

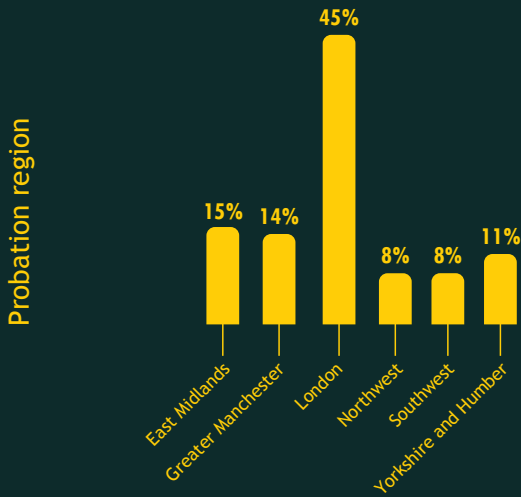
USERVOICE

ONLY OFFENDERS CAN STOP RE-OFFENDING

THE VOICE OF YOUNG ADULTS ON PROBATION **THEMATIC** INSPECTION

SEPTEMBER 2024

WHO DID WE GIVE A VOICE TO?



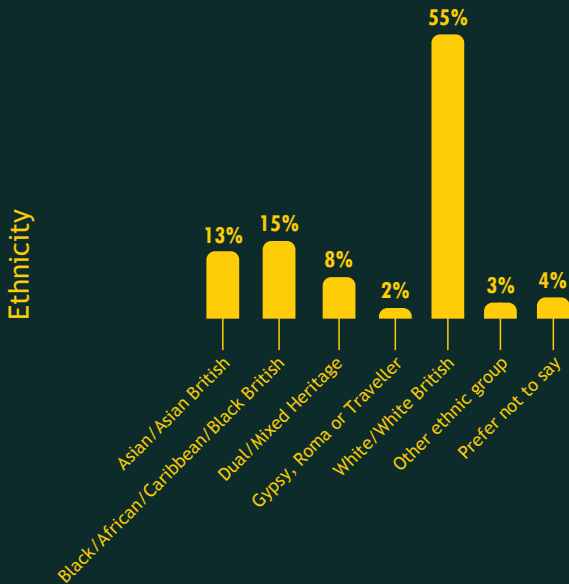
6 } Different probation regions

259 } Young adults had their say

42 } People took part in focus groups

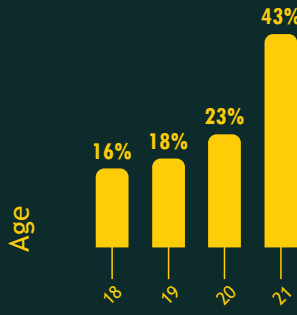
220 } People surveyed

MORE THAN **2 IN 5** PARTICIPANTS WERE FROM A MINORITY ETHNIC BACKGROUND

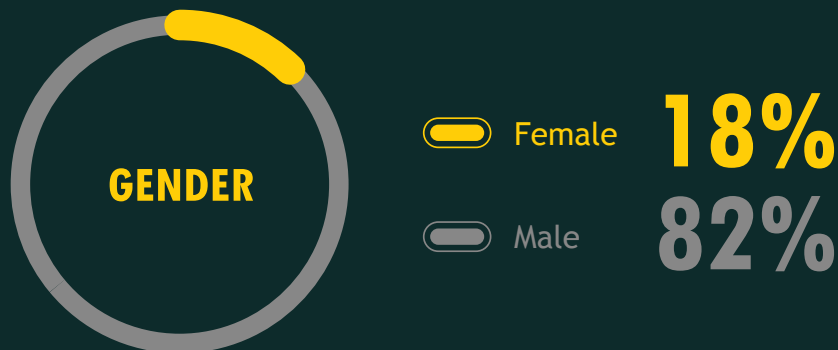


Minority ethnic background **41%**

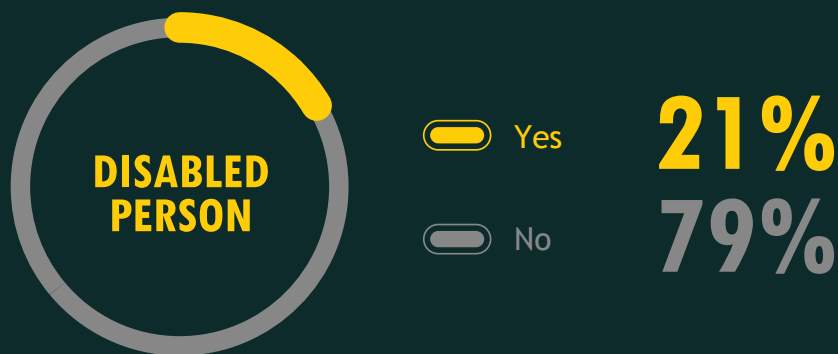
White/White British **55%**



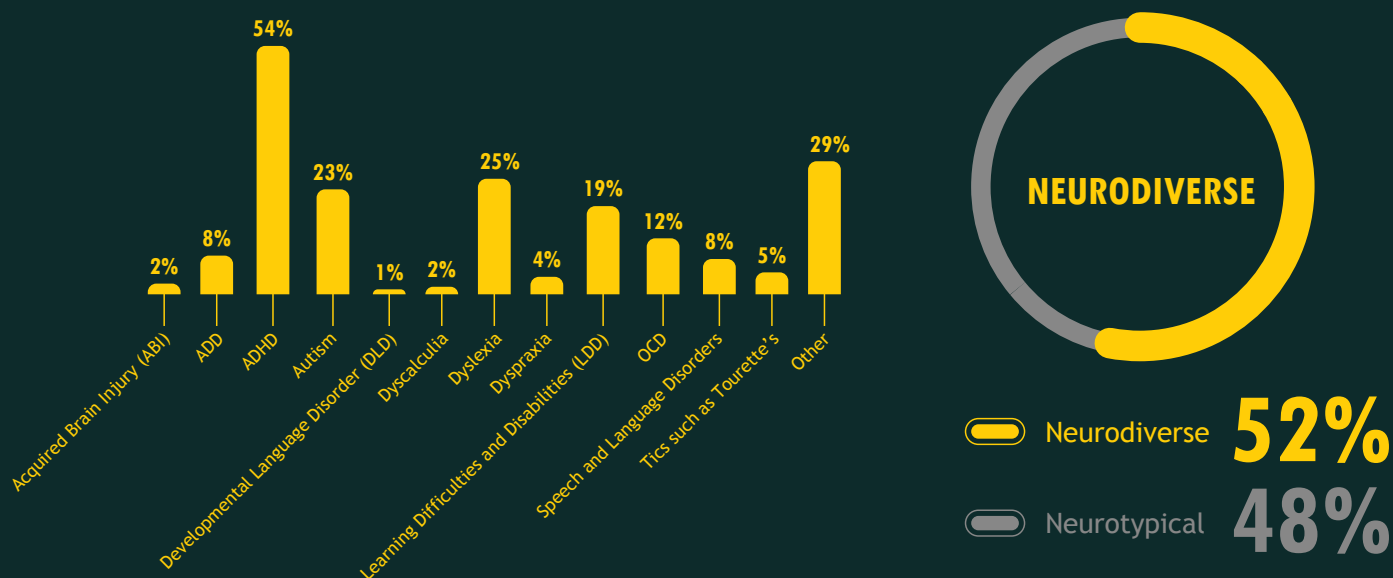
NEARLY **1 IN 5** PARTICIPANTS WERE WOMEN



MORE THAN **1 IN 5** HAD A DISABILITY



JUST OVER **HALF** OF THE PARTICIPANTS WERE NEURODIVERSE



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FOREWORD

For this consultation we spoke to young adults about their experiences on probation. Through this dialogue we hope to provide insights that can better support their rehabilitation and increase desistance.

User Voice is a charity run by lived experience. Lived experienced peer researchers are involved at every stage, from designing interview questions and interviewing, to data analysis and report editing. This allows us to fully capture the solutions and recommendations for criminal justice reform by people who have experienced it.

This consultation is part of our commissioned work with HM Inspectorate of Probation. I would like to thank them for seeing the benefits in including lived experience in the process of speaking to young adults.

Our engagement found that relationships between young people and their probation practitioners were generally positive. What continually comes out of our work is that the relationship with a probation practitioner is key. They are the gatekeepers to information about the processes young people find themselves in on probation, access to services, and ultimately a path out of probation.

For many, that exit route does not come quick enough and young adults told us their appointments often felt like tick box exercises. This has a knock-on effect for people's mental health, which many told us they were struggling with before engaging with the criminal justice system.

A move away from a one-size-fits all is needed. Disabled young adults were more likely to report that their practitioner did not take the time to understand them. We additionally found that young adults from a minority background were more likely to have a negative experience than a white counterpart.

As part of our conversation with people in the criminal justice system, we ask them to think of solutions. We at User Voice believe that they have the best vantage point to inform on where improvements can be made.

Requests for better mental health support as well as better understanding for their life journey by probation was a common theme from our work. The inclusion of more lived experience, people who had similar experiences to them would break down barriers, strengthen relationships, and aid rehabilitation.

We have ended our report with young people telling us about their aspirations for the future, this is important and, in our view, not spoken about enough.

We hope the solutions contained in this consultation will go some way in improving the experience of young adults on probation.

Brendan Doyle

Interim Chief Executive Officer, User Voice

THE PROJECT

This is a research consultation commissioned by **HM Inspectorate of Probation** and conducted by **User Voice**.

User Voice is a charity run by ex-offenders. User Voices' participation ensures that the research is truly peer-led at every stage.

