



Ministry of
JUSTICE

National Offender
Management Service



Careers in Probation

An informative guide featuring
careers information, interviews
with Probation staff and an
up-to-date look at Probation work

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Introduction

Do you want a career that is worthwhile and makes a real difference to people's lives as well as protecting our communities?

Do you want to be part of an organisation that is at the centre of one of the finest Criminal Justice Systems in the world?

The world of probation is changing

This is an exciting time to be joining the Probation Service. The changes that are taking place are making our work more effective and will have a growing impact on the people we are supervising.

The Probation Service and the Prison Service are working together under the National Offender Management Service (NOMS). NOMS has been created to cut the re-offending rates and increase rehabilitation.

The Probation Service also works in partnership with other criminal justice agencies as well as with local authorities, health, education, housing and a wide range of independent and voluntary organisations.

An informative read

There is a range of exciting careers in the world of Probation to suit individual abilities and strengths. Join us and you join a team of professionals. This career guide gives an up-to-date review of our work, and describes three careers in Probation, those of the:

- Probation Officer
- Probation Services Officer
- Supervisor

Careers in Probation has been produced to give you an informed view of our challenging work. It includes interviews with Probation staff and features anonymous case histories of men and women who have been subject to Probation supervision.

A few figures on the national picture

Each year the Probation Service begins the supervision of more than 170,000 offenders.

Male offenders make up nearly 90% of this figure.

The average age of those under court order supervision is 30, with 25% of all offenders supervised aged 23 or under.

About 9% of those on supervision are from minority ethnic groups.

We can offer:

- Rewarding work
- Structured career development
- The opportunity to join a professional organisation that is committed to recruiting a workforce representative of Britain's vibrant, diverse society

Understanding the work we do

Every offender is treated as an individual with the court sentence reflecting the need to protect the public and ensures that the offender has been appropriately dealt with by the punishment.

A Community Order can be for a maximum of three years and must contain at least one of 12 set requirements. These requirements range from:

- Completing a specific programme that will target an individual's offending behaviour
- Residing in specified approved accommodation
- Dealing with any substance misuse
- Completing unpaid work for the good of local communities

Further sentences are also available to the courts including a Suspended Sentence Order which is a prison term of between 28 and 51 weeks, with community requirements set by the court from the same options as the Community Order. A Suspended Sentence Order can be suspended for 6 to 24 months and can be activated if the offender breaks the conditions of the order, or is convicted of a further offence.

Probation staff are also responsible for working with released prisoners, sentenced to 12 months or more in custody, for a period as they are resettled and monitored in the community.



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The aims of the Probation Service are:

Protecting the Public

Reducing reoffending

The proper punishment of offenders in the community

Ensuring offenders' awareness of the effects of crime on the victims of crime and the public

Rehabilitation of offenders

What Career Opportunities are there in the Probation Service?

You can now qualify in the workplace to become a Probation Services Officer (PSO) or a Probation Officer (PO).

How do I qualify as a Probation Services Officer?

Vacancies for unqualified PSOs are advertised by local employers, the Probation Trusts.

Selection criteria will focus on your potential to qualify as a PSO within a year of appointment.

If you are successfully appointed then you will be provided with learning and development opportunities to enable you to:

- Assess the risk of harm and reoffending
- Value diversity
- Communicate effectively
- Support changes in behaviour
- Work with others
- Develop your own skills
- Work in a specialist area

Within the first year of practice, you will be required to demonstrate competence in these areas as part of the PSO qualification the Vocational Qualification Diploma in Probation Practice level 3 (VQ3). *

How do I qualify as a Probation Officer?

There are 2 routes to qualify as eligible to apply for Probation Officer posts.

Route 1 – A work-based Honours Degree in Community Justice and Vocational Qualification Diploma in Probation Practice level 5 (VQ5)

To gain access to this route you will first have obtained the VQ3* described above and then be selected by your local Probation Trust to undertake the degree.

You will study for the Honours Degree and gain competence for the Vocational Diploma in Probation Practice level 5, whilst undertaking work as a PSO. This route usually takes 3 years to complete.

Route 2 – A work-based Graduate Diploma in Community Justice and Vocational Qualification Diploma in Probation Practice level 5 (VQ5).

If you have an honours degree, or a joint/combined honours degree that includes a minimum of 50% of one of the following list of relevant degrees:

- Criminology
- Police Studies
- Community Justice or
- Criminal Justice

then you can apply for the Graduate Diploma route.

