

USER VOICE

ONLY OFFENDERS CAN STOP RE-OFFENDING



HM Inspectorate
of Probation

CAPTURING THE VOICE OF PEOPLE ON PROBATION FOR THE LIVERPOOL NORTH INSPECTION

PUBLISHED MAY 2023

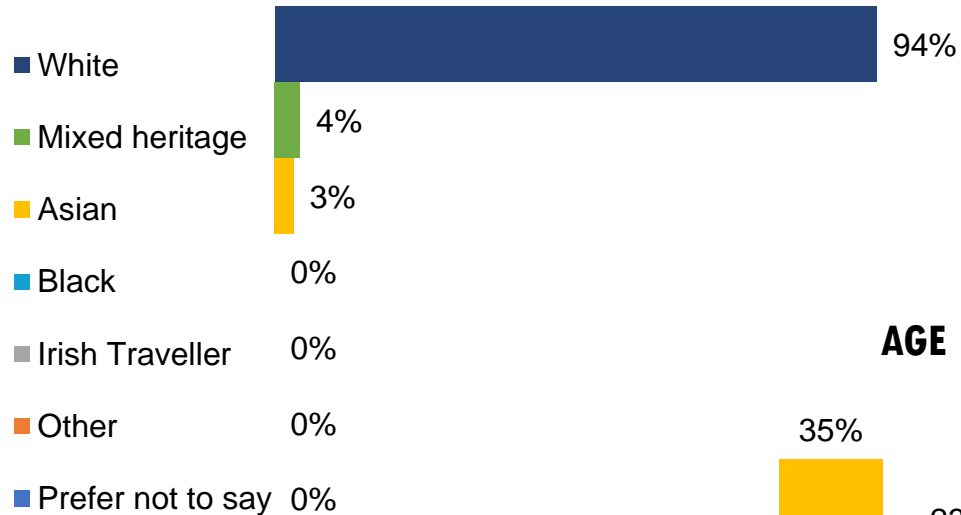
85 PEOPLE HAD THEIR SAY:

10 ONLINE SURVEYS

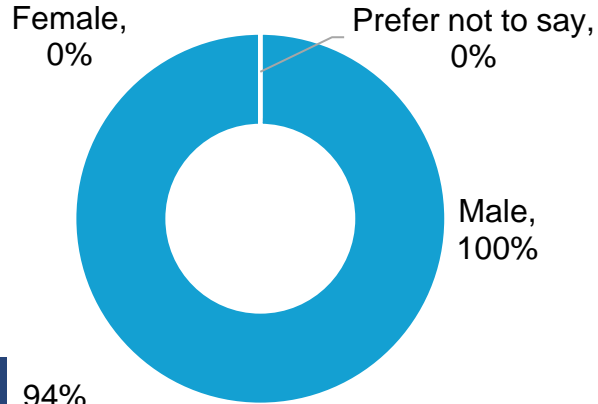
68 FACE TO FACE SURVEYS

7 IN-DEPTH INTERVIEWS

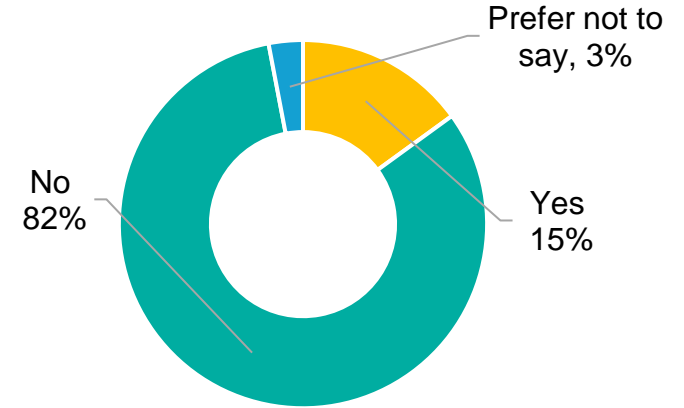
ETHNICITY



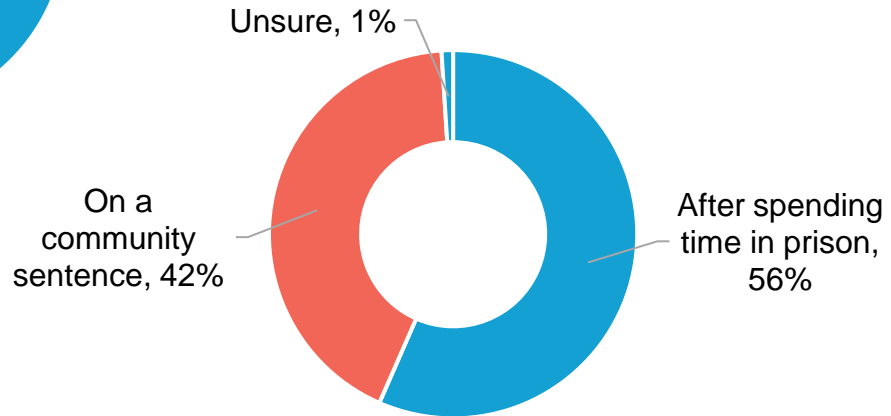
GENDER



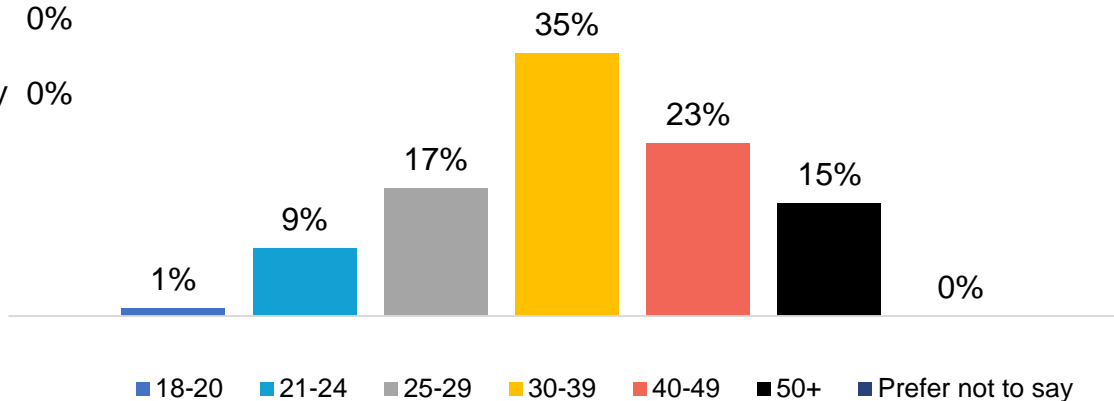
DISABILITY



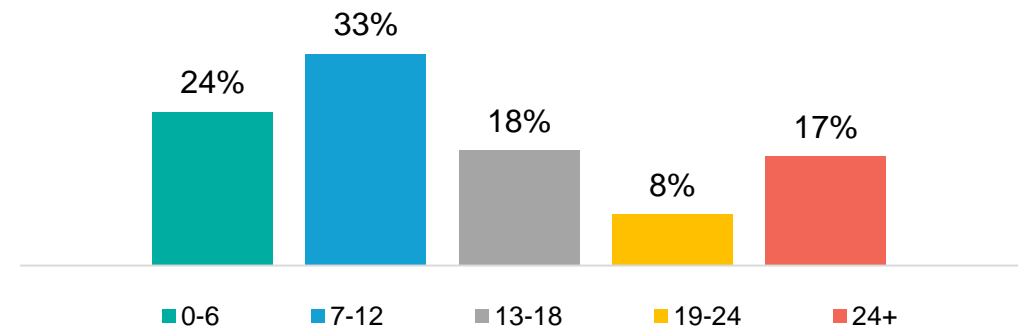
SENTENCE



AGE



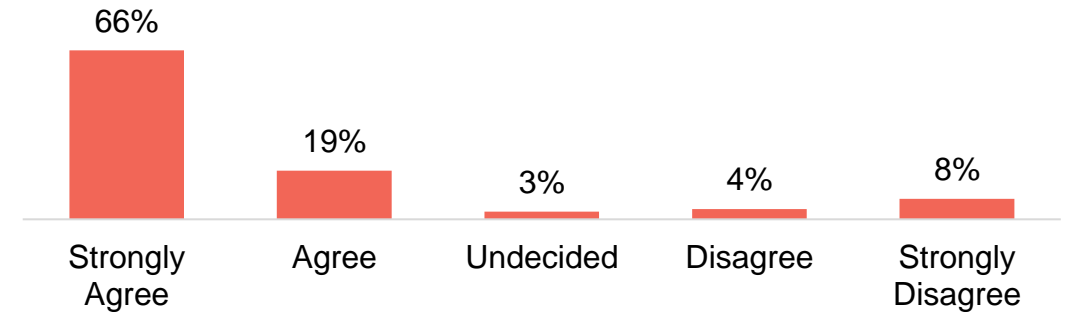
TIME ON PROBATION (MONTHS)



