

USER VOICE

ONLY OFFENDERS CAN STOP RE-OFFENDING



HM Inspectorate
of Probation

HMIP INSPECTION - THE VOICE OF PEOPLE ON PROBATION

FINDINGS FOR DERBY CITY

FEBRUARY 2023

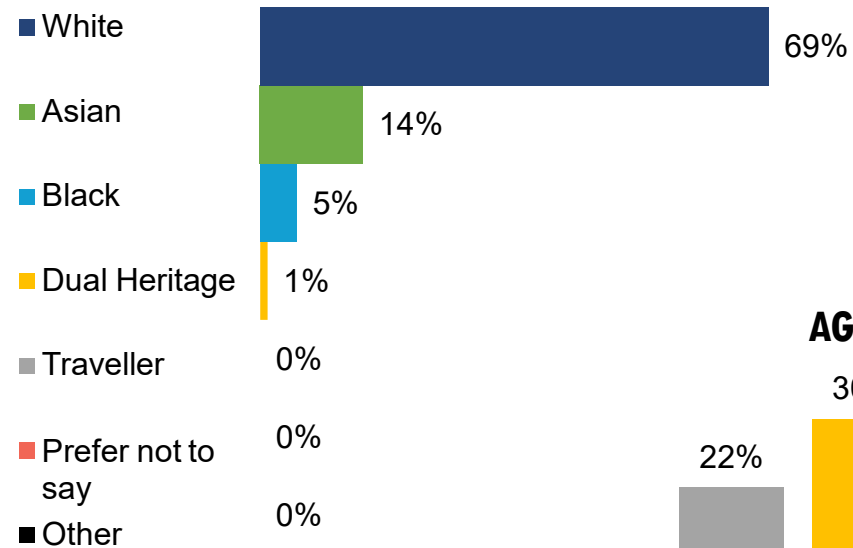
94 PEOPLE HAD THEIR SAY:

