intend to deliver engagement with people on probation solely through dedicated teams or specialist roles for EPOP. It is envisaged that EPOP shall become something which everyone needs to consider in the future.

4.5 The Provider shall acknowledge its role in this contract (see section 4) is to co-facilitate the development and delivery of EPOP Action Plans for each Probation Service region and an Action plan for Approved Premises and objectives which identify and address the particular opportunities and challenges of each Probation Region, drawing on consistent use of best practice in engaging with people on probation.

5. Overview of the EPOP Service

5.1 The Probation Service is looking for a provider to build the capability, opportunity and motivation of probation service personnel to engage more widely with People on Probation, to enable people on probation to influence and be more involved in service design, development, delivery and review. The Provider will not be responsible for delivering direct engagement sessions with people on probation, as probation Service Personnel will take over primary responsibility for this in the new contract.

5.2 To deliver on the outcomes of the Specification in the new contract the Provider will be expected to drive the introduction of a national and regional infrastructure for consistently engaging with people on probation. This will include but is not limited to:

5.2.1 Developing Regional EPOP Action Plans for every region, based on a thorough review of existing EPOP Plans.

5.2.2 Developing an EPOP Action Plan for Approved Premises, based on a thorough review of existing EPOP Plans

5.2.3 Providing skills development and on-the-job and experiential learning to probation personnel.

5.2.4 Creating a National Forum for People on Probation.

5.2.5 Driving a cultural change amongst all staff, including Senior Leadership which develops individual and organisational capability, opportunity and motivation

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to engage with people on probation and enables their involvement in service design, development, delivery and review.

6. **Potential Extension Options**

- 6.1 At the end of this contract term (3 years) each Probation Service region will have the ability to extend the current support contract for a maximum of 1 year on quarterly intervals.
- 6.2 The funding for such extension will be directly funded by the region and should be agreed within 3 months of the contract termination date. The extensions must be agreed by the Probation Service and the Provider.
- 6.3 The value for such extensions will be in line with regulation 72 of the Public Contract Regulations (2015).
- 6.4 The aim of such extension is to ensure that all regions are in a strong position to deliver EPOP independently to a good standard.

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PART A - MANDATORY REQUIREMENTS

1. The Mandatory Requirements set out in Part A of Schedule 2.1 (Services Description) of the Framework Agreement shall apply.

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PART B – DESCRIPTION OF SERVICES TO BE PROVIDED

1. Probation Services Dynamic Framework Service Categories

1.1 The Provider shall provide the following Probation Services Dynamic Framework Service Categories for this Call Off Contract:

1.1.1 DF.14 Service User Involvement (described in Introduction section 3)

2. High-level Outcomes

2.1 The Provider shall satisfactorily have achieved the below outcomes by the end of Year 3 of the contract term:

2.1.1 PS Personnel have the capability, opportunity and motivation to routinely create and deliver wider engagement opportunities to people on probation, enabling them to influence and shape probation services. This outcome must be sustainable after the end of the contract term.

2.1.2 People on Probation have the capability, opportunity and motivation to participate in, lead and review engagement opportunities which successfully influence and shape probation services. This outcome must be sustainable after the end of the contract term.

2.1.3 Regional plans and management structures routinely include opportunities for people on probation to co-design, develop and deliver probation services.

2.1.4 Continuous development and improvement mechanisms are in place for EPOP at both HQ and Regional levels

2.1.5 An active and inclusive national EPOP Forum has been established which shapes and influences Probation services at a national and strategic level and is sustainable after the end of the contract term.

3. The role of the Provider:

3.1 The Provider acknowledges the Authority has an ambition to strengthen how the PS involves and engages People on Probation in the design, delivery and review of our services. Such ambition is driven from a recognition that involving people with lived experience of services helps organisations become more effective at supporting and meeting needs of individuals, to achieve positive outcomes. There is a growing body of evidence that involvement and participation in design or improvement of services can have a positive impact on an individual's own rehabilitation and success.

3.2 The Authority is seeking to develop an effective and embedded model of EPOP which secures visible and impactful opportunities for People on Probation to contribute to and influence the design, development, delivery and review of probation services. This shall be achieved by securing expert input and support, from people with lived experience of probation services where possible, to work alongside PS and HQ Personnel to strengthen the current EPOP capacity and capability in all PS regions and HQ. The contract is envisaged to run for three years, with scope for possible extensions in some regions where this is deemed necessary (Section 7);

3.3 The Provider is not expected to deliver direct engagement sessions with people on probation. The Provider of this contract is expected to support PS Personnel to create and drive strategic EPOP objectives and an improved focus on EPOP across the Probation Service, including, but not limited to:

3.3.1 Developing individual Action Plans for every PS region and an Action Plan for Approved Premises

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- 3.3.2 Upskilling and Training PS Personnel. The Provider will take a blended approach which ensures any offer is made to those staff who need it, at the time and in a way they can best engage. The Provider will ensure this by providing relevant staff with:
- a. “On-the-go” expertise and advice to generate a good understanding of the importance of user engagement, (i.e. contributing to team meetings, PDU/Regional comms, QA and SPDR approaches).
 - b. “Just-in-time” input and resources to enable learning at the point of need by role modelling and actively assisting probation colleagues to try out different types of engagement work such as:
 - i. Group based consultation and events
 - ii. Attendance and representation of people on probation at planning and review meetings
 - c. Expert input into existing materials, resources and learning experiences to support self-directed and experiential learning. The Provider will take full account of existing in-house probation service training and development such as Motivational Interviewing, Pro-Social Modelling and SEEDS and ensure their offer complements and draws on this in-house training wherever relevant.
- 3.3.3 The Provider may also work with staff TUPED from User Voice, drawing on their existing group engagement work skills and experience where applicable.
- 3.3.4 Creating a National Forum for People on Probation
- 3.3.5 Driving a cultural change amongst all PS Personnel, including Senior Leadership, to create a strong and embedded EPOP culture.

3.4 Solutions to the challenges in some regions may require co-facilitation of Engagement with people on probation in the early stages of the contract. The purpose of this should be to coach PS Personnel and/or provide role modelling in how to undertake engagement. Where this does occur, the Provider will be expected to become more ‘hands-off’ as PS Personnel develop their own capability to deliver effective engagement as a result of the Provider’s role modelling, coaching and supporting activities.

- 3.5 This National Contract shall not preclude any future regional commissioning of Engaging People on Probation services, either before, after or during the term of this contract. The Provider of this national contract shall collaborate with any regional provider of EPOP where appropriate, this includes bodies currently working in the Probation Service and bodies commissioned to work in the Probation Service in future.

