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Chair's Foreword

This year has been one of continued success and significant change for Midlands Probation Areas/Trusts and the Midlands Training Consortium.

On 1st April 2010, Derbyshire, Nottinghamshire, Northamptonshire, Warwickshire, and Lincolnshire all achieved Trust status alongside the existing Leicestershire and Rutland and West Mercia Trusts. Staffordshire and West Midlands merged to become the Staffordshire West Midlands Trust. This regional success indicates the organisational capability and high performance of Midlands Probation Trusts. The Consortium has played its part in this success story, managing recruitment, providing quality training programmes and ensuring the smooth running of the Diploma in Probation Studies since its inception in 1998. The graduation of cohort 11 will see 1138 Probation Officers qualified during the last eleven years, making up over 50% of the regional probation officer workforce. In addition, the development of the Certificate in Higher Education has led to increased competence and capability for the previously less trained PSO grade, 102 of whom have achieved this qualification since 2006. The increased level of practitioner commitment, knowledge, skills and enthusiasm has made a massive contribution to the significant increase in the Midlands probation performance and ability to protect the public and reduce reoffending.

The Consortium has been preparing for the end of the Diploma in Probation Studies qualification in October 2010; and the introduction of new probation qualifying arrangements. The future arrangements include the cessation of nationally ring

fenced training monies, which underpinned the previous arrangements for the probation officer qualifying training and the Probation Service Officer Learning and Development Programme. Midlands Trusts have demonstrated their commitment to regional collaborative working and the provision of high quality training and development, at the best value for money possible, by continuing to support the role of the Consortium.

The Consortium continues to develop its national profile in leadership and management learning and development by increasing the level of accredited awards offered to Trusts. During the year, accreditation has been achieved from the Chartered Management Institute for two prestigious awards, both are awards of the Level 5 Certificate in Leadership; Performance Management and Being a Leader.

The Consortium also continued with its highly successful management of accredited programme tutor and related training, and retained its position as the national provider of training for staff working with sex offenders.

It also maintained NVQ Assessment Centre accreditation, having achieved the Sector Skills Council quality standard, the "Skills Mark" for the quality of its assessor and verifier training; and holds a service level agreement with NOMS to provide the PTLLS training qualification.

Audit confirmed that the financial systems and processes are well controlled. The financial year ended with the achievement of income generation of £218,869 against a total operational budget spend of

£1,183,578 and a slight underspend of £4,018

The Midlands region has taken the view that, as the capability and continued development of probation staff is of such fundamental importance, the region is determined to define and control its own learning and development arrangements for the future. The significant manifestation of that intent is the establishment of a Regional Training Centre at Fort Dunlop, Birmingham, which opened in March 2010. This development offers light, spacious, fully equipped training rooms with dedicated staff administration and conference support services in the iconic Fort Dunlop building. It not only brings real income generation potential which will be beneficial to Trusts, but also significantly raises the professional profile of the Probation Service and its commitment to ensure that its staff are well trained and continually developed.

In December, Ian Macnair, Director and Ellen Wallace, Operations Manager took well earned retirement, prior to the move to Fort Dunlop, an achievement which was due in no small measure to their shared team vision, commitment, sheer hard work and Ellen's meticulous attention to detail. Both have worked tirelessly to establish and develop the contribution of the Midlands Consortium to regional Trusts since 1998. They will be much missed, but their contribution will continue to be valued.

The new Director, Sarah Winwin Sein took up post in January 2010 and will build upon a sound foundation.

The Consortium is well served by a very capable staff group who work closely with Trusts, regional and national colleagues to secure the best provision for the Midlands. They are supported by an Executive Board, comprising representatives from all Midlands Trusts, with an Audit Committee providing financial scrutiny.

We would wish to record our appreciation for the work of Elizabeth Richardson, Derbyshire Probation Board and Linda Marshall, Leicestershire and Rutland Probation Board who left during the year and to Rob Mandley, Chief Officer, Staffordshire Probation Area, who undertook the lead Chief Officer role for the West of Midlands Trusts, and retired in March 2010.

We would also wish to express our appreciation to Mike Maiden, Chief Executive of Staffordshire West Midlands, host Trust to the Consortium and colleagues, with special mention to David Whitehouse, who have all provided unstinting support to the work of the Consortium.

The Consortium is well placed to progress in the new national situation and to benefit from increased collaboration with Midlands Trusts. Its current strategic and operational capability is rooted in the underlying vision and support from its constituent Trusts.

*Josephine Palmer
Chair: Midlands Regional Probation
Training Consortium*

Functions of the Regional Consortia

- 1 To assist in the selection of staff
- 2 To manage training programmes
- 3 To manage the assessment and accreditation of staff

(PC 58/1997)

The Midlands Regions' agreement added:

- 4 'To carry out such other functions which are reasonably incidental to those set out above'.