9 ONLINE SURVEYS

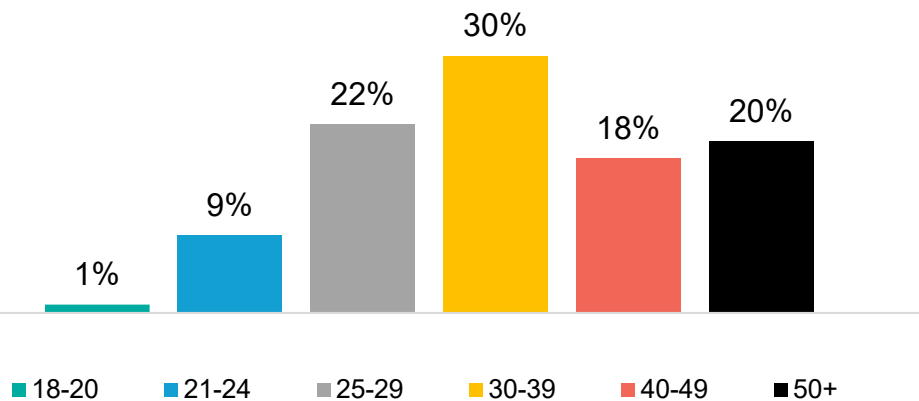
78 FACE TO FACE SURVEYS

7 IN-DEPTH INTERVIEWS

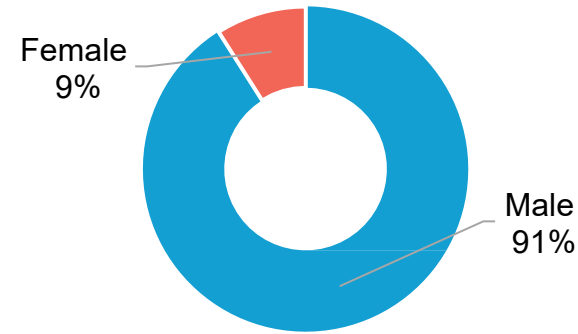
ETHNICITY



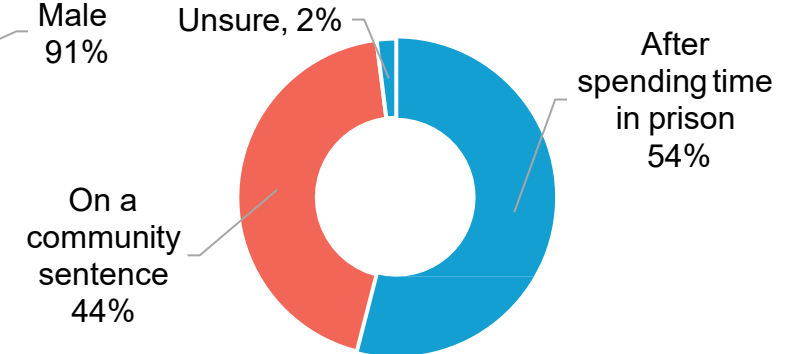
AGE



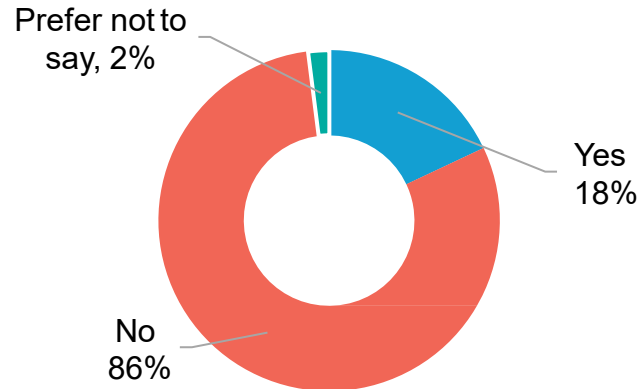
GENDER



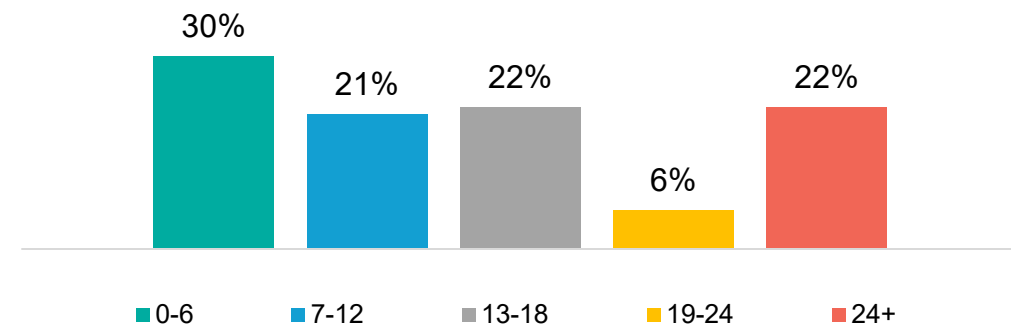
SENTENCE



DISABILITY



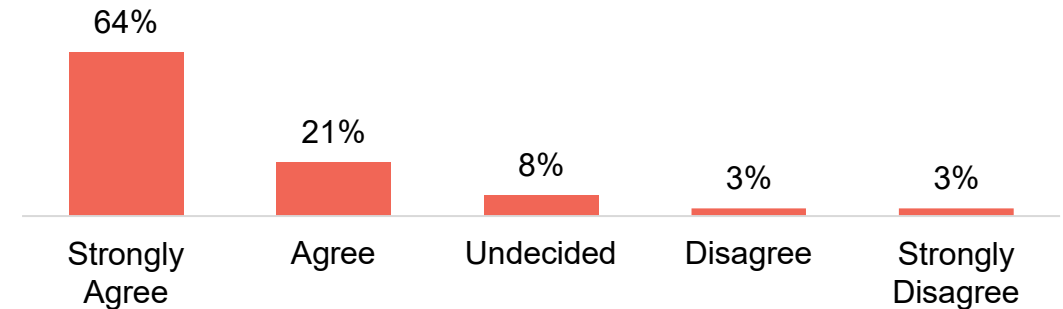
TIME ON PROBATION (MONTHS)



