



Results of the 2007/08 Magistrates Survey

October 2008

Executive summary

Key messages

- There has been an 11 point increase in overall satisfaction to 94 per cent since 2007, with one in six magistrates being very satisfied. Net satisfaction (satisfied and very satisfied less dissatisfied and very dissatisfied) is strong at 86 per cent for 2008.
- The survey is a representative sample of all magistrates' views in the Thames Valley.
- The response rate has improved for the third year in a row.

Standard delivery reports (SDRs) to Courts

- Improved timeliness by report writers is recognised by magistrates with overall satisfaction rising 30 percentage points to 74 per cent.
- The quality of SDRs is suffering because of the composition method and processes to ensure timeliness.
- To improve this, Thames Valley Probation (TVP) is introducing a SDR quality assurance system using magistrate's feedback about the quality of individual reports.

Fast delivery reports (FDRs) to Courts

- Satisfaction with FDR availability has recovered strongly over the last three years to a current rate of 79 per cent.
- Circumstances when an FDR is unsuitable are not well enough understood by all magistrates.
- Through court duty officers, TVP will continue providing magistrates with authoritative guidance about a complex issue.

Oral reports to Courts

- Satisfaction has improved in this second round of surveys to 74 per cent.
- Demand for oral and FDR reports is strong as a key aid to speedier justice.
- To improve, during 2009 TVP will audit the use and quality of oral reports across the Thames Valley with a view to strengthening current guidance.

TVP's overall service to Courts

- TVP staff are judged to be more confident and competent, with very high satisfaction rates. However, one in five magistrates is dissatisfied with TVP's management of community orders. The lack of feedback about offender progress and interventions other than drug rehabilitation requirements (DRRs) is of particular concern.
- TVP will review and improve how magistrates are provided with information about aspects of organisational effectiveness.

Delivery of interventions to offenders

- Virtually all respondents (93 per cent) were satisfied with the usefulness of accredited programmes and with the supervision of offenders in attendance.
- The perceived value of DRRs rose 4 points to 89 per cent between the 2007 and 2008 surveys.
- Nearly nine in 10 magistrates were satisfied with the management of unpaid work and curfews, with requests for more feedback.

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Thames Valley Probation
October 2008

Context

- 1.1. “To maximise the benefits of working with external partners to manage demand, increase income, improve access to services and improve efficiency” was one of the key strategic priorities identified in TVP’s Three Year Business Plan (2008/9 to 2010/11). The specific priority relating to magistrates is “Improved capability and effectiveness in influencing magistrates”.
- 1.2. This stakeholder survey of magistrates within Thames Valley Magistrates courts is part of the assessment of identifying where our partnership with the courts is working well and identifying issues that are of concern. This survey, conducted in March 2008, is the sixth of its kind since 2001.

2. Approach

- 2.1. All 1113 magistrates within Thames Valley were surveyed. Surveys were sent to magistrates’ home addresses with pre-paid envelopes for their return. We acknowledge the help and assistance of court staff; Kate Skeates, Melanie Mattingly and Margaret Rogalewski without whom this would not have been possible. This survey was managed by Michelle Aulton, Research Manager under the supervision of Sean Quiggin, Director – Interventions.
- 2.2. The questionnaire was updated this year to include responses on a wider area of our work, where some questions have been retained to allow year on year comparison. Some comparisons are made with previous years but as there have been a varying response rates these will not be tested for statistical significance. Unless otherwise stated, being satisfied is defined as a response of ‘satisfied’ or very satisfied’ and is calculated from available data excluding non-applicable responses or missing data.

3. The Sample

- 3.1. There were 377 questionnaires returned giving us a return rate of 34%. There has been a steady improvement since 2003/4 when it hit a low of 14%. (2001/2 had different distribution method)

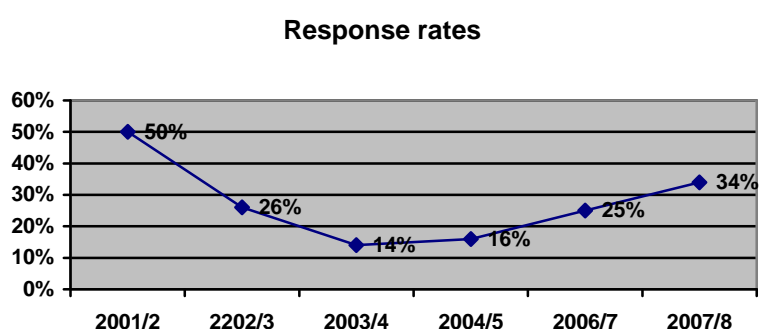


Figure 1

- 3.2. Figure 2 shows the number of responses from each court. It should be noted that the collection method only allows a single response. In Oxford and South Oxfordshire where magistrates more commonly sit on both benches the breakdown between these benches is less reliable.

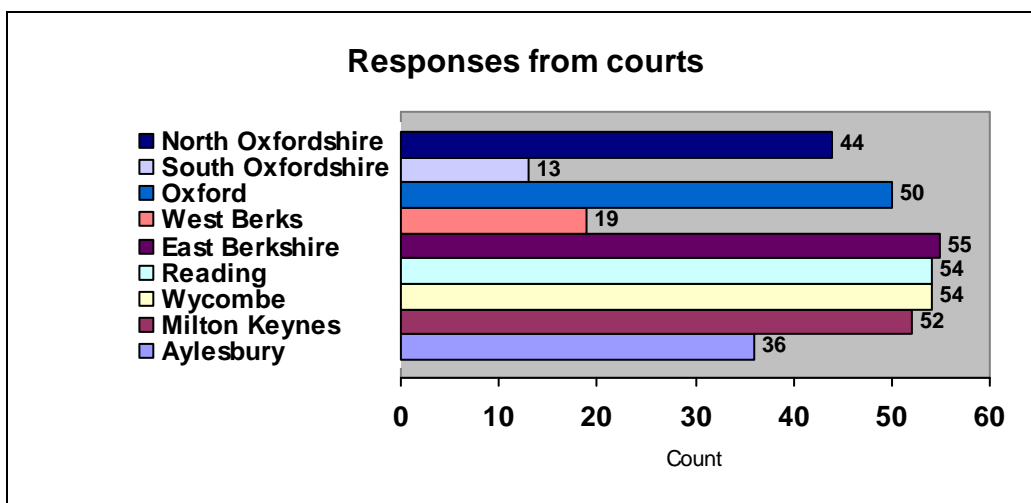


Figure 2

- 3.3. Table 1 analyses the respondents' length of service as a magistrate with 65% of magistrates having 6 or more years' experience.

Up to 1 year	7.2%
2 – 5 years	27.8%
6 – 10 years	19.3%
11 – 20 years	30.5%
21 – 30 years	1.3%
40+ years	0.3%

Table 1

- 3.4. Table 2 analyses the respondents' age, close to 70% are over the age 55.

25 – 34 years	1.1%
35 -44 years	7.8%
45 – 54 years	22.9%
55 – 64 years	49.1%
65+ years	19.1%

Table 2

- 3.5. The split between the genders is 47% male and 53% female.

- 3.6. The Magistrates Recruitment and Appointments Bench kindly supplied us with the ethnic breakdown of magistrates within the Thames Valley region. When completing the survey magistrates were asked to give their ethnicity. Allowing for those that declined to respond, replies are in line with the Thames Valley magistrate population. As such this survey is a representative sample of magistrates' views.