4. People on Probation (POP) in-scope of this Call-off Contract:

- 4.1 All POP are in-scope for the services of this Call Off Contract: including, but not limited to, Adult Male and Adult Female POP; however, the Provider is not required to be qualified onto the Probation Services Dynamic Framework for any specific cohort.(i.e. DF.09, DF.10, DF.11).
- 4.1.1 This contract shall not preclude any future cohort specific commissioning of EPOP services either before, after or during the term of this contract. The Provider of this contract shall be expected to collaborate with any cohort specific EPOP providers where appropriate, this includes bodies currently working in the Probation Service and bodies commissioned to work in the Probation Service in future.

5. Expectations and Timeframes

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- 5.1 A high-level yearly breakdown of expectations for achieving the outcomes of this Schedule 2.1, has been provided at **Annex 2**. Please note, this breakdown is organised according to the 3 recognised conditions for behaviour change; capability, opportunity and motivation. In terms of sequencing, these expectations may be undertaken in wherever order, or as concurrently as is most effective for maximising behaviour change (i.e., although the expectations in the capability section are listed first, they do not have to be done first). This is not intended as a definitive breakdown of how all the outcomes shall be achieved. It is a guide to help providers understand the key objectives sought from this contract, and the nature and pace of their delivery may differ within each region throughout the duration of the contract term.
- 5.2 Provider obligations shall be ongoing for the term of the contract and the envisaged timeframe and expectations detailed in **Annex 2** shall be cumulative, with Year 2 building on the requirements in Year 1, and Year 3 building from Year 2. The yearly requirements may vary and start at different points based on the region's maturity.
- 5.3 The definitive milestones that the Provider is obligated to meet are detailed in the Call-Off Contract at **Schedule 6.1**.
- 5.4 Whilst the outcomes below encompass both regional and national level EPOP services, it is anticipated that the majority of provider activity will be within the PS regions. The Provider will work with regional PS personnel to establish the activities and tasks the Provider needs to undertake in order to meet these outcomes to ultimately ensure consistent levels and standards for EPOP across all PS regions

6. Provider Personnel Skills and Knowledge

- 6.1 Notwithstanding any requirements as set out in Clause 16 of the Framework Agreement, the Provider shall ensure that all Provider Personnel delivering the Services are able to:
- 6.1.1 Respond sensitively and develop appropriate tools to meet the specific needs of people from diverse, ethnic, cultural and social backgrounds and those with protected characteristics.
- 6.1.2 Professionally prepare and disseminate information in a manner which accommodates different learning styles and intellectual capabilities.
- 6.1.3 Work responsively and effectively with people who have experience of the criminal justice.

7. Probation Service Dependencies

- 7.1 Overview of existing EPOP structures and activity:
- 7.1.1 The Probation Service's ambition to improve how we engage with people on Probation (EPOP) is expressed via:
- a. An Annual Plan for Engaging with People on Probation with a range of commitments which amount to the creation of a visible and embedded culture of engagement. (See Annex 3 - EPOP SoE Breakdown of Supplier Activity)
 - b. A considerably strengthened commitment to engaging with people on Probation in the [Target Operating Model for Probation Services](#). (the full document can be found in the 'Data Room and Supporting Information' folder of ITT_5415 on Jaggaer, see p 130 and 131):
- 7.1.2 Progress against this is currently undertaken via a range of national and regional roles which include:

National:

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2 Lived Experience Insights Roles

1 Probation Lived Experience Implementation Lead

1 Reducing Re-offending Lived Experience Lead

1 Staff and Service User Engagement Lead

National roles which include responsibilities for strengthening employment opportunities for people on probation

Regional:

A minimum of 1 named EPOP lead role in each region. These roles are combined with a varying range of additional roles and responsibilities.

7.1.3 All regions are expected to have a regional EPOP Plan in place, which reflect a varied range of current and planned EPOP activities. Regional leads meet once a month to progress national initiatives and share good practice.

7.1.4 User Voice is currently delivering an interim National EPOP Service Agreement, in selected parts of 8 of the 12 Probation regions which is due to finish at the end of January 2022. This delivery is based on maintaining a User Council model of engagement, which has been developed and is owned by User Voice

7.2 Probation support and facilitation of EPOP Contract

7.2.1 National EPOP Roles will assist the Provider to deliver against the contract by:

- (a) Briefing and familiarising the Provider on the national EPOP Landscape, challenges and opportunities.
- (b) Making introductions and links to colleagues who will support the Provider to deliver against national level requirements i.e. development and delivery of a National People on Probation Forum.
- (c) Supporting the Provider to share good practice at a national level through use of existing communication and learning routes and approaches.
- (d) Acting as a single point of contact for delivery against national contract requirements and national contract management arrangements.

7.2.2 Regional roles will assist the Provider to deliver against the contract by:

- (a) Briefing and familiarising the Provider on the regional EPOP landscape, challenges and opportunities - drawing on current Regional EPOP Action Plans and Approved Premises EPOP Action Plans.
- (b) Identifying Regional EPOP milestones, outcomes and related timescales which the Provider will deliver.
- (c) Making introductions and links to regional colleagues who will support the Provider to undertake contract delivery such as:

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- (i) Attending senior level meetings to agree high level EPOP approaches, and secure senior sponsorship and engagement.
- (d) Attending and convening other regional and LDU level meetings and sessions, to promote and deliver EPOP Learning and development opportunities for PS Personnel and/or people on Probation
- (e) Participating in the national network of regional EPOP SPOCs, to share learning and good practice regarding best use of Provider delivery.
- (f) Assisting the Provider to develop additional EPOP capacity - i.e. assisting with regional pilots and helping to identify ways to sustain those which are considered successful.

8. Collaboration with Sub-contractors and Partners

- 8.1 In accordance with the Framework Agreement, the Provider is entitled to sub-contract its obligations under this Call-Off Contract to Key Sub-contractors if required.
- 8.2 Key Sub-Contractors shall be declared by the Bidder in the Invitation to Tenderresponse and Call Off Contract.
- 8.3 Parties agree that they will periodically update records of any Key Sub-contractors appointed by the Provider with the consent of the Customer after the Call-Off Commencement Date;
- 8.4 In respect of any sub-contracting of its obligations under the Call-Off Contract the Provider must follow the principles and comply with the terms outlined in Schedule 4.3 of the Framework Agreement.
- 8.5 The Provider is responsible for the management of it's supply chain, the Provider will be the lead in all communications with the Probation Services for all regions and for the national objectives. Where is it relevant the Probation Service may communicate directly with the sub-contractors in the supply chain, this will be agreed to by both parties to ensure a smooth delivery of objectives.