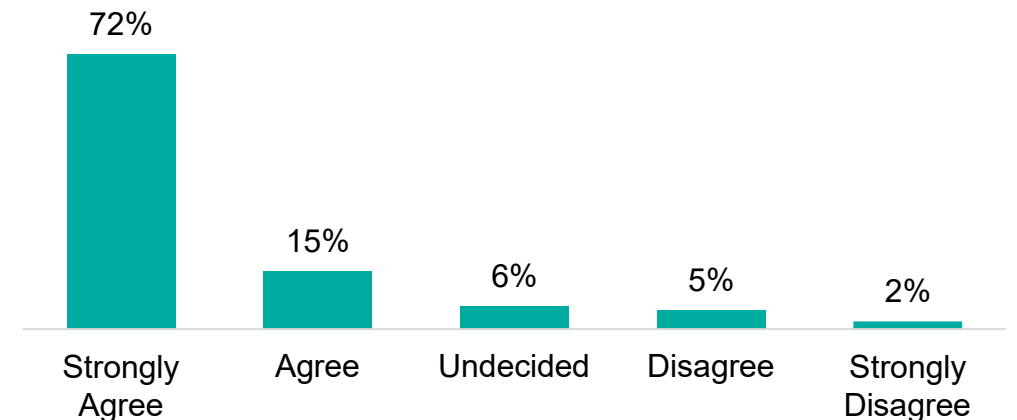
WHEN POP DO HAVE AN ISSUE, APPOINTMENTS ARE THEIR BIGGEST ISSUE WHILST ON PROBATION IN DERBY CITY

- **24%** (21/87) said that '**Appointments**' are the biggest challenge regarding their probation experience – The most popular response for those with issues.
- However, **14%** (12/87) said that '**Appointments**' are what is good about their probation experience.
- **4 in 5** felt that their appointment time suited them.
- Those who had a negative experience did so for the following reasons:
 - PO's have long wait times at appointments (majority of responses).
 - Having to travel long distance to get to appointments. **17%** (12/87) named '**Travel**' as their biggest issue with their probation experience.
 - Some complained of little consideration to their circumstances i.e. health conditions, work and childcare commitments.
- People often report experiencing a disorganised induction.

Q: I have been able to contact my Probation Officer when needed



Q: I have been able to have appointments with my Probation Officer at a time that suits me



PEOPLE-ON-PROBATION'S VOICE REGARDING WHETHER OR NOT THEY GET WHAT THEY NEED FROM APPOINTMENTS

"I got some housing support, now have my own place and it's helped me get back on track and keep that way too."

"They transferred me to this office which is a lot closer so not much travelling now, they also only make me come in once a month the rest is done over the phone so the flexibility is good."

"It's been okay so far, I am on an employment course, I'm nearly done with it and it's been good in parts. I like my probation worker as he doesn't talk over me and listens to what I have to say."

"Always waiting to be seen for ages and still haven't got any support for housing. I'm still homeless yet they expect me to be able to come here. My probation worker does nothing for me yet I am doing everything they ask and always come on time. They should be making more effort with me."

"I come here same time each week and always kept waiting over 20 minutes for a 5 minute appointment. They just need to find a way to see me on time, I don't really understand why its not possible."

"Brilliant, she helps me with any issue I have and is always flexible with appointments if it gets in the way of something, she always easy to get hold off and very understanding."

"She's been helpful got me some support for my drug problem and I've been able to get access to housing support. They do try to be helpful, sometimes I don't help myself but they do their best."

"There's no understanding, my circumstances have recently changed as I have custody of my kids yet I am still having to come to this office which is really far for me. I need to be able to look after them instead of having to get a lift from a mate and get him to drive me and my kids here. I just think they need to be a bit more considerate for each persons situation."

1 IN 2 RATED THE RELATIONSHIP WITH THEIR PO POSITIVELY

- In general, people in Derby City have a positive relationship with their PO. People on Probation often comment on their PO's willingness to be flexible and work on issues together.
- **56%** of those who answered stated their relationship with their PO when asked 'what has been good about your probation experience?' -
- The **14%** that see their relationship with PO as problematic often report the frequent changing of officers as they feel like they need to start probation process all over again. Whereas some feel that there is a lack of consideration for their personal circumstances and needs.