The selection criteria are determined by local Probation Trusts in partnership with their designated Higher Education provider and will focus upon your ability to obtain the Graduate Diploma within 15 months.

In the first 6 months you will work towards achieving 6 units of the Level 5 Vocational Diploma in Probation Practice.

In the next 9 months you will work towards achieving the remaining units of the VQ5 through a combination of academic study and work based practice.

Throughout your time with the Probation Trust you will be employed and work as a PSO.

Full details of the qualifications can be found on <http://www.probationtraining-midlandsconsortium.org.uk/officer/pqf.html>

Hours of work

The normal working week is 37 hours. Occasionally work outside normal office hours may be required.

Salary

The salaries for PSOs start from £21,391 although this may vary between different Trusts. Your employer will be the local Probation Trust.

Terms of service

Conditions of Service are set by the National Negotiating Council for the Probation Service, Scheme of Terms and Conditions for Probation Officers, together with the Probation Trusts local staffing policies and procedures.

How to apply

Recruitment is managed by individual Probation Trusts and a list of contact details can be found at the end of this booklet. You will need to apply to each employer directly.



The salaries for PSOs start from
£21,391

What does a supervisor do and how do I qualify?

Community Payback is the name given to the work done by offenders subject to Unpaid Work requirements featured in Community and Suspended Sentence Orders. Supervisors are responsible for organising and managing groups of offenders as they perform this work.

The Supervisor's job is a wide ranging one and involves planning the day's work, transporting groups of offenders, maintaining discipline, instructing offenders in the use of equipment, allocating tasks to offenders and offering help, instruction and guidance to ensure that those tasks are performed to the best standard possible and providing a positive pro-social role model. In some Trusts supervisors are also trained to act as assessors so that the skills offenders develop on the Community Payback worksite can be formally accredited. These nationally recognised qualifications can help offenders gain employment and build successful lives.

Entry requirements

There are no age limits. Applicants are expected to have specialist practical skills and experience that can be used in the work environment e.g. painting and decorating. There are no specific educational requirements but the role requires practical and supervision skills.

The training

New supervisors receive training in health and safety, risk management and challenging anti-social attitudes, behaviour and feelings. Specialist training may also be available for specific tasks (e.g. the use of specialist equipment).

Salary

The salaries for supervisors vary between different Probation Trusts.

Hours of work

Supervisors are employed full-time, part-time (e.g. 2 or 3 days per week) or sessionally (working when needed rather than a set time each week). Full-time supervisors usually work 37 hours per week. Evening and/weekend work may be required.

How to apply

Look for adverts in your local newspapers or on the local Probation Trust's website.

Can you tick the following?

Organisational skills to run work sessions

Ability to communicate effectively

Experience relevant to motivating individuals

Ability to assert and maintain control in the working environment

Ability to make assessments and contribute to the recording of an individual offender's progress

Initiative in performance of duties

A take on probation

Understanding the assessment and offender management process

The assessment process usually starts with a request for a report by either a magistrates' court or the Crown Court. An assessment of the offender's needs, the risk of harm to the public and re-offending, and attitude to the offences leads to a decision about whether to prepare a full pre-sentence report (PSR) or fast delivery report (FDR). The assessment process includes the use of an accredited screening tool called OASys (Offender Assessment System). A full OASys assessment is prepared when a PSR is deemed appropriate. When an FDR is the preferred option, a partial OASys is used and relevant sections are completed such as those on drug misuse, alcohol misuse, and thinking skills. About 230,000 court reports were prepared in 2009.

A full pre-sentence report offers an analysis of the offence, gives an insight into the offender's circumstances and background and proposes the sentence most likely to reduce risk and prevent further crimes.

Sentencers require reports that address two key issues:

- The protection of the public by the proposed measure and
- The appropriate punishment of the offender

When appropriate, staff are asked to provide the shorter, simpler FDR which can be produced on the same day as the hearing. The FDR gives an immediate assessment in relation to a specific sentencing option being considered by the Court. The receipt of immediate assessments and sentencing advice enables the courts to deal quickly with less serious matters.



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court reports were
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Understanding how we protect the public

Prolific offenders

The Ministry of Justice has estimated that there are on average 5,000-7,500 active 'prolific' offenders at any one time who are responsible for about 9% of all crimes. Individual offenders are identified as prolific by local police and probation according to:

- The nature and volume of crimes being committed
- The nature and volume of harm being caused
- And other local criteria based on the impact of the offender's behaviour on the local community

The focus tends to be on offenders who have committed crimes such as burglary, theft and car crime but can be on offenders of any crime, depending on the priorities of the local community.