9. Evaluation & Research (E&R)

- 9.1 As the overall aim of the EPOP contract is to deliver an embedded and sustainable culture of engaging and involving people on Probation, it needs to deliver outcomes which successfully support changes in behaviour for both PS Personnel and people on Probation. Accordingly, contract outcomes need to reflect the 3 recognised conditions for behaviour change (Capability, Opportunity, Motivation). Some examples of this are:
 - 9.1.1 Creation of EPOP specialists, champions and/ or practitioners at different levels in each PS region and at HQ, who are skilled, confident and motivated to identify, develop and deliver EPOP opportunities.
 - 9.1.2 An improved awareness and understanding of the importance of EPOP, its benefits and what good looks like, throughout the PS regional and national structures.
 - 9.1.3 A measurable and evidenced increase in involvement by people on Probation in service design, delivery and review in all PS Regions and in HQ.
- 9.2 As part of this E&R – materials developed by the Provider, and/or developed by the Provider and Probation Service in collaboration, may be subject to further use and exploitation for research, evaluation and academic purposes. This may include

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Intellectual Property owned by the Provider of this contract, of which, under the terms of the Framework Agreement, the Authority has a non-exclusive, royalty-free, transferable licence to use and exploit on a perpetual and irrevocable basis for any purpose.

9.2.1 As stipulated in the Special Terms of the Call-Off Contract;

- (a) For the purposes of this Call-off Contract, 'use and exploit' shall be taken to include permitting the Customer to share any relevant information or data with universities, research organisations, or any other organisation which may perform, or facilitate in performing, research on the results of, or anything which develops in the course of, this Call-off Contract Term. In the event that research is conducted, and subsequently published, the Provider will receive recognition in the publication as a collaborator. For the avoidance of doubt, the interpretation of 'use and exploit' shall include the above but shall not be limited to it.

10. Contract Governance

10.1 This EPOP Contract will sit within the Strategy, Planning & Performance Directorate of the HMPPS

10.2 The national EPOP contract will deliver both national and regional outcomes, and contract management and evaluation arrangements will monitor elements including, but not limited to;

10.2.1 Ensuring the Provider is delivering against nationally set outcomes defined in this Schedule;

10.2.2 ensure the Provider is delivering against their agreed milestones and targets in Regional EPOP Action Plans and Approved Premises Action plans once these have been created (see section 13);

10.2.3 analysis of performance and contract compliance information to inform national oversight and contract governance;

10.2.4 In the event of poor or non-performance, triggering and applying any contractual levers / remedies as required, such as improvement plans (as defined in Schedule 8.1 of the Framework Agreement);

10.2.5 Negotiating any material changes to the contract, via contract change notices (as defined in Schedule 8.2 of the Framework Agreement);

10.2.6 Handling any contractual Disputes (inc. failed dependencies) which may arise from time to time

10.2.7 Negotiating use of any other contract mechanisms such as waivers, relief events

10.2.8 Updating overall contract performance and progress to Regional Probation Directors on a regular basis (in conjunction with the Senior Business Owner), and to Probation Senior Leaders as required.

10.2.9 Working closely with the National Lived Experience Implementation Lead to ensure the authority makes best use of contract provision both in regions, and at a national level

- (a) The National Implementation lead will develop and maintain engagement with all of the regional EPOP SPoCs to facilitate

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engagement and learning opportunities, via national structures such as the current national EPOP Group, and ensure that Regional EPOP Leads provide any support and engagement needed for successful delivery by the Provider

- 10.3 Both the National contract management role and the national lived experience implementation lead will support regional colleagues to manage regional elements of the contract such as:
- 10.3.1 Facilitating agreement of regionally set milestones and outcomes;
 - 10.3.2 Ensuring regional level performance data is gathered and submitted by the Provider, in a timely and effective manner;
 - 10.3.3 Submitting regional data as part of national contract management arrangements i.e. contributing to a national scorecard / national report(s).;
 - 10.3.4 Convening regional contract management meetings;
 - 10.3.5 Ensuring regional contract management arrangements reflect any nationally set consistencies and learning;
 - 10.3.6 Liaise with EPOP SPoC to ensure the authority delivers against any agreed regional dependencies and engages effectively with the contract;
- 10.4 The National Lived Experience Implementation Lead will also assist the Provider to understand regional EPOP needs, ensuring regional colleagues engage effectively with the contract and deliver against any agreed dependencies (See Section 7.2) .

11. Mobilisation

- 11.1 The Provider and Authority will each provide contact details for a named mobilisation manager for this contract;
- 11.2 The mobilisation managers are responsible for managing and tracking progress of the mobilisation milestones as defined in Schedule 6.1 of the Call-Off Contract.
- 11.2.1 The Mobilisation Managers (and their teams and representatives where appropriate) shall meet within 5 working days of the Call-Off effective date to;
 - (a) ensure the mobilisation requirements are understood by both parties;
 - (b) Any issues or concerns with the transition plan are discussed and, where possible, resolved.
 - 11.2.2 The Mobilisation Managers (and their teams and representatives where appropriate) shall meet routinely once a month, as a minimum, to review progress against the mobilisation milestones, and discuss remedial actions where required.
 - 11.2.3 In the event of milestones not being met, the Authority may invoke delayed payments in accordance with Schedule 6.1.
 - (a) These will be applied at the discretion of the Authority, the Provider's mobilisation manager should provide reasoning for the milestone being missed in writing, for the Authority Mobilisation manager's consideration

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- 11.3 The Provider's Mobilisation Manager shall invoice the Authority each month of the mobilisation period, the amount to be invoiced shall be agreed by the mobilisation managers before issue;
- 11.3.1 The Authority's mobilisation manager will issue the Provider with confirmation in writing that the Authority is satisfied the Provider has met mobilisation milestones;
- 11.3.2 Upon receipt of these confirmations, the Provider should include the milestone payments in the subsequent invoice.

12. Transition Activity

- 12.1 The Authority shall require the Provider to complete a Transition Activity. Once the Provider considers it has completed the Transition Activity it shall submit reasonable evidence to the Customer that the Transition Activity is complete and meets the completion measures.
- 12.2 There shall be two Transition Activities, found in Part C of Schedule 6.1 of the Call-off Contract: one requires the Provider to review and assess the current state of engagement activities in each probation service region; the second requires the development of comprehensive 'Action Plans'.
- 12.3 The provisions of Clause 9 of Schedule 7.1 (Charges and Invoicing) of the Framework Agreement shall apply also to Transition Activities, detailed in Part C of Schedule 6.1 (Call-off Implementation) of the Call-off Contract.