The aim of the consultation was to understand a young adult's experience whilst on probation. Furthermore, our objectives were:

- To better understand their early-life experiences.
- To better understand their induction experience.
- To better understand their relationships with probation staff.
- To better understand their experience with appointments.
- To better understand their experience with accessing services.
- To better understand their experience relating to procedural justice.
- To better understand their aspirations for the future.
- To highlight any good practice that could be built upon.
- To develop peer-led solutions to young adults' biggest issues whilst on probation.

APPROACH

PRE-FIELDWORK

- Research materials were developed with the involvement of a lived experience panel of 18–21 year olds on probation.
- Participant recruitment had two facets:
 - 1) Remote and in-person interviews were set up with individuals on HMIP's case sample.
 - 2) All 18–21 year olds across 6 regions were contacted twice via text message with an opportunity to complete an online questionnaire.

FIELDWORK

- Semi-structured interviews were conducted across **6** probation delivery units by a team of **3** lived experience peer researchers.
- Online questionnaires were completed by 18-21 year olds across **6** probation regions.

DATA ANALYSIS

- Thematic data analysis utilising inductive coding was completed on all qualitative data.
- Statistical analysis was completed on all Likert-scale questionnaire responses.
- An analysis session was held with all the research staff involved in the project. The purpose was to identify key themes and areas of focus for the report.

KEY FINDINGS

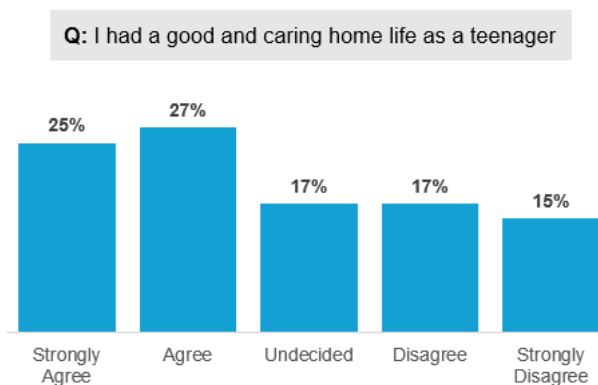
Through our engagement we found that young adults from more disadvantaged backgrounds, as specified in the list below, have a more difficult experience whilst on probation and across their journey through the criminal justice system:

- A negative home life experience
 - A negative education experience
 - Problems as a teenager
 - Mental health struggles prior to arrest
 - Care experience
 - A child protection plan
 - A family member with prison experience
 - Arrested at a younger age
 - Neurodiverse conditions
- **2 in 3** reported having a positive relationship with their probation practitioner.
 - The relationship with a probation practitioner is 'a make or break' condition across all aspects of probation experience. A positive relationship leads to better outcomes.
 - White British young adults often had a better experience compared to those from an Ethnic Minority.
 - Less than **half** found their appointments useful to their rehabilitation.
 - Just under **3 in 5** who need services get access to the services they need.
 - Just under **2 in 3** feel listened to by probation staff.
 - Just over **7 in 10** reported that they have been treated fairly by probation staff.
 - **13 of 16** interviewees reported a better Youth Offending Team (YOT) experience compared to their probation experience.
 - Those in London found services easier to access compared to those across the UK.

CHAPTER 1: EARLY LIFE EXPERIENCE

Just over half of survey respondents reported having a good and caring home life as a teenager.

To gain a holistic picture of why and how young adults enter the Criminal Justice System, we spoke to them about their relationship with their family and experiences in education.

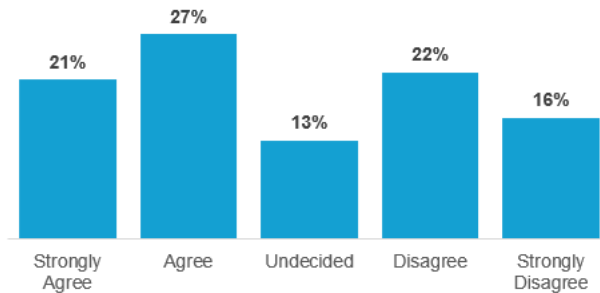


Just over half (**51%**) (113/220) of the young adults User Voice engaged reported having a good and caring home life as a teenager. Male respondents (**57%**) (101/177) were more likely to report having a good and caring home life than female participants (**27%**) (11/41).

Those who had a family member in prison (**41%**) (39/95) were less likely to report having a good and caring home life than those that had not (**59%**) (74/125).

Less than half reported attending school regularly and receiving a good education.

Q: I attended school regularly and received a good education as a teenager



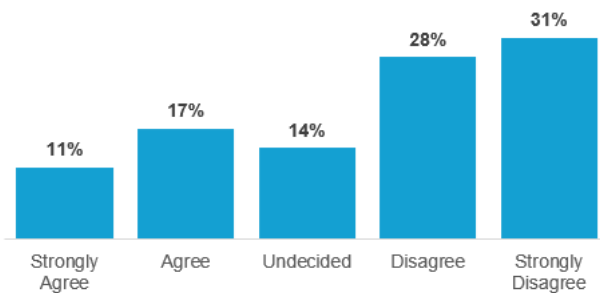
Under half of **(48%)** (106/219) of survey respondents reported attending school regularly and receiving a good education.