"They constantly judge me, there's no understanding of my operation that I had, I got a lung removed yet they still call me in. It's not really considerate of my needs, appointments are short and a waste of time theres no time given to me. They never see me on time either."

"It's good, once I was actually assigned someone, she's very friendly and helpful. It's a case of working on things together."

"Change Probation Officer many times, feels like we start all over again each time. They should be doing a handover."

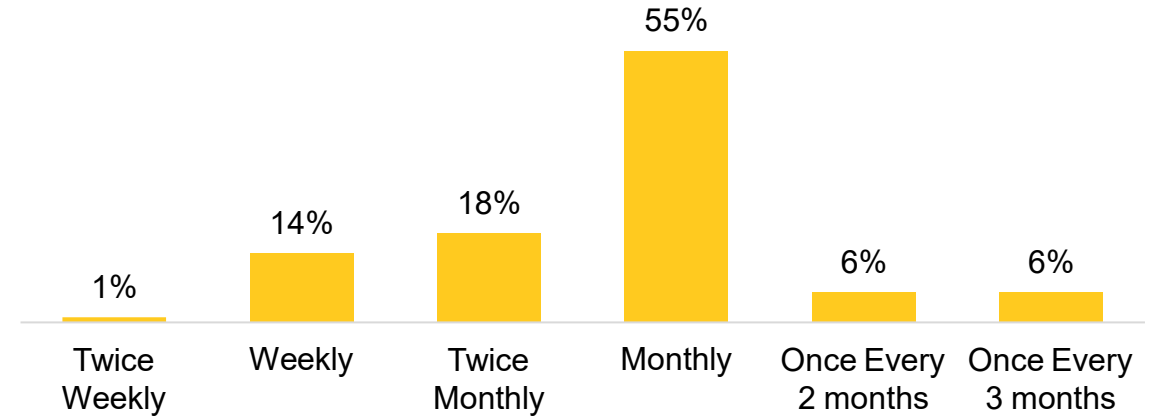
"My probation worker is very supportive and I feel like we can talk anything out now, takes a while to build things up but we work together well now."

"Good communication channels with my Probation Officer via email, texts and mobile phone - always reachable and quick response. Flexible appointment approach. Kind, respectful and supportive attitude from my Probation Officer. Clear explanation of policies and expectations. Objective analysis of my circumstances."

"I keep getting a different probation worker; every time this happens I've had to start over again, I am now being told my appointments are every 4 weeks as they didn't talk to my old worker who had set them for every 7 weeks. The communication is terrible between them all, it has to improve as I am getting really frustrated by this place. They even try and cancel my appointment on the day when I have made plans to be here. I make all the effort and nothing is given back to me. I tend to be kept waiting for appointments every time too."

PEOPLE ON PROBATION WANT MONTHLY APPOINTMENTS

Q: How often do you think you should see your Probation Officer?



- **55%** (47/87) of People on Probation want 'Monthly' appointments to see their PO – By far the most popular response.
- The type of contact People on Probation want varies, with the majority (59%) mentioning that they prefer face-to-face contact.
- Some People on Probation prefer remote or occasional face-to-face appointments due to their work and family commitments and long distance they need to travel to get to appointments.
- Most respondents report being happy with the flexibility and support they receive from their POs. For example, help with travel costs and adjustments to appointment times. However, others do not receive the same accommodations.