(April 1999)

The implementation of Accredited Programmes has caused additional functions to be added, viz:

- The management of the (training) roll-out
- Reimbursement of trainer salaries and expenses
- Quality assurance of the selection and training of programme tutors
- The assessment of trainer and tutor competence

(PC 32/2000)

Constituent Trusts (from April 2010): –

Derbyshire Probation Trust

18 Brunswood Road, Matlock Bath, Matlock

Leicestershire & Rutland Probation Trust

2 St John Street, Leicester

Lincolnshire Probation Trust

7 Lindum Terrace, Lincoln

Northamptonshire Probation Trust

Walter Tull House, 43-47 Bridge Street, Northampton

Nottinghamshire Probation Trust

Marina Road, Castle Marina, Nottingham

Staffordshire West Midlands Probation Trust

1 Victoria Square, Birmingham

Warwickshire Probation Trust

2 Swan Street, Warwick

West Mercia Probation Trust

Stourbank House, 90 Mill Street, Kidderminster

The Executive Board

The Executive Board for the year 2010 – 11 comprises representatives from the eight constituent Trusts:

Josephine Palmer (Chair)	Northamptonshire Probation Board
Eric Galvin	Derbyshire Probation Board
Martin Caple	Leicestershire & Rutland Probation Board
Fred Mann	Lincolnshire Probation Board
Bonnie Jones	Nottinghamshire Probation Board
Brenda Thomas	Staffordshire West Midlands Probation Board
Bridget Nisbet	West Mercia Probation Board

And Chief Executive Officers:

Mike Maiden, Staffordshire West Midlands Probation Trust – Lead host Trust
Graham Nicholls, Lincolnshire Probation Trust – Lead East Midlands Trusts
Liz Stafford, Warwickshire Probation Trust – Lead West of Midlands Trusts

The Director and relevant officers attend all Board meetings, of which there are four each year.

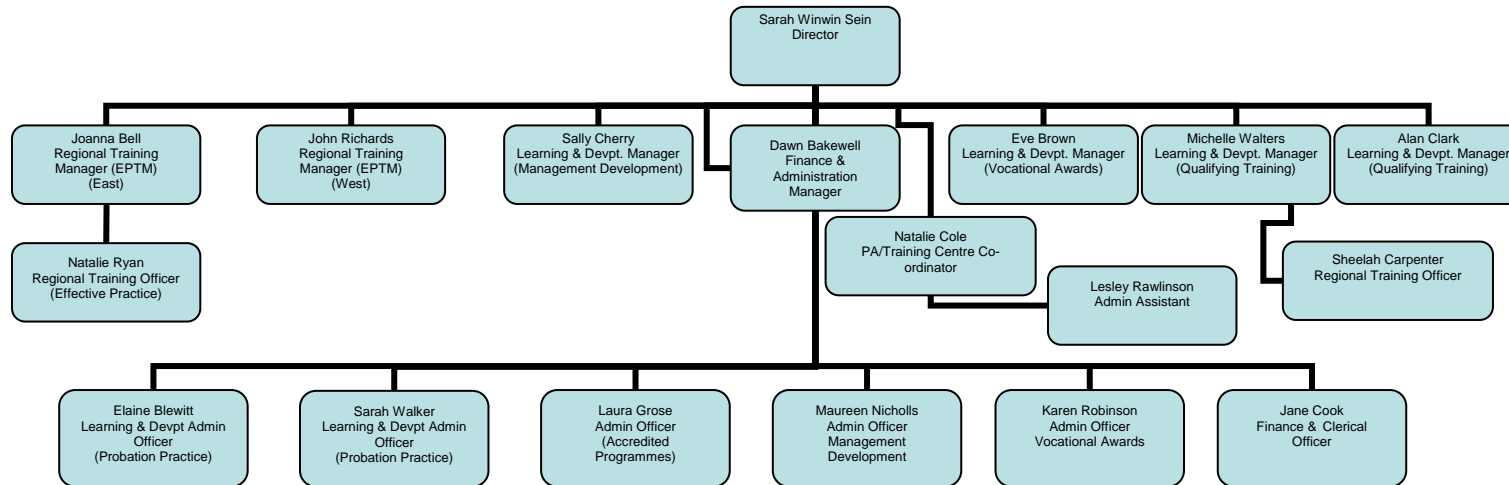
Audit Committee

An Audit Committee meets twice yearly, providing financial scrutiny:

Bridget Nisbet (West Mercia Probation Board) Chair
Fred Mann (Lincolnshire Probation Board)
Brenda Thomas (Staffordshire West Midlands Probation Board)

The Director, relevant officers, auditors and David Whitehouse, (Staffordshire West Midlands Treasury Department) attend all Audit meetings.

Midlands Consortium Staff Team



We wish to record our thanks to staff members who left at the end of the year: Brendon Flint, Leicestershire and Rutland Probation Trust and Roy Burns, Warwickshire Probation Area, Hannah Williams, West Midlands Probation Area and Lesley Brewer, Derbyshire Probation Area.

Report of the Director

Introduction

Celebrating past achievements and looking forward!

This is the eleventh Annual Report and marks a year of key transitions for the Midlands Trusts and Consortium.

Firstly, this year has celebrated the achievements of the outgoing Diploma in Probation Studies and welcomed the new Probation Qualification Awards.

The most significant change is that, for the first time, Probation Service Officers (PSO) will work towards a new national status of qualified PSO by achieving a vocational qualification level 3 in Probation Practice, underpinned by a rigorous learning and development programme; and some PSO's will continue to progress towards the Diploma in Probation Practice, which integrates a vocational qualification at level 5 with a degree level academic programme, provided by our longstanding partner, De Montfort University. Successfully qualified staff will be eligible to apply for the post of Probation Officer. The new qualification recognises the professional developments in the role of the PSO and will ensure that future PSO's and PO's have demonstrated the knowledge, skills and commitment to undertake their significant responsibilities in managing offenders.