13. Ambition for Ex-Offenders

- 13.1 The Provider acknowledges that the Authority has an ambition to make Government a stronger exemplar when it comes to employing ex-offenders. Such ambition is driven from the principle that providing employment for people leaving prison and on probation can be life changing for the individual, but also creates significant socio-economic benefits. Alongside the Authority's plans to itself recruit more ex-offenders directly into civil service roles, the Authority's ambition is to increase the recruitment of ex-offenders in its supply chains that support the provision of services to the Authority and more widely across Government. This is seen as a fundamental part of the new Social Value Model across Government. Additionally, it is an ambition through the Engaging People on Probation procurement and, where the opportunity exists for recruitment in the delivery of services, we would encourage our Providers (and where appropriate their supply chains) to recruit ex-offenders as a proportion of their overall recruitment when it is suitable to do so. Please note that throughout the procurement process and during the ongoing contract management the authority will be encouraging Providers to detail information in-relation to the employment of ex-offenders, such as;
- 13.1.1 recruitment and opportunities shall be continually assessed and appraised by the Provider throughout the Term of the Call-Off Contract.
- 13.1.2 Where the Authority reasonably requests, the Provider shall provide the Authority with information in relation to its employment of ex-offenders throughout the Term of the Call-Off Contract.
- 13.1.3 For the purposes of this, 'ex-offenders' in this context are defined as people who have experience of probation services, either on licence or community sentence, within the last twelve (12) – eighteen (18) months or who declare a conviction as part of a basic screening check.

14. General Requirements

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- 14.1 The following Additional General Requirements shall be applicable to this Call-off Contract:

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General Requirements	
Ref	Requirement
G1	<p>If and when direct engagement between the Provider and POP takes place, the Provider must engage with POP in a way which reflects each individual's Protected Characteristics and/or specific needs including but not limited to:</p> <p>BAME (including Gypsy, Roma, Travellers)</p> <p>Learning Difficulties and/or Learning Disabilities</p> <p>Young Adults</p> <p>Veterans</p> <p>Foreign National Offenders</p> <p>Gender Identity</p> <p>Age / Health</p>
G2	<p>If and when direct engagement with POP takes place, the Provider must:</p> <ol style="list-style-type: none"> 1. Engage in a language or format each individual is able to understand. 2. Where the Services are to be delivered in Wales, this must be delivered in accordance with the Welsh Language Scheme 2018 and Welsh Language Act 1993 for service delivery in Wales. <p>The following shall be considered a Dependency for the purposes of Schedule 3 (Customer Responsibilities): The Authority shall make available appropriate Authority Interpreter Services.</p> <p>Where the Provider wishes to access services that are provided by the Authority ("Authority Provided Services"), or any agency of the Authority (e.g. translation services), the Provider agrees that it shall be a condition of the granting of access to the Authority Provided Services by the Authority to the Provider and the Provider's use of those services, that the Provider complies in full with any and all guidance that is in place (and any amendments to that guidance) governing the access to and use of the Authority Provided Service</p>
G3	<p>The Provider shall maintain continuity of Service in the case of Disaster pursuant in accordance to the terms of Schedule 8.6 (Service Continuity Plan and Corporate Resolution Planning):</p> <ol style="list-style-type: none"> 1. Notwithstanding the provisions of Clauses 8.6.1 and 16.1.6 of the Framework Agreement, and the requirements as set out in Schedule 8.6 (Service Continuity Plan and Corporate Resolution Planning) maintain Services in the event of sickness of individual members of Provider Personnel and the Provider must ensure that an equivalent replacement member of the Provider Personnel shall be deployed in such instance.
G4	<ol style="list-style-type: none"> 1. In the event of the Provider independently conducting a training session, the Provider must report: <ol style="list-style-type: none"> 1.1 any instances of Unacceptable Behavior by the POP; 1.2 any behavior or information that may indicate a Risk of Serious Harm posed by the POP;

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	<p>1.3 any information that may impact upon child or adult safeguarding concerns; and</p> <p>1.4 any new information that indicates that the POP is at increased risk in relation to self-harm, human trafficking, modern-day slavery, gangs, extremism, radicalisation or county lines.</p> <p>Where the Provider considers the information in 2.1 - 2.4 to present an imminent Risk of Serious Harm the Provider must immediately notify the Single Point of Contact (SPOC) for the region either in person, telephone, email or facsimile, and, where appropriate, the police.</p> <p>The Provider must deliver the Services in a way which takes full account of any identified concerns about adult safeguarding and/or child safeguarding. Where the PS or HQ Personnel have identified public protection concerns, the Services which are provided should be delivered in a way which takes full account of these risks</p>
G5	<p>The Provider must:</p> <p>1. Notwithstanding the generality of the requirements in Clause 16 of the Framework Agreement, provide all Provider Personnel with full introductory training required to complete their role in the delivery of the Services prior to the Call-Off Commencement Date, including, as a minimum training in relation to:</p> <p>1.1 Diversity (which is to include comprehensive training on unconscious bias and cultural competence);</p> <p>1.2 GDPR;</p> <p>1.3 Risk Awareness - Identification and mitigation; and</p> <p>1.4 adult and child safeguarding.</p>
G6	<p>In the event the Authority requests the Provider to contribute to Authority liaison arrangements with judges and magistrates, the Provider must do so in accordance with any guidance issued by the Authority, in the format requested by the Authority.</p> <p>The following shall be considered a Dependency for the purposes of Schedule 3 (Customer Responsibilities) <i>The Authority to inform the Provider of liaison meetings, including dates and requirements for the Provider's input in a timely manner.</i></p>
G7	<p>The Provider will be required to deliver two elements of the service;</p> <ul style="list-style-type: none"> - Regional EPOP Action Plans and an Approved Premises Action Plan to be delivered within the first three months of the contract (this must be provided and agreed with the regional team and central team by the end of this period, any extensions should be agreed by both parties). - Month four onwards of the contract will be delivering the aforementioned action plans in line with the Service Description described throughout this document.

15. Approved Premises and Probation Service Regional EPOP Action Plans

- 15.1 A core requirement of this contract is the development of 'Regional EPOP Action Plans' and an 'Approved premises Action Plan', these shall be produced by the Provider through collaboration with the Regional EPOP SPOC, Approved Premises SPOC, Probation Service Personnel and People on Probation as appropriate. Regional EPOP Action Plans and the Approved Premises Action Plan shall take explicit account of reviews and assessment of current Regional EPOP Plans and Approved premises

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EPOP Plans. An Approved Premises Action Plan and a Regional Action Plan for each region are to be completed within 90 days of the service commencement date of this contract.