Probation work involves intensive management of these offenders to provide rehabilitation to reduce their re-offending.

Activities can include:

- Tackling drug or alcohol misuse
- Undertaking a programme, to address aggressive behaviour
- A focus on the impact of the crime on the victim
- Compulsory unpaid work
- Seeking employment, training or education

Supervision is reinforced with control measures; for example, offenders may have a curfew order. There are strict penalties for non-compliance and when offenders sentenced to 12 months or more are released on licence from prison and they do not comply, procedures are in place to enforce their rapid recall to prison.

Partnership work is key to the way the Criminal Justice System targets prolific offenders. Probation and police staff have confidence in this approach because it is the most effective way to increase public protection.

Gaining a perspective on probation

Prolific offender case file:

The offender was a heroin addict who was regularly stealing from shops to fund his drug habit. He was in a cycle of receiving prison sentences and then coming out to almost immediately offend again. He lost his courier business and his home. He returned to live with his family.

A turning point was when he overdosed on heroin and his mother found him in his bedroom. The strange noise she heard was her son choking. He was rushed to hospital and was stabilised. Instead of a further prison sentence, he was placed on

an order with a drug rehabilitation requirement that involved supervision, support and testing.

The intensive package enabled him to make progress and he is gradually reducing his intake of methadone. He has moved from a hostel into a one-bedroom flat. His re-offending stopped and as part of his rehabilitation work, the offender went back to a shop that he had previously stolen from – and apologised to the shop owner. He also prepared a security plan for the owner to show him how he could improve security to reduce the opportunities for shoplifters.

Dangerous offenders

The management of dangerous offenders is also handled by key statutory and non-statutory agencies working together. These arrangements are nationwide and are referred to as the Multi-Agency Public Protection Arrangements (MAPPA). The MAPPA bring together the Probation Service, the Police and the Prison Service, who work with representatives from Social Services, Housing, and Health.

The MAPPA currently cover three categories of offenders:

- All registered sex offenders
- All offenders who receive a custodial sentence of 12 months or more for a violent offence or for one of the small number of sexual offences which does not require the offender to be included on the Sex Offender Register
- Any offender whose previous offending and current behaviour suggests that he or she may pose a serious risk of harm to others.

The arrangements provide a framework for the exchange of information and the pooling of knowledge and expertise between agencies to assess and agree the best way to manage dangerous offenders. The very fact that agencies share information means that assessments of risk and arrangements to deal with this are likely to be more comprehensive and effective.

Gaining a perspective on probation

Dangerous offender case file:

The offender was released on a 'non-parole licence' from a nine-year prison sentence imposed for an offence of burglary with intent to rape. He also had serious previous convictions including rape and wounding.

The key elements of the risk management plan included the offender being required to reside in supervised accommodation. His behaviour was monitored by a team of professionals, including his Offender Manager, hostel staff and the Police, whose

involvement was managed and co-ordinated by the specialist officers of the Public Protection Unit.

Initially, his resettlement into the community appeared to be going well. He obtained voluntary work and developed a relationship with a local woman. However, after a crisis in his personal relationship, he was accused of sending indecent text messages to female colleagues. Following Police investigations, Probation recommended to the Ministry of Justice that he be recalled to prison and he was returned to custody.



Understanding the work of approved premises

Most probation trusts run approved premises (formerly known as probation hostels). These provide enhanced residential supervision in order to protect the public from those who pose the most serious risk of harm. Approved premises are primarily intended for offenders on post-custodial licences, offenders serving a community order with a condition to reside in specified accommodation and defendants on bail in criminal proceedings.

Approved premises provide a structured environment, within which residents can

take full advantage of community facilities for work, education, training, treatment and recreation. There are firm boundaries of behaviour and residents are expected to conform to some strict house rules, including a night-time curfew. Those who break the rules may be recalled to prison or taken back to court for their sentence to be reviewed.

The stability and positive ethos of approved premises can often provide offenders with that extra support needed to motivate them towards crime-free lives.

Understanding the work of the Offender Management teams

Offender Management is central to the work of the modern Probation Service. Offender Management involves the Offender Manager, the Offender Supervisor, the Case Administrator and the Offender working together to ensure that the offender's punishment and rehabilitation is well planned, supported and minimises any potential risk of serious harm to the public or re-offending. Our staff have to be

skilled in working together as a team to give the offender a consistent message that change is possible and will be supported. The skill to engage and motivate the offender is essential in order to assess the best methods to use in the sentence plan. An understanding of national standards and enforcement processes (e.g. breach through the courts or recall to prison) are also part of effective work with offenders.