Secondly, the numbers of staff to be trained by the new qualification framework will be driven by Probation Trusts' workforce planning, and regions will develop their own delivery mechanisms. Midlands Trusts

confirmed a business case which demonstrated that Trusts will benefit by implementing significant aspects of the new Probation Qualifying Framework on a regional basis and that the Midlands Consortium has the knowledge, experience, capability and professional commitment to deliver an effective and cost efficient service.

Several areas were identified where regional collaboration, delivered by the Consortium would provide both effective and cost efficient:

- a) Provision of the Vocational Qualifications Assessment Centre
- b) Management of the relationship with the Higher Education provider, including quality assurance.
- c) Provision of a learning programme to provide underpinning knowledge and skills for PSOs and practice tutors/assessors.
- d) Co-ordination of Trusts' recruitment and selection of PSO cohorts as required, and facilitation of the University involvement.
- e) Provision of human resources and training input into national work and project development.

The business case affirmed the need for the Consortium to become increasingly business minded and entrepreneurial.

"The need for continued efficiency and value for money will be a key driver for the Consortium. This will promote more integrated working with Trusts, key partners and within the Consortium. It is clear that to continue to be successful we need to increase our focus upon customer needs,

developing service level agreements which provide a robust framework for continuously improved delivery.” (Section 10 Conclusion February 2010).

This led to a vision and business objectives for the next year, which reflects this developing approach (see appended).

Thirdly, the Consortium team has moved to Fort Dunlop, Birmingham and opened a new “state of the art” Training Centre. This will provide quality training accommodation and services for Midlands Trusts and also the opportunity to generate income. This exciting achievement reflects the confidence of regional Trusts and the ability of the Consortium to continually adapt to changing circumstances.

The expanded Consortium continues to build up an increasing range of high quality services.

Take up of the Consortium Leadership and Management Learning and Development programmes is fast becoming embedded in organizational development and valued regionally and nationally.

The Consortium offers experience and specialist expertise in regional and national accredited programmes training, holding a national contract to deliver training to staff working with sex offenders.

The national contract to deliver PTLLS, the award required by training staff is also an indication of the quality of delivery by the Consortium team and associates.

In the next year, the Consortium will explore new organisational and funding possibilities, including the feasibility of social enterprise approaches and the move towards a service level agreement framework with Trusts. It will do this in the context of reducing budgets, recognising

the need to maximize income generation and efficiencies. The business plan reflects a blend of consolidating quality provision with testing out new initiatives. The touchstone will continue to be the Consortium’s commitment to the continued professional learning and development of Probation Trusts.

Midlands Consortium Business Plan 2010/2011

Vision

Midlands Consortium aims to meet the organisational development and training needs of Midlands Probation Trusts, supporting performance, developing and qualifying staff and ensuring that excellent services are provided in the most cost effective ways. On behalf of Trusts, the Consortium will seek to add value by accessing funds and generating income.

The Consortium will model an excellent learning organisation, providing the highest possible quality of learning and development products, skills and knowledge within available resources.

Context

The Consortium will work pro-actively, flexibly and imaginatively within the changing context. Use of resources and methods will be kept under review. Organisational responsiveness to customer demand and developing effective business relationships with our partners will be key to future success, building from the existing sound basis.

The Consortium is working to develop service level agreements with the eight Midlands Probation Trusts. This will require review of governance and financial arrangements. It is intended that in the

future this process will lead towards individualised contracts, with Trusts commissioning training provision from the Consortium, based upon their organisational learning and development needs.

It will be important to work collaboratively and pro-actively with the NOMS Learning and Development team and continue to develop the valuable relationships with the Offender Assessment and Management Group, Interventions and Substance Misuse Group and the Public Protection Unit amongst others.

The developing relationships with the Directors of Offender Management as commissioners and in relation to quality assurance processes will be important to the future work of the Consortium.

In line with NOMS policy, the strengthening of links with the Third Sector will provide developing opportunities.

Key Business Objectives

- Communicating our Vision and Organisational Direction
- Establishment of the Fort Dunlop Training Centre
- Implementation of the Probation Qualifying Framework
- Development of the Vocational Qualifications Centre
- Providing Accredited Programmes Training
- Providing Management Development Programmes

- Meeting East and West Midlands Trust Needs
- Providing a host organisation for Workforce Development for National Treatment Agency
- Exploring funding opportunities through the agreement of a Joint Implementation Framework (JIF), LSC/Skills for Justice
- Assessing the feasibility of Social Enterprise
- Continual Business Development

Consortium Organisational Objectives

- Review Organisational Resources and Development Needs
- Involve Management Team in Strategic Planning
- Develop Marketing and Communication Methods
- Utilise Best Value and Value for Money Services
- Review of Administration Resources and Processes (FORT DUNLOP)
- Develop Associates Strategy Protocol
- Establish Internal Business Units
- Develop IT Strategy

Report on Consortium Performance

The Midlands Trusts set performance indicators for the Midlands Consortium for 2009 – 10.

Performance Indicator I: a) Diploma in Probation Studies

1. Introduction

1.1 The Diploma in Probation Studies (Dip PS) has run since 1998. The current cohort 11 will be the last cohort of Trainee Probation Officers (TPO) to qualify as Probation Officers via the Dip PS. The programme continues to be a successful training programme, with a high rate of completions. This report covers the period April 2009 – March 2010.

1.2 Cohort 10:-

88 TPOs enrolled; and 73 TPOs successfully completed the programme. 15 training days were delivered for the whole cohort between April 2009 – March 2010.