	White	Mixed	Black	Asian	Chinese	Other	Refused
Magistrates in Thames Valley	91.37%	0.63%	4.67%	2.88%	0.09%	0.36%	0.00%
Responses in survey n=376	89.10%	1.30%	1.00%	1.70%	0.50%	0.36%	5.30%

Table 3

4. Reports

4.1.1. The reports section of the questionnaire sought views on SDRs, FDRs and oral reports and comments overall.

4.2. SDRs

4.2.1. Very encouragingly the scores for every SDR question have improved over the last year as can be seen from Table 4 below. The satisfaction for overall quality of SDRs was at 94% an increase of 6% from the previous year. Substantial improvements have been made in time taken for reports to be prepared up to 74% satisfaction from a low in 2006/7 of 44%; as has the appropriateness of proposals for sentence up to 92% from 78% in the previous year.

How satisfied are you with the	2007/8	2006/7	2004/5	2003/4	2002/3	2001/2
Clarity of reports	96%	94%	98%	97%	92%	93%
Appropriateness of proposals for sentence	92%	78%	86%	83%	85%	80%
Assessment of risk of harm to the public and likelihood of re-offending	89%	85%	-	-	-	-
Time taken for reports to be prepared	74%	44%	50%	46%	52%	61%
Overall usefulness in reaching a sentencing decision	94%	91%	94%	93%	91%	91%
Overall quality of SDRs /PSRs	94%	88%	93%	92%	91%	88%

Table 4

Overall quality of SDRs

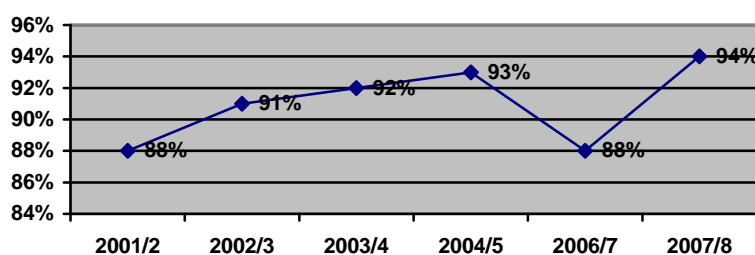


Figure 3

4.2.2. The overall improvement in performance in the quality of service in providing SDRs to courts does however mask a differentiated pattern of satisfaction levels between courts. Due to the small sample sizes at court level, the results are tentative and are not necessarily representative. A full analysis of difference between courts is described in Appendix 3.

How satisfied are you with the	Aylesbury n=36	Milton Keynes n=51	Wycombe n=54	Reading n=54	East Berks n=55	West Berks n=18*	Oxford n=50	South Oxon n=13*	North Oxon n=43	Total n=377
Clarity of reports	100%	98%	100%	91%	95%	95%	96%	92%	98%	96%
Appropriateness of proposals for sentence	89%	88%	98%	87%	95%	82%	96%	77%	95%	92%
Assessment of risk of harm to the public and likelihood of re-offending	94%	89%	96%	83%	84%	72%	90%	92%	95%	9%
Time taken for reports to be prepared	67%	67%	95%	50%	76%	72%	76%	92%	86%	74%
Overall usefulness in reaching a sentencing decision	94%	96%	100%	83%	93%	95%	96%	100%	98%	94%
Overall quality of SDRs /PSRs	100%	96%	100%	81%	93%	88%	90%	100%	98%	94%

Table 5

* Sample size too small to be representative

4.2.3. Three courts expressed 100% satisfaction levels with the SDRs in their court: Aylesbury, Wycombe and South Oxfordshire. North Oxfordshire had a 98% satisfaction rating with only one dissatisfied magistrate. Reading which is one of the biggest courts had a satisfaction rating of 81%.

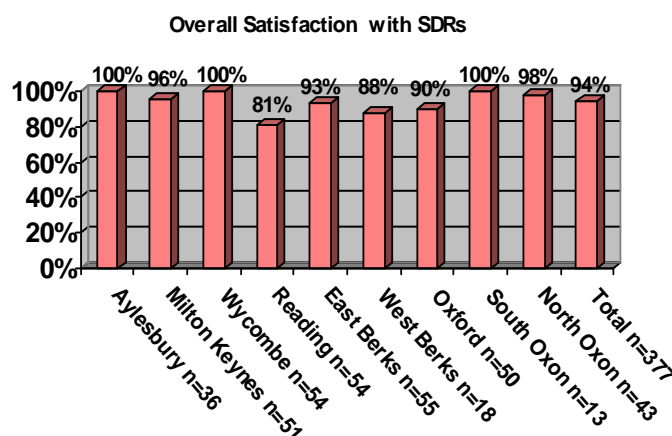


Figure 4

4.2.4. Magistrates were invited to add comments. In the 2006/7 survey the main issues raised in order of frequency were: delays in reports being provided, concerns about risk assessments and accuracy of assessments, sentencing options and the use of language i.e. grammar, spelling and jargon. Over the past 12 months TVP has made significant efforts to address the first four concerns and that is reflected in the relative importance of these areas in the 2007/8 survey.

4.2.5. SDRs are prepared using e-OASys, the electronic version of the offender assessment tool OASys. This tool automatically populates the report with sections from the assessment to assist the report writer. For this reason jargon that is appropriate for use within probation can be carried over into the report for court, along with any poor grammar or spelling. These

comments clearly suggest a need for officers to ensure that when writing the SDR they edit the offender assessment to ensure the report does not become repetitive, flows and is consistent with the recommendations made to court.

"The content regarding the personal circumstances of the offender and usually the suggested sentence have been very good. However the spelling and English grammar standard has often been lacking and makes the reports sometimes difficult to read." [Aylesbury Magistrate]

"My main grumble is the absence of reliable proof reading. It is not unusual for a report to lack basic grammar, depend too heavily on 'jargon' conceptual vocabulary and consequently to lack the desired clarity and rapid comprehensibility". [East Berks Magistrate]

"... The cut and paste process for compiling reports does not offer confidence in their quality and seems like filling boxes rather than in depth interviews. ..." [East Berks Magistrate]

4.2.6. The recommendation of this report is to introduce gate keeping for SDR quality, with particular attention to grammar, spelling, the use of jargon and readability. As sections from OASys are imported into the SDR it also needs to be ensured that the recommendations to court are consistent with the supporting assessment.

4.2.7. The next group of comments concerned sentencing options which tied with differing views of seriousness. There were no specific comments about poor risk assessments this year.

"Overall reports have improved, but I still read the odd one which is unrealistic. Re: risk of re-offending and suggests highly inappropriate sentences." [East Berks Magistrate]

"Sometimes recommendations do not seem to tie in with seriousness of offence. ..." [North Oxon Magistrate]

"All too often the sentence conclusions are too vague or refer to too many possibilities to make the writer's intentions clear." East Berks Magistrate]

4.2.8. Reductions in delays of reports to court were commented on twice. There were three negative comments. This is a real turn around from 2006/7 where further adjournments and nil reports were the most frequent concern raised.

"There has been a dramatic improvement in the availability of reports over the last 6-9 months. Thank you." [East Berks Magistrate]

"I still cannot see why it continues to take 3 weeks to produce a written report. Surely in most cases the work required is one interview and preparation of the report – is this really 3 weeks work for one client?" [Milton Keynes Magistrate]

"At the beginning of 2007 there was a real problem with SDRs not being ready after 2/3 adjournments of (+/- 4 weeks). This has improved but the local probation service appears to be short staffed again so the problem may re-occur." [Reading Magistrate]

4.2.9. Of the thirty-six comments about SDRs, eleven of them praised TVP standard of reports and improvements made. Unfortunately many of these comments finished with a 'but' statement highlighting a concern. Variability of reports was commented on by seven magistrates. This indicates improving consistency is key to improving our reputation and influencing magistrates.

"Reports for our team are generally of a very high standard with full and clear information." [Wycombe Magistrate]

"Most standard PSRs are will written and helpful. Occasionally, we see a badly written report but in my experience, this is rare." [Oxford Magistrate]

4.2.10. In common with all customer relationships one poor experience negates positive experiences. This is demonstrated by the overall satisfaction levels in SDRs at 94% but the majority of the comments specifically about SDRs being negative. On balance the following quote would seem to sum up the experience of most magistrates.