Those that struggled with their mental health as a teenager **(39%)** (59/151) were much less likely to report attending school regularly than those that did not **(79%)** 31/39).

Furthermore, Neurodivergent young adults **(35%)** (42/121) were less likely to report attending school regularly than neurotypical young adults **(65%)** (63/97).

Nearly 3 in 5 survey respondents reported having problems in their life as a teenager.

Q: I didn't have many problems in my life as a teenager



When asked about their mental health, the majority of survey respondents **(70%)** (151/216) reported struggling with it prior to arrest. Delving deeper, those with care experience **(87%)** (39/45) were more likely to report struggling with their mental health prior to their arrest than those that didn't **(65%)** (112/171).

Respondents spoke to User Voice about mental health troubles before entering the criminal justice system.

"My mental health was not good, self-harming on multiple occasions, I even went hospital."

"My mental health not good up until age 17, then I felt like it got a bit better. I was smoking cannabis and cocaine, plus opioid use, drinking lean and prescription pain killers."

Some had experienced abuse as a child.

"Abuse to be honest. All types of abuse. It started with my family and then I got put into care and it happened there as well, but no one believed me, but I became a problem. So, I was moved but it was too late by them I was in deep with an addiction to drinking."

"I was sleeping with people when I was 12/13 because I was hanging out with people older than me, and I was drinking and smoking and thought I was so cool. That and being in and out of care and different foster homes meant that I never had any time from the system around me to get me out or help me."

"I've been in 5 different foster families and none of them ever stuck. I guess I've just always felt rejected by everyone in my life because of that. I never had anyone to depend on and my mum was in and out of my life and still is, but I don't know my dad and wouldn't know him if I saw him so that's pretty shit. I've just always been unsettled."

The impact of coming from a single parent home, or a 'broken' home was mentioned in our engagement.

"Growing up I spent more time at friends than I did at home. There was always arguments and shouting and violence. There was always police there and I didn't want to deal with it so I removed myself from it and I don't know that my parents even cared or noticed that I wasn't there... I didn't have a proper home I felt safe in."

While others attributed their entrance to the criminal justice system to them falling in with a 'bad crowd.'

"I blame myself for pre-arrest circumstances by mixing with the wrong crowd out of school and college. Nothing to do with my family."

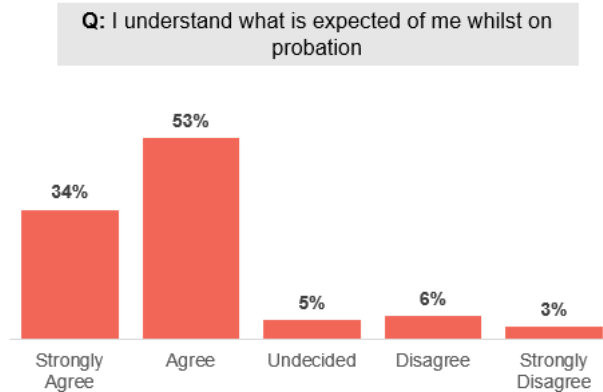
"As a teenager I grew up in a rough, poverty-stricken neighbourhood. Both of my parents worked full-time jobs in order to keep a roof over our heads. I lived on an estate that was riddled with drug users and dealers and there was a lot of violent crimes. Due to my parents working all the time I spent a lot of time out of the house. The friends that I made were older than me and very influential."

Some spoke to User Voice about experience of substance abuse.

“My mental health not good up until age 17, then I felt like it got a bit better. I was smoking cannabis and cocaine, plus opioid use, drinking lean and prescription pain killers.”

CHAPTER 2: INDUCTION EXPERIENCE

The vast majority understand what is expected of them whilst on probation.



A clear induction process where a service user knows what is expected of them on probation can lead to better outcomes.

(87%) (188/217) of the young adults we engaged with reported a good understanding of what is expected of them whilst on probation.

The relationship between the young adult and probation practitioner is key, **(71%)** (155/219) of the young adults we spoke to reported that their probation practitioner took the time to understand them during an induction.

Those with adverse early-life experiences were less likely to report that their probation practitioner took the time to understand them during induction.

Disabled young adults **(64%)** 34/53) were less likely to report that their probation practitioner took the time to understand them during an induction than non-disabled young adults **(73%)** (121/166). While Neurodivergent young adults **(65%)** (79/121) were less likely to report that their probation practitioner took the time to understand them during an induction than Neurotypical young adults **(77%)** (75/97).

Young adults told User Voice of instances where the practitioner took time to help them during their induction.

“Good conversations. She asks stuff about me and has good responses. I feel like she’s there for me when she turns up, she seems to understand me.”

