



Her Majesty's
Inspectorate of
Probation

Probation inspection Glossary of terms

February 2020 v1.1



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
Allocation	The process by which a decision is made about whether an offender will be supervised by a CRC or the NPS
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.

Case manager The term used by some CRCs, for the probation officer or probation services officer grade who holds lead responsibility for managing a case

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 – 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

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

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 NPS web-based national resource providing consistent information about the processes to be followed in all aspects of the NPS's work. The process mapping is underpinned by quality assurance measures
Escalation	The term used to describe the process where a case allocated to a CRC is referred to the NPS for reallocation because an increase in the risk of harm posed by the offender now places that person within the category of those who should be supervised by the NPS
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
Lead host/Host CRC	CRCs deliver Through the Gate services in prisons, to all prisoners, including those who will be supervised by the NPS on release. The lead host is the CRC delivering the main Through the Gate services in a prison, to all prisoners except those who are the responsibility of another host CRC. In some prisons, other host CRCs provide services to some prisoners, likely to be those prisoners who will be released within their contract package area
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
Local delivery unit	An operational unit comprising a probation office or offices, often coterminous with police basic command units and local authority structures
MAPPA	Multi-Agency Public Protection Arrangements: where NPS, 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
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 NPS and many CRCs 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

OASys	Offender Assessment System: currently used in England and Wales by most CRCs and the NPS 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 service user through a partnership agreement with a CRC or the NPS
PCC	Police and Crime Commissioner
PO	Probation officer: this is the term for a responsible officer 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
Pre-sentence report	This refers to any report prepared for a court, whether delivered orally or in a written format
Providers	Providers deliver a service or input commissioned by and provided under contract to a CRC or the NPS. This includes the staff and services provided under the contract, even when they are integrated or located within a CRC or the NPS
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
PQiP	Professional Qualification in Probation
PSO	Probation services officer: this is the term for a responsible officer who was originally recruited with no professional 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

	court setting, where their duties include writing pre-sentence reports
QDO	Quality development officers: a specialist role within the NPS. QDOs work closely with local managers, practice tutors and operational staff to promote and improve the quality of work with offenders and victims. Similar roles exist in many CRCs
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
Rate card	A directory of services offered by the CRC for the NPS to use with its offenders, detailing the price
Recidivism	An individual's relapse into offending after being given or undergoing an intervention to stop offending
Responsible officer	The term used for the officer (previously entitled 'offender manager') who holds lead responsibility for managing a case
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. HMI 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 those service users for whom lower impact/severity harmful behaviour is probable
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 CRC and/or NPS 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 NPS. Similar roles exist in CRCs, with a range of titles
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. Since February 2015, unpaid work has been delivered by CRCs
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