Gaining a perspective on probation

Offender Management case file:

The offender was assessed as posing a high risk of serious harm, using all the information collated on OASys. He was released from prison into supervised accommodation. The Offender Management team worked together to tackle the risks. After a significant period of time and when the level of risk was considered manageable, Probation liaised with the local Police and housing department in order to resettle him back into independent accommodation. A contract was drawn up with the local

housing provider that prevented him taking part in certain activities.

Further specialist workers also assisted the offender to settle into his accommodation and maintain his tenancy. He received guidance in getting the utilities set up, budgeting and obtaining furniture, as well as monitoring any signs of potential problems. He was also given help to find a job by the local employment partnership – and he found full-time work.



Unpaid work by offenders

Unpaid Work is one of the 12 requirements that can make up a Community or Suspended Sentence Order and it is delivered under the banner of Community Payback. Each year around 8 million hours of work are performed by offenders on Community Payback for the benefit of local communities.

Offenders perform the work either in groups (usually supervised by probation staff) or in agency placements where the beneficiary is responsible for supervising them. This work can range from ground clearance to graffiti removal, or from helping in a luncheon club to a placement in a charity shop. Where work is performed in view of the public, offenders wear

orange high visibility vests to make it easier for members of the public to recognise that work is being performed for the benefit of their community. This is part of the drive to increase public confidence in community sentences and is a crucial contribution of Community Payback.

Although the primary purpose of Community Payback is punishment, it provides great opportunities to help offenders develop skills that may be of use to a potential employer. Depending on the nature of the work placement, these skills can range from soft skills such as team work and problem solving to vocational skills; accreditation of this skill development may also be available.

Gaining a perspective on probation

Unpaid work case file: Comments from work party participants.

“You have to turn up on time or you get breached. I am helping to lay a concrete path around a football pitch. It will help people in wheelchairs. When this has finished I might get a job on a building site.”

“We spent ages painting these seats in a park. When we went back the next day somebody had written on the seats. We were so mad, but it made you think how other people must feel about graffiti where they live. We painted them again.”



Understanding the work of Interventions: accredited programme teams

As part of their community sentence, many offenders are required to attend an offending behaviour programme. Offending behaviour programmes are key to rehabilitation in that they are structured to change offender's attitudes, thinking and behaviour, with the aim of reducing the risk of their re-offending. The programmes are accredited by a panel of internationally recognised experts and are generally underpinned by 'cognitive behavioural' theory, which relates to how we think and act. Accredited programmes have been developed as part of the 'What Works' approach; which is about ensuring our interventions with offenders are based on evidence that they have the potential to reduce re-offending.

The Probation Service provides a suite of accredited offending behaviour programmes that are implemented nationally. Some of them are delivered to offenders in custody as well. The suite of programmes is targeted at general offenders; offenders with substance misuse problems; drink impaired drivers; sex offenders and violent offenders. There is also a programme specially designed for women offenders run in some sites.

The programmes generally entail group work but in some Probation Trusts an individual programme is available that is intended for offenders unable, for a variety of reasons, to join a group.

The programmes develop the way in which participants think and solve problems and how they respond to pressure. They enhance the participants' awareness of cause and effect and of the impact of their actions upon others. Participants are encouraged not to act on the spur of the moment but instead to stop and think about how best to respond to a given situation. In these various ways accredited programmes address some of the characteristics common to many offenders.

Programmes are delivered by trained staff who are expected to facilitate them in the way that is intended whilst being responsive to the needs and progress of the participants.

There is considerable evidence from evaluations in the UK and other countries to support the effectiveness of cognitive behavioural programmes in reducing re-offending. Other studies have produced mixed findings, which may due to a number of factors including whether or not the programmes were delivered as intended. However, a recent analysis of reconviction rates by Home Office researchers found that offenders who had completed an accredited programme, as part of their community order were 10% less likely to offend than would be expected.

The following programmes are currently provided:

- Sex offender Programmes
- Substance Misuse Programmes
- Cognitive and Motivational Programmes
- Violence Reduction Programmes

Offenders who had completed an accredited programme, as part of their community order were

10%
less likely to offend than would be expected

Drink impaired drivers' programme

This programme is for men and women whose current offences involve drink-driving where there are aggravating features including driving whilst unfit or over the prescribed limit, being drunk in charge of a vehicle or failing to provide a specimen when required by the police.

