



Transparency Data

## Justice Transcribe Data

### Background

This publication presents transparency data on the use of Justice Transcribe, an AI-enabled transcription and meeting summarisation tool used by Probation staff.

The statistics are derived from internal product analytics collected for service monitoring and improvement purposes. Data was extracted on 2<sup>nd</sup> June 2026.

Coverage period: 7<sup>th</sup> October 2025 to 2<sup>nd</sup> June 2026.

This release also includes a separate forecast produced by Probation Workforce Transformation (PWT). That forecast is based on modelling assumptions and should not be read as live observed usage data.

### Key measures

#### Total meetings summarised

Between 7 October 2025 and 2 June 2026, over 800,000 meetings were summarised using Justice Transcribe. This figure represents meetings where the product was used to generate a meeting summary during the reporting period.

#### Illustrative time saving

Probation Workforce Transformation (PWT) within HMPPS has advised that, as a broad operational assumption, use of Justice Transcribe may save around 10 minutes per meeting.

Applying this assumption to 800,000 meetings gives an indicative total of approximately 133,333 hours.

This is an illustrative estimate only. It is not a formal statistical estimate and does not account for variation in meeting length, meeting type, user practice or summary quality.

## **User Satisfaction**

User feedback collected through the Justice Transcribe application indicates high levels of satisfaction among probation staff using the service.

Between launch and 2 June 2026 over 63,000 in-app reviews were submitted by users. Across these reviews the service achieved an average satisfaction rating of 4.7 out of 5 stars.

Feedback submitted through the application is used to support ongoing service improvement and product development. Ratings reflect voluntary user responses and should not be interpreted as representative of all users.

## **Data source and limitations**

The meeting count is derived from Justice Transcribe usage analytics.

The figure:

- reflects only meetings where Justice Transcribe was used
- does not represent all probation meetings
- is based on recorded usage events during the reporting period

Quality assurance checks were conducted prior to publication, including validation of counting logic and review of trends over time.

## **Forecasted workload reduction over a year**

This forecast differs from the live data published above. It is a modelled estimate, based on assumptions about adoption, time saved per meeting and annual volumes, not a measure of observed time saved.

Current modelling shows a workload reduction expectation of around 450,000 hours per year for sentence management practitioners, with the potential for further reduction across wider uses.

## **Contact**

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