**Service User Advisory Group and Probation Programme**

**Joint Service User Consultation**

1. **Introduction**

The Ministry of Justice (MoJ) and Her Majesty’s Prison and Probation Service (HMPPS) are seeking to consult people with lived experience of criminal justice on two key aspects of our work:

* The HMPPS Service User Advisory Group (SUAG) is developing Standards of Excellence on how Service Users are involved in the design, commissioning and delivery of probation services
* MoJ Probation Programme has recently published a National Probation Consultation on proposed changes: “*Strengthening probation, building confidence”* (available on-line at <https://consult.justice.gov.uk/>)

**Why we are consulting:** Probation is changing. In 2 years the system will change and we want to make sure that it is as good as possible. To do that we need service user’s views on what works and what doesn’t, or what they would like more or less of.

**What will happen to responses**: The MoJ and HMPPS will collate service user feedback and link it directly to the work of the SUAG and the Probation Programme team. The feedback will support the design of future probation services.

**Guidance for staff/facilitators:**

* **Purpose:** Enabling the views of current and former service users to be heard – for that reason the feedback from this exercise should only include their feedback and not additional interpretation or staff views.
* **Focus:** People with current or recent (in last 18 months) experience of custody, community supervision or both.
* **Responses:** A Response Template to help you to collate and summarise all the information and ideas you receive, is provided in Appendix 1.A number of examples are provided in the template which can be used as prompts if needed.
* **Diversity:** There is scope in the Response Template to provide a breakdown of responses by gender, and to add any additional information relating to the diversity of the people you have consulted. For NPS and CRC cohorts, (if it is possible), please provide any NDelius data on diversity which relates to the participants you have spoken to. There is also scope in Question 9 to record self-identified needs, relating to any particular characteristic. This link may also be useful in helping with any consideration of diversity issues. <https://www.equalityhumanrights.com/en/equality-act/protected-characteristics>
* **Service provided by other organisations, and the voluntary sector in particular**: If possible, could you please indicate instances where services mentioned by participants have been provided by organisations other than prisons or probation services. Where possible, could you also indicate whether it was the prison or probation service which referred the participant to this service.
* **Format:** The questions can be asked one-to-one or as part of a group exercise. If they are asked one-to-one, could you collate responses from these individual sessions onto one Response Template.
* **Anonymity:** No personal information will be passed on to HMPPS or the MoJ – it will be 100% anonymous.
* **Timescale:** Can you please complete any consultation and return the Response Template, by the 21st of September 2018 to Ruth Walters (ruth.walters@justice.gov.uk)
* **Help and Support:** Please contact Ruth Walters (ruth.walters@justice.gov.uk) if you need any support or help with any of this, at any time.
1. **Questions**

The questions aim to capture viewpoints from those who have encountered probation services when either in custody, in the community or both. To start, in section 1, we ask that you collate some basic demographic information e.g. a breakdown of numbers of male or female participants.

A number of questions in section 2 then focus on HMPPS Standards of Excellence regarding service user involvement.

Questions in section 3 align with some of the key questions in the current probation consultation – a copy of which can be accessed [here](https://consult.justice.gov.uk/hm-prisons-and-probation/strengthening-probation-building-confidence/supporting_documents/strengtheningprobationbuildingconfidence.pdf). Specifically, this refers to question *1, 2, 3, 4, 5, 8, 9, 10* in the consultation document (See Appendix B for full list of questions).

**Appendix Advisory Group and Probation Programme**

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**Joint Service User Consultation: Template for Responses**