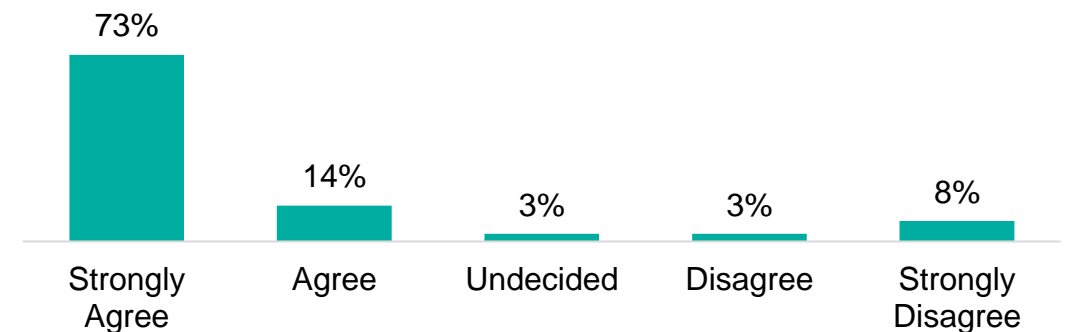
THERE ARE FEWER ISSUES WITH APPOINTMENTS IN LIVERPOOL NORTH COMPARED TO THE NATIONAL AVERAGE

- **9%** (7/78) reported '**Appointments**' as their biggest challenge whilst on probation. This is low compared to the national average of **20%**.
- **12%** (9/78) reported '**Appointments**' as what has been good regarding their probation experience, which signifies that people are having a more positive experience in general with appointments.
- However, this does still suggest some polarity in experience when it comes to appointments in Liverpool North. This tends to be down to an individual's relationship with their probation officer.

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



THE VOICE OF PEOPLE ON PROBATION IN LIVERPOOL NORTH REGARDING THEIR EXPERIENCE ATTENDING APPOINTMENTS

"My PO is also really good around when I can come for appointments."

"Every time I come in, I get seen on time."

"I can't really complain, everything has been good for me."

"It has been a very good experience as the staff work very hard to help me in everything."

"I find it helpful to talk and sometimes when I am struggling it can help pick me up."

"Just flexible around my work really."

"Last week I injured my leg and can't get a doctors' note as I'm not registered but they still expect me to come in. They should do a home visit for me but won't."

"Appointments always feel pointless, it's just an inconvenience."

"Always rescheduling appointments last minute but we were to do that we be recalled back to jail."

1 IN 6 STRUGGLE WITH TRAVEL IN LIVERPOOL NORTH

- Travel was the biggest issue for **15%** (12/78). This is high compared to other regions as the national average is **9%**.
- When people had an issue with their probation experience, **'Travel'** was the most popular response.
- The vast majority of those that stated **'Travel'** as their biggest issue said so for the following reasons:
 - The frequency of the appointments.
 - The distance travelled to appointments.
 - Lack of financial support by probation.

"It's so long to get up to here, takes me an hour by bus and is just a proper inconvenience. They could let us have less appointments or something."

"Too many appointments for me here, it takes ages to get here so waiting around is not okay for me. Think I shouldn't have to come in as much and should be seen closer to me."

"They expect me to also pay to get here but don't help cover it."

"No travel support for me having to get a taxi and no travel support offered. Should let me attend my local office."

PROBATION OFFICERS ARE THE MOST CITED POSITIVE ASPECT OF PROBATION EXPERIENCE

- Only **10%** (8/78) people reported the relationship with their probation officer as their biggest issue during their probation experience.
- **28%** (22/78) stated that '**PO/Service user relationships**' are what has been good about their probation experience, making it the most popular answer other than '**No positives.**'
- Those that did have a positive experience attributed it mainly to their PO being respectful and supportive.
- **9%** (7/78) stated '**Reception**' as what has been good about their probation experience – Higher than the national average.

