



# Caseload and Workload in Swedish Probation Service

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# Introduction

- Analyst at the Head Office of the Swedish Prison and Probation Service
- Work with allocation keys and resource planning
- Focus today is on our workload/caseload model, efficiency and quality

# Caseload and Workload Model

- National model based on allocation keys
- Different keys for different types of supervision
- Based on large time studies
- Allocation keys are used to distribute resources fairly between offices
- Management and budgeting tool – not individual case limits

# Example: Conditional Release

- Includes investigations, meetings, documentation, planning, follow-up and more
- Takes risk of reoffending into account
- Higher-risk clients require more resources

Activities	Hours / year
Client contact	36
Assessment	8
Collaboration	8
Misconduct	1,5
Travel time	1,25
Case conference	1,5
....	
.....	
Total	58
Per month	4,8
Annual work capacity / month	160
Annual leave and absence	14%
Non-client related work tasks	18%
Total of hours remaining	113
<b>Allocation key</b>	<b>23</b>

# Example: Conditional Release

- Start with one full time position for one year
- Subtract absence (sick leave and vacation) and non-client related work
- Remaining time is available for client work
- Example result: one officer can manage 23 clients

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# Increasing Volumes and Legal Changes

- Client numbers have increased in recent years
- Forecasts show continued growth
- Legal changes often affect probation with a delay
- Recruiting staff can be challenging

# Work Environment and Sustainability

- High workload affects stress and staff retention
- Risks to quality
- Monitoring sick leave and staff turnover
- Long periods of high workload affect sustainability

# How We Increase Efficiency

- Focus more resources on high- and medium-risk clients
- Reduce physical meetings and increase digital contact
- Simplify sentence planning and follow-up
- Review the resources for treatment programmes

# Pilot Projects and Evaluation

- Efficiency is not only about reducing costs
- Resources should create the greatest possible value
- Balancing efficiency and quality is a continuous challenge
- Important questions for the future of probation services