



Probation Service (PS) –Travel for Persons on Probation		
This instruction applies to:-		Reference:-
HMPPS HQ Probation Service		AI 02/2016 PI 02/2016
Re-Issue Date	Effective Date	Expiry Date
08/09/2022	08/09/2022	N/A
Issued on the authority of	HMPPS Operational Policy Sub Board	
For action by	<p>All staff responsible for the development and publication of policy and instructions</p> <p><input checked="" type="checkbox"/> HMPPS HQ</p> <p><input type="checkbox"/> Public Sector Prisons</p> <p><input type="checkbox"/> Contracted Prisons</p> <p><input checked="" type="checkbox"/> Probation Service (PS)</p> <p><input type="checkbox"/> Other Providers of Probation and Community Services (including CRS)</p> <p><input type="checkbox"/> Governors</p> <p><input type="checkbox"/> Heads of Groups</p> <p><input type="checkbox"/> HMPPS Rehabilitation Contract Services Team</p> <p><input checked="" type="checkbox"/> PS Regional Probation Directors</p> <p><input checked="" type="checkbox"/> PS Probation Delivery Unit Heads</p> <p><input checked="" type="checkbox"/> PS Managers of Approved Premises and Courts</p> <p><input checked="" type="checkbox"/> PS managers and staff</p>	
Instruction type	Service specification support/delivery of non-specified service/Finance function	
Provide a summary of the policy aim and the reason for its development / revision	<p>This Travel PI for Persons on Probation gives a framework for consistency across the Probation Service in relation to the payment/reimbursement of Travel costs to persons on Probation. This policy is in keeping with the wider HMPPS/PS strategies of reducing re-offending, promoting equality and diversity and delivering effective, quality, evidence informed services. The PI seeks to ensure regularity, propriety, value for money, the appropriate stewardship of public funds and compliance with HMPPS financial and administrative instructions and is linked to the NPS Policy on the management of petty cash.</p> <p>26 June 2021 This policy has been revised to reflect the termination of CRC contracts from June 2021 and provide up-dated references to structures and roles.</p> <p>08 September 2022 POP mileage rate has increased from 15p per mile to 45p per mile. Para 2.17 has been revised to reflect this.</p>	
Contact	For queries about this PI please contact: NPS.SupplierServices@justice.gov.uk	
Associated documents	<p>NPS Petty Cash Policy guidance</p> <p>NPS Guidance on Financial Systems - Travel Warrants & advance purchase of travel tickets and taxi fares.</p> <p>NPS Guidance on Transporting Offenders in Cars</p> <p>PSI 72/2011 Discharge</p> <p>PI 17/2015 Travel and Subsistence</p> <p>Target Operating Model (Feb 2021)</p>	

Replaces the following documents which are hereby cancelled: Previous Legacy Trust Offender Travel policies in relation to the NPS. Replaces all previous legacy CRC Offender Travel policies.

Audit/monitoring: Mandatory elements of instructions must be subject to management checks and may be subject to self or peer audit by operational line management/ HQ managers, as judged to be appropriate by the managers with responsibility for delivery. In addition, HMPPS will have a corporate audit programme that will audit against mandatory requirements to an extent and at a frequency determined from time to time through the appropriate governance.

Introduces amendments to the following documents: and updates [PI 02/2016 NPS Offender Travel Policy](#).

Notes: *All Mandatory Actions throughout this instruction are in italics and must be strictly adhered to.*

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1. Executive summary

Background

- 1.1 As the result of Transforming Rehabilitation the former Probation Trusts were dissolved and replaced by the public sector National Probation Service (NPS) and 21 Community Rehabilitation Companies (CRCs) which transferred into private ownership from 1 February 2015. The previous NPS Offender Travel Probation Instruction (PI) aimed to bring national consistency and accountability to the reimbursement of offender travel costs by the NPS. From 26th June 2021 all 21 Community Rehabilitation Companies will unify with the NPS to create a new unified Probation Service. This policy has been updated to include the former CRCs, who will be briefed for Day 1 on the PI but allowed flexibility to adopt the PI up until 1st October to allow for adequate preparation with persons on Probation should this create a change in policy. It also reflects the Target Operating Model (TOM) guidance. This updated Probation Instruction (PI) aims to bring national consistency and accountability to the reimbursement of travel costs to persons on Probation within the unified Probation Service.