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| --- |
| ***Section 1*** |
| **Name of organisation undertaking consultation** |  |
| **Location(s) of consultation(s)** |  |
| **Contact details of facilitator(s)**(name and email address of best person to contact with any follow up queries) |  |
| **Total number of people consulted (during this session):** |  |
| **Male/female Breakdown:****(number of male/female participants)** |  |
| **Ethnicity profile (if known):** *E.g. White, Asian/Asian British* *Black/Black British,* *Mixed/Multiple Identity* *Any Other Ethnic Group* |  |
| ***Section 2 – Previous interaction with probation services*** |
| **Questions** | **Custody** | **Community** | **Both** |
| 1. **Do you have experience of?**
 | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** |
| **Number of times identified:** |  |  |  |  |  |  |
| ***Section 3 – HMPPS Service user involvement – Standards of Excellence*** |
| 1. **What are the benefits of service users being involved in service design and delivery, for you and for the services themselves?**
 | *Examples – I feel supported, I feel listened to (please capture as much detail as possible and list examples where you can)* | **Number of times identified** |
|  |
| 1. **What are the best ways to involve service users in service design and delivery and what is really important to remember when we do this work?**
 | *Examples - face to face, in groups, involving family members too* | **Number of times identified** |
|  |
| 1. **What are the most important things that you would like to be involved in / consulted on?**
 | *Examples - designing new services, reviewing existing services, delivery of employment support / housing / programmes* | **Number of times identified** |
|  |
| ***Section 4 – Probation national consultation*** |
| **5. Can you tell us what aspect of probation and/or prison services help or helped you?** | *Examples - strong relationship with RO, training course, housing advice, having the same OM, support with my family and close relationships, support from another organisation (please provide details)* | **Number of times identified** |
|  |
| 1. **What could have been done differently or better to help you?**
 | *Examples - Improved support for my family and people I am close to* |  |
| **6. If you are on probation:****a. How often do you think you should see your probation officer?** | *Examples – should it be regular (every week, once a month) or does it change depending on need*  | **Number of times identified** |
|  |
| 1. **Does it make a difference where you meet them, or how you meet?**
 | *Examples – face-to-face, telephone call, video call*  |  |
| 1. **What skills should a good probation officer have?**
 | *Examples – empathy, positive/encouraging outlook, skills to support practical needs*  |  |
| **7. Are you on, or have you ever done, unpaid work or community service? (yes / no)** **If yes, what was your experience of it?**  | **Number of times identified** | **Yes** | **No** |
|  |  |
| *Please summarise the experiences of unpaid work below:* |  |
| **Have you ever had probation supervision after being released from prison?** * 1. **If yes, can you tell us about anything which helped you in particular?**

**Is there anything that could have been done differently / better?** | *Examples - a visit from my probation officer (responsible officer) before I left prison, support from a volunteer, continuing my training/treatment in the community, support from another organisation (please provide details)* | **Number of times identified** |
|  |
| **Is there anything that you needed particular help with, which you have not already mentioned?** **If yes, did the prison or probation service help identify the issues and support you with it?** | *Examples – as a female offender, as a member of a Black, Asian, or Minority Ethnic community (BAME), or because of any specific needs, such as health, help finding and keep a home, help getting a job.*  | **Number of times identified** |
|  |

**Thank you - Please return this to Ruth Walters (**ruth.walters@justice.gov.uk**) by 21st September 2018**

**Appendix 2:**

**Strengthening probation, building confidence: Full list of questions**

**Question 1:** What steps could we take to improve the continuity of supervision throughout an offender’s sentence?

**Question 2:** What frequency of contact between offenders and offender managers is most effective to promote purposeful engagement? How should this vary during a period of supervision, and in which circumstances are alternatives to face-to-face meetings appropriate? Do you have evidence to support your views?

**Question 3:** How can we promote unpaid work schemes which both make reparation to communities and equip offenders with employment-related skills and experience?

**Question 4:** What changes should we make to post-sentence supervision arrangements to make them more proportionate and improve rehabilitative outcomes? (You may wish to refer to your answer to question 2.)

**Question 5:** What further steps could we take to improve the effectiveness of pre-sentence advice and ensure it contains information on probation providers’ services?

**Question 6:** What steps could we take to improve engagement between courts and CRCs?

**Question 7:** How else might we strengthen confidence in community sentences?

**Question 8:** How can we ensure that the particular needs and vulnerabilities of different cohorts of offenders are better met by probation? Do you have evidence to support your proposals?

**Question 9:** How could future resettlement services better meets the needs of offenders serving short custodial sentences?

**Question 10:** Which skills, training or competencies do you think are essential for responsible officers authorised to deliver probation services, and how do you think these differ depending on the types of offenders staff are working with?

**Question 11:** How would you see a national professional register operating across all providers – both public and private sector, and including agency staff – and what information should it capture?

**Question 12:** Do you agree that changes to the structure and leadership of probation areas are sufficient to achieve integration across all providers of probation services? 40

**Question 13:** How can probation providers effectively secure access to the range of rehabilitation services they require for offenders, and how can key local partners contribute to achieving this?

**Question 14:** How can we better engage voluntary sector providers in the design and delivery of rehabilitation and resettlement services for offenders in the community?

**Question 15:** How can we support greater engagement between PCCs and probation providers, including increased co-commissioning of services?

**Question 16:** How can we ensure that arrangements for commissioning rehabilitation and resettlement services in Wales involve key partners, complement existing arrangements and reflect providers’ skills and capabilities?

**Question 17:** What should our key measures of success be for probation providers, and how can we effectively encourage the right focus on those outcomes and on the quality of services?

*Paper copies of the full consultation document can be obtained from: Probation Programme Ministry of Justice Post point 7.55, Tower, 102 Petty France, London SW1H 9A, and it is also available on-line at* [*https://consult.justice.gov.uk/*](https://consult.justice.gov.uk/).

*Alternative format versions of the full consultation document can be requested from* *probationconsultation@justice.gov.uk**.*