"The other two have been not good, the second one was really understanding, it seemed like she had been through something herself, so she wanted to help whereas the other two just seemed like they was there for the money. Second one was nonjudgmental, very professional."

"It feels like she understands me and this is very important... Then I can open up to her more."

A revolving door of probation practitioners, or when the practitioner is unable to build a rapport with the service user, can have an adverse effect on creating a productive relationship.

"I have had four probation officers now, so it is hard to build up a relationship with any of them really because you get to know them, and they get stuff in place and then you get a new one and have to start all over again."

"No trust there, feel like my P.O. does not understand me as she has never been arrested in her life. It is important to be understood but I think it's impossible for probation to do this due to their background."

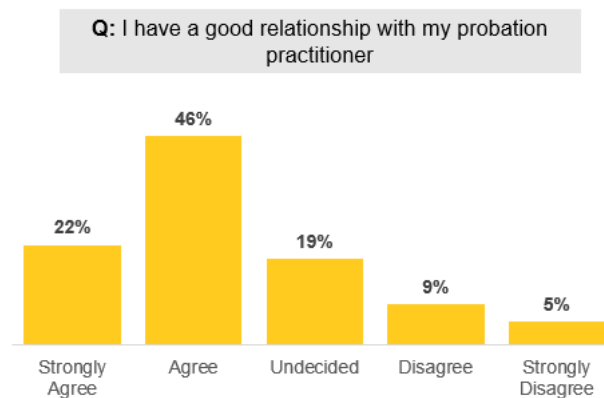
"I have tried to talk to her about how my faith... I remember a comment once which was something like "well it didn't help your victim did it" and after that I have felt like I couldn't talk about my religion."

CHAPTER 3: EXPERIENCE WITH PROBATION STAFF

The majority of young adults say they have a good relationship with their probation practitioner.

The relationship with the probation practitioner is crucial to the service user for receiving information, accessing services and ultimately navigating a way out of the criminal justice system. It has been described to us by one service user as “make or break”.

(68%) (148/219) of young adults surveyed stated that they have a good relationship with their probation practitioner.



51% (111/219) of survey respondents stated that probation staff understand their life experiences.

Those from adverse childhood backgrounds, such as having problems as a teenager, less attendance at school and a less caring home life, were less likely to report that probation staff understand their life experiences.

Participants with a positive experience with their probation practitioner often described them as “friendly” and “caring”. Additionally, being someone that’s “easy to speak to” and “someone that listens” often leads to a positive relationship between the individual and their practitioner.

Those from a minority ethnic background (**46%**) (41/90) were less likely to report that probation staff understand their life experiences than those from a White British background (**54%**) (64/118).

Good communication skills and flexibility around appointments were cited as examples of good practice from Probation Practitioners.

“Good probation would look like someone who keeps me updated and, in the loop, better communication.”

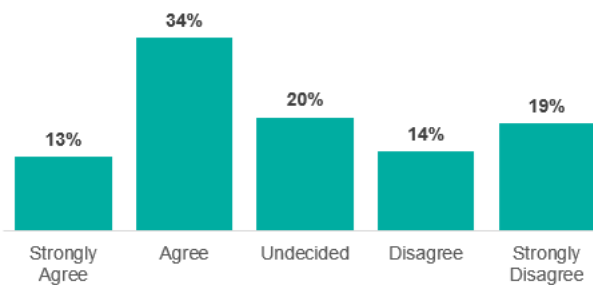
“A good probation officer in my eyes is one who is more flexible around appointments and who does not make me always go into the office, home visits or remote apps would be nice.”

“Someone who gets my background and how I’ve been brought up and sees who I want to be and how they can support me to become that person.”

CHAPTER 4: EXPERIENCE WITH APPOINTMENTS

Less than half of young adults find their appointments useful for their rehabilitation.

Q: I find my appointments useful in helping me and my rehabilitation



Regarding the flexibility and usefulness of appointments, the young adults we spoke to had mixed feelings.

47% (104/219) of survey respondents said they find their appointments useful in helping them and their rehabilitation.

Those from adverse childhood backgrounds, such as having problems as a teenager, less attendance at school, a less caring home life, experience of care, and having a family member with prison experience were less likely to find their appointments useful in helping them and their rehabilitation.

Young women (**37%**) (15/41) were less likely to find their appointments useful for their rehabilitation than young men (**51%**) (89/176).

Those who had a positive experience told User Voice that it had given them a time to reflect.

“Yes, I feel like I got something out appointments because they would help me to think better and to think clearer. They gave me some food for thought to not commit further offences and what would be the implications if did commit any further offences.”

Flexibility around appointments was cited as an example of appointments being organised well.

"The biggest issue on probation is the lack of flexibility around appointments, I was in hospital after a suicide attempt and they sent me a breach warning letter, instead of looking into why I could not get to that appointment or offering any support. The obvious solution to this would be to see if I'm ok and be more understanding and more flexible."