Desired outcomes

- 1.2 This Offender Travel PI gives a framework for consistency across the PS with flexibility for Regions to respond to the local context and specific need of the person on Probation. It seeks to ensure regularity, propriety, value for money, the appropriate stewardship of public funds and compliance with HMPPS financial and administrative instructions and is linked to the NPS Policy on the management of petty cash.

Application

- 1.3 This PI applies to all PS Regions within England and Wales. Regional Probation Directors will be responsible for the dissemination of this PI to Heads of PDU, Heads of Programmes, Heads of Unpaid Work, managers and staff within the Regions. This PI is also of relevance to Approved Premises and Court teams. All managers and staff need to comply with this PI.

Mandatory actions

- 1.4 *Regional Probation Directors must ensure that all PS managers and staff are aware of this PI and assure themselves that processes are in place to ensure that all decisions about the reimbursement of travel to persons on Probation are made in accordance with the PI, evidenced appropriately and that HMPPS/PS financial processes are followed.*
- 1.5 *All Managers and staff must be familiar with this PI and ensure that all decisions regarding eligibility for travel for persons on Probation are made in accordance with the PI and evidenced in the case record on NDelius.*
- 1.6 *All Managers and staff must ensure that travel costs for persons on Probation are reimbursed/paid in accordance with the Operational Instructions of this PI and in compliance with HMPPS/PS financial and administrative systems.*
- 1.7 *All staff responsible for the management of people on Probation must ensure that on commencement of an order or licence an assessment of need is conducted with specific reference to travel. A decision must be made regarding eligibility in accordance with the eligibility criteria and principles outlined in the Operational Instructions/Guidance sections of this PI and the decision recorded in NDelius. The decision must be reviewed where there is a change in circumstances and clearly recorded in NDelius.*

- 1.8 *Any exercise of professional discretion to award travel costs to persons on Probation outside of the eligibility criteria must be endorsed by the line manager and evidenced in NDelius.*

Resource Impact

- 1.9 The PI does not introduce a new service or delivery requirement, it is to standardise policy across the PS. The policy will give greater consistency in relation to financial accountability and management, as well as fairness of eligibility criteria. There is not expected to be an ongoing resource impact for administering these arrangements beyond additional time for probation practitioners, administrators and senior managers to understand and ensure compliance with these arrangements by 1st October 2021.
- 1.10 The variation in former CRC policies, combined with a period of transition to the current arrangements, means that it has not been possible to quantify the overall financial impact of this policy. We recognise that when this PI is implemented initially there may be people on Probation in some areas who receive lower or higher levels of reimbursement than under their previous CRC policy. This is unavoidable in the short term as we move to a consistent policy, however a national unified organisation requires a consistent national policy.
- 1.11 This PI makes explicit the need to comply with existing PS finance mechanisms. It links to the NPS Petty Cash Policy, the implementation of which will have resource implications for the former CRC sites, resulting from the need to devote staff time to deliver the administrative and financial systems. This policy seeks to reduce both expenditure and staff resource requirements by introducing standard purchasing arrangements and promoting the use of advance tickets and accounts rather than cash reimbursements where possible. There is a small additional resource implication for Unpaid work teams that are not located near to a PS office who will need to implement systems for access to travel warrants/petty cash.

(Approved for Publication)

Jim Barton
Director, CRC Contract Management

2. Operational instructions

Assessment Process

- 2.1 *As part of every induction the PS Probation Practitioner must conduct an assessment of the person on Probation and their travel needs in relation to their statutory order/licence. This assessment should focus on the management of risk, the needs of the supervised individual including any health, mental health, disability or vulnerability need, and also on their responsivity. This will include examining the specific demands of the order/licence, their financial situation and the impact of funding travel on the person on Probation and their immediate family. Details of the assessment and the decisions made must be recorded in nDelius, must be reviewed regularly and as a minimum reviewed whenever there is a change in circumstances.*
- 2.2 *Where in exceptional circumstances professional judgement is exercised to grant costs to persons on Probation outside of the standard eligibility criteria the decision must be endorsed by the line manager, clearly recorded in nDelius and regularly reviewed*

Eligibility Criteria

- 2.3 Only those persons on Probation subject to a statutory order or licence will be eligible for travel costs.
- 2.4 Travel costs will only be paid where the person on probation is in receipt of means tested state benefits, or is in full time education, or is in the process of applying for a means tested state benefit where they meet the benefit eligibility criteria (e.g. people released from prison).
- 2.5 *In exceptional circumstances where the person on Probation has no income (e.g. sudden homelessness, crisis, under DWP sanction or is awaiting the outcome of a benefit claim) the Probation Practitioner may make the decision to award travel costs, however this decision must be defensible, recorded in nDelius and endorsed by the line manager. Foreign National Offenders (FNO) may need to be considered under exceptional circumstances where they have no income/recourse to public funds.*
- 2.6 Travel costs will not generally be funded for persons in employment, subject to assessment of specific individual circumstances and potential impact on low income families (outlined above).

