

# Changes to the Probation Service

July 2014 Update

## Overview

As of 1<sup>st</sup> June 2014, West Mercia Probation Trust ceased to exist, along with the 34 other Probation Trusts across the country.

The Trust now consists of two separate organisations:

- **The National Probation Service (NPS)**
  - 40% of the former West Mercia Probation Trust
  - A Civil Service
  - Within the NPS Midlands Division with a Deputy Director in overall charge
  - Has responsibility for high/very high risk and MAPPA eligible offenders, court reports, approved premises and staff in the Youth Offending Service (YOS) and prisons.
- **Warwickshire and West Mercia Community Rehabilitation Company (WWMCRC)**
  - 60% of the former West Mercia Probation Trust
  - A new company that will be awarded to a successful bidder later this year and become a private body
  - Covers the previous Trust areas of Warwickshire and West Mercia
  - Has responsibility for medium and low risk offenders, delivery of unpaid work (community payback) and other interventions.

Both organisations have a responsibility to attend and engage with statutory partnerships, for example community safety partnerships and safeguarding boards in order to reduce risk of harm to the public and prevent reoffending.

### Probation Trust Staff

West Mercia Probation Trust staff have been assigned to the new organisations and caseloads have been split based on NPS holding High and Very High risk of harm MAPPA cases and the CRC holding Low and Media risk of harm cases.

Buildings remain the same – situated at Kidderminster, Redditch and Worcester, with the same telephone numbers. Email addresses have changed however the old email addresses are being automatically re-directed.

Within each office we have teams of staff from NPS and the CRC together with Senior Probation Officers (SPO's) who manage them. We have duty officers available daily to assist with queries and referrals.

## Implications for partners/practitioners:

As part of the programme our **IT and operational procedures** have been changed substantially and in the short term there may be some impact upon service delivery until new processes are embedded. We have also had to transfer hundreds of cases to different probation staff based on the split which means that offender management responsibility for those cases will have changed.

Staff on reception in the offices may be **limited in the information they can provide** to callers regarding the identity of the current or previous offender managers responsible for a case.

In the event of any problems or to verify information where the specific member of staff is not known then the caller should ask for the **NPS Probation Duty Officer** who will have access to all cases in both the NPS and the CRC. If the officer they require is in the CRC but is unavailable then the caller can ask for the equivalent CRC duty officer.

**If matters require escalation** then ask to speak to the available Senior Probation Officer in either the CRC or the NPS. If they are not available in the local office there will always be a duty SPO available for the NPS and the CRC within West Mercia offices during working hours and reception or Duty Officer staff in the local office should advise you who to call.

## Telephone contact numbers:

**Kidderminster - 01562 748375 (Kidderminster is also the Head Office for WWMCRC)**

**Redditch - 01527 585152**

**Worcester - 01905 723591**

Any **urgent or emergency out of hours** issues for both organisations will still be dealt with via the NPS Approved Premises situated at Braley House, Worcester - 01905 723975.