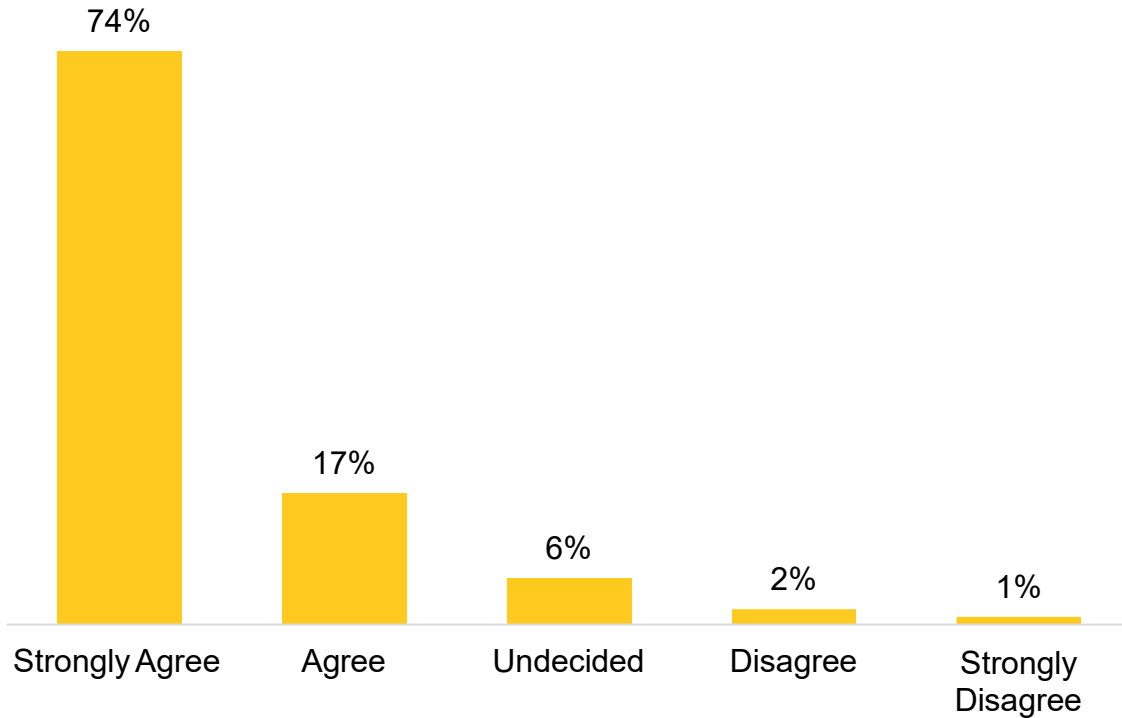
"I prefer face to face as I get more out of this kind of appointment."

"Face to face works for me, I don't need much help now but it's good to catch up now in person."

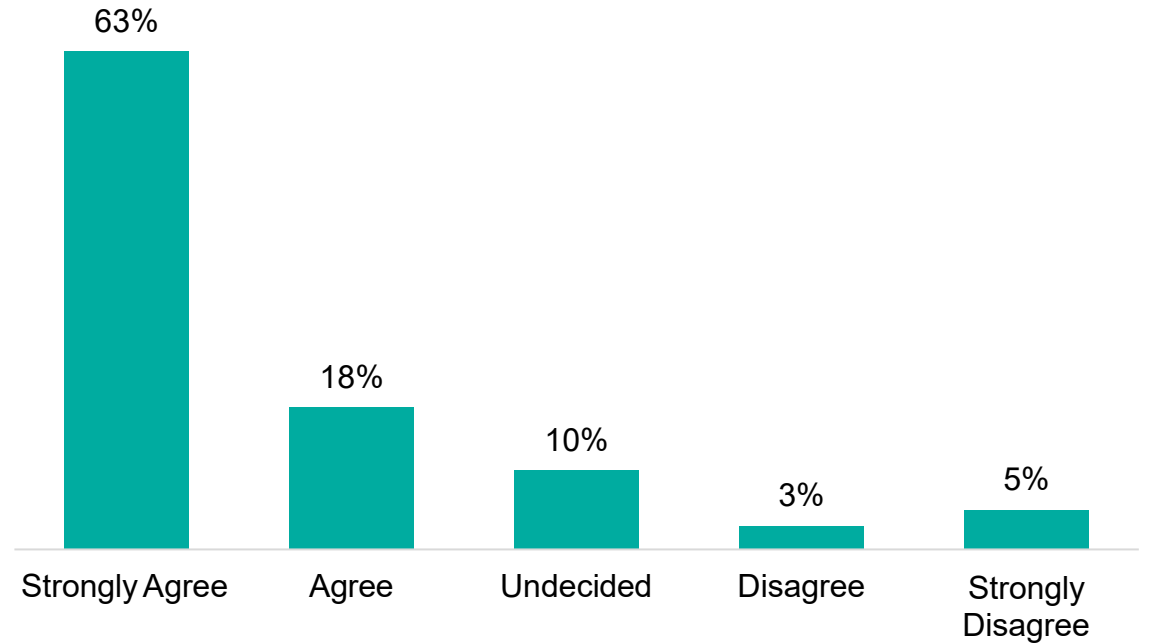
"The distance is just so far for me, I work in London Monday-Friday so it doesn't really take that into account. I would like more telephone consults instead, so it doesn't impact my work."

