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Rapport building with offenders in probation supervision: The views of English probation practitioners

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Abstract

Rapport-based supervision in probation is linked to positive behavioural change and reduced reoffending for probation service users.

However, the process of rapport building is not well documented in probation practice.

This study conducted focus groups and interviews with London-based probation practitioners to understand their views of rapport when supervising service users.

Thematic analysis generated five themes related to how practitioners facilitated rapport building and maintenance, as well as several barriers that exist towards building and maintaining rapport – these were conceptualised as a rapport-building process.

We provide recommendations to help alleviate barriers and further facilitate the rapport-building process.

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