

Supporting the victims of serious crime for Her Majesty's Prison and Probation Service

Her Majesty's Prison and Probation Service (HMPPS), an executive agency of the Ministry of Justice, is responsible for delivering prison and probation services in England and Wales. To enable the consistent delivery of its victim services, HMPPS turned to Civica to deliver a national system for managing contact with victims of serious crime.

As part of its work to protect the public, reduce reoffending and support offender rehabilitation, HMPPS has responsibility for liaising with over 60,000 victims of serious crime. This duty means that the agency must deliver on the commitments of the Victims' Code, providing victims of serious sexual and violent offences with access to information and services throughout the duration of their offender's sentence.

HMPPS delivers its victim services via more than 350 employees, including 200 victim liaison officers, working within the National Probation Service (NPS). They must manage contact with victims, a highly sensitive process that can be subject to intense media interest.

This is especially true at the time of key events such as an offender being eligible for parole. At such a time, the victim must be informed and given the opportunity to request conditions for the offender's release.

Benefits

- Standardised processes and terminology to support a consistent national 'best practice'
- Proactive alerting, workflow and case management
- Engaged representatives across the National Probation Service and community rehabilitation companies
- Rapid delivery with agile approach to aid future development.

Key outcomes:

60,000+
victim cases

350
staff rely on it

99
systems and data sources
aggregated

"We are a national service and we needed a national system to help us manage our support to victims. It has built confidence in the service both internally and externally and the approach we took with Civica is being replicated elsewhere in the NPS."

Nigel Battson, Her Majesty's
Prison and Probation Service

Learn more:
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