PEOPLE FEEL SAFE AT PROBATION OFFICES AND ARE ABLE TO HAVE PRIVATE CONVERSATIONS WITH THEIR POs

Q: I feel safe accessing probation services



Q: When needed, I have been able to have conversations in private with my Probation Officer



NEARLY 3 IN 4 THAT NEED SERVICES HAVE ACCESS TO THEM

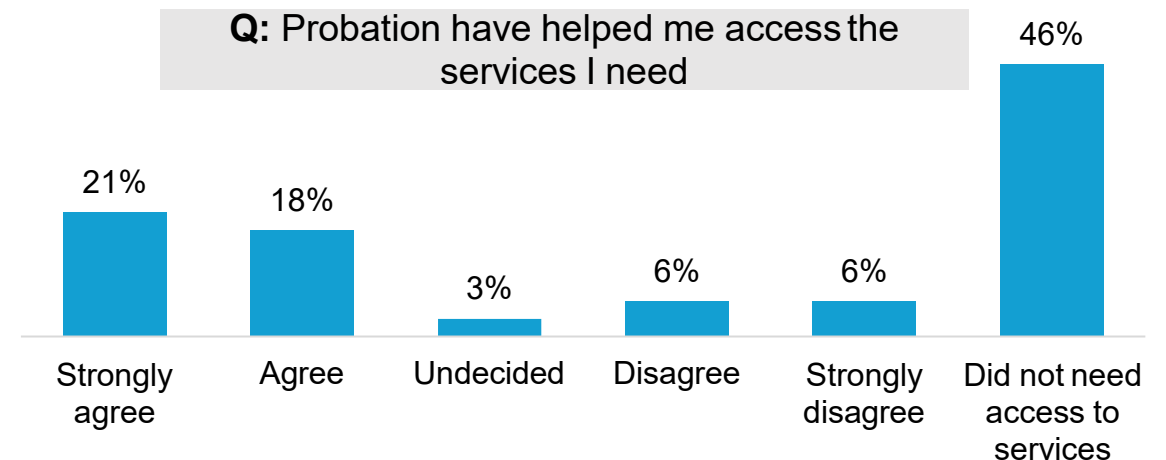
- **46%** of People on Probation don't need support with services.
- **72%** (34/46) of those surveyed, that need different services, had access to the services they need.
- There is a good level of support with Education, Training and Employment in the area, many comment on receiving helpful support (**9%** see it as a positive, **2%** see it as an issue).
- However, some report experiencing issues with UPW. For example, the lack of local opportunities, start delays, and cancellations.
- **9%** of People on Probation stated that help with housing is a positive of their probation experience. However, **9%** of people said it was their biggest challenge.
- Some people interviewed also remarked they appreciate the help claiming job seeker's allowance.

"Yes, they helped me get my benefits, I also got a bit of counselling. Both were pretty quick, but I certainly couldn't have done it without my Probation Officer."


"They helped me get a forklift license which is hopefully going to get me back into work soon."

"It's been good, they got me help for my mental health which has helped, I'm also now getting CV support too."

"No support for me in the short term, I needed housing and they eventually moved me outside of Derby into Leicester but I am still having to travel all the way here for my appointments. Its too long for me to travel and now I am away from my family."