"I have marked this as generally satisfied but this does not represent the whole story. Some reports are excellent and the majority are satisfactory but there is a significant minority that are next to useless. They either make no recommendation (especially when it's an all options report) or the recommendations that are illogical given what was written in the report. Is there any quality control on the production of reports?" [East Berks Magistrate]

4.3. Fast Delivery Reports (FDRs)

4.3.1. FDRs contribute to speedier justice as adjournments for sentencing are less or shorter. (FDRs equate to what was previously termed as SSRs.) There have been substantial improvements in performance within the last year. All measures are at their highest point since the survey began in 2002 with a 25 point increase in satisfaction of availability of FDRs since 2007.

How satisfied are you with the ...	2007/8	2006/7	2004/5	2003/4	2002/3	2001/2
Availability of FDRs	79%	52%	71%	73%	78%	70%
Usefulness of FDRs	96%	88%	85%	88%	93%	92%
Time needed to prepare FDRs	87%	62%	73%	74%	85%	82%

Table 6

4.3.2. The overwhelming comment about FDRs related to limited availability. FDRs and oral reports are not suitable for all offenders especially where there are complex risk issues or assessments need to be made, for example, for suitability for accredited programmes. Under such circumstances a full offender assessment, using OASys, must be undertaken in order to give sufficient information for the officer to be able to make a professional assessment and to provide and a full written report.

"Several times FDRs not available due to staff problems. You need more staff!" [Aylesbury Magistrate]

"FDRs could perhaps be more available – although I accept the reasons why they cannot be produced are many." [North Oxon Magistrate]

"Really unable to comment on FDR and oral report as having never been able to get one! When we ask they are not appropriate." [East Berks Magistrate]

4.3.3. There were 3 comments about FDRs telling the court what it already knows.

"... Fast delivery reports sometimes just repeat what we've already been told. This is not helpful." [Oxford Magistrate]

4.3.4. Where FDRs are available and suitable they were seen positively (5 comments).

"FDRs are great when available" [Oxford Magistrate]

"Lots of time can be saved with FDR/oral reports. Not witnessed many but when available everyone benefits. Delivery was no nonsense and clear. Would use more if widely available." [East Berks Magistrate]

4.4. Oral reports

4.4.1. This is the second year in which we have surveyed magistrates for their views on oral reports. In line with all other reports, satisfaction has improved in our service delivery to courts.

How satisfied are you with the	2007/8	2006/7
Availability of oral reports	74%	66%
Usefulness of oral reports	96%	86%
Time needed to prepare oral reports	91%	85%

Table 7

4.4.2. Where these were available, oral reports received overwhelmingly positive feedback. There were comments about the difficulties in obtaining oral reports. From the comments it would appear there is confusion about the difference between FDRs and oral reports and in many cases comments referred collectively to both report types.

“These [reports] in my experience are rare but extremely useful when achieved.” [East Berks Magistrate]

“Oral reports should be available for afternoon courts” [East Berks Magistrate]

Until recently I haven’t appreciated the difference between an oral report and FDR. It seems that when we already have an old report in front of us, an oral report is especially useful in coming to a decision [Reading Magistrate]

“Note – oral reports were excellent but I can only recall 3 during the last year” [Wycombe Magistrate]

4.4.3. An Oxford magistrate made the following recommendation:

“Very often when a simple disposal is being considered an oral report is fine. But when there is no probation officer in court, as often in smaller courts, what about a phone officer for oral reports. It would save time and money.” [Oxford Magistrate]

5. Work at court

5.1. Magistrates were asked to assess the apparent confidence and competence of probation staff to assist in their enquires. Probation staff feeling confident and competent in their work was first highlighted as a problem in the ESI Inspection of 2003. Considerable work has been undertaken over the last 5 years to address this issue. “To develop a confident, skilled, enthusiastic and diverse workforce with the capacity to innovate to achieve the mission” is one of our key strategic aims. The impact of the resources put into training and supporting staff is reflected magistrates assessment of improved performance in court.

	2007/8	2006/7	2004/5	2003/4	2002/3	2001/2
Assisting the court in relation to bail	95%	90%	93%	96%	90%	81%
Assisting the court in relation to sentencing	93%	89%	92%	95%	88%	84%
Assisting the court in relation to any other matters	95%	92%	92%	91%	90%	69%

Table 8

6. Supervision of Community Orders

- 6.1. All measures showed a small improvement on the 2007 ratings, with a growing confidence in the way probation staff supervise offenders sentenced by the court. With one in five respondents dissatisfied further work is needed to improve satisfaction.

How satisfied are you with the	2007/8	2006/7	2004/5	2003/4
How satisfied are you with the extent to which breach action is taken where appropriate on community orders.	86%	83%	-	-
The way community penalties are supervised	80%	79%	89%	92%
The way serious offenders are supervised	77%	74%	75%	76%
The quality and timeliness of TV feedback to you on the outcomes of community sentences	44%	41%*	40%*	-

Table 9

* 2004/5 and 2006/7 this question read "The extent to which you can obtain information when required on the outcomes of community sentences"

- 6.2. The change of emphasis in the final question from outcome information on request to an expectation that feedback is provided has unsurprisingly featured heavily in the comments from magistrates. This is consistent with the 2007 report.

"Not aware of ever being informed of outcomes but would find such data valuable" [Aylesbury Magistrate]

"Didn't know you could get TV feedback on outcome" [Wycombe Magistrate]

"What feedback on outcomes! ..." [North Oxon Magistrate]

"We need much better feedback. Often we have no idea whether a community order has even begun let alone how it is going!" [Oxford Magistrate]

- 6.3. The comments indicate that magistrates often feel divorced from the community penalty they have imposed. Often the only information magistrates receive about community sentences and offender supervision is if the offender reappears in court. This may be because they of revocation for good progress but more generally it's because of breach proceedings or a new offence, in these instances previous progress on orders is referred to in the SDR.

"Hard to assess supervision and outcomes from a distance! But staff are committed." [Wycombe Magistrate]

"I think we are sadly lacking in information on the above [supervision of community orders]. Once we have sentenced, magistrates appear to have done their job and that is that." [North Oxon Magistrate]

"We only get feedback if there is a breach or an application to terminate early." [Aylesbury Magistrate]

- 6.4. It is recommended that work is undertaken with magistrates, to establish what form of offender feedback would be useful and practical to provide. This would fulfil a clear need of magistrates and also assist TVP in achieving its strategic aim of "Improved capability and effectiveness in influencing magistrates".

“I think that there is a need to produce evidence on completing community sentences. Unfortunately the bench rarely hears of success (DRRs being the exception) but only hear of offenders who are in breach or who re-offend. The perception is therefore, that community sentences aren’t particularly successful”. [North Oxon Magistrate]

- 6.5. The second most frequent comment topic was about breach action although without a consistent theme.

“Probation is working well with the courts in time of enforcing decisions made at court.” [Milton Keynes Magistrate]

“Several instances where breach action is taken too late.” [Reading Magistrate]

- 6.6. There were also comments about the capacity of TVP to deliver community sentences and perceived wait times for programmes and unpaid work.

“I have concerns that there are more on community orders than probation are able to deal with – so how many slip the net we don’t know about? [breach].” [East Berks Magistrate]

“Sometimes the delay in starting programmes and unavailability of unpaid work is disappointing.” [South Oxon Magistrate]

“There is a perception that some community orders have not had sufficient consistent personal administrating them to be effective.” [Milton Keynes Magistrate]

7. Accredited Programmes

- 7.1. Due to the changes in the survey this year there is trend data on one measure only: the range of programmes to address different types of offending. Satisfaction has fallen 3 points to 81% although this is not reflective of any reduction in the range of provision. There was in fact increased provision with the introduction of the Cognitive Skills Booster Programme but with a fewer number of groups run for the Drink Impaired Drivers programme and this may have influenced responses.