"Reception are nice and always friendly when we come in, my probation officer is also really sound."

"It's good, she's just flexible with appointments as I'm a carer for my father so that flexibility really helps."

"The people here make it good, reception are great. I just feel like my probation worker is there for me."

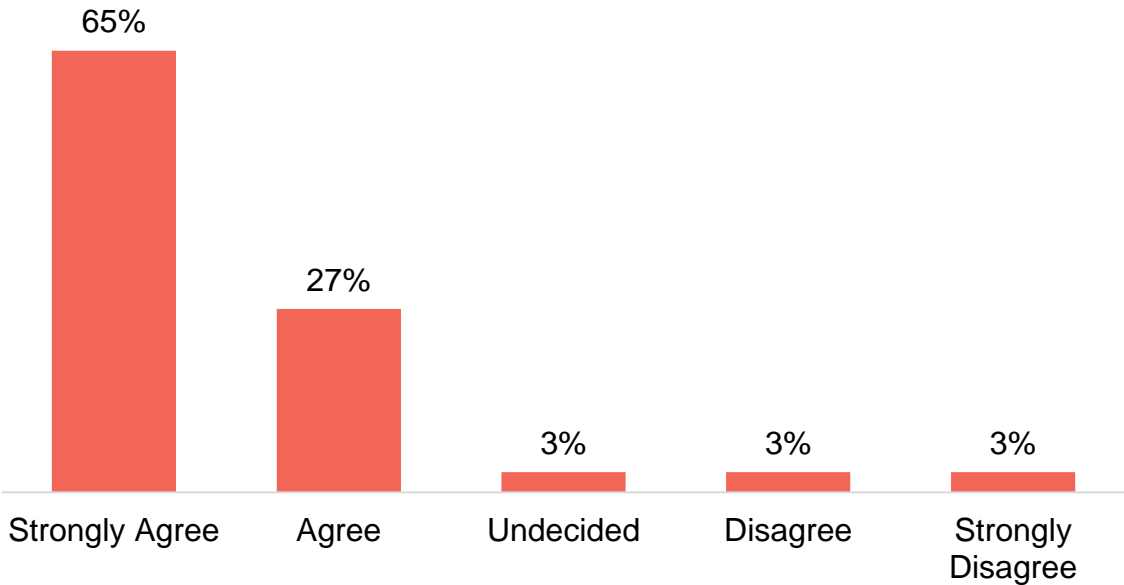
"The ladies are lovely as you come in, I got nothing but good things to say about them."

*"**** is brilliant, he was there for most of my time. He helped get back on track and got me the support with doing things like getting funding and help with travel costs."*

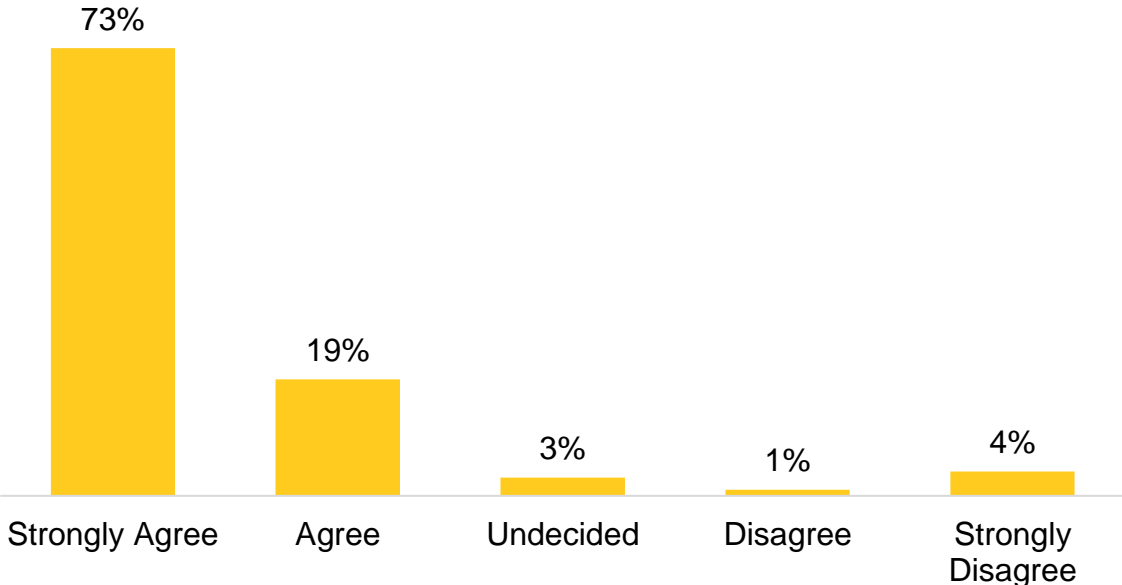
"Previous probation officer breached too easily, I think a little more understanding is needed."