"I have explained on multiple occasions that I am not only full-time carer to my partner but also to my child. They're not flexible around this and no offer off remote appointments. I'm aware these can be offered but feels like this is very much down to their discretion."

Those who responded negatively to appointments felt that it was a 'tick box' exercise where they were going through the motions.

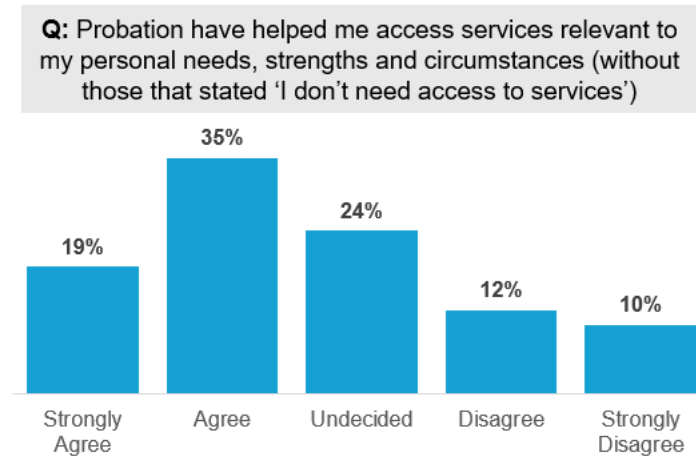
"I just wanted to get it done, they just asked simple questions, they're just ticking a box."

"I wouldn't say I've got anything out of the appointments, I haven't changed or anything."

“My biggest issue really, over than the distance and the money, is that my PO is normally always late. It’s sometimes only 5 minutes but sometimes I wait for 15 minutes and then someone comes out and asks who I’m here to see and then I get accused of being late when I’ve been here the whole time.”

CHAPTER 5: EXPERIENCE WITH ACCESS TO SERVICES

Over half of young adults have access to the services they need.



Assistance accessing services is an important part of the probation experience for young adults.

53% (100/187) of survey respondents that need support with services said that probation has helped them access services relevant to their personal needs and circumstances such as counselling, housing, or access to education.

We found that disabled young adults (**56%**) (27/48) were more likely to report better access to services than non-disabled young adults (**53%**) (73/139).

White British young adults (**58%**) (60/103) were more likely to report better access to services than young adults from a minority ethnic background (**48%**) (**35/73**).

While those living outside of London (**54%**) (53/98) were as likely to report good access to services than those living in London (**53%**) (47/88).

Young adults spoke to User Voice about being able to access support to aid desistance.

"I have been sent to courses and groups for drugs, I don't think I need them because I am clean, but I guess it does help me keep my head straight."

"I have attended some groups and courses about relationships and trauma and then I have also had continued support since prison around my drug addiction and alcohol use."

"I have had support with my eating disorder and with my mental health in general and I have also been signed up to a course about relationships and stuff like that."

Access to housing and assistance with education were mentioned by service users as services they needed support in.

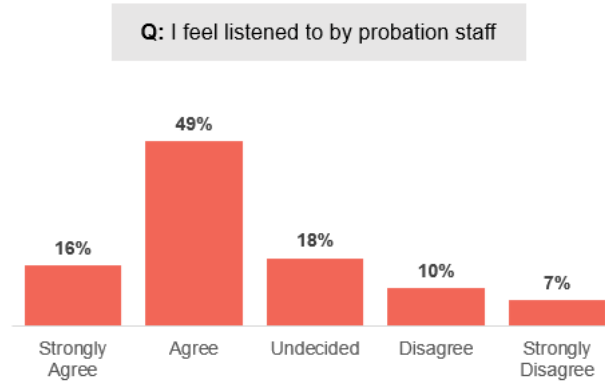
"I have been homeless for over a year now sofa surfing I haven't had anyone that's genuinely helped me or tried to help me in my situation."

"Yes, I want support with my GCSE's they said that they would find me somewhere to do it, but I am still waiting."

“Got offered housing support but nothing ever came of it just got put on the Council list could have done that myself to be honest.”

CHAPTER 6: PROCEDURAL JUSTICE

Just under 2 in 3 young adults feel listened to by probation staff.



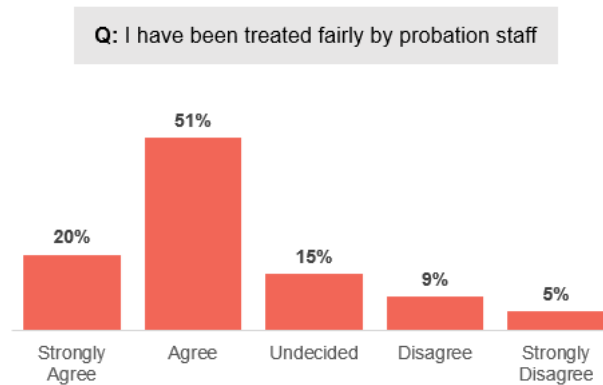
For young adults, a key component of their relationship with a probation officer is feeling heard and that their opinions are listened to.