How satisfied are you with the	2007/8	2006/7	2004/5	2003/4	2002/3	2001/2
The way programmes are supervised?	93%	-	-	-	-	-
The usefulness of programmes?	93%	-	-	-	-	-
Range of programmes to address different types of offending	81%	84%	83%	88%	89%	63%
The timeliness of the group work component of programmes?	65%	-	-	-	-	-

Table 10

- 7.2. There are high levels of satisfaction, 93%, of how programmes are supervised and their usefulness.

- 7.3. The most frequent comments (31) were on the length of waiting times for the group work component to begin.

“As we are in a rural location it often means clients travelling long distances to attend programmes or waiting a very long time for a programme to become available. I understand the logistics of setting up group programmes are difficult, but most often as a magistrate I need to be confident that a client will be able to access a programme sooner rather than later.” [South Oxon Magistrate]

“The delays in starting programmes after sentence owing to lack of resources undermine the object of the sentence, by breaking the link between sentence and punishment.” [Oxford Magistrate]

- 7.4. Whilst there are undoubtedly cases where there have been long periods before group work begins, some of the perception of delay is due to a misunderstanding of the programme structure. Integral to accredited programmes is the initial one-to-one work with the offender to prepare them for the group work component. Therefore it is neither possible nor desirable to start the group work element immediately after sentence. Programmes effectively start after sentencing.

“Too long to get on d.v.[domestic violence] courses and other courses. They should start the following week not 6-8 weeks later. The courses should be adapted to take new courses on a rolling programme.” [Reading Magistrate]

“Programmes are sometimes presented in court as limited to group work element. It’s important that offenders (and others) understand that preparation and individual work is also part of a programme.” [Oxford Magistrate]

- 7.5. Magistrates commented on the good range of programmes offered however there were repeated requests for increases in provision of domestic violence programmes, for women offenders and offenders in same sex relationships, and alcohol related offending programmes. Other suggestions for increase in provision included youth offending, driving vehicle whilst disqualified, general women offending programme and for offenders with mental health issues.

“Concern about the availability of treatment for alcohol related offending since I see many more cases in court as compared with drug related offending.” [South Oxon Magistrate]

- 7.6. Comments focused on the lack of feedback on programmes both of individual offenders’ progress and the research evidence on programmes.

8. Drug Rehabilitation Requirements (DRRs)

- 8.1. This year has seen improvements on how TVP is perceived to supervise DRRs following a dip in performance in 2006. The perceived value of DRRs has also increased by 4 points.

How satisfied are you with the ...	2007/8	2006/7	2004/5	2003/4
The way DRRs are supervised	94%	88%	96%	95%
The usefulness of DRRs	89%	85%	-	-

Table 11

- 8.2. Where magistrates have experience of DRRs their views seem to be very positive. There were comments of lack of funding to support drug rehabilitation and again the lack of knowledge of the research evidence of the success of different approaches within this field.

“I have been impressed by the impact of probation during DRR reviews. I’m not that experienced but it seems to me that those on DRRs do seem to respond positively if not always successfully.” [East Berks Magistrate]

“Need more availability of residential treatment programmes and post programme support – budget cuts in this area past 2 years were debilitating to the service.” [Milton Keynes Magistrate]

“How good are they? What is their effectiveness?” [Reading Magistrate]

9. Unpaid work requirements

9.1. In 2008 we have introduced questions about magistrates' perceptions of unpaid work.

How satisfied are you with the ...	2007/8	2006/7	2004/5	2003/4
The way unpaid work is supervised	74%	-	-	-
The usefulness of unpaid work	88%	-	-	-

Table 12

9.2. In previous years TVP has had a problem with 'stand downs' where after offenders turn up for work and have to be sent away after being credited with one hour's work. The rate of stand downs has fallen dramatically over the course of 2007/8 finishing with a rate of 6.5% in the final quarter. The reputation impact of high levels of stand downs is still with us however and will inevitably continue to impact on opinion for some years after the improvements we have implemented.

"It is very disappointing to hear in court that defendants have turned up for unpaid work then to be told that it is not available." [Reading Magistrate]

9.3. There were a number of comments about widening the range of work available to be available to offenders with health considerations particularly those on incapacity benefit. Although not all opinion was persuaded by the offender's case.

"Just need to evaluate types of work for people on invalidity benefit as they appear to get rid of it when they may be able to do something." [Milton Keynes Magistrate]

"It is sometimes felt that too many excuses are given which prohibit an unpaid work requirement being ordered. Offenders are well enough to commit offences, why not unpaid work?" [Aylesbury Magistrate]

9.4. Whilst we did receive some very positive comments the information magistrates receive on how unpaid work is supervised is mainly through breach courts and this influences how probation is perceived. Many magistrates were requesting more feedback from TVP.

"Excellent sanction" [East Berks Magistrate]

"It is difficult to see a whole picture as magistrates usually only see ones which have been breached. ..." [East Berks Magistrate]

10. Curfew

10.1. In 2008 we have introduced questions about perceptions of curfew orders which were well thought of.

How satisfied are you with the ...	2007/8	2006/7	2004/5	2003/4
The way curfews are supervised	86%	-	-	-
The usefulness of curfews	89%	-	-	-

Table 13

10.2. Predominately the views expressed about curfews were positive and suggesting that they should be used more. There were concerns expressed about how vigorously they are supervised and the reliability of the equipment. Again more feedback on effectiveness was requested.

"I believe curfew orders could be more widely used as sentencing option."

"Except there seems to be an on going problem with the boxes 'going off' in the middle of the night even when the client is at the correct place and time."

"If we could have more confidence in the suspension of curfew / vigorous breaches every time then they would be very useful."

11. Liaison with Thames Valley Probation

11.1. In the 2007 survey it was reported that only 29% of magistrates had been invited to a TVP office or facility in the last two years. As part of our strategy to improve liaison and representation this has increased to 51% in 2008.

Liaison with the Thames Valley Probation	2007/8	2006/7
	Yes	Yes
Have you been invited to visit a probation office or facility in the last two years?	51%	29%
If Yes, did you visit the probation office or facility?	57%	46%
If no, would you like to have been invited to visit a probation office or facility	89%	81%
Have you attended any meetings with Thames Valley Probation in the last 12 months?	58%	55%

Table 14

11.2. The trend for satisfaction with liaison or our work in general or in bulletins/information packs has improved but there has been a drop in performance in relation to change and new developments.

How satisfied are you with the ...	2007/8	2006/7	2004/5	2003/4	2002/3	2001/2
Way TVP keeps you informed about its work in general	88%	86%	92%	93%	78%	80%
Way TVP keeps you informed about new developments	84%	85%	-	-	-	-
Way kept informed about changes to service	80%	83%	92%	88%	-	-
Usefulness of bulletins/information packs	87%	85%	94%	97%	-	-