General Principles

- 2.7 It is expected that all persons on Probation will be responsible for funding travel to one appointment per week to the office/Probation premises (unless conditions at 2.14 are met). Full reimbursement will be made for travel costs for the second and subsequent attendances in any week.
- 2.8 All persons on Probation (subject to risk and needs assessment) are expected to travel the first 3 miles of the journey to the office/Probation premises at their own expense. This is based on the statutory walking distance utilised by the Department of Education. Probation Practitioners can exercise discretion regarding the 3 mile rule according to the needs/risk assessment process outlined above.
- 2.9 Where the journey to the office/premises involves a long distance (e.g. rural areas) reimbursement will be made for the journey over 3 miles or any expenditure over £1.50 (each way) whichever is the least. Where PS managed persons on Probation attend a scheduled appointment with a Commissioned Rehabilitative Services provider, the

reimbursement of travel costs remains the responsibility of the PS and decisions about eligibility should be made by the PS Probation Practitioner as outlined above.

- 2.10 The Target Operating Model (TOM) for the Unified model states that “it is an aspiration that travel time for supervised individuals to attend a contact meeting should not exceed 60 minutes each way. Research has shown that individuals are more likely to attend and comply when their journey time is reasonable and not costly...It is recognised that 60 minutes will be challenging in some rural areas and that achievement of this ambition is unlikely for all.” TOM, Feb 2021. For Unpaid Work placements, the aspiration is to limit travel to a maximum of 90 minutes each way. To further remove barriers and improve compliance the TOM also states, “Where women and other carers identify travel time impacts on caring responsibilities, appropriate placements and travel arrangements will be sought to minimise this impact.” (TOM, Feb 2021). Once the Probation Service has evolved to the full TOM this will further support this policy.

Courts and Approved Premises

- 2.11 Those attending for Pre-sentence Reports (PSRs) or attending court are not eligible for travel costs except when attending Drug Rehabilitation Requirement (DRR) Review Court.
- 2.12 In those limited circumstances where a person attending court results in placement in an Approved Premises (AP) they are eligible for travel costs from the court to the AP subject to the eligibility criteria outlined above. Wherever possible the person should purchase and pay for their travel from court to the AP themselves by the cheapest mode of travel available and will be reimbursed by the AP on arrival upon production of the ticket/receipt. Where they do not have means to pay themselves they should be signposted to the local Probation Office and arrangements made for them to collect a travel warrant/petty cash. PS court teams not located near to a PS office will need to implement systems to enable access to travel warrants/prepayment vouchers/petty cash in situ for these limited cases.
- 2.13 In accordance with section 2.29 of [PSI 72/2011 Discharge](#), every prisoner being discharged, regardless of whether or not they receive a discharge grant, will be issued with a travel warrant, or payment of fares where a warrant is inappropriate, to their destination within the United Kingdom, the Channel Islands, Isle of Man or the Republic of Ireland. Therefore individuals remanded in custody prior to attending court who are subsequently required to reside in AP as part of their sentence will receive a travel warrant from the prison upon discharge (or from the Prisoner Escort and Custody Service if released directly from court) and will need to utilise this to travel to the AP.
- 2.14 Residents in AP are eligible for reimbursement of travel expenses to and from their Probation appointments subject to the principles regarding eligibility and the distance to be travelled outlined above. The probation practitioner is responsible for deciding on eligibility and communicating this to the AP. The AP will be responsible for the provision of travel warrants/pre-payment vouchers and the administration of petty cash in relation to offender travel and will ensure that funding is encoded to the correct division/delivery unit.