The Cohort 10 Graduation ceremony took place at De Montfort Hall, Leicester on Wednesday 4th November 2009.

1.3 Cohort 11:-

44 TPOs have been appointed to start the programme in October 2008. At this point 40 remain. 15 training days were delivered for the whole Cohort between April 2009 – March 2010.

Cohort 11 are expected to graduate in October 2010.

1.4 A successful Diversity Conference for TPOs and Trusts/Areas was held in October 2009. This event had a range of speakers, Graham Nicholls, on behalf of the Chief Officers, Tarsem Singh Cooner, Birmingham University, to introduce the Anti-discriminatory Practice CD ROM, Sarah Hilder from De Montfort University and a performance from Geese Theatre that explores a range of diversity issues.

This was an important start to the Diversity input for the TPOs throughout their two year programme.

2. Programme Developments

2.1 A number of changes to the programme have taken place for cohort 10 and 11. With the introduction of a new suite of NVQ units, trainees are no longer required to undertake accredited programme training. The change in this unit means that trainees are able to focus on the management of offenders who are undertaking accredited programmes. The Consortium held briefing sessions on the changes to the new units for Practice Development Assessors (PDA) and PDA managers.

2.2 An excellent piece of work has been undertaken, redesigning the new suite of NVQ Units into a signposted version, suitable for people with dyslexia/dyspraxia.

2.3 A Diversity Roadmap for Part Two of the programme was introduced for cohorts 10 and 11, which included a new Diversity Log to enable TPOs to reflect on issues of diversity. In addition the Level 4 Diversity Workbook was updated.

2.4 There have been changes to Part Two of the programme's academic modules. The key change has been the

introduction of a new 30 credit module entitled 'Assessing and Managing Offenders'.

2.5 A programme of training skills workshops for trainees is delivered across the region. Regional Training Officers and PDAs mainly deliver these sub-regionally. The workshops reflect the core skills required for Probation Officers and support the academic teaching. Workshops materials have been regularly reviewed in order to ensure they reflect current knowledge, understanding and practice.

Thanks are given to all PDAs who have co-delivered these workshops.

Year One	Year Two
Induction input at DMU	Substance Use
Communication Skills	Violent Offenders
Motivational Interviewing Day 1	Sex Offenders
Effective Practice - 2 days	Challenging Inequality
Valuing Diversity 1	Offender Management
Pro- Social Modelling	Mental Health
Valuing Diversity 2	Resettlement
Motivational Interviewing Day 2	Victims
	Preparing for Practice

2.6 For cohort 11 domestic violence training has been removed from the programme due to TPOs receiving Integrated Domestic Abuse Programme (IDAP) training in all Areas/Trusts. This has been replaced with Offenders and Families training which unfortunately was not able to be run this year. However all Cohort 11 TPOs have been offered attendance on Stepping Stones training which will be run in July 2010

2.7 For cohort 11 a new NVQ portfolio system has been introduced - VQ Manager. This is the internet based system which

TPOs and PDAs can access via their desktop PCs; usage is now well integrated into PDAs' assessment practice.

3. Working with PDAs and Managers

3.1 Sub-regional PDA meeting

These meetings are held in the east and west of the region. Between April 2009 and March 2010, three meetings were held in both sub-regions. These meetings are used to support PDAs as well as provide input for their Continuing Professional Development (CPD). This included briefings on the new NVQ Units; the new VQ Manager NVQ Assessment system and the Risk of Serious Harm guidance from NOMS. In addition an input from De Montfort University was given on the new Assessing and Managing Offenders module. Input has also been gained from the National Disability Support Network (NDSN).

3.2 PDA Network meeting

These meetings were held on two occasions. These meetings were attended by representatives from all nine Probation Trusts/Areas within the Midlands region and De Montfort University to ensure that regional issues are discussed.

3.3 PDA Managers meeting

Quarterly meetings were also held for PDA managers during the period April 2009 – March 2010. These meetings ensure that Areas/Trusts are informed of changes to the programme as well as monitoring the progress of trainees.

3.4 PDA Training

During the period April 2009 – March 2010 the following training events were held for PDAs in the Midlands region:-

- a) VQ Manager training
- b) PTTLS training - the majority of PDAs have now completed this relevant training qualification (City and Guild 7202/7302).

3.5 PDA/PDA Managers Diversity Conference

The fourth annual PDA/PDA Managers Conference was held at Fort Dunlop in May 2010. This year the topic was Neuro-diversity and Probation practice. A guest speaker, Ronnie Young, from DEO Consultancy facilitated the day which was well received by all who attended.

There has been a strong commitment from the Consortium, De Montfort University and the Areas/Trusts to ensure that the quality of academic teaching, practice development and additional training opportunities has remained at a high standard to ensure that the cohort 11 TPOs are not disadvantaged by being the last cohort.

b) PSO Learning and Development

The Learning and Development programme for Probation Service Officers meets the requirements of Probation Circulars 18/2007 and 15/2008. The aim of the programme is to ensure that, on completion, the learner has sufficient knowledge and skills to work effectively with offenders who pose a low to medium risk of harm. The learning outcomes are those stated in the probation circulars.

Currently revisions are being made to meet the requirements of the new probation

qualifications regulatory framework. The programme was audited by the National Quality Assurance Group in November 2009 and received positive feedback; it was noted to be an “established programme with systems and processes which work well”. The programme received no action points for improvement.