Table 15

Liaison with TVP

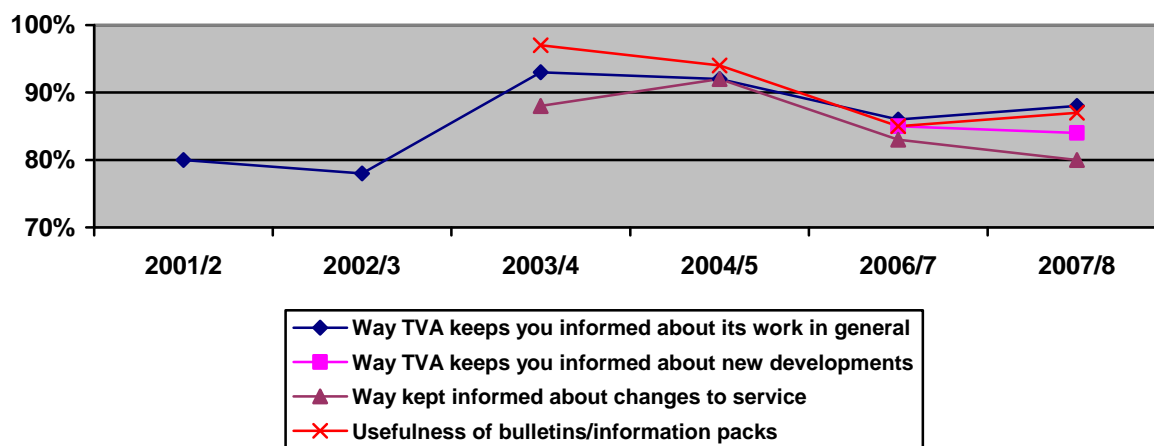


Figure 5

- 11.3. Comments suggest that the effectiveness of liaison is a mixture of what is offered by TVP and what position magistrates hold e.g. bench liaison officer and their ability to take up offered opportunities. This is illustrated by the following quotes which came from the same bench:

*"We seem to hear very little these days from probation" and
"Communication is much improved."*

- 11.4. For working magistrates it is very difficult for them to visit probation offices or attend meetings and training events during working hours. In this survey 80% of magistrates were under the age of 65 the general retirement age. Those who do attend sessions provided overwhelmingly positive comments.

"Meetings at court are almost invariably during the day and I have problems managing to attend. Therefore the opportunities exist but at the wrong time for me."

"Excellent presentations – on time start and finish. DRR presentation and Curfew presentation both very informative".

- 11.5. Concern was once again expressed about the cost of producing numerous 'glossy' booklets as they are perceived to be expensive to produce which in fact they are not. There is a disparity between the apparent glossy brochures and our protestations in breach courts of lack of resources and there is evidence that some magistrates found this inconsistency infuriating. Professional publications certainly have their place but the challenge for probation is to ensure that we use them in the right way and at the right time.

"The information packs are very impressive but must be extremely expensive to produce, one for each magistrate is unnecessary. One or two in each retiring room would be sufficient and the savings spent on improving the service."

- 11.6. When producing any future publications consideration needs to be given to how they will be used and stored. A frequent complaint of the 'key-ring' information booklets is that they do not fit into the bench book.

- 11.7. Several magistrates requested information is sent to them by e-mail. This would be less costly and more environmentally friendly.

“A bulleting point monthly sheet distributed would be helpful. Most of us are on the internet why not ask for interested parties and mail addresses and mail news etc which can then be downloaded in detail if it interests the recipient.”

11.8. Whilst not explored explicitly in this section of the survey it is clear from responses elsewhere that the majority of magistrates’ views of probation are formed by their day to day contact with officers in court and in the information given to them there. Liaison and communication strategy therefore needs to take into account that the most regular current source of information is from disaffected offenders in breach courts. Negative perceptions are exacerbated by local staffing difficulties or poorly written reports. TVP is working hard towards its aim of developing a ‘confident, skilled, enthusiastic and diverse workforce’ and many magistrates praised individual officers and teams for their work that they deliver in courts. The challenge for TVP is to give honest and useful feedback to magistrates that demonstrates all that is achieved with offenders while delivering the sentence plan.

12. General Satisfaction Rate

12.1. An overall satisfaction of rate 94% is very positive. This represents a real dividend and recognition of staff effort over the last year to improve our services to court, particularly in East Berkshire.

How satisfied are you with the ...	2007/8	2006/7	2004/5	2003/4
Satisfaction with the work of Thames Valley Probation overall.	94%	83%	93%	92%

Table 16

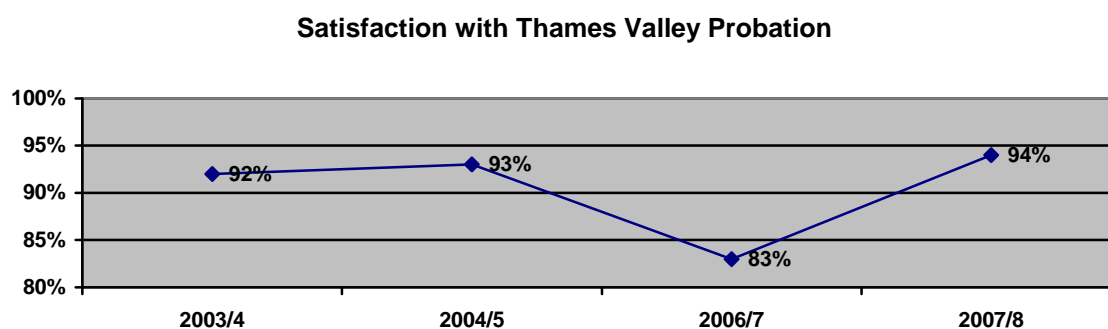


Figure 6

12.2. The vast majority of comments were very positive.

“There is no doubt that 2007 saw a significant improvement in TVP’s performance”

“There has been a magnificent improvement in availability and quality of reports” [East Berks]

“It is so much better and getting better still!”

12.3. There were a large number of comments about the funding and staffing levels within the service.

“The service is very good. Reports are much better than those I’ve had from other areas. I am always concerned at the lack of resources into a service that is frequently asked for yet more.”

“I know the service is overworked, underpaid, under-funded and understaffed. It has a negative impact on our work and can leave us very frustrated as I am sure the probation service is also, until the funding issue is resolved the service will continue to be less effective.”

“Probation are understaffed and this is often used as an excuse in court, which is not acceptable for the defendants’ speed of service. However, probation have a very difficult job and they do very well with what they have.”

“Not enough probation officers”

12.4. There were a few comments about specific issues e.g. provision of domestic violence interventions but there were no negative comments about the overall service provided.

13. Recommendations

13.1. The findings from this survey indicate the following actions would improve the service to courts and help achieve the strategic priority of “improved capability and effectiveness in influencing magistrates”.

1. To introduce gate keeping for SDR quality, with particular attention to grammar, spelling, the use of jargon and readability. As sections from OASys are imported into the SDR it also needs to be ensured that the recommendations to court are consistent with the supporting assessment.
2. To counteract the effects of offender complaints in breach court being the primary educator, by undertaking work with magistrates to establish what form of offender progress feedback would be most helpful.
3. There is a conflict between apparent glossy brochures and protestations in breach court of lack of resources. Urgent action is required arising out of this conflict to bridge the perception gap. We need to move away from ‘lack of resources’ as the defence for not meeting the courts expectations.
4. Investigate whether an e-mail or web based information provision to magistrates is possible and the extent of the take up. This could also be used to provide magistrates with access to research findings on community sentences and requirements.
5. When providing information to magistrates on accredited programmes, re-emphasising the essential nature of the pre-group and post-group work components.
6. When designing future publications consideration needs to be given to how they will be used. Where appropriate this would require them to fit into bench books.

14. Conclusion

Thames Valley Probation has made real improvements in its service to courts and that is reflected in the improvements in the ratings with an overall satisfaction level of 93% of which 19% were very satisfied. It is apparent from the comments made by magistrates however that in some cases they gave a satisfied rating because they understood the pressures we are working under as opposed to their being no room for improvement. Our aim next year should be to increase the number of very satisfied magistrates.

Attention needs to be paid to two areas of work if the proportion of very satisfied magistrates is to be increased; consistency of reports and feedback to magistrates on how offenders are actually managed within the community. A number of magistrates commented on specific reports they had received that were poor indicating that one poor report stays in the mind over and above the majority of good reports received. This is supported by research which concludes that children require 5 positive experiences to counteract one negative experience (Robert and Evelyn Kirkhart, 1972). Many magistrates’ comments also illustrated that most of their day to day knowledge of an

offender's experience of community sentences is from defence solicitors in breach courts. The challenge for probation is to provide a feedback loop for magistrates, that gives a balanced picture with the many success stories that includes.

