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National Probation Service Briefing



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KNOWLEDGE MATTERS know it - share it - use it

INTRODUCTION



Knowledge Management is about enabling individuals, teams and organisations to collectively and systematically create, share and use knowledge, to better achieve their objectives.

"Knowledge Matters", (on the Knowledge Management page of EPIC) provides a framework for use across probation and sets out plans for putting these ideas into practice.

LEARNING & SHARING FROM NATIONAL PLAN; LIVE ON EPIC!

All Areas are actively engaged with the National Plan to impact on increasing community confidence and reducing the short term prisoner population. A "Knowledge Management approach" has been applied to help with this work and support good practice.

Four areas of the National Plan were selected as the focus of this exercise because they are important both for the delivery plan this year, and longer term for NOMS:-

- Improving sentencer communication
- Influencing/managing demand on NOMS services arising from courts and sentencing
- Improving offender compliance to reduce likelihood of custody
- Timeliness of provision and workflow for 'remand in custody' reports

During August, from across the regions, Areas were asked to identify new and promising innovations and a range of good practice. These have been written up into case studies, or a lessons learned report and on 1st October a portfolio of examples was made available for probation staff on EPIC. This method will help Areas source existing material or make contact with other Areas who are developing similar ways of working.

These first case studies have been written up by the Performance Improvement Unit and members of the ROMs teams in the regions. Take a look at the pages and case studies on EPIC. They are a first start at creating a

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collection of relevant knowledge that is available for use across the probation community. This is only the beginning. Especially if your work involves any of the 4 themes covered by this trial, please read on and become involved.

LEARNING AND SHARING: BECOME INVOLVED!

Learn and Share!

Look at the EPIC collection

Support Service>Knowledge Management>Supporting the £40M Plan

http://npsintranet/index/support_service/knowledge_management/delivering_against_the_40m_plan.htm

As you look through the examples, please remember that this is a venture in sharing – building up from local examples and experience. So it is important that the collection includes 'ordinary' examples of managing change to move from a problematic or under-performing situation to a sound strategy or sound performance, as well as to include examples of 'cutting edge' innovation. In a similar way as when using the internet, the user looks for what is useful to them.

Apply what is relevant!

Relevance for a particular user will range from confirming their current approach, noting a useful point of experience or providing a blueprint for a significant change or development. Each entry in the EPIC collection includes local contacts for follow up information.

But this is just the beginning we plan to work together to build the collection further.....

Identify what you know!

We have asked Areas to identify further strong local examples of knowledge/learning linked to improvement, sound performance and innovation on these 4 themes. Please make your suggestions about local examples through your Area lead manager for this initiative; a list of Area leads will be posted on the EPIC page (see EPIC reference above). Your Area lead can advise on how to put forward a suggestion in your Area.

And help to Capture that knowledge!

Every suggestion will be carefully considered. Your Area lead will advise about whether your local example is identified for write up. The write ups will be in the format you see in the EPIC collection and will make your local knowledge and experience available to others.

Feedback!

We would value your views on the EPIC collection of case studies. How useful is this initial collection? How could it be made more useful? Please email your comments to the project manager (address on last page); it would be useful to copy your Area lead.

Some examples from the initial EPIC collection

West Yorkshire Case Study 25	Improving Sentencer Communication	Communication strategy drawing on focus groups involving staff and sentencers.
Greater Manchester Case Study 30	Magistrate Training informed by local research	A training module for magistrates which uses results of local outcome research.
Northumbria Case Study 5	Workload Monitoring Reports	Feedback of regular reports on probation workload into sentencer liaison meetings.
Hampshire Case Study 26	Targetting Offenders at Risk of Custody	Development and use of a targetting matrix for use by staff.

KNOWLEDGE MANAGEMENT CONFERENCE – 2 DECEMBER 2008

A conference is being held in London in response to the interest and activity the KM Initiative has generated. In addition to helping share some of the emerging practice and activity in Probation, the conference will create opportunities to learn how KM is being used in other sectors, or even in other jurisdictions. For example:-

- * Staff from the Ministry of Justice in Catalonia will present on how they used a KM approach to develop policy.
- * The Ministry of Defence will explain how they benefited from the introduction of a KM approach to their business.
- * Keynote speaker will be Tony Sheehan, formerly Head of Knowledge Management at Ove Arup Consulting, and now a consultant and lecturer with Ashridge.

It is hoped to make conference materials and video recording of key speakers widely available.

Conference Administrator – irene.doyle@merseyside.probation.gsi.gov.uk

KM RESOURCES TO SUPPORT LEARNING & SHARING ON EPIC

The Knowledge Management page can now be accessed as follows:

Epic>Support Service>Knowledge Management or

by using this link:- http://npsintranet/index/support_service/knowledge_management.htm

The page provides a range of materials:

- o KM Awareness Briefing PowerPoint – briefs Boards/Trusts or Staff on KM and how it applies to their work
- o KM and Project Management – a PowerPoint to show how KM can be integrated and used in projects
- o “Knowledge Matters” – the KM Report (summary also available)
- o Templates and guidance on writing case studies, lessons learned and practice outlines
- o A grid to help Areas self assess where they are and what to do to improve their KM capability

Ideas for materials which would be useful are welcomed by the Project Leaders who can help source other material.

REGIONAL APPROACHES

There are many opportunities to apply KM approaches; here is an example from the West Midlands:-

The West of Midlands Regional Business Development Manager is working with a group to investigate and evaluate a selection of approaches to KM. Each of the four Areas has taken away one of the following topics:-

- *Feasibility study into ‘rollout of library services to the region’*
- *Evaluation of approaches to creating a corporate ‘Yellow Pages’*
- *Evaluation of an approach to implementing ‘Statements Of Recommended Practice’ (SORPS).*
- *Evaluation of intranet/extranet capability for collaboration [scoping the use of Share Point in order to assess capability for use with other regional projects]*

Roger Hill asked, in his letter of 22 May, that the Knowledge Management Initiative be considered in regional meetings. **Please keep regional representatives updated on plans to promote and apply KM locally and regionally**

FURTHER INFORMATION: Further information from the Project Leaders:

Andrew Underdown: Andrew.Underdown@manchester.probation.gsi.gov.uk Tel 07876 478685

Michael Slade: Michael.Slade@justice.gov.uk Tel 07799132597

Further Briefings like this one will be produced as necessary and posted on the Epic Intranet
<http://npsintranet.probation.gsi.gov.uk/index.htm> (navigate from Home>News & Comms>Newsletters>Briefings).

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