In the last financial year eight Probation Service Officer (PSO) Learning and Development programmes have been delivered. A total of 106 (PSOs) from the region attended the ‘core’ training modules managed by the Consortium. Consortium staff delivered 168 training days on the programme

Specialist Workshops

During this period a number of specialist workshops (Court Presentation Skills, Inter-agency Work, Sex Offender Awareness, Team Work, Stepping Stones and Thinking Skills Programme - facilitation skills) have been run for PSOs. These have proved popular and have attracted positive feedback from the participants.

These were comprised as follows:-

Court Presentation Skills	32
Inter Agency	86
Introduction to Working with Sex Offenders	78
Offenders and Families (Families do Matter)	50
Stepping Stones (Sentence Planning)	92
Teamwork	13
TSP Facilitators (Treatment Managers)	10
TSP Facilitation skills	40

Fast Delivery Report Writing (FDR)

Two programmes were run for Staffordshire, totalling 10 training delivery days. Assessment of 16 candidates is being undertaken by Consortium staff.

Work based Mentors Training

Two events were run in Staffordshire for mentors who will be working with FDR candidates. 18 participants attended.

349 PSO staff attended specialist workshops across the region. In addition to PSO delivery, Consortium staff delivered eight events on Extremism for the DOMS office during this period. The Consortium managed 41 specialist events.

In total, Consortium staff have delivered a total of **232** training days for Probation staff across the region in this 12 month period.

c) NVQ Development Awards

During this period the Consortium assessed the following awards

Approved Premises Award		
Totals	6	6

Victim Liaison Officer Award		
Totals	9	9

FDR (Fast delivery Reports)		
Totals	16	

OCR Work based Mentoring Award

This was offered to Trusts/Areas as a pilot award for mentors working with Certificate in Higher Education candidates. The Consortium undertook assessment and verification of the award.

Work based Mentoring Award

Totals	6	
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In total Consortium staff have assessed and verified 37 candidates

Other Resources

As part of a national project, the Consortium developed sign posted VQ units for candidates with dyslexia and these will be distributed to Trusts nationally in June 2010.

A range of materials for training events have been developed:

- Offenders with Disabilities
- Mental Health resource pack
- Extremism and Radicalisation.
- Hate crime

Certificate in Higher Education

The January 09 cohort results were validated in March 2010.

Area/Trust	No. of PSOs completing Certificate in HE January 2010
Derbyshire	4
Leics & Rutland	4
Lincolnshire	7
Northamptonshire	1
Nottinghamshire	3
Staffordshire	2
Warwickshire	0
West Mercia	4
West Midlands	0
Total	25

A further two cohorts continue on the Certificate and will complete in September 2010 and January 2011 respectively. Four mentors' events per year are held. These are facilitated by Consortium and University staff, to support mentors and develop practice.

Probation Qualifications Framework (PQF) Developments

- Work on the PQF has started and an implementation plan has been devised to ensure that materials and systems are in place for September 2010.
- A booklet for the Gateway to Practice has been designed for staff in Trusts to complete and distributed to Trusts. A regional quality assurance group convened by the Consortium will monitor the quality of completions.
- The PSO learning and development programme is being revised as some modules have changed. Work has started on linking the modules to the new VQ units.
- Workshop materials for Part Two and Part Three of the Honours Degree pathway are being developed to support the academic teaching.
- Practice tutors event – This has been arranged for July 2010 to brief practice tutors on the academic and practice input on the programme and the tasks required in this role.
- Guidance for line managers, practice tutors and candidates is being developed.
- Workbooks to support PSO Learning and Development programme modules (Orientation to the Criminal Justice System, Writing Skills, Legal Framework,

Enforcement and Compliance and Develop own knowledge and learning) have been developed for the new PQF programme.

- Effective assessment methods workshops - Two events will be held (July and September 2010) for VQ assessors

Performance Indicator II: NVQ Assessment Centre

Introduction

Over the 12 months between April 2009 to March 2010, the Assessment Centre registered 246 candidates compared to 203 the previous year as follows:

Award	2009/10	2008/09
Community Justice Level 4	41	88
Community Justice Level 3:		
Full Level 3 Award	12	18
FDR Mini Award	17	35
VLO Mini Award	8	0
Approved Premises Mini Award	7	0
HE Certificate Mini Award	56	16
Other Role-Specific Mini Award	3	0
Business & Administration Management	8	6
Learning & Development:		
A1 Assessors' Award	12	9
V1 Internal Verifiers' Award	7	1
Mentoring in the Workplace	6	0
Learning & Development Level 4	1	0

Award	2009/10	2008/09
PTLLS:		
Midlands Region	30	7
National	28	0
9297 Certificate of Learning Support	9	23

Taking the Level 4 candidate numbers out of the table, as they are determined by TPO appointments, the increase in registration and processing for all other awards in 2009/10 is approximately 78%. The Centre has also been responsible for an additional 7 awards compared to the previous year. The Centre has been subject to 8 external verification visits, carried out by 5 External Verifiers, across 2 awarding bodies.

The Centre has delivered the following training courses:

- 3 x A1 Assessor Training
- 2 x V1 IV Training
- 12 x VQ Manager e-Portfolio Training
- 7 x PTLLS events, 3 regional, 4 national
- 1 x 7300 Certificate

NVQs

The Centre was approved to offer the Level 3 Development Award in Working with Offending Behaviour in 2009/10, but did not register candidates. Nationally, the award, although long-awaited, proved not to be fit for purpose and only one assessment centre across England and Wales registered candidates. The Midlands region opted instead for role-specific, 'Mini Awards' and in contrast registered 35 candidates across 4 Mini Awards and an additional 56 candidates on the HE Certificate Mini Award.