Appendix 1

Thames Valley Probation - Sentencers' Satisfaction Survey 2008

STANDARD DELIVERY REPORTS (SDRS) – (FULL PRE-SENTENCE REPORTS)						
How satisfied are you with SDRs written by Thames Valley Probation staff in terms of :	Very satisfied/ Satisfied	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N=
The clarity of reports	96.3%	23%	73.3%	3.5%	0.3%	374
The appropriateness of proposals for sentence in SDRs	91.6%	14.8%	76.8%	7.8%	0.5%	371
Assessment of risk of harm to the public and likelihood of re-offending	88.9%	20.8%	68.2%	10.2%	0.8%	371
The time taken for reports to be prepared	73.9%	12.4%	61.6%	22.6%	3.5%	372
The overall usefulness of SDRs in reaching a sentencing decision	94.4%	32.7%	61.7%	4.6%	1.1%	373
The overall quality of SDRs	93.5%	16%	77.5%	4.9%	1.6%	369

FAST DELIVERY REPORTS (FDRs)						
	Very satisfied/ Satisfied	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N=
How satisfied are you with :						
The availability of FDRs	78.5%	16.3%	62.2%	19.1%	2.5%	325
The usefulness of FDRs	95.6%	39.6%	56.0%	4.1%	0.3%	293
The time needed to prepare an FDR	86.6%	26.1%	60.5%	12.4%	1%	314

ORAL REPORTS						
	Very satisfied/ Satisfied	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N=
How satisfied are you with :						
The availability of oral reports	74.2%	21.5%	52.7%	24.4%	1.4%	279
The usefulness of oral reports	96.0%	41.8%	54.2%	4.0%	0%	275
The time needed to prepare an oral report	91.2%	31.1%	60.1%	8.4%	0.4%	273

WORK AT COURT						
	Very satisfied/ Satisfied	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N =
How satisfied are you with the confidence and competence of probation staff to assist the court with enquiries in respect of :						
Bail	94.5%	25.5%	68.9%	5.2%	0.3%	325
Sentencing	93.4%	24.3%	69.1%	5.7%	0.8%	366
Any other matters	94.5%	22.5%	72%	4.8%	0.6%	311

SUPERVISION OF COMMUNITY ORDERS						
	Very satisfied/ Satisfied	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N =
How satisfied are you with the extent to which breach action is taken where appropriate on community orders.	85.9%	16.7%	69.2%	12.9%	1.2%	341
How satisfied are you with:						
The way community orders are supervised	79.6%	7.8%	71.8%	18.8%	1.6%	255
The way serious offenders are supervised	77.1%	6.8%	70.2%	19.5%	3.4%	205
The quality and timeliness of TV feedback to you on the outcomes of community sentences	44.1%	5.2%	39.0%	39.9%	16.0%	213

ACCREDITED PROGRAMMES						
	Very satisfied/ Satisfied	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N =
How satisfied are you with :						
The way programmes are supervised?	92.9%	11.5%	81.4%	6.6%	0.4%	226
The usefulness of programmes?	92.9%	17.5%	75.4%	6.4%	0.7%	280
The range of programmes provided to address different types of offending?	80.5%	10.5%	70%	17.3%	2.2%	323
The timeliness of the group work component of programmes?	65.1%	5%	60.1%	29%	5.9%	328

DRUG REHABILITATION REQUIREMENT (DRR)						
	Very satisfied/ Satisfied	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N =
How satisfied are you with the:						
The way DRRS are supervised?	93.5%	19.2%	74.2%	6.2%	0.4%	260
The usefulness of DRRS?	89.1%	29.1%	60.0%	9.8%	1.1%	285

UNPAID WORK REQUIREMENTS						
	Very satisfied/ Satisfied	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N =
How satisfied are you with the:						
The way unpaid work is supervised?	73.6%	5.1%	68.5%	22.0%	4.3%	254
The usefulness of unpaid work?	87.8%	21.6%	66.1%	10.3%	1.9%	319

CURFEW						
	Very satisfied/ Satisfied	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N =
How satisfied are you with the:						
The way curfews are supervised?	86.1%	13.2%	72.9%	12.5%	1.5%	273
The usefulness of curfews?	89.3%	29.5%	59.9%	9.4%	1.3%	319

LIAISON WITH THE PROBATION SERVICE			
	Yes	No	N =
Have you been invited to visit a probation office or facility in the last two years?	50.5%	49.5%	370
If Yes, did you visit the probation office or facility?	56.7%	43.3%	201
If no, would you like to have been invited to visit a probation office or facility?	88.9%	11.1%	199
Have you attended any meetings with Thames Valley Probation in the last 12 months?	58.2%	41.8%	366

LIAISON WITH THE PROBATION SERVICE - CONT						
	Very satisfied/ Satisfied	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N =
How satisfied are you with :						
The way Thames Valley Probation keeps you informed about its work in general	87.5%	18.9%	68.6%	11.7%	0.8%	360
The way Thames Valley Probation keep you informed about new developments	83.9%	17.8%	66.0%	15.3%	0.8%	353
The way TVP keep you informed about changes to service	80.4%	15.0%	65.4%	19.1%	0.6%	341
The usefulness of bulletins/information packs to reach sentencing decisions.	86.9%	18.6%	68.3%	12.0%	1.1%	350

GENERAL SATISFACTION RATE						
	Very satisfied/ Satisfied	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N =
How satisfied are you with :						
The work of Thames Valley Probation overall?	93.4%	15.3%	78.1%	5.8%	0.8%	365

If you have had concerns about the level of service provided by Thames Valley Probation, have you discussed the issue with your local Senior Probation Officer or raised it at a liaison meeting?	Yes	No	N =
	62.6%	37.4%	107
If you did was the outcome satisfactory?	66.7%	33.3%	27

BACKGROUND INFORMATION

1. Where do you currently sit? (n=377)

Aylesbury	9.5%	Milton Keynes	13.8%	Wycombe	14.3%
Reading	14.3%	East Berkshire	14.6%	West Berkshire	5%
Oxford	13.3%	South Oxfordshire	3.4%	North Oxfordshire	11.7%

2. What type of magistrate are you? (n=377)

Judge 0 Magistrate 100% District Judge 0

3. How long have you been a magistrate? (n=376)

Up to 1 year	7.2%	2-5 years	27.8%	6 – 10 years	19.3%	11 – 20 years	30.5%
21-30 years	13.6%	31-40 years	1.3%	40+ years	0.3%		

4. What is your age group? (n=371)

25-34 years	1.1%	35-44 years	7.8%	45-54 years	22.9%
55-64 years	49.1%	65+ years	19.1%		

5. What is your gender? (n=377)

Male	47.3%	Female	52.7%
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6. How would you describe your race identity? (n=376)

Asian or Asian British		Mixed		White	
Indian	0.8%	White and Black Caribbean	1.3%	British	88.0%
Pakistani	0.3%	White and Black African	0%	Irish	0.8%
Bangladeshi	0.3%	White and Asian	0%	Other (please specify)	0.3%
				1 - Welsh	
Other Asian background	0.3%	Other mixed background	0%	Refusal	5.3%
Black or Black British		Chinese or other ethnic background			
Caribbean	0%	Chinese	0.3%		
African	0.5%	Any other ethnic group	1.3%		
Other Black background	0.5%				

Appendix 2 – Trend data, Summary of Results from Magistrate Surveys 2001 - 2008

Response Rates

	2007/8	2006/7	2004/5	2003/4	2002/3	2001/2
Response rates	36%	25%	16%	14%	26%	50%*

*Different distribution – conference and post.