3 IN 4 OF PEOPLE IN LIVERPOOL NORTH FEEL SAFE WHEN ACCESSING THEIR PROBATION OFFICE

Q: When needed, I have been able to have conversations in private with my probation officer

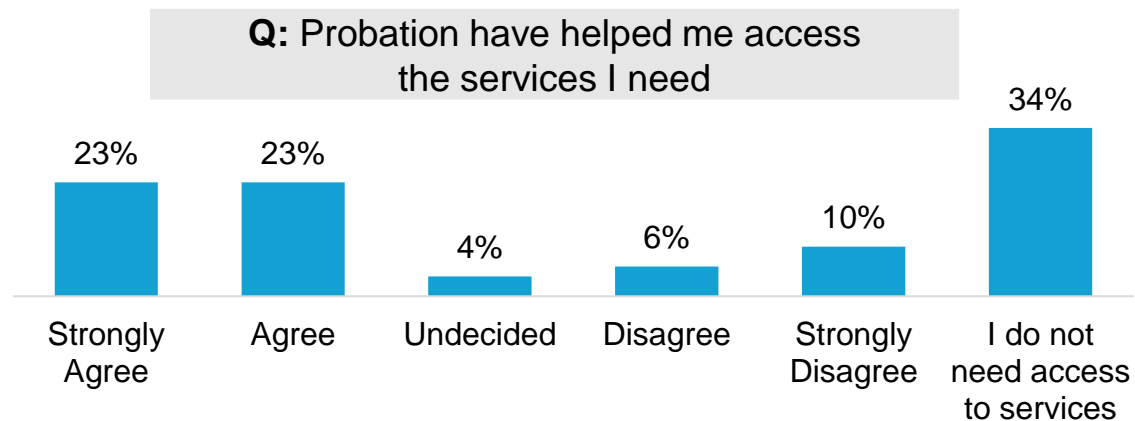


Q: I feel safe accessing the probation office



THERE'S GOOD ACCESS TO VITAL SERVICES IN LIVERPOOL NORTH

- **69%** (36/52) of people on probation need help accessing services relevant to their most pressing needs.
- **1 in 3** people on probation in Liverpool North do not need access to services.
- Several services were stated as what has been good about their probation experiences, rates of which were:
 - General signposting: **13%**
 - Substance misuse support: **8%**
 - Education, training and employment: **8%**
 - Programmes and groups: **12%**
 - Mental health: **10%**



"They are alright here, they got me some help with my mental health and that. I also gotten help with food banks."

"They've been really good with me, I've found the BBR course helpful, they are alright here."

"It's been pretty good, alcohol support and getting a detox next month."


"Achieve North West and rope access support around employment has been good so far."

"Got onto this course that let's us do some boxing for fitness but also can lead us to get a job as a civil labourer."

"They got me referred to lots of services and do try with accommodation."

"It's been fine, really helpful getting support around my alcohol problem."

1 IN 3 FEEL POSITIVE IN REGARD TO ACCESSING SERVICES RELEVANT TO THEIR PERSONAL NEEDS



34% HAVE BEEN ABLE TO ACCESS SERVICES RELEVANT TO THEIR PERSONAL NEEDS



53% HAVE BEEN ABLE TO ACCESS SERVICES IN A REASONABLE TIME



77% HAVE BEEN ABLE TO ACCESS SERVICES IN THEIR LOCAL AREA

THERE IS A POLARITY IN INDUCTION EXPERIENCE IN LIVERPOOL NORTH

“Fine, the only thing is that the person I saw on my first day wasn’t the same as my current probation officer. It felt like they weren’t ready for me that day.”