65% (104/219) of young adults surveyed reported that they feel listened to by probation staff.

Those from adverse childhood backgrounds were less likely to report feeling listened to by probation staff.

White British young adults (70%) (83/118) were more likely to report feeling listened to by probation staff than young adults from a minority ethnic background (59%) (53/90).

Just over 7 in 10 young adults reported that they have been treated fairly by probation staff.



71% (156/219) of survey respondents said that they have been treated fairly by probation staff.

Our engagement found that those who were not interacting with the criminal justice system for the first time were treated differently. Those known to Youth Justice Services as a child (**56%**) (36/64) were less likely to report being treated fairly by probation staff than those that weren't (**77%**) (85/111).

While those with experience of breach (**60%**) (34/57) were less likely to report being treated fairly by probation staff than those without experience of breach (**76%**) (99/130).

Having the opportunity to explain their personal circumstances and tell their story was appreciated by young adults.

"I have had adequate chance to tell most my story, they did listen and did change my current community service one time when I explained I had gang issues with someone on community service with me so they moved me to a different location."

"Yes, I do feel like my story and voice is heard. The second one respected me but don't think they all do. Some of them seem judgmental and don't want to hear my story or respect it."

While for some, they would like to have more of a say in how probation is run.

"They did listen and did change my current community service one time when I explained I had gang issues with someone on community service with me, so they moved me to a different location."

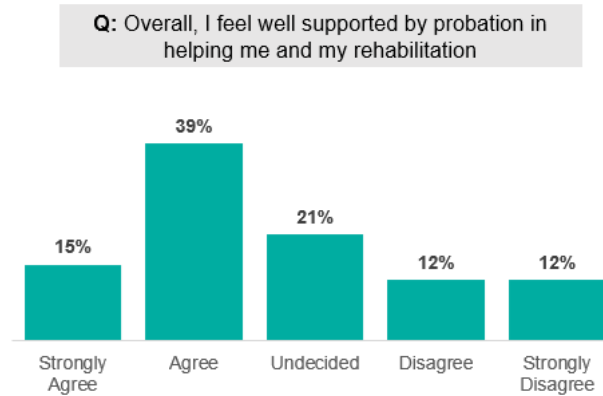
"Yes, I do feel like my story and voice is heard. The second one respected me but don't think they all do. Some of them seem judgmental and don't want to hear my story or respect it."

"How probation is run should be more 50/50. We work with them, they work with us, and they be a little bit more open and understanding."

"Doing this interview is the most heard I've felt."

CHAPTER 7: OVERALL PROBATION EXPERIENCE

Over half of young adults reported that they feel well supported by probation.



When considering their experience of the probation process, **54%** (119/219) of survey respondents stated they feel well supported by probation in helping them and their rehabilitation.

Those from adverse childhood backgrounds were across the board less likely to report feeling supported by probation.

Young women (**46%**) (19/41) were less likely to report feeling well supported by probation in helping them and their rehabilitation than young men (**57%**) (100/176).

Those living in London (**51%**) (57/111) were less likely to report feeling well supported by probation in helping them and their rehabilitation than those outside of London (**58%**) (62/107).

Service users appreciated when probation was flexible to their needs.

"The best positive is going to a place probation sent me to, it was a women's centre, which is a probation unit just for females... Quiet, calm building. I don't really see no one else in there. It is a relaxed atmosphere and I feel like can open up to them and feel listened to."

"The best thing they did for me was when my daughter was sick, my husband called me, and they answered the phone. She told me you can go, and she even drove me home and drop me home in the car."

Communication was cited as an issue with when interacting with probation.

"My biggest issue whilst been on probation is the lack of communication, I have a record of every time I've tried to text or ring them, and I've been left for months with no correspondence. Then I get breach letters through the post, which is not my fault. I have proof that I have tried to communicate with probation even rang office phone numerous times."

"It has been pretty up and down to be honest. Sometimes I feel like I'm being asked to talk about things that I'm not ready to talk about, my limits aren't accepted because I'm on probation."

Some participants stated that they had a better experience with Youth Offending Teams (YOT) than Probation.

"I feel like YOTs support more than adult probation...They seem to spend a little bit more time with service users, sometimes it's a bit rushed in adult probation... YOT would always review how it is weekly or fortnightly. They seem to genuinely care, whereas probation is a bit more punitive."

"YOT staff are more flexible than adult probation and can accommodate needs better. They take you out to places which is nice. Probation make you always go into office, and it can be scary for someone like me. YOTs are much more understanding."

Young Adults spoke about the need for having more lived experience in probation.

“Knowing that you have been where I am is reassuring that you get what I mean, and you won’t be offended or annoyed and you just get it. That’s the main thing I think.”