Standard Delivery Reports

	2007/8	2006/7	2004/5	2003/4	2002/3	2001/2
Clarity of reports	96%	94%	98%	97%	92%	93%
Appropriateness of proposals for sentence	92%	78%	86%	83%	85%	80%
Assessment of risk of harm to the public and likelihood of re-offending	89%	85%	-	-	-	-
Time taken for reports to be prepared	74%	44%	50%	46%	52%	61%
Overall usefulness in reaching a sentencing decision	94%	91%	94%	93%	91%	91%
Overall quality of SDRs /PSRs	94%	88%	93%	92%	91%	88%

Fast Delivery Reports

	2007/8	2006/7	2004/5	2003/4	2002/3	2001/2
Availability of SSRs	78.5%	52%	71%	73%	78%	70%
Usefulness of SSRs	95.6%	88%	85%	88%	93%	92%
Time needed to prepare SSRs	86.6%	62%	73%	74%	85%	82%

Oral Reports

	2007/8	2006/7	2004/5	2003/4	2002/3	2001/2
Availability of oral reports	74%	66%	-	-	-	-
Usefulness of oral reports	96%	86%	-	-	-	-
Time needed to prepare oral reports	91%	85%	-	-	-	-

Work at Court

	2007/8	2006/7	2004/5	2003/4	2002/3	2001/2
Assisting the court in relation to bail	95%	90%	93%	96%	90%	81%
Assisting the court in relation to sentencing	93%	89%	92%	95%	88%	84%
Assisting the court in relation to any other matters	95%	92%	92%	91%	90%	69%

Supervision of community orders

	2007/8	2006/7	2004/5	2003/4
How satisfied are you with the extent to which breach action is taken where appropriate on community orders.	86%	83%	-	-
The way community penalties are supervised	80%	79%	89%	92%
The way serious offenders are supervised	77%	74%	75%	76%
The extent to which you can obtain information when required on the outcomes of community sentences	44%	41%	40%	-

Programmes

	2007/8	2006/7	2004/5	2003/4	2002/3	2001/2
Usefulness of presentations	-	95%	96%	97%	96%	68%
Availability of information leaflets	-	86%	94%	95%	73%	55%
Usefulness of information packs in reaching a sentencing decision	-	88%	92%	93%	87%	55%
The way programmes are supervised?	93%	-	-	-	-	-
The usefulness of programmes?	93%	-	-	-	-	-
Range of programmes to address different types of offending	81%	84%	83%	88%	89%	63%
The timeliness of the group work component of programmes?	65%	-	-	-	-	-

DRRs

	2007/8	2006/7	2004/5	2003/4
The way DRRs are supervised	94%	88%	96%	95%
The usefulness of DRRs	89%	85%	-	-
The usefulness of the DTTO reviews	-	-	95%	91%

*DRRs equate to DTTOs

Unpaid Work Requirements

	2007/8	2006/7	2004/5	2003/4
The way unpaid work is supervised	74%	-	-	-
The usefulness of unpaid work	88%	-	-	-

Curfew

	2007/8	2006/7	2004/5	2003/4
The way curfews are supervised	86%	-	-	-
The usefulness of curfews	89%	-	-	-

Liaison with the Probation Service

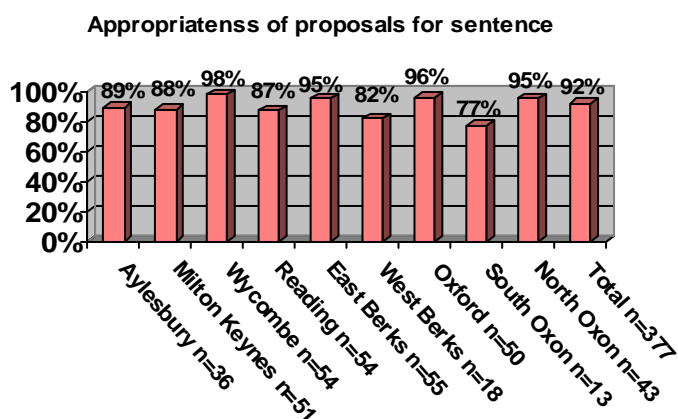
Satisfaction with :	2007/8	2006/7	2004/5	2003/4	2002/3	2001/2
Way kept informed about other initiatives such as DTTOs	-	-	98%	96%	84%	70%
Way TVP keeps you informed about its work in general	88%	86%	92%	93%	78%	80%
Way TVP keeps you informed about new developments	84%	85%	-	-	-	-
Way kept informed about changes to service	80%	83%	92%	88%	-	-
Usefulness of bulletins/information packs	87%	85%	94%	97%	-	-

General Satisfaction Rate

	2007/8	2006/7	2004/5	2003/4
Satisfaction with the work of Thames Valley Probation overall.	94%	83%	93%	92%

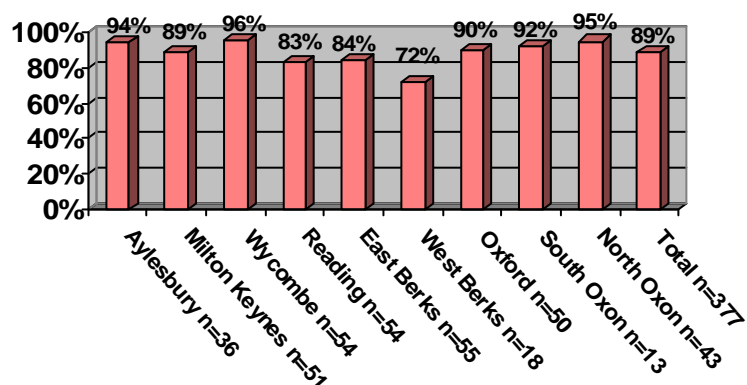
Appendix 3 – Analysis of the Differences between courts

14.1.1. The two lowest performing services to courts were for South Oxfordshire and West Berkshire both of which had very low returns. This represented 3 out of 13 and 3 out of 17 dissatisfied magistrates respectively.



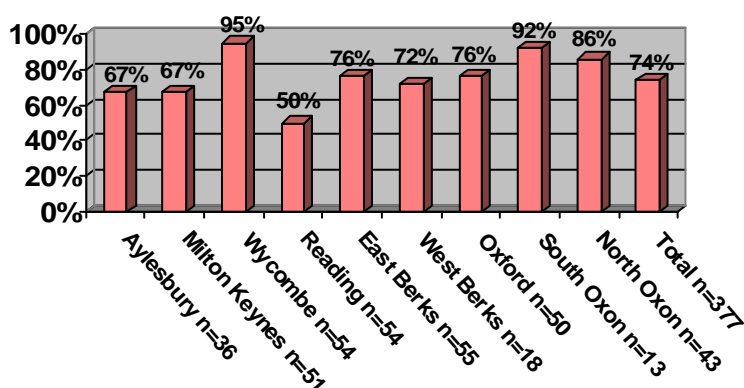
14.1.2. Worryingly there is quite a wide range of satisfaction within the 'assessment of risk of harm and likelihood of re-offending' from 72% to 96% with an average of 89%. Our mission statements clearly states "Our job is to protect the public in the Thames Valley and turn offenders away from committing further crime" and a good risk assessment is fundamental to our achieving this. It is predominately in the Berkshire courts where this is perceived to be a problem, in particular West Berks.