Gaining a perspective on probation

Drink Impaired Drivers' Programme case file:

"I had drunk about four to five pints of lager at lunchtime and then had something to eat. At the end of the afternoon, I thought I would be all right to drive. I ran into the back of someone's car.

"I haven't been on a programme like this before and it has made me think about a lot of things. The other people in the group seem friendly and we all listen to each other. No-one is judging the person sitting next to them. We have all done something. The course has given me a greater understanding of the risk of alcohol and how much I was actually drinking. I realised that when I got into a car, I wasn't thinking about anyone but myself. There are pedestrians to consider. There are other drivers to consider."

The offender was aged 21 when he was banned from driving for three years. He was given a community order with a requirement to complete the Drink Impaired Drivers' Programme after he was found to be driving having consumed twice the legal alcohol limit. He was also driving whilst serving a previous driving ban.

Domestic violence programme

The programme is for male perpetrators of domestic violence. They are challenged to take full responsibility for their behaviour and learn how to develop non-abusive ways of behaving in relationships.

Gaining a perspective on probation

Domestic Violence Programme case file:

“I attended all the sessions and in the first place it was difficult. People in this group are in similar circumstances. The starting point is to acknowledge that you have a problem. I have learnt that you can change.

“The hardest part of the programme was the impact of domestic violence on the children. I hadn’t really understood what I had put my children through.

“You can’t keep things locked up. Sometimes you have to go back into your past. I opened up. I talked about my mum and dad. My dad was violent to both my mum and me. I was abused for 11 years. I went into care for a long time and back then I promised myself that I would be the perfect dad. I would never be physical to my wife. I am learning to talk things through and not deal with things with my fists. My wife and I are going to counselling. She never dared argue with me in the past, but now she is prepared to put her point of view forward. She knows that she doesn’t have to fear repercussions. I am not going to hit her. She is gaining in confidence and I am building up her trust in me. We are also going to Relate and I am planning to go on another course to find out more about why I behaved the way I did.”

The offender had been violent to his wife and his children were taken into care.

Understanding the work of the victim contact teams

Victim Contact Teams work exclusively with the victims of crime. Probation staff who are based within these specialist teams build up a level of expertise in this often sensitive but rewarding area of work.

Probation staff work with victims of offenders sentenced to 12 months imprisonment or more for sexual or other violent offences. Some Probation Trusts also offer a contact service to victims of families in cases that have resulted in death e.g. through a traffic accident.

A Victim Contact Team provides information to victims or their families about the criminal justice process and the progress of the offender through his or her sentence.

Through the team, victims can comment on and influence the conditions of release. They have the right to be contacted when important changes occur, such as the transfer of a prisoner to an open prison or the temporary release of a prisoner on licence. Victim Contact Teams also help victims prepare Victim Personal Statements for the Parole Board.

Gaining a perspective on probation

Victim contact case file:

The offender was sentenced to 18 months custody for an attack on his former partner.

The Victim Contact Team visited his ex-partner at her home and established that she would request additional licence conditions to prevent contact with both herself and her daughter. There would also be an additional exclusion zone around her home village.

There were justified fears at the time that the offender would attempt to either contact or visit his ex-partner after release. The team was also able to give her approximate dates when he would be released and

established that the local Police were fully informed.

On his release, the offender was recalled twice for non-compliance with his licence conditions. His ex-partner was kept informed by the Probation Service at all stages of the recall process, as were the local Police.

Prior to the offender's sentence expiry date, liaison took place between the Victim Contact Officer, the Offender Manager, the former partner, the local Police Constable, and the Domestic Violence Officer to ensure that all precautionary steps were taken to provide a measure of security for the victim and her daughter.