- 15.1.1 See Appendix 1 - Regional Action Plans Guidance and template– (this can be found in the 'Data Room and Supporting Information folder of ITT_5415 on Jaggaer)

REF	Outcome
AP-1	Establish communication links with identified SPOCs at HQ/SLT level to discuss, understand and establish any core objectives to be cascaded to the Probation Service regions and Approved Premises, and where appropriate aligned to regional objectives. This may include forums, meetings and working groups.
AP-2	Prior to service commencement, establish communication channels with identified SPOCs for each Probation Service region and Approved Premises, this may include arrangements for regular meetings, working groups or progress review checkpoints
AP-3	Review and assess current EPOP activities and achievements in each Probation Service region and Approved Premises, including any current regional 'EPOP Action Plans' where available. Where possible this should begin prior to service commencement.
AP-4	Develop comprehensive 'Regional EPOP Action Plans' and an 'Approved Premises EPOP Action Plan' with SMART objectives and milestones to strengthen and develop EPOP capacity and create a range of meaningful EPOP opportunities in each region.

- 15.2 It should be noted that completion of the Regional EPOP Action Plans and Approved Premises Action Plan is a requirement of the 'transition milestones' (IM11 -AP1 & IM12 – AP2 in the Call-Off Contract (Schedule 6.1).

16. EPOP Capability Building in Probation Service (PS) Regions

- 16.1 The Outcomes below **determine personal improvements for People on Probation** as a result of involvement in Engagement work with the Probation Services.

REF	Outcome
POP-1	POP gain improved insight and a better sense of ownership of the probation services and a process in place for this to be ongoing for future POP.
POP-2	Increased opportunities to understand the thinking behind and reasons for particular aspects of the services POP are experiencing, and a process in place for this to be ongoing for future POP.
POP-3	More frequent chances to hear from and talk more directly to PS colleagues and other POP, and a process in place for this to be ongoing for future POP.
POP-4	Increased personal skills development opportunities such as skills needed to participate in and facilitate group discussions successfully, and a process in place for this to be ongoing for future POP.
POP-5	A sense of achievement from both participating in, and leading EPOP activities, and seeing the results of EPOP activities at both regional and HQ level, for example membership of a National/Regional Forums which are then sustainable.

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POP-6	Greater opportunity to include EPOP work and experience as part of their CV and future job applications, including opportunities for paid and unpaid employment, and a process in place for this to routinely continue for future POP.
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16.2 The Outcomes below determine **improvements in quality and standards of EPOP and drive a cultural change within the regions** to recognise the benefits and values of EPOP.

REF	Outcome
PS-1	A clearer and wider understanding of the current level of EPOP activities and achievements in each region by PS colleagues, and a process for continuous development.
PS-2	Review regional EPOP Plans and Approved Premises EPOP Plans and develop comprehensive and fully owned annual Regional EPOP Plans and an Approved Premises Action Plan with SMART Objectives for each Probation Service region and Approved Premises.
PS-3	Improved awareness and understanding of the importance of EPOP, its benefits and what good looks like, amongst Probation Service staff at different levels in the region with processes and tools to enable sustainability
PS-4	An expanded range of Probation Service EPOP specialists, champions and/ or practitioners at different levels in each region, who are skilled and confident in identifying, developing and delivering EPOP opportunities, as appropriate to their respective roles with train the trainer type tools to enable sustainability.
PS-5	A measurable and evidenced increase in EPOP and influence on service delivery, design and review in all Probation Service Regions and Approved Premises, this may include; <ul style="list-style-type: none"> - Evidence of improved EPOP awareness and levels of capability amongst Probation Service staff (through use of questionnaires etc); - 'You Said, We Did' initiatives; - Statistics and reporting around POP engaged, quality of input, changes driven by EPOP; - Numbers of governance and engagement forums created, including reports and case studies demonstrating their effectiveness; - Evidence of improved consideration of EPOP in wider PS Plans and ambitions (i.e. inclusion of EPOP service planning, review, QA and commissioning approaches).
PS-6	A strong, embedded and sustainable culture of involving People on Probation in all aspects of probation services, which is sustainable beyond contract end.

17. **EPOP Capability Building in HQ (National)**

17.1 The Outcomes below determine personal improvements for People on Probation as a result of their involvement in Engagement work with HMPPS Senior Leadership at a national and strategic level

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REF	Outcome
POP-7	Improved insight into senior leadership thinking & strategic approaches in HMPPS, including developing a sustainable culture and infrastructure for EPOP at a national level.
POP-8	Increased and enhanced opportunities to hear from and talk more directly to and influence HMPPS Senior Leader Team (SLT), which are sustainable beyond the contract.
POP-9	Personal skills development such as considering and responding to bigger picture considerations and issues, with a process in place to sustain this for future POP.
POP-10	A sense of achievement for POP, both from participating and being heard, as well as seeing the impact of the EPOP discussions and endeavours, with a process in place to continuously collect this evidence.
POP-11	Improved and increased opportunities to include participation in national and strategic EPOP work in future job applications and CVs for POP, with a process in place for continuous opportunities.

- 17.2 The Outcomes below determine improvements in quality and standards of EPOP and a cultural change at a national and senior leadership level, whereby the benefits and values of EPOP are recognised.

REF	Outcome
HQ-1	A better understanding of the POP perspective and any associated implications for strategic and national work, with a process in place to sustain this.
HQ-2	Greater assurance that strategic considerations have been explicitly considered by POP, with a process in place to sustain this beyond contract end.
HQ-3	Improved and enhanced opportunities to test thinking / ideas from a user perspective when national and strategic work is still in its developmental stage, and to receive constructive feedback and challenge from the user perspective. This includes a process for sustaining this activity.
HQ-4	Increased HQ and SLT visibility amongst POP and our wider stakeholders with a process in place for sustaining this activity.
HQ-5	Greater opportunity for HQ and members of SLT to meet a number of POP to present & explain key aspects of strategic work and SLT thinking and to receive POP ideas/influence. This includes a process for ongoing activity of this nature.
HQ-6	Increased scope for HQ and SLT members to express their appreciation to POP more directly for sharing their time, knowledge and expertise with a process in place for this to become ongoing, continuous activity.
HQ-7	Advise and assist in developing EPOP discussions and communications links with PS regions and best practice sharing. Including but not limited to National Forums with a process in place for this to become ongoing, continuous activity.