Assessment of risk of harm to the public and likelihood of re-offending



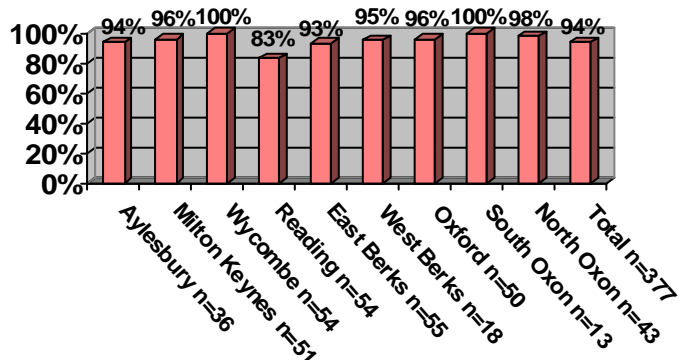
14.1.3. There are some clear well performing areas with Wycombe and South Oxfordshire scoring over 90% however Reading only scores 50% satisfaction with 11% being very dissatisfied with the time taken for SDRs.

Time taken for reports to be prepared

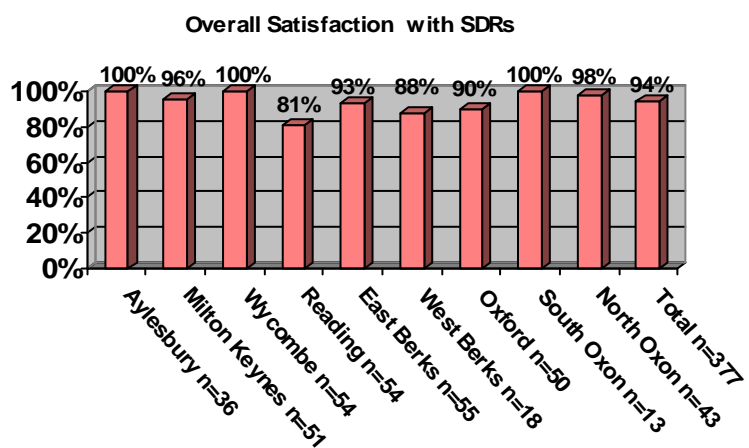


14.1.4. The satisfaction level of the overall usefulness of SDRs in reaching a sentencing decision is predominately in the mid to high 90s. Wycombe achieved an impressive 100% satisfaction rate but Reading had satisfaction levels of only 83%. (These were two of our biggest offices, each with 54 responses.)

Overall usefulness of SDRs in reaching a sentencing decision



14.1.5. Three courts expressed 100% satisfaction levels with the SDRs in their court: Aylesbury, Wycombe and South Oxfordshire and North Oxfordshire had 98% (only 1 dissatisfied magistrate).



Appendix 4 – Results from individual benches

Standard Delivery Reports

	Aylesbury	Milton Keynes	Wycombe	Reading	East Berks	West Berks	Oxford	South Oxon	North Oxon	Total
Clarity of reports	100%	98%	100%	91%	95%	95%	96%	92%	98%	93%
Appropriateness of proposals for sentence	89%	88%	98%	87%	95%	82%	96%	77%	95%	92%
Assessment of risk of harm to the public and likelihood of re-offending	94%	89%	96%	83%	84%	72%	90%	92%	95%	89%
Time taken for reports to be prepared	67%	67%	95%	50%	76%	72%	76%	92%	86%	74%
Overall usefulness in reaching a sentencing decision	94%	96%	100%	83%	93%	95%	96%	100%	98%	94%
Overall quality of SDRs	100%	96%	100%	81%	93%	88%	90%	100%	98%	94%

Fast Delivery Reports

	Aylesbury	Milton Keynes	Wycombe	Reading	East Berks	West Berks	Oxford	South Oxon	North Oxon	Total
Availability of FDRs	80%	74%	96%	67%	69%	50%	79%	100%	83%	79%
Usefulness of FDRs	100%	94%	100%	91%	92%	88%	95%	100%	97%	96%
Time needed to prepare FDRs	76%	82%	96%	81%	83%	67%	88%	92%	100%	87%

Oral Reports

	Aylesbury	Milton Keynes	Wycombe	Reading	East Berks	West Berks	Oxford	South Oxon	North Oxon	Total
Availability of oral reports	72%	67%	98%	46%	59%	71%	78%	100%	87%	74%
Usefulness of oral reports	100%	96%	100%	88%	93%	92%	97%	100%	97%	96%
Time needed to prepare oral reports	95%	88%	100%	78%	79%	85%	95%	100%	100%	91%

Work at Court

	Aylesbury	Milton Keynes	Wycombe	Reading	East Berks	West Berks	Oxford	South Oxon	North Oxon	Total
Assisting the court in relation to bail	100%	93%	96%	94%	96%	78%	96%	100%	94%	95%
Assisting the court in relation to sentencing	94%	96%	96%	88%	93%	74%	96%	100%	98%	93%
Assisting the court in relation to any other matters	100%	91%	96%	98%	93%	72%	100%	100%	95%	95%

Supervision of community orders

	Aylesbury	Milton Keynes	Wycombe	Reading	East Berks	West Berks	Oxford	South Oxon	North Oxon	Total
How satisfied are you with the extent to which breach action is taken where appropriate on community orders.	94%	82%	96%	73%	86%	61%	91%	92%	90%	86%
The way community penalties are supervised	88%	80%	93%	97%	85%	47%	74%	78%	81%	80%
The way serious offenders are supervised	83%	82%	88%	66%	76%	62%	81%	88%	67%	77%
The extent to which you can obtain information when required on the outcomes of community sentences	20%	37%	52%	54%	46%	25%	51%	56%	47%	44%

Programmes

	Aylesbury	Milton Keynes	Wycombe	Reading	East Berks	West Berks	Oxford	South Oxon	North Oxon	Total
The way programmes are supervised?	95%	95%	100%	89%	96%	83%	93%	89%	89%	93%
The usefulness of programmes?	96%	93%	97%	85%	89%	93%	94%	100%	94%	93%
Range of programmes to address different types of offending	86%	82%	89%	69%	84%	69%	81%	82%	78%	81%
The timeliness of the group work component of programmes?	55%	82%	88%	63%	75%	31%	35%	70%	70%	65%

DRRs

	Aylesbury	Milton Keynes	Wycombe	Reading	East Berks	West Berks	Oxford	South Oxon	North Oxon	Total
The way DRRs are supervised	95%	87%	97%	92%	95%	87%	92%	100%	100%	94%
The usefulness of DRRs	91%	81%	95%	83%	88%	85%	87%	100%	100%	89%

*DRRs equate to DTTOs

Unpaid Work Requirements

	Aylesbury	Milton Keynes	Wycombe	Reading	East Berks	West Berks	Oxford	South Oxon	North Oxon	Table
The way unpaid work is supervised	87%	84%	92%	53%	79%	29%	78%	64%	67%	74%
The usefulness of unpaid work	90%	92%	87%	77%	95%	69%	93%	85%	87%	88%

Curfew

	Aylesbury	Milton Keynes	Wycombe	Reading	East Berks	West Berks	Oxford	South Oxon	North Oxon	Total
The way curfews are supervised	83%	84%	85%	82%	88%	88%	87%	100%	87%	865
The usefulness of curfews	88%	87%	86%	92%	98%	89%	89%	92%	83%	89%

Liaison with the Probation Service

Satisfaction with :	Aylesbury	Milton Keynes	Wycombe	Reading	East Berks	West Berks	Oxford	South Oxon	North Oxon	Total
Way TVP keeps you informed about its work in general	97%	82%	100%	84%	79%	79%	85%	83%	93%	88%
Way TVP keeps you informed about new developments	89%	78%	100%	80%	74%	65%	89%	75%	98%	84%
Way kept informed about changes to service	87%	77%	98%	80%	69%	53%	81%	82%	82%	80%
Usefulness of bulletins/information packs	80%	86%	96%	84%	88%	78%	90%	82%	88%	87%

General Satisfaction Rate

	Aylesbury	Milton Keynes	Wycombe	Reading	East Berks	West Berks	Oxford	South Oxon	North Oxon	Total
Satisfaction with the work of Thames Valley Probation overall.	97%	90%	100%	88%	90%	71%	98%	100%	98%	93%