Contact details of Probation Trusts

Probation Trusts	Address	Phone	Fax
Avon and Somerset Probation Trust	Queensway House, The Hedges, St Georges, Weston-super-Mare, North Somerset BS22 7BB	01934 528 740	01934 528 797
Bedfordshire Probation Trust	3 St. Peter's Street, Bedford MK40 2PN	01234 213 541	01234 327 497
Cambridgeshire & Peterborough Probation Trust	1 Brooklands Avenue, Cambridge CB2 8BB	01223 712 345	01223 568 822
Cheshire Probation Trust	Beech House, Park West, Sealand Road, Chester CH1 4RJ	01244 394 500	01244 394 507
Cumbria Probation Trust	Lime House, The Green, Wetheral, Carlisle CA4 8EW	01228 560 057	01228 561 164
Derbyshire Probation Trust	18 Brunswood Road, Matlock Bath, Matlock DE4 3PA	01629 55 422	01629 580 838
Devon and Cornwall Probation Trust	Queen's House, Little Queen Street, Exeter EX4 3LJ	01392 474 100	01392 413 563
Dorset Probation Trust	Forelle House, Marshes End, Upton Road, Creekmoor, Poole BH17 7AG	01202 664 060	01202 664 061
Durham Tees Valley Probation Trust	Durham Tees Valley Probation Trust 6th Floor Centre North East 73-75 Albert Road Middlesbrough TS1 2RU	01642 230 533	01642 220 083
Essex Probation	49 Braintree Road, Witham CM8 2DD	01376 501 626	01376 501 174
Gloucestershire Probation Trust	Beswick House, 1, Denmark Road, Gloucester, GL1 3HW	01452 389 200	01452 541 155
Greater Manchester Probation Trust	6th Floor, Oakland House, Talbot Road, Manchester M16 0PQ	0161 872 4802	0161 872 3483
Hampshire Probation Trust	Friary House, Middle Brook Street, Winchester SO23 8DQ	01962 842 202	01962 865 278
Hertfordshire Probation Trust	Graham House, Yeoman's House, Ware Road, Hertford SG13 7HJ	01992 504 444	01992 504 544
Humberside Probation Trust	21 Flemingate, Beverley, E Yorks HU17 0NP	01482 867 271	01482 864 928
Kent Probation	Chaucer House, 25 Knightrider Street, Maidstone ME15 6ND	01622 350 820	01622 350 853
Lancashire Probation Trust	99-101 Garstang Road, Preston PR1 1LD	01772 201 209	01772 884 399

Probation Trusts	Address	Phone	Fax
Leicestershire & Rutland Probation Trust	2 St John Street, Leicester LE1 3WL	0116 251 6008	0116 242 3250
Lincolnshire Probation Trust	7 Lindum Terrace, Lincoln LN2 5RP	01522 520 776	01522 527 685
London Probation Trust	71-73 Great Peter Street, London SW1P 2BN	0207 222 5656	0207 860 1188
Merseyside Probation Trust	4th Floor, North Wing, Burlington House, Crosby Road North, Waterloo, Liverpool L22 0PJ	0151 920 9201	0151 949 0528
Norfolk and Suffolk Probation Trust	Centenary House, 19 Palace Street, Norwich NR3 1RT	01603 724 000	01603 664 019
Northamptonshire Probation Trust	Walter Tull House, 43-47 Bridge Street, Northampton NN1 1NS	01604 658 000	01604 658 004
Northumbria Probation Trust	Lifton House, Eslington Road, Jesmond, Newcastle upon Tyne NE2 4SP	0191 281 5721	0191 281 3548
Nottinghamshire Probation Trust	Marina Road, Castle Marina, Nottingham NG7 1TP	0115 840 6500	0115 840 6502
South Yorkshire Probation Trust	45 Division Street, Sheffield S1 4GE	0114 276 6911	0114 275 2868
Staffordshire and West Midlands Probation Trust	1 Victoria Square, Birmingham B1 1BD	0121 248 6666	0121 248 6667
Surrey and Sussex Probation Trust	185 Dyke Road, Hove, Brighton BN3 1TL	01273 227 979	01273 227 972
Thames Valley Probation	Kingsclere Road, Bicester, Oxon OX26 2QD	01869 255 300	01869 255 344
Wales Probation Trust	Tremains House, Tremains Road, Bridgend CF31 1TZ	01656 674 747	01656 674 799
Warwickshire Probation Trust	2 Swan Street, Warwick, CV34 4BJ	01926 405 800	01926 403 183
West Mercia Probation Trust	Stourbank House, 90 Mill Street, Kidderminster, Worcs DY11 6XA	01562 748 375	01562 748 407
West Yorkshire Probation Trust	Cliff Hill House, Sandy Walk, Wakefield WF1 2DJ	01924 885 300	01924 885 395
Wiltshire Probation Trust	Rothermere, Bythesea Road, Trowbridge BA14 8JQ	01225 781 950	01225 781 969
York and North Yorkshire Probation Trust	Thurstan House, 6 Standard Way, Northallerton DL6 2XQ	01609 778 644	01609 778 321