18. Service Category Specific Requirements

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18.1 The outcomes below determine the Provider’s role in improving EPOP practices and procedures across the Probation Service, all of the outcomes below require sustainability beyond the contract term

The Provider will provide expert support, advice and input to the PS Regional EPOP Single Point of Contact (SPOC) and other PS personnel as appropriate to deliver the following activities. Please refer to the HMPPS Annex 1 - Standards of Excellence (SoE) and Annex 2 – High Level Breakdown by Year for further guidance.:	
REF	Outcome
EPOP-1	Development and delivery of a programme of awareness raising and promotion of EPOP across the regions, with clearly identified outputs, outcomes and timescales.
EPOP-2	Development and delivery of a programme of PS staff and POP training and skills development to build EPOP capacity and capability amongst PS staff, with clearly identified outputs, outcomes and timescales
EPOP-3	Demonstrate all EPOP progression and development work is based on a clear understanding of best practice in line with the HMPPS Service User Involvement Standard of Excellence.
EPOP-4	Develop and facilitate (where necessary) a range of meaningful EPOP opportunities which include (but are not limited to) the following: <ul style="list-style-type: none"> a. One-to-one conversations with POP; b. Group based POP consultation, engagement meetings and engagement events; c. POP attendance and representation at planning and review meetings.
EPOP-4	Provide expert advice, support and undertake co-production of materials and activities, where appropriate, in relation to the following: <ul style="list-style-type: none"> a. Assessment and risk management processes for use by Offender Managers (OMs) and other PS personnel, to identify and encourage service users to take part in service engagement and involvement. b. Recruitment arrangements for EPOP participants, including effective promotion of engagement opportunities through a range of channels (i.e. adverts in reception areas, information for OMs to distribute, text prompts). c. Development of targeted recruitment and ongoing support arrangements for more marginalised groups which takes account of (but is not limited) to the particular needs of: <ul style="list-style-type: none"> I. POP with a learning disability; II. Female POP; III. BAME POP. d. Disclosure and risk assessment processes for OMs to use when considering and selecting potential POP participants. e. Method of referring potential POP participants to EPOP SPoCs and Provider personnel as appropriate f. Method of securing informed agreement from POP to participate in EPOP opportunities and activities, including agreement of how information from these will be recorded and shared onwards.

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	<ul style="list-style-type: none"> g. Safeguarding and confidentiality arrangements & agreements. h. Support mechanisms for EPOP participants i.e. briefing and de-briefing arrangements, initial and ongoing support, feedback arrangements, review and evaluation arrangements. i. Guidelines for practical aspects of the sessions, including specifying length and frequency of meetings, and code(s) of conduct. j. Co-facilitation of initial meetings to role model best practice and support Authority staff and POP to develop sufficient competence and confidence to facilitate groups themselves. k. Where agreed, recording discussions and sharing this record with the Authority colleagues. The Provider will record the following at each EPOP Session: <ul style="list-style-type: none"> i. Date, time, location and length of discussion / consultation event ii. Details of Authority and Provider Personnel in attendance iii. Number of POP in attendance iv. Breakdown of gender (if reasonably obtainable) l. Where agreed, the Provider will provide a detailed anonymised report addressing all points of enquiry agreed with the Authority within a reasonably agreed timescale between both parties as agreed in advance of each event m. Identify and agree ways in which HMPPS can demonstrate its recognition of and appreciation to POP for their participation in EPOP. n. Assist and advise on appropriate and inclusive use of technology and other materials for EPOP. o. Advise and assist on all aspects of inclusive and equitable EPOP practice which takes account of (but is not limited) to the particular needs of: <ul style="list-style-type: none"> I. POP with a learning disability; II. Female POP; III. BAME POP.
EPOP-6	The Authority shall put in place internal processes and resources to Research and Evaluate EPOP practices in the PS (see section 8). The Provider shall proactively engage with the Authority's processes and personnel to develop EPOP specific monitoring and reporting mechanisms which capture and demonstrate a clear improvement and increase in EPOP influence and impact on PS service delivery, design and review.
EPOP-7	Work with PS colleagues to ensure strategic and operational planning includes ways to sustain and build on EPOP progress i.e. EPOP plans as part of workforce, training and development, train the trainer packages, succession planning

Provide expert support and advice with national and regional PS colleagues as appropriate to create routes through which POP can feedback and influence senior leadership thinking and national initiatives. This work with PS colleagues will include but is not limited to the following:	
REF	Outcome
EPOP-8	Developing and agreeing transparent ways in which POP can be identified as potential participants in national and SLT EPOP routes of influence and activities.

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EPOP-9	Developing and agreeing any particular risk management and assessment arrangements needed for POP to participate in national and SLT EPOP.
EPOP-10	Putting in place a method of securing informed agreement from POP to participate in the National Forum, including agreement of how information from the forums will be recorded and shared onwards.
EPOP-11	Safeguarding and confidentiality arrangements & agreements, relating to participation in National and SLT EPOP.
EPOP-12	Support mechanisms for POP participants i.e. briefing and de-briefing arrangements, initial and ongoing support, feedback arrangements, review and evaluation arrangements.
EPOP-13	Guidelines for practical aspects of the sessions, including specifying length and frequency of meetings and code of conduct.
EPOP-14	Co-facilitation of all National Forums with appropriate Authority Personnel.
EPOP-15	Where agreed, recording discussions and sharing this record with Authority colleagues. The Provider will record the following at each EPOP Session: <ul style="list-style-type: none"> a. Date, time, location and length of discussion / consultation event b. Details of Authority and Provider Personnel in attendance c. Number of POP in attendance d. Breakdown of gender (if reasonably obtainable)
EPOP-16	As required, a detailed anonymised report addressing all points of enquiry agreed with the Authority, within a reasonably agreed timescale between both parties as agreed in advance of each event
EPOP-17	Identifying and agreeing ways in which the PS can demonstrate its recognition of and appreciation to POP for their participation.
EPOP-18	Assisting and advising on appropriate and inclusive use of technology and other materials for EPOP.
EPOP-19	Work with PS colleagues to develop EPOP specific monitoring and reporting mechanisms which capture and demonstrate a clear improvement and increase in POP influence over and impact on PS service delivery, design and review at a national and strategic level
EPOP-20	Work with PS colleagues to ensure the approach to leadership and strategic planning at HMPPS HQ includes ways to sustain and build on EPOP progress i.e. EPOP plans as part of workforce, training and development, succession planning.

