



Her Majesty's
Inspectorate of
Probation

Probation inspection Glossary of terms

December 2021 v1.3



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| Accountability | When people are responsible for making decisions, and taking actions on areas of work within their remit |
| Accredited programme | A programme of work delivered to offenders in groups or individually through a requirement in a community order or a suspended sentence order, or as part of a custodial sentence or a condition in a prison licence. HMPPS accredit programmes as being effective in reducing the likelihood of reoffending |
| Alcohol treatment requirement | A requirement that a court may attach to a community or suspended sentence order aimed at tackling alcohol abuse |
| Approach | The overall way in which something is made to happen; an approach comprises processes and structured actions within a framework of principles and policies |
| Approved premises | Hostels approved under Section 13 of the <i>Offender Management Act 2007</i> , managed either by the National Probation Service or by independent organisations. Approved premises are used as a short-term residence for an offender considered a higher risk of serious harm, who requires close monitoring and supervision, and support to begin to integrate back into the community |
| ARMS | Active Risk Management System: a system used by probation and police, providing an approved framework for assessing and managing sexual offenders who are subject to statutory supervision |
| Assessment | The process for assessing an individual to determine: the likelihood, seriousness and imminence of further offending; the factors in his/her life that may make reoffending more likely; and the factors that may help them not to offend or cause harm. |
| Barriers | The things that make it difficult for an individual to change |
| Binary and frequency measures | The binary rate is the proportion of offenders who reoffend; the frequency rate is the average number of reoffences per reoffender. For more information, see https://www.gov.uk/government/statistics/proven-reoffending-statistics-january-to-march-2018 . |
| Breach (of an order or licence) | Where an offender fails to comply with the conditions of a court order or licence. Enforcement action may be taken to return the offender to court for additional action or recall them to prison |
| Building Better Relationships (BBR) | An accredited programme for adult men convicted of an intimate partner violence (IPV) offence. BBR is a moderate-intensity cognitive-behavioural programme which responds to individual needs and provides opportunities to develop skills for managing thoughts, emotions, and behaviours. |
| Child protection | Work to make sure that all reasonable action has been taken to keep to a minimum the risk of a child coming to harm |
| Child safeguarding | The ability to demonstrate that a child or young person's wellbeing has been 'safeguarded'. This includes – but can be broader than – |

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| | child protection. The term 'safeguarding' is also used in relation to vulnerable adults |
| Court report | This refers to any report prepared for a court to inform sentencing, whether delivered orally or in a written format |
| CRC | Community Rehabilitation Company: CRCs were originally set up in June 2014, to manage most offenders who present low or medium risk of serious harm. The contracts were terminated in June 2021 when the new probation service was introduced. |
| CRS | Commissioned rehabilitative services |
| Criminal justice system | Involves any or all of the agencies involved in upholding and implementing the law – police, courts, crown prosecution service, youth offending teams, probation and prisons |
| CRISSA | A standardised method for structuring and recording an interview with an individual: Check-in, Review, Implement, Summarise, Set tasks, set next Appointment. |
| Desistance | The cessation of offending or other antisocial behaviour |
| Devolved Authority | The transfer of powers and funding from national to local government. This ensures that decisions are made closer to the local people, communities and businesses they affect. |
| Diversity | The extent to which people within an organisation recognise, appreciate and utilise the characteristics that make an organisation and its service users unique. Diversity includes, but is broader than, the protected characteristics of disability, age, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sex |
| DRR | Drug Rehabilitation Requirement: a requirement that a court may attach to a community order or a suspended sentence order aimed at tackling drugs misuse |
| Dual diagnosis | The assessment of individuals who have both serious mental health and addiction problems |
| Empowerment | Giving people the authority or power and/or confidence to make and implement decisions |
| Enforcement | Action taken by a responsible officer in response to an individual's non-compliance with a community sentence or licence |
| Equality | Ensuring that everyone is treated with dignity and respect, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sex. It also means recognising that diverse groups have different needs, and ensuring that they have equal and fair access to appropriate opportunities |
| EQuIP | Excellence and Quality in Process: a Probation Service web-based national resource providing consistent information about the |