Modes of Transport

- 2.15 Journeys should be made by the cheapest possible method of public transport with maximum use made of prepayment vouchers, scratch-cards, tokens, etc. Reimbursement of actual cash travel fares should be kept to an absolute minimum and should be accompanied by a valid travel ticket.
- 2.16 Rail warrants (accessed via PS systems) should be used for train travel wherever possible.
- 2.17 There will be limited provision to reimburse people on Probation for the use of their own or family members' transport (cars or motorbikes) only in exceptional circumstances (clearly

recorded on nDelius) where there is no other viable form of public transport (either no public transport in that location or lack of availability at the time of day when attendance is required). The person on Probation/family member should present evidence that the transport is legally owned, insured, taxed etc. The rate will be 45p per mile minus the first 3 miles each way. Parking costs will only be paid where this has been authorised in advance and no free parking is available/suitable.

- 2.18 Taxi travel should only be used where no other form of public transport is available or viable or where this can be justified for health, risk, vulnerability or specific operational reasons. Taxis should be obtained via an established PS account with individual purchasing taking place only in exceptional circumstances.

Staff transporting people on Probation in cars

- 2.19 For operational or risk management reasons it may be necessary for staff to drive a person on Probation, victim or relative to an appointment.

- 2.20 Specific actions are required in all such cases before transporting a person on Probation. These are essential to ensure the health and safety and insurance liability risks are minimised:

- *Staff must use a hire, lease or pool car*
- *A health and safety risk assessment must be completed*

- 2.21 *In exceptional circumstances a staff member may use their own personal car, but prior authorisation must be obtained in writing from their line manager using “transporting people on Probation/victims/relatives in a private car authorisation form”. Staff must fully outline the exceptional circumstances which they perceive justifies the need to drive the person on Probation, victims or relative in their own car and why a hire, lease or pool car cannot be used.*

- 2.22 *Managers must confirm the business reasons outlined by the staff member are justified and check the employee has the required business user insurance that covers transporting person on Probation/victims/relatives in a private car. Authorisation must be limited to the specific circumstances outlined in the business case. Blanket authorisation must not be granted for staff to carry people on Probation, victims or relatives in all circumstances regardless of specific business requirements.*

- 2.23 *Authorisation may only be granted by managers for a maximum of 12 months and must be renewed by the staff members where the insurance provider changes during the period. The regional corporate admin hub will maintain a central log of authorisations and provide an annual management information report to the Regional Probation Director.*

- 2.24 *PS staff utilising their own vehicles for business purposes must be familiar with and comply with [PI 17/2015](#) Travel and Subsistence.*

Finance and Administrative Systems

- 2.25 The PS has introduced standardised purchasing arrangements for rail tickets, advance bus/ferry/tram tickets (via PRF (Purchase Request Form)) and for the setting up of taxi accounts via Standard Schedule Purchase Order (SSPO) where needed. Each Region has been encouraged to examine the profile of need for people on Probation and to engage with HMPSS/PS procurement colleagues to identify and establish arrangements for travel that respond to the specific local circumstances and local provision of transport.

- 2.26 The NPS Petty Cash policy will ensure that the PS has access to petty cash in all appropriate locations, the management of which is accordance with HMPPS financial and accountability processes.
- 2.27 *All decisions about eligibility and rates of reimbursement for travel must be made in accordance with the Travel for Persons on Probation policy contained in this PI.*
- 2.28 It is recognised that in some of the more widely dispersed rural areas use is made of mini-buses/shared taxi transport for Unpaid Work and Programmes. Where shared transport is utilised due consideration should be given to the safety/confidentiality/vulnerability of the person on Probation and the need for their home address to be kept confidential from others.

3. Policy and strategic context

- 3.1 The PS Travel for Persons on Probation Policy contained in this PI gives a framework for consistency across the PS with flexibility for Regions to respond to the local context and specific need. It seeks to ensure regularity, propriety, value for money, the appropriate stewardship of public funds and compliance with HMPPS financial and administrative instructions and is linked to the PS Policy on the management of petty cash.
- 3.2 This policy is in keeping with the wider HMPPS/PS strategies of:
- Reducing re-offending
 - Promoting equality and diversity and ensuring equal access to services
 - Delivering effective, quality, evidence informed services that engage offenders and are targeted in accordance with risk, needs and responsivity.
- 3.3 It is recognised that implementing this national PS policy may take time due to variances in policies (between legacy NPS and former CRCs) prior to unification. However, this policy must be fully adhered to by 1 October 2021 as these variances are not sustainable in the national unified Probation service
- 3.4 It is expected that all managers and staff will implement the Travel for persons on Probation Policy consistently and make offenders aware of the implications.
- 3.5 Where a person on Probation attends an appointment organised with the Commissioned Rehabilitative Service Provider, at any site, the Probation Service will meet the travel costs, in line with this instruction.