“It was rubbish, didn’t help me at all and was all things that they dictate to me.”

“It was good, it was clear to me what they wanted me to do and what they can do to help me.”

“Was a shambles, because I was released from Preston but they intercepted me and wouldn’t let me move.”

“Very good, it was pretty quick but it was really clear and got a better understanding of my license conditions.”

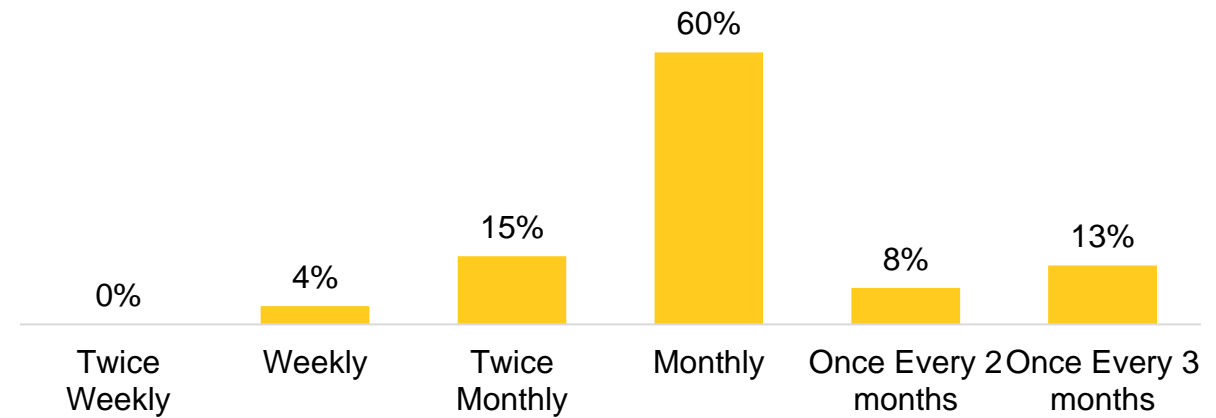
“It wasn’t great, I don’t remember it much they took a while to see me though.”

“I’ve had a pretty good experience to be honest, I think they always involved me from the start. I was asked if I needed anything and how they could help me.”

PEOPLE WANT MONTHLY BLENDED SUPERVISION APPOINTMENTS IN LIVERPOOL NORTH

- **60%** (47/78) of people in Liverpool North prefer monthly appointments – This was by far the most popular response to the question: How often do you think you should see your probation officer?
- **66%** (51/78) people mentioned their preference for face-to-face appointments rather than remote.
- People on probation need a form of supervision that works for both their probation officer and themselves, that is both flexible and relevant to their personal needs.

Q: How often do you think you should see your probation officer?



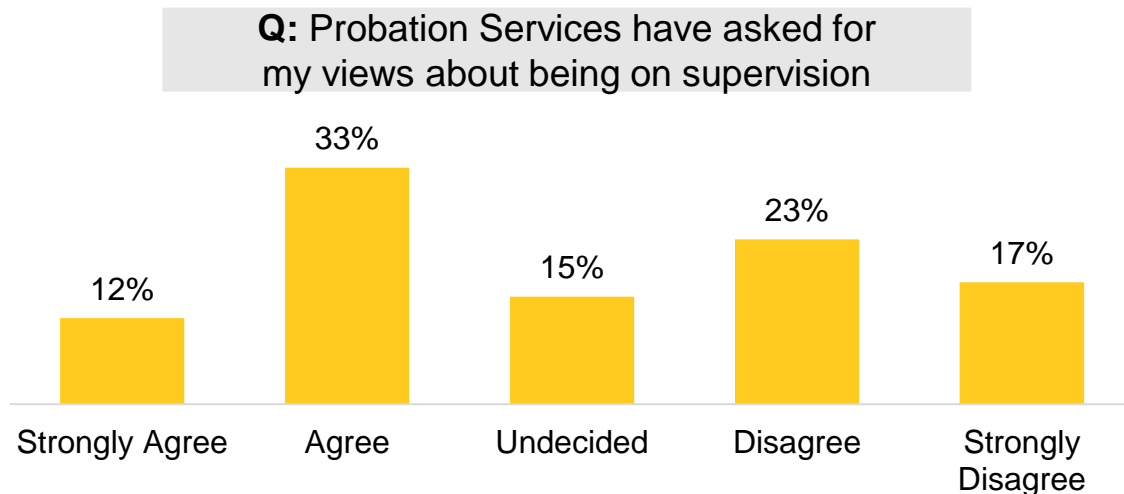
“Both phone contact and face to face are acceptable. Perhaps it is also possible to consider alternatives such as via Zoom/Skype.”