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| | processes to be followed in all aspects of Probation Service work. The process mapping is underpinned by quality assurance measures |
| ETE | Education, training and employment: work to improve an individual's learning, and to increase their employment prospects |
| HMP/YOI | Her Majesty's Prison/Young Offender Institution |
| HMPPS | Her Majesty's Prison and Probation Service: from 01 April 2017, HMPPS became the single agency responsible for delivering prison and probation services across England and Wales. At the same time, the Ministry of Justice took on responsibility for overall policy direction, setting standards, scrutinising prison performance and commissioning services. These used to fall under the remit of the National Offender Management Service (the agency that has been replaced by HMPPS) |
| ICT | Information and communications technology |
| IOM | Integrated offender management: a cross-agency response to local crime and reoffending priorities. The most persistent and problematic offenders are identified and managed jointly by partner agencies working together, particularly police and probation |
| Intervention | Work with an individual that is designed to change their offending behaviour and/or to support public protection. A constructive intervention is where the primary purpose is to reduce likelihood of reoffending. A restrictive intervention is where the primary purpose is to keep to a minimum the individual's risk of harm to others. With a sexual offender, for example, a constructive intervention might be to put them through an accredited sex offender treatment programme; a restrictive intervention (to minimise their risk of harm to others) might be to monitor regularly and meticulously their accommodation, their employment and the places they frequent, imposing and enforcing clear restrictions as appropriate to each case. Both types of intervention are important |
| Lammy review | The Lammy Review, chaired by David Lammy MP, is an independent review of the treatment of, and outcomes for, black, Asian and minority ethnic individuals in the criminal justice system |
| Licence | This is a period of supervision immediately following release from custody, and is typically implemented after an offender has served half of their sentence. Any breaches to the conditions of the licence can lead to a recall to prison where the offender could remain in custody for the duration of their original sentence |
| MAPPA | Multi-Agency Public Protection Arrangements: where the Probation Service, police, prison and other agencies work together locally to manage offenders who pose a higher risk of harm to others. Level 1 is ordinary agency management where the risks posed by the offender can be managed by the agency responsible for the supervision or case management of the offender. This compares with Levels 2 and 3, which require active multi-agency management |

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| Mentoring | The advice and guidance offered by a more experienced person to develop an individual's potential |
| MoJ | Ministry of Justice: the government department with responsibility for the criminal justice system in the United Kingdom |
| Multi-agency safeguarding hub | The first point of contact for new safeguarding concerns or enquiries. They usually include representatives from the local authority (children and adult social care services), the police, health bodies, probation and other agencies |
| nDelius | National Delius: the approved case management system used by the Probation Service in England and Wales |
| NPS | National Probation Service: a single national service that came into being in June 2014. Its role is to deliver services to courts and to manage specific groups of offenders, including those presenting a high or very high risk of serious harm and those subject to MAPPA in England and Wales. Following the termination of CRC contracts on 26 June 2021, the NPS and CRCs unified to form the Probation Service. |
| OASys | Offender Assessment System: currently used in England and Wales by the Probation Service to measure the risks and needs of offenders under supervision |
| Offender management | A core principle of offender management is that a single practitioner takes responsibility for managing an offender throughout their sentence, whether in custody or the community |
| OMiC | This refers to the new offender management structures and processes for sentenced prisoners being implemented in 2019 |
| Offender Rehabilitation Act 2014 | Implemented in February 2015, applying to offences committed on or after that date, the <i>Offender Rehabilitation Act 2014</i> is the Act of Parliament that accompanies the <i>Transforming Rehabilitation</i> programme |
| OSAG | Operational and system assurance group. This is an internal HMPPS team that audits operational delivery and reports to the HMPPS executive committee and the Ministry of Justice |
| Partners | Partners include statutory and non-statutory organisations, working with the person on probation through a partnership agreement with the Probation Service |
| PCC | Police and Crime Commissioner |
| PDU (Probation delivery unit) | An operational unit comprising a probation office or offices, often coterminous with police basic command units and local authority structures |
| PoP | Person/People on Probation |
| Pre-sentence report | This refers to any report prepared for a court, whether delivered orally or in a written format |