The uptake of the Certificate in Mentoring in the Workplace award for workplace mentors was disappointingly low and only 6

mentors across 1 cohort registered for the award. At the end of the year, 4 out of the 6 had completed and were awaiting external verification prior to certification.

PTLLS

Over the past 2 years of delivering the PTLLS programme, 65 learners have achieved the award. There have been a number of challenges in delivery of the course mainly due to cost. From the start of running PTLLS, the Assessment Centre has paid for external trainers to deliver the course at a cost of around £5,000 per event for facilitation and marking of assignments. With 2 courses per annum, this was taking up a large portion of the Centre's budget. The Centre is currently exploring ways of reducing the existing costs, which includes the use of a Consortium Regional Training Officer and by using a different marker for the assignments at a much reduced costs to the Centre.

The Centre's Manager has been part of a development group to write the national Foundation Skills Training course into the PTLLS programme run in the Midlands. Following the development, the Midlands were asked to deliver the national programme – a 5-day residential course, as part of a national pilot. At the end of the year to March 2010, the Centre had run 3 events and had dates for a further 2 events.

Electronic Portfolio

The introduction of VQ Manager as the Centre's electronic recording system for NVQs has been a major success for the year 2009/10. By the end of the year, all Community Justice awards were on the system with more than 220 candidates and 60 assessors using it. A majority of A1 and Business & Administration candidates were also on the system. By the end of the next financial year, it is expected that all

assessors and candidates will be using the system across all awards.

Skillwise, which writes and develops the program, has been very keen to use the Centre as an information and testing resource and has made many changes and updates to the system based on feedback from Midlands Consortium users.

The Centre is also in collaboration with Skillwise to encourage other Probation Assessment Centres to transfer to VQ Manager. The benefits to the Centre will be that Skillwise has agreed to commission the training of VQM for probation organisations, to Midlands Consortium and the Centre will also benefit from a more diverse range of users across other regions, for standardisation purposes.

VQs

The Centre Manager has been part of the national working party of Assessment Centre Managers who have contributed to the new Diploma in Probation Practice vocational qualifications at levels 3 and 5. The new qualifications, part of the Probation Qualifications Framework (PQF), will be ready for registration and administration from September 2010. Until that time, the existing awards will continue.

Conclusion

There will be a strong focus over the next 12 months on the new PQ Framework. Trusts within the region are likely to register a greater number of level 3 candidates to meet some of the requirements of the PQF and the Centre will seek to review and revise its recording and monitoring processes in order to meet the needs of the Trusts.

The Centre will also look for additional income from other organisations within the Justice Sector against the existing approved awards. It will also seek approval for other awards.

Performance Indicator III: Leadership and Management Learning and Development

Management Development Programmes:

During the year we have gained accreditation from the Chartered Management Institute for two awards, both are Awards of the Level 5 Certificate in Leadership; 5003 Performance Management and 5012 Being a Leader. Both awards map to programmes that we have delivered previously and we now have 66 candidates doing assessment by the accreditation of prior learning (APL) including 11 who are doing the full certificate composed of both awards (see details below). We will be adding to our portfolio of accredited awards during the year starting with 5001 Personal Development as a Manager and Leader which will form the basis of an Aspiring Managers Course.

In the latter part of the year we ran an accredited open course and attracted candidates from probation, prisons and the third sector. As a result of this we are now booked to run a joint prisons and probation course funded by the East Midlands Director of Offender Management (DOM) office. We have also gained bursaries from Skills for Justice for the training of 25 women, 6 of these are being used to support the women on the Staffordshire West Midlands (SWM) New Managers programme, and 19 to support an open course. We are in discussion with two Trusts about the possibility of delivering

accredited management development programmes. In all cases programmes are tailored for the specific needs of the Trust. For instance, as part of the design of the SWM New Managers Programme the CMI assessment criteria were mapped against the new Senior Probation Officer's job description and plans made with SWM to fill any gaps in their learning that were not covered by the programme.

In addition to accreditation we evaluate the programmes in a variety of ways including quantitative evaluation. During the contracting process at the beginning of this programme competence based learning outcomes for the programme are identified. Participants are asked to rate themselves against each outcome under three heading; Knowledge ('I know how to do it'); Skill ('I can do it'); Behaviour ('I do it with ease and confidence'), and on a simple scale 0 = no skills/ knowledge/ability, 5 'I know pretty well all I need to know about this and I am doing it well and with confidence'.

Participants are then asked to rate themselves again at the end of the programme (without having access to their earlier results). Overall participants have rated themselves as having improved by between 1 and 2 points on knowledge, skills and ability. A summary of evaluation is available.

	Area /Trust	5003	5012	Certificate	
By APL	Warwickshire	11			
	West Midlands	6	17	11	
	LRPT	20			
	Northants	1 (self financed)			
Total by Accreditation of Prior Learning.					66
Assessment as part of open training programme	HMPS	4			
	Warwickshire PT	2			
	SWMPT	1			
	Third Sector	4			
Assessment as part of New Managers Programme	SWMPT			11	
Total Currently Registered for Assessment					88

Marketing the Management Development Programmes

We now have a portfolio of accredited and short programmes and this is described on the website. The plan is to market the programme more widely to other Probation Trusts and other criminal justice agencies. Our two open courses (including the Women and Work Programme) have given us a good platform to go forward to a wider audience.