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PART C – GEOGRAPHICAL LOCATIONS

1. **The Provider shall provide the Services (as described in Part B above) in the following National Probation Service Regions:**
 - 1.1 East Midlands
 - 1.2 East of England
 - 1.3 Greater Manchester
 - 1.4 Kent, Surrey & Sussex
 - 1.5 London
 - 1.6 North East
 - 1.7 North West
 - 1.8 South Central
 - 1.9 South West
 - 1.10 Wales
 - 1.11 West Midlands
 - 1.12 Yorkshire & the Humber

Annex 1: Standards of Excellence

HMPPS Service User Involvement and Engagement: Standards of Excellence and Evidence						
1. Ensuring service users actively contribute to the planning and review of their progress		2. Securing service user feedback on which interventions most help them, and how these could be improved at a wider level		3. Involving service users in key stages of service design, development and delivery		
Standard	1.1 All staff are skilled and competent in securing service user involvement in planning and reviewing their activities, sentence planning and wider rehabilitation activities	1.2 Service users have been actively involved in the development of their activities, sentence planning and wider rehabilitation activities	2.1 Robust methods for securing good insight into the needs of service users are in place and used regularly	2.2 Opportunities for service user input are provided to enable service users to influence which interventions work best for them and others.	3.1 There is clear evidence of the influence and impact of service user involvement on service design, development and delivery at a strategic / organisational level.	3.2 Opportunities for service users to assist with service review and development as well as opportunities to co-deliver services, are actively sought and realised where possible.
	Evidence	Staff training, development, and supervision methods explicitly include skills and experience needed to successfully involve service users in their sentence planning, review and rehabilitation. Opportunities for service users to be directly involved in staff recruitment, training and development are actively explored, and realised.	Case file notes, Keyworker notes and other records clearly identify where service user views have been sought, and fully taken into account, as part of the development of activities and rehabilitation work in custodial settings.	Evidence of regular use of meaningful opportunities to gain service user insight, such as use of focus groups, one-to-one interviews, surveys, observations, service user journey mapping and other ways of collecting information about service users.	Case file notes, and other written records of work with service users, clearly identify where the views of service users have been sought regarding their own needs and the wider needs of others.	There is evidence of service user impact and influence on strategic plans and organisational policies, in work to design and develop services and activities to deliver and review services There is evidence of how services were changed and improved as a direct result of service user involvement and influence, along with evidence of how this is conveyed back to service users, for their further consideration services.
					3.3 A systematic effort is made to engage with a diversity of service users including those from specific and under represented groups, with evidence of a tailored response to their needs (consistent with the Equality Act 2010).	
					Service users are demonstrably encouraged and supported to participate in service review and development work. Opportunities are provided for service users to develop their confidence and skills in relation to engaging in consultation work, and participating in service development and delivery work. Meaningful service development and delivery roles are sought and offered to service users, for example, peer support and mentoring work.	
					Evidence of how a diversity of service users, including those from specific and under represented groups, have been encouraged to participate and engage. Examples of how needs which were not being met have been identified and addressed and changes made to promote and enable inclusion of all, with systems put in place to monitor.	

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Annex 2: High-Level Breakdown by Year

	Year 1	Year 2	Year 3
CAPABILITY: knowledge share, up-skill, offer guidance, role model, provide constructive feedback	<ul style="list-style-type: none"> Provide a range of practical support to develop and deliver engagement opportunities i.e. "how to" guides, check-lists, templates etc, and give advice and hands on support with practical arrangements. Develop and assist with delivery of a plan for developing EPOP activities at a national level, to include creation of a National EPOP Forum Ensure all EPOP progression and development work is based on a clear understanding of good practice and is in line with the HMPPS Service Use Involvement Standard of Excellence. (See Appendix xx) Actively assist with national research and evaluation to demonstrate EPOP progress and share wider learning nationally, including undertaking review and evaluation activity and providing data & MI 	<ul style="list-style-type: none"> Develop an active team of EPOP specialists, champions and/or practitioners at different levels in each region, who are skilled and confident in identifying, developing and delivering EPOP opportunities, as appropriate to their respective roles Work with Probation EPOP national research and evaluation role to develop ways to demonstrate EPOP progress and share wider learning nationally, including undertaking review and evaluation activity, and providing data & MI 	<ul style="list-style-type: none"> Create a bank / hub of all EPOP learning, resources and support mechanisms. Support regions and HQ to make these tools and materials accessible and responsive to changing needs. Actively contribute to and co-deliver learning from the EPOP contact both regionally and nationally, as part of delivering against the HMPPS strategic aim to develop an Open Learning Culture
OPPORTUNITY: Identify, plan and agree opportunities, provide tools and materials	<ul style="list-style-type: none"> Undertake an EPOP SWOT analysis and actively review current Regional EPOP Plan, which also takes account of Regional Reducing Reoffending Plans. Identify and agree how provider activities will support probation colleagues to develop, deliver and evaluate engagement activities and opportunities for people on probation. The providers approach must be based on existing meetings and structures wherever possible. (i.e. joining team meetings, presenting to management and planning meetings, adding to existing training and development initiatives). Develop and provide tools and materials for EPOP learning & development and for delivering EPOP Activities i.e. guidance, checklists, templates, and support their Provide hands-on support, advice and guidance so that Regional and national EPOP approaches are inclusive and equitable and take account of people who are less likely to engage with probation services. 	<ul style="list-style-type: none"> Co-produce Year 2 Plan , based on review of Y1 with clear milestones and stretch targets. Expand the range of tools and materials needed for Y2 EPOP learning and development and EPOP delivery Actively develop ways to identify and encourage people who are less likely to engage in EPOP activities and opportunities 	<ul style="list-style-type: none"> Identify and agree succession plans for continued development and delivery of EPOP. Work with Probation stakeholders to ensure Regional planning at all levels, identifies ways to sustain and build on EPOP progress i.e. EPOP plans as part of workforce, training and development, commissioning plans; Diversity and Inclusion Plans; Reducing Re-offending Plans
MOTIVATION: encourage, set goals, enthuse, create belief in EPOP, demonstrate the benefits of EPOP, help develop EPOP habits	<ul style="list-style-type: none"> Identify and actively engage with internal stakeholders and influencers to make the case for EPOP and demonstrate its benefits Undertaken promotional and engagement activities which secure senior sponsorship and wider ownership of EPOP plans, through use of existing channels of communication. Advise on, and develop and deliver (where required) ways to build colleague motivation for EPOP such as : <ul style="list-style-type: none"> Identifying and achieving EPOP quick wins, Identifying ways to design and deliver EPOP as part of BAU practices . Publicising early EPOP successes Encouraging and supporting individual EPOP learning and development Advise on and develop ways to motivate people on probation to adopt new ways of working i.e. demonstrating the benefits of hearing the use voice, breaking progress into achievable milestones, creating ways to recognise individual and collective input, effort and achievements . 	<ul style="list-style-type: none"> Communicate, celebrate and build on year one achievements Expand ways to reward and recognise EPOP activity i.e. <ul style="list-style-type: none"> use of Individual EPOP learning and development objectives EPOP Staff awards & professional recognition schemes Innovation awards/ grants 	<ul style="list-style-type: none"> Communicate, celebrate and build on year one & two achievements Actively support and assist with the development of longer term EPOP goal setting, including providing practical examples.