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| Post-sentence supervision | Introduced by the <i>Offender Rehabilitation Act 2014</i> , this is a period of supervision following the end of a licence. Breaches are enforced by the magistrates' court |
| Probation Officer (PO) | This is the term for a probation practitioner who has completed a higher-education-based professional qualification. The name of the qualification and content of the training varies depending on when it was undertaken. They manage more complex cases |
| Probation practitioner | The term used to describe either a Probation Officer (PO) or Probation Services Officer (PSO) who is responsible for the sentence management of people on probation |
| Probation Services Officer (PSO) | This is the term for a probation practitioner who was originally recruited with no professional probation qualification. They may access locally determined training to qualify as a probation services officer or to build on this to qualify as a probation officer. They may manage all but the most complex cases depending on their level of training and experience. Some PSOs work within the Probation inspection – Glossary of terms 7 court setting, where their duties include writing pre-sentence reports |
| Probation Service | Since June 2021, the previous National Probation Service and Community Rehabilitation Companies have unified to become the Probation Service |
| PQiP | Professional Qualification in Probation |
| QDO | Quality development officers: a specialist role within the Probation Service. QDOs work closely with local managers, practice tutors and operational staff to promote and improve the quality of work with offenders and victims. |
| RAR | Rehabilitation Activity Requirement: from February 2015, when the <i>Offender Rehabilitation Act 2014</i> was implemented, courts can specify a number of RAR days within an order; it is for probation services to decide on the precise work to be done during the RAR days awarded |
| Recidivism | An individual's relapse into offending after being given or undergoing an intervention to stop offending |
| Risk of serious harm | Risk of Serious Harm: a term used in OASys. All cases are classified as presenting a low/medium/high/very high risk of serious harm to others. HM Inspectorate of Probation uses this term when referring to the classification system, but uses the broader term 'risk of harm' when referring to the analysis which must take place in order to determine the classification level. This helps to clarify the distinction between the probability of an event occurring and the impact/severity of the event. The term Risk of Serious Harm only incorporates 'serious' impact, whereas using 'risk of harm' requires the necessary attention to be given to people on probation for whom lower impact/severity harmful behaviour is probable |
| ROIF | Regional Outcome Innovation Fund |

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| RPD | Regional Probation Director |
| SEEDS | Skills for Effective Engagement Development and Supervision: a skills-based practice framework for enhancing offender engagement |
| SFO | Serious Further Offence: where an individual subject to (or recently subject to) probation commits one of a number of serious offences (such as murder, manslaughter or rape). The Probation Service must notify HMPPS of any such individual charged with one of these offences. A review is then conducted with a view to identifying lessons to be learned |
| Senior probation officer | SPO: Senior probation officer: first line manager within the Probation Service |
| Stakeholder | A person, group or organisation that has a direct or indirect stake or interest in the organisation because it can either affect the organisation, or be affected by it. Examples of external stakeholders are owners (shareholders), customers, suppliers, partners, government agencies and representatives of the community. Examples of internal stakeholders are people or groups of people within the organisation |
| SSO | Suspended sentence order: a custodial sentence that is suspended and carried out in the community |
| Thinking Skills Programme | An accredited programme designed for adult men and women with a medium/high risk of reoffending. It supports participants to develop thinking (cognitive) skills to manage risk factors, develop protective factors, and achieve pro-social goals |
| Third sector | The third sector includes voluntary and community organisations (both registered charities and other organisations such as associations, self-help groups and community groups, social enterprises, mutual and co-operatives) |
| Transforming Rehabilitation | The government's programme, introduced in June 2014, whereby individual offenders are managed by either the National Probation Service or by a Community Rehabilitation Company |
| Unpaid work | A court can include an unpaid work requirement as part of a community order. Offenders can be required to work for up to 300 hours on community projects under supervision. |
| ViSOR | ViSOR is a national confidential database that supports MAPPA. It facilitates the effective exchange of information and intelligence on violent and sexual offenders between the three MAPPA Responsible Authority agencies (police, probation and prisons). ViSOR is no longer an acronym but is the formal name of the database |
| Workload management tool | A tool to calculate the overall workload of an individual responsible officer. It takes into account numbers and types of cases |
| Women's centre | A centre dedicated to services for women. This may include education, training and interventions to help with confidence and self-esteem |

YOT/YOS

Youth offending service/team: a local authority funded service working with children and young people up to aged 18 who get into trouble with the law. They look into the background of a young person and try to help them stay away from crime. They run crime prevention programmes, help young people if they are arrested, help young people and their families at court, supervise young people serving community sentences and work with young people in custody