LESS THAN HALF FELT SUPPORTED IN REGARD TO ACCESSING SERVICES RELEVANT TO THEIR PERSONAL NEEDS



40% HAVE BEEN ABLE TO ACCESS SERVICES RELEVANT TO THEIR PERSONAL NEEDS



52% HAVE BEEN ABLE TO ACCESS SERVICES IN A REASONABLE TIME



52% HAVE BEEN ABLE TO ACCESS SERVICES IN THEIR LOCAL AREA

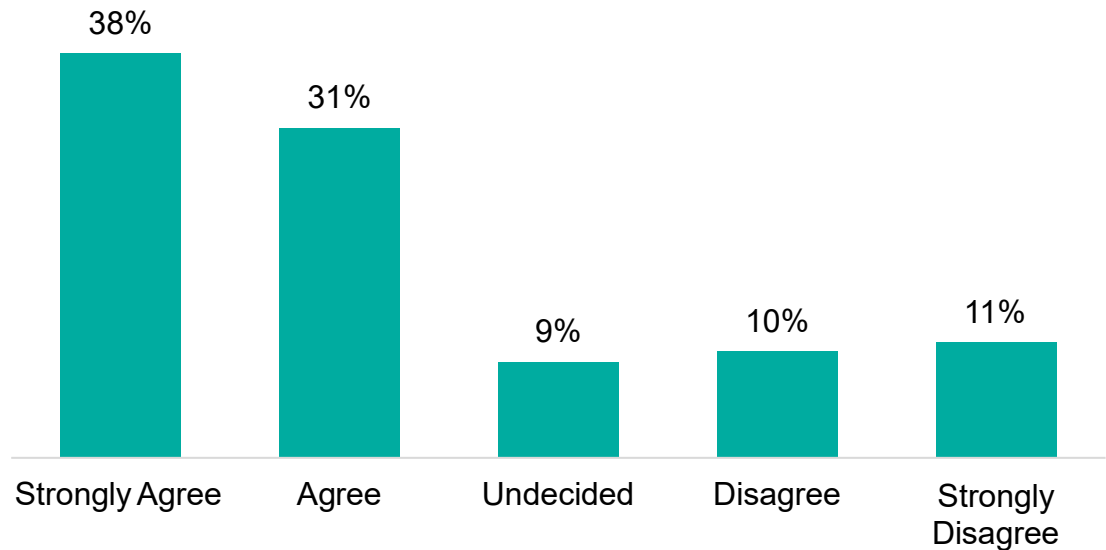
PEOPLE ON PROBATION ARE TRAVELLING LONG DISTANCES FOR APPOINTMENTS

- Issues with 'Travel' were the second most prevalent issue in Derby City, **17%** (15/87) perceived it to be their biggest issue.
- **1 in 5** find the appointments to be outside of what would be considered a 'reasonable' travel distance.
- **52%** (24/46) of People on Probation have been able to access services in their local area.

"Its just so far to come down here, I am having to get a few buses down here and it takes ages, they should instead do my appointments over the phone as I have been fine all this time already."

"Its a bit far to get down here only reason its manageable now is because I have a car, there's not a lot that can be done about that though."

Q: The location of my supervision appointments, courses, and support have been within a reasonable travelling distance