Annex 3: EPOP SoE Breakdown of Supplier Activity

HMPPS Service User Involvement and Engagement of people on probation: Standards of Excellence EPOP Contract : Breakdown of Supplier Activity			
1. Ensuring people on probation actively contribute to the planning and review of their progress			
Standard	1.1	Target audience	Supplier Activity
	All staff are skilled and competent in securing service user involvement in planning and reviewing their activities, sentence planning and wider rehabilitation activities	Regional staff at all levels, including Front-line staff i.e. PSOs, POs	<ul style="list-style-type: none"> • Deliver “on-the-go” expertise and advice to generate a good understanding of the importance of user engagement, demonstrating what good practice looks like and what it can achieve. (i.e. contribute to team meetings, service planning and review meetings, PDU/Regional comms, SPDR approaches). • Input into existing materials, resources and learning experiences to offer user engagement L&D opportunities based largely on self-directed and experiential learning. • Identify colleagues with a particular interest in wider engagement work and develop and support EPOP championing roles. • Develop and support the implementation of initial recruitment activity for EPOP participants, to help front line staff identify and encourage people on probation to take part in service engagement and involvement.
		QA colleagues and middle and senior management.	<ul style="list-style-type: none"> • Provide advice and practical support to: <ul style="list-style-type: none"> • Build user engagement ambitions and milestones into operational QA mechanisms and other service planning and development processes. (i.e. supplementing existing EQUIP materials, developing more bespoke EPOP tools and guidance). • Develop ways to record day-to-day levels of user engagement in service delivery (i.e. use of Ndelius), and support the organisation to adopt these. • Pilot and evaluate new engagement approaches in a range of settings.
		L&D, HR and Workforce Colleagues	<ul style="list-style-type: none"> • Provide advice and practical support to: <ul style="list-style-type: none"> • Scope and identify the roles and responsibilities which different staff grades and roles could undertake to progress EPOP activities and outcomes.
1.2	Service users have been actively involved in the development of their activities, sentence planning and wider rehabilitation activities		

**HMPPS Service User Involvement and Engagement of people on probation: Standards of Excellence
EPOP Contract : Breakdown of Supplier Activity**

2. Securing feedback from people on probation on which interventions most help them, and how these could be improved at a wider level

Standard	2.1	Target audience	Supplier Activity
	<p>Robust methods for securing good insight into the needs of service users are in place and used regularly</p>	<p>Regional staff at all levels, including Front-line staff i.e. PSOs, POs</p>	<ul style="list-style-type: none"> • Provide "Just-in-time" input and resources to enable learning at the point of need by role modelling and actively assisting probation colleagues to try out different types of engagement work such as: <ul style="list-style-type: none"> • Group based consultation and events • Attendance and representation of people on probation at planning and review meetings • Develop and support use of tools and materials to effectively govern and quality assure all types of engagement work i.e. <ul style="list-style-type: none"> • Effective assessment and risk management processes • Equitable and transparent recruitment arrangements for participants • Safeguarding and confidentiality arrangements • Support mechanisms for participants i.e. briefing and de-briefing arrangements, initial and ongoing support • Demonstrate and support best practice in varying engagement settings, so that staff and people on probation develop sufficient competence and confidence to take on engagement activities and approaches themselves.
	<p>2.2</p> <p>Opportunities for service user input are provided to enable service users to influence which interventions work best for them and others.</p>	<p>QA colleagues and middle and senior management.</p>	<ul style="list-style-type: none"> • Provide advice and practical support to: <ul style="list-style-type: none"> • Ensure what people on probation are telling us influences approaches to QA and wider service development and delivery work. • Build user engagement ambitions and milestones into wider and more strategic QA mechanisms. • Develop more strategic ways to track and measure progress in relation to user engagement (i.e. use of indicators and other sources of MI)
		<p>L&D, HR and Workforce Colleagues</p>	<ul style="list-style-type: none"> • Advise and support L&D and HR staff to introduce and roll out engagement activities as part of new ways of working for frontline staff and other staff as appropriate • Provide practical assistance with piloting and evaluating new approaches, and support wider learning between regions. • Support development of processes by which learning resources are easily refreshed regularly to maintain an evidence-based professional approach to EPOP.

**HMPPS Service User Involvement and Engagement of people on probation: Standards of Excellence
EPOP Contract : Breakdown of Supplier Activity**

3. Involving people on probation in key stages of service design, development and delivery

Standard	3.1	3.2	3.3	Target Audience	Supplier Activity
	There is clear evidence of the influence and impact of service user involvement on service design, development and delivery at a strategic / organisational level.	Opportunities for service users to assist with service review and development as well as opportunities to co-deliver services, are actively sought and realised where possible.	A systematic effort is made to engage with a diversity of service users including those from specific and under represented groups, with evidence of a tailored response to their needs (consistent with the Equality Act 2010).	Regional staff at all levels, including Front-line staff i.e. PSOs, POs	<ul style="list-style-type: none"> Provide practical advice and support to develop "you said, we did" mechanisms, at different levels across the organisation. Develop and initially lead on ways in which probation can demonstrate its recognition of and appreciation to participants of engagement activities. Put in place a method of securing informed agreement from people on probation to participate in the National EPOP Forum, including agreement of how information from the forums will be recorded and shared onwards.
				QA, D & I and management staff	<ul style="list-style-type: none"> Assist with developing ways to encourage engagement from more marginalised groups and those with protected characteristics Assist and advise on appropriate and inclusive use of technology and other materials for EPOP. Assist staff to ensure strategic and operational planning includes ways to sustain and build on EPOP progress i.e. EPOP plans as part of commissioning, training and development, workforce & succession planning.
				L& D, HR and Workforce Colleagues	<ul style="list-style-type: none"> Advise and support L&D and HR staff to identify and deliver ways in which people on probation can become involved in existing and future staff recruitment, training and development. Assist with developing ways to encourage engagement from more marginalised groups and those with protected characteristics in staff recruitment, training and development