OAST Programme

OAST (Offender Management and Skills Training) is a programme of training offered to voluntary sector organisations which

provide accommodation and other services for offenders. Prior to 2003 this was funded directly by the probation service under the PAGS (Probation Accommodation Grants Scheme). With the advent of Supporting People this funding was withdrawn but recognising the importance of this training a self funding project was developed.

We have been supported from the start by West Midlands Probation who buy approximately 170 training places for accommodation providers in their area. The organisations that we work with are usually very short of money, costs have to be kept to a minimum, and the support from West Midlands has been and continues to be crucial.

It is our responsibility to sell more places on the courses to make the programme viable. In 2009 -10 we ran 15 courses (19 days), four of which were free to attend for West Midlands projects. We also ran an in house programme (1 day), for Heantun Housing Association Ltd. At the end of 2009-10 a business case was put to WMPA to continue the programme and funding was agreed to the tune of £18,000. The programme was reviewed, refreshed and revised in conjunction with the stakeholders.

OAST Priorities for 10-11

- Continue to work very closely with SWM Trust and other stakeholders to ensure that the programme meets their needs and that the business case for continuing support to SWM Trust is as robust as possible.
- Market the programme as widely as possible (we now have a section of the Midlands Consortium website to support this)
- Seek support from other funding streams
- Work with users to identify alternative cost effective ways to continue the programme if required to do so

Other income generating activity:

LiHMO and Approved Premises Managers:

LiHMO (Living Here Moving On), is a group work programme written by Sally Cherry in 2003/4 for Approved Premises. It is the only one of its kind and although we have now trained many groups of hostel staff, interest

continues. In 2009-10 we delivered 2 courses (5 days), for approved premises across the country including an open course.

Performance Indicator IV: Accredited Programmes Training

National Review

The Consortium team continues to work closely with NOMS centre in helping them to roll out the ongoing training for staff working with men who sexually abuse. The recent changes as NOMS became an agency mean that more than ever the team is working with Prison Service (HMPS) staff. The Consortium has run events covering the following:- fundamental skills, advanced skills, development days, video monitoring, psychometrics, assessment centre and role play and trainers' forum. The Consortium also ran train the trainer events in, case manager, programme specific, Internet sex offender treatment programme, and Risk Matrix 2000. Two train the trainers events were run to facilitate SARN training becoming regionalised and run jointly with colleagues from the prison service. The Midlands Consortium will remain the centre for collating national SOGP training data. Two "Staying Strong" training events also ran, followed by a train the trainers event to enable roll-out across probation areas. This is an HMPS course designed to help facilitators cope with the stresses of working with this client group

In addition, the Consortium and HMPS are involved in developing several work streams that will mean more training to be rolled out. These developments are briefly listed and described here:- the Assessment Centre for SOGPs has been in existence

for several years and the Consortium has been involved in a multi agency working party looking at revising and bringing together the documents and practices used by the two services. Tied into this is work done by the Consortium to identify more clearly the skills, competencies and knowledge required of staff wishing to apply for SOGP facilitator training.

The training materials for the Programme Specific and Offender Management modules for Thames Valley SOGP, Community SOGP and Northumbria SOGP were revised and updated prior to submission to Correctional Services Accreditation Panel for approval in December 2009.

National Training Figures for 2009/10		
No of Events	No of Places Offered	No of Training Days
30	578	1624

The Consortium team continues active involvement within the Effective Practice Treatment Manager (EPTM) network. Central NOMS thinking about contracting consortia through service level agreements as “approved providers of training” is now in place, alongside quality assurance (QA) measures and the licensing of accredited programmes trainers. As such the Consortium was part of the Training Quality Assurance Pilot and one of three consortia piloting the use of QA forms used by HMPS to monitor the quality and impact of training events. The recommendations made led to its revision at the end of March 2009 and subsequently the revision of the forms undertaken jointly with HMPS colleagues from the Quality Assurance team for implementation across custody and community from April 2010.

Regional Activity Review

The Consortium team have strong links with regional colleagues and work particularly closely with those from Programmes and Training. A pan-regional schedule was devised and adapted to meet regional need as required. The team has run facilitator training in Core Skills, Drink Impaired Drivers, One to One, Offender Substance Abuse Programme, Controlling Anger and Learning to Manage it, Integrated Domestic Abuse Programme, Community Sex Offender Groupwork Programme Specific.

A major feature of the 09/10 training calendar has been the roll-out of the new Thinking Skills Programme from April to September which replaces Enhanced Thinking Skills and Think First. Eight trainers were identified and attended tutor training in March and Train the Trainers in April 2009. A briefing for senior and programme managers was held. Seven events in the East Midlands and nine events in the West Midlands were run. TSP training was then incorporated into the regional schedule from January 2010.

Video Monitoring training has changed from a national to regional responsibility and a small group of trainers from the East and West Midlands attended a train the trainers event, with two regional events for Treatment Managers taking place in the autumn.

Alex Law and his team finalised the advanced training and accreditation process for facilitators and the Consortium has briefed colleagues prior to implementation.

Regional Facilitator Training Figures for 2009/10

No of Events	No of Places Offered	No of Training Days
31	496	1664

Other events related to interventions have also been run such as training for new Treatment Managers, Risk Matrix 2000 and Community Sex Offender Groupwork Programme Offender Manager training. Since the rationalisation of SARN training the Consortium has also run 3 events jointly with the prison service.