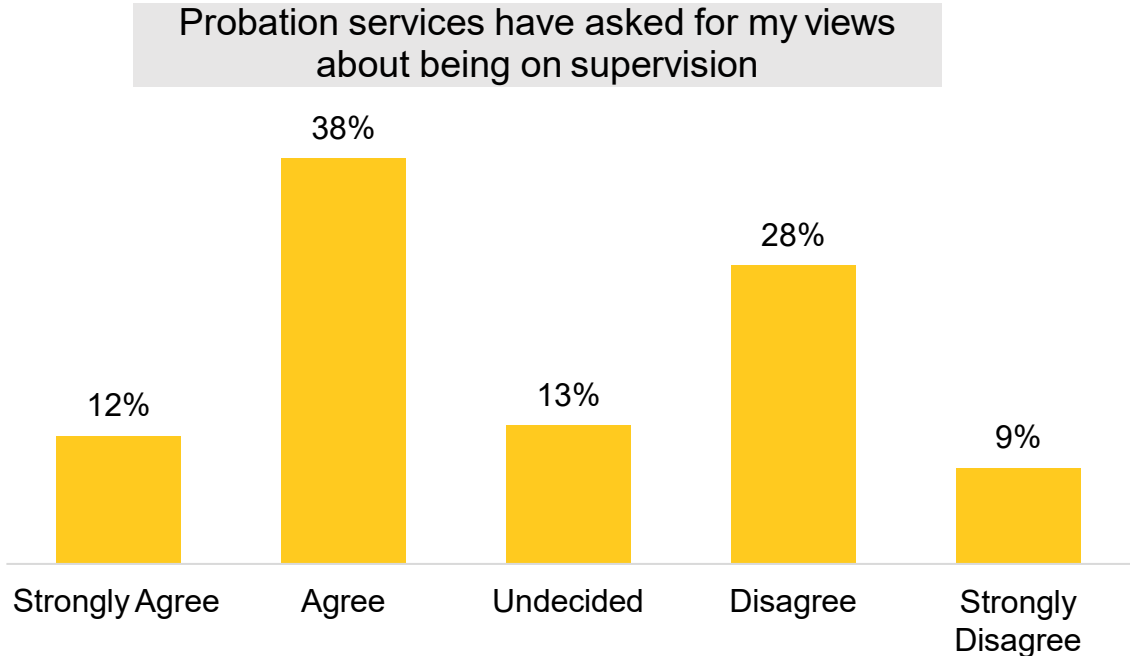
"It's a bit far to get down here, I have to get a few buses down here. The buses are not regular so if I can't get one I will be waiting over 30 minutes."

"No support for me in the short term, I needed housing and they eventually moved me outside of Derby into Leicester, but I am still having to travel all the way here for my appointments. Its too long for me to travel and now I am away from my family."

LESS THAN HALF FELT LIKE THEY HAVE A SAY IN HOW PROBATION IS RUN

■ Nobody interviewed felt they've been asked about their opinion on how the service is run. Only one person recalled being informed on how to make complaints.

■ However, **50%** of survey respondents stated that probation have asked for their views about being on supervision.



"No, I'm not too sure how we can when this is only time I've ever been asked about it."

"I've been told how to but I don't know how easy it would be."

"I guess a little in the sense how appointment go but that's all."

2 IN 3 ARE HAPPY WITH THE OVERALL SUPPORT THEY RECEIVE FROM PROBATION

- **68%** (59/87) of those surveyed either 'Agreed' or 'Strongly Agreed' that they were happy with the overall support they received from probation.
- The following four areas are what People on Probation most frequently stated as what has been good regarding their probation experience.
 1. RO/Service User Relationship (56%)
 2. Mental Health (15%)
 3. Appointments (14%)
 4. Housing, Education, Training & Employment (9%)
- **27%** (23/87) of those surveyed stated that there were '**no positives**' regarding their probation experience.

"They are really flexible around my job and my probation worker is lovely."

"I was able to get some counselling as a result of these guys so it's been good."

"Keeps me on the straight and narrow, just knowing you have support."

"My worker is good, I feel I can speak to her about anything. I've got onto some courses too thanks to her."

"Good, really pleasant staff and seen on time, issues sorted quickly. Referred to women's work and employment support."

PEOPLE ON PROBATION'S SOLUTIONS TO THE ISSUES THEY FACED

- A lot of People on Probation don't feel like there is anything to be changed (47% thought nothing can be improved)
- People on Probation want to reduce the waiting time for appointments – they're often left waiting for upwards of 20 minutes for appointments.
- People would like to receive traveling support or have an option to have their appointments over the phone.
- People on Probation want to have a say in how their service is being run.
- Continuity with their Probation Officers or better handover process would help build rapport and improve the general experience.

"Would be nice if we could have the appointments that are quick chats over the phone instead of in person."

"Change Probation Officer many times, feels like we start all over again each time. They should be doing a handover."

"Maybe ask us a bit more about how it's run, get our opinions more."

"I think they could work on their time keeping a bit better, never on time."

"Just more organisation when dealing with people who have just been released."