“I agree that each offense should be handled on a case by case basis. But a person working with children that is low risk should be a monthly phone call check in I believe.”

“Face to face is fine. I say every 3 months because I have been on license for 2 years and we have had no issues.”

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

- **45%** (35/78) of those surveyed felt like probation services have asked for their views about being on supervision.
- Although some of them feel heard, few still feel like they are ignored.
- People on Probation have knowledge of how to make a complaint in Liverpool North. However, they feel like nothing gets done when they do.



"It seems they make some changes based on what we say and you being here I think is a good sign."

"Sometimes my OM has too heavy a workload to respond to my messages in a timely manner."

"Kind of, mainly my own experience I guess as I always get asked what I need."

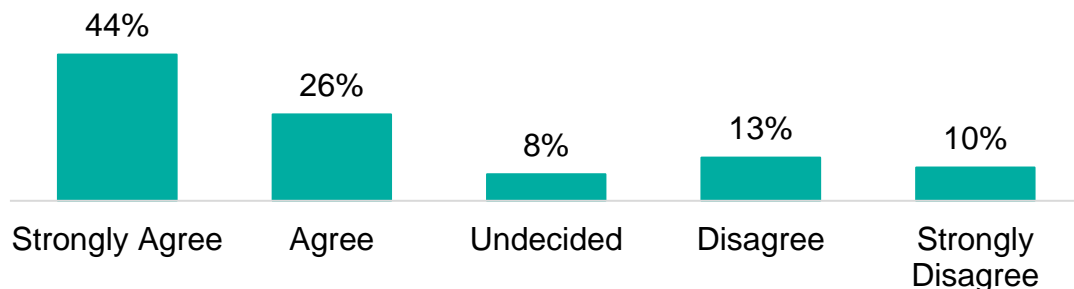
"When I raise an issue, nothing is done."

"Sometimes when asking questions about specific issues, the PO could not give an answer and only suggested seeking legal advice. Since most people can't afford to do that, it's not very helpful."

3 IN 5 ARE HAPPY WITH THE OVERALL SUPPORT THEY RECEIVE FROM PROBATION

- **56%** (44/78) of people answered **'Nothing can be improved'** when asked about any issues they have whilst on probation.
- Whereas **29%** (23/78) stated that there were **'No positives'** regarding their probation experience.
- The top themes regarding positive experiences were: the relationship with their PO, access to vital services and good communication in Liverpool North.

Q: Overall, I am happy with the support I have received from probation



"Great, my last officer was even better and did so much for me. If I ever had issues I could call him up and he would tell me to come in. He really helped me so much."

"I can't really complain, everything has been good for me."

"It has been a very good experience as the staff work very hard to help me in everything."

"My PO is brilliant he was there for most of my time. He helped get back on track and got me the support with doing things like getting funding and help with travel costs."

"They are really nice, getting me employment support and just really good at sharing information."

PEOPLE ON PROBATION'S SOLUTIONS TO THE ISSUES THEY FACE

- People on probation in Liverpool North want better communication between probation and service users.
- Some mentioned that probation needs to be more conscious of their private lives.
- People want to be listened to.
- People in Liverpool North want lived experience to be used in a better way to help the service.
- People expressed their wish to have more concrete opportunities for employment.
- Others also stated that they'd prefer to have a mix of face-to-face and remote appointments.

"They need to listen to us more and conduct proper work around what is happening in our lives."

"I think better communication ahead of being released and ensuring things are followed through."

"Lived experience in probation!"

"It would be good if there were some more opportunities that lead to real employment."

"If they would mix up how they see us, maybe phone call sometimes as well or reduce appointments more."

USER VOICE

ONLY OFFENDERS CAN STOP RE-OFFENDING



HM Inspectorate
of Probation

CAPTURING THE VOICE OF PEOPLE ON PROBATION FOR THE LIVERPOOL NORTH INSPECTION

PUBLISHED MAY 2023