“Someone with lived experience would make probation much better as it would be someone who has been in my shoes and knows how I feel and will be able to help better in that sense.”

“I feel like the people in probation have been to Uni and are meant to be smart, but I feel like they need to lose their pride and take a second to listen to people who have lived experience.”

CHAPTER 8: ASPIRATIONS FOR THE FUTURE

The most popular aspiration for young adults was to be a business owner.

User Voice asked participants what they wanted to do with their lives outside of the criminal justice system. Many young adults aspire to being a business owner and to generate wealth for themselves and their family.

Young people told us they wanted to pursue the following careers:

- Social work
- Nursing
- Music
- Architecture
- Becoming a chef
- Construction work

"I hope to become a nurse, which has been put on hold for a minimum of 6 years due to my conviction. I was a carer before my conviction because I have a passion for helping people. Now I'm working in a dead-end job, that contributes little to society and gives me next to no job satisfaction. I still intend to study for nursing in the future."

"I just want to find my place and to have a calm life, not loads of money but enough and for it to be good like not from drugs or what not. I just want to find some peace."

"My aspirations are to be working, providing for my family, my mother, my two daughters, my baby's mother. I just wanna better myself and become a better person. I served my time so I've come out with a fresh mindset. I just wanna be a hard-working dad and a happy family man."

"I'd like to be able to do something to educate kids about my experience and how the things that they are being told at home may not be right and how to learn about them and challenge it."

CHAPTER 9: PEER-LED SOLUTIONS

User Voice is a solution focused organisation. The 259 young adults we interviewed and surveyed for this consultation proposed 7 solutions on how probation can better support them.

THE ISSUE

Many young adults on probation are struggling with their mental health.

SUGGESTED PEER-LED SOLUTION:

Young adults want mental health assessments to be a requirement whilst on probation. They want their orders to cater to developing their mental health, happiness and rehabilitation, rather than focusing on punitive measures.

“Basing rehabilitation on actual, detailed mental health assessments, therapies, and decent paying job/career opportunities rather than unpaid ‘community payback.’ Crime is a product of poverty and untreated mental illness. Getting a bunch of people who already feel failed by the system to do unpaid labour, attend regular probation meetings, wear tracking devices and face imprisonment...”

..with little efficient support regarding mental health and finances, further puts people in a prisoner mindset which only breeds more resentment with the system, and in turn more crime. The current system of UPW, tags and RAR days is ineffective and should be changed to actual clinical therapies and mandatory work around budgeting and employment to prevent the perceived ‘need’ to engage in criminal activity.”

THE ISSUE

Many young adults feel that probation staff do not properly understand them or how their life experiences have affected them and contributed to their offending.

SUGGESTED PEER-LED SOLUTION:

Probation staff and other institutions need to have more consideration of an individual's background, which can be achieved through training that involves young people with lived experience.

“Take into consideration that people might have mental health problems or bad upbringing, where we are from and come from. This goes for the police, courts and probation. They need to prepare people for not being on probation anymore but need to understand them first.”

THE ISSUE:

Young adults feel probation does not understand or care that they often have demands on their lives outside of their probation commitments including work, children and being carers.

SUGGESTED PEER-LED SOLUTION:

Young adults with care or employment responsibilities require flexibility on their probation orders and remote appointments should be considered where possible.

“Probation need more flexible around appointments and to not take up all week with different appointments... They need to be more understanding towards different people’s lives and be more flexible around appointments.”

THE ISSUE:

Young adults often feel like they can’t relate to probation staff, and it is difficult to build a constructive relationship.

SUGGESTED PEER-LED SOLUTION:

Involve more lived experience in the service to increase understanding.

“Lived experience would improve probation massively! We would be more open to talking to them they would understand us and get us the proper help, or at least try to.”

THE ISSUE:

Most of the young women on probation we spoke to came from challenging backgrounds with their crimes often relating to experiences of abuse.

SUGGESTED PEER-LED SOLUTION:

To enhance understanding around young women's specific needs and reasons for getting involved in crime.

"Police and probation need to be more understanding towards a female's background. Especially male officers they don't take into consideration mental health, and they need to."

THE ISSUE:

Many young adults on probation are struggling financially and find the financial burden of attending appointments difficult.

SUGGESTED PEER-LED SOLUTION:

More support for young adults with travel costs for appointments.

"There needs to be more financial help for people who have to travel quite far to get to appointments and stuff. I know I have to come, and it's a consequence, but I can't afford to keep travelling and I don't want to get breached for it, but what am I supposed to do?"

THE ISSUE:

Many people feel like their voice isn't heard, with some reporting that this consultation was their first true opportunity to tell their story.

SUGGESTED PEER-LED SOLUTION:

Develop modes of communication where young adults on probation can share their experience and opinions.

"I think that people who make the system to listen to us more to understand how hard going through the system can be for someone who is going through it, we can make things better."

USER VOICE

ONLY OFFENDERS CAN STOP RE-OFFENDING

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