Future National Activity

The Consortium team continues to work closely with prison and probation colleagues in the Interventions and Substance Misuse Group (ISMG) as well as those in the Public Protection Unit.

Elizabeth Hayes, lead for Community Sex Offender Groupwork Programmes, leaves her post in April 2010. In view of the review of EPTM funding (detailed below) a contract for rolling out national SOGP and related training has been agreed for six months. Negotiation is taking place with the Public Protection Unit separately to secure the ongoing contract.

Future Regional Activity

Several programmes teams across the East and West Midlands are reducing the number of tutors/facilitators and that, coupled with the economic downturn and the removal of the accredited programmes facilitation training from probation officer qualifying training, has seen the turnover of tutors drop and consequently numbers being put forward to attend tutor training

decrease. The Consortium is therefore trying to balance the need for staff to be trained quickly when coming into post with viable and cost effective training.

To achieve this balance, all events are advertised nationally as well as regionally and work takes place with colleague EPTMs so that a national schedule of tutor training is available that new tutors can access. The Consortium is also working with prison colleagues to resolve the difficulties of their attending regional training (largely because they work on a national model of training provision).

Finally, Lynne Lawrie, Head of Delivery within ISMG, is reviewing the way accredited programme training is delivered in custody and community, including the EPTM role. A consultation process is taking place via the DOM's offices. Pending a decision the EPTM role has been funded for only 6 months to the end of September 2010.

Performance Indicator V: Diversity

Throughout the full range of its existing and planned training and development activity the Consortium ensures that best practice is followed and that diversity considerations are to the forefront of its thinking. Chaired by one of the Learning and Development managers, the Consortium's Diversity Strategy Group has aimed to take a progressively wider interest in the full range of activity.

Originating with the Diploma in Probation Studies Programme the group comprising Trust/Area and Consortium staff, has regard to the delivery, monitoring, development, review and evaluation of probation practitioner training, which until

this year included regional recruitment and selection processes. The Group also now monitors the Certificate (HE) in Community and Criminal Justice.

However, given the new Probation Qualifying Training framework, due to start in September 2010, the Diversity Strategy Group will need to be re-organised in order to enable the Group to be able to deliver, monitor and evaluate how diversity is best incorporated and delivered within the new arrangements

The group presently organises two major events in the Consortium's calendar. The Diversity Conference is a significant element of the induction process for the annual intake of Trainee Probation Officers onto the Diploma programme. Equally the annual Practice Development Assessors (PDA) and PDA Managers Diversity Conference is an important means by which the Consortium recognises the centrality of diversity to its training and assessment practice.

The Consortium has produced a number of workbooks, CD-ROMs and other training materials over the years and has consistently been commended during inspections of its Diploma programme for its positive and pro-active work on diversity. Both Diversity Workbooks have been updated over the last 6 months and the Anti-racist CD Rom material is being updated in the autumn of this year. In 2009 the Consortium was integral in the development of the production of "signposted" NVQ Units (for candidates with dyslexia) at both Level 3 and Level 4. This work has been extended to cover the new VQ3 and VQ5 Units for the new Probation Qualification Framework.

The group will continue its work and extend its scope into the other elements of the Consortium's training portfolio. A new website is currently being developed which will be used for e-learning with regards to anti-racist practice as well as other aspects of diversity as new material is developed and added to the website. In addition new training packs, 'free standing' training programmes and the further incorporation of diversity across the full range of Consortium activity will continue to be pursued.

Finally the Consortium is developing its own Single Equality Scheme to ensure that its policies, processes and procedures ensure both high quality training material and equality of access in regards to Consortium delivered Learning and Development programmes.

Performance Indicator VI: Propose and manage budget

Financial Year 2009/2010

The Host Board for the Midlands Region Probation Training Consortium is Staffordshire West Midlands Probation Trust. We are again indebted to staff from the Treasurers Department, especially **Mr David Whitehouse**, for advice, guidance and support in this regard over the past year.

Consortium costs – Operational Budget

For 2009/10 the core operational budget totalled £1,197,753 of which £434,000 was met from an agreed percentage of the regional Diploma in Probation Studies grant and the balance from other identified forms of income including a final income generation target of £224,667, all budget

heads were routinely monitored and closedown for the financial year approved by the Executive Committee in July 2010.

Other Training Activity

The Consortium received discrete strands of funding to cover a range of additional activities. For example, salary costs and expenses for Effective Practice Training managers and their administrator; funding for the general roll-out of the Sex Offending Training, financial support for the PSO training activity across the region.

Financial Year 2010/2011

A budget of £1,166,721.00 has been set. Of this £579,082 has been agreed for the PQF plus other funding from known other sources and an income generation target of £258,026.

Other Training

As in previous years the Consortium will be involved in a range of separately financed training activity which includes a comprehensive programme of practice skills training for Probation Service Officers and management of the national training in respect of Sex Offender Group Programmes.

Summary

This report provides ample evidence of the expanding range and depth of the Consortium's services. The Consortium offers a comprehensive range of learning and development pathways from administrative and practitioner roles in both offender management and interventions to leadership and management development. It also has many services which can be

offered to the Prison Service and other allied organisations in the criminal justice system, Third Sector organisations and beyond. The development of the Fort Dunlop Training Centre is an exciting initiative which will provide training facilities to Probation Trusts but also demonstrate the Midlands Trusts regional commitment to staff development, high organisational performance, quality practice with offenders and an increasing focus upon business development.