

872 Families Left Waiting: VOICE Condemns the Serious Further Offence Process

VOICE Responds to HM Inspectorate of Probation Annual Report 2025: Serious Further Offences

The HM Inspectorate of Probation's Annual Report 2025 confirms the experiences of bereaved families, exposing a system that is broken. In a single year, 872 Serious Further Offence (SFO) reports were produced – meaning 872 families left waiting for answers. VOICE calls for an Independent Panel Review to ensure victims' families are finally heard.

The report vindicates what bereaved families have long said: the SFO process is broken, traumatising, and unfit for purpose. Reviews are not being adequately conducted or challenged, and internal probation procedures continue to place lives at risk. Managerial oversight is woefully inadequate, and working practices remain unchanged despite repeated warnings.

In 2025 alone, 872 SFO reports were produced. That is 872 victims of serious crime and murder, and 872 families left waiting — denied timely access to information about the circumstances of their loved ones' deaths. Each report represents not just a statistic, but a family forced to endure a system that compounds grief rather than delivers accountability.

Families represented by VOICE have consistently raised that probation does not adequately represent victims or their families, and that engagement with bereaved families has not been a priority. This neglect is unacceptable and unfair.

VOICE and bereaved families are calling for an Independent Panel Review to expose the true scale of failings and ensure victims' voices are finally heard. Only independent scrutiny can deliver transparency, accountability, and reform.

Families deserve dignity, answers, and equal consideration. The Inspectorate's findings must now lead to urgent change, not further delay. VOICE will continue to stand with victims' families, ensuring their lived experiences drive reforms that protect the public and uphold justice.

[Read the full report here.](#)



Nadine Marshall, Co-founder and Chairperson of VOICE, whose 18 year old son Conner was murdered by a known offender in 2015, said: "Our loved ones deserved better protection from violent offenders, and the failures of the Probation Service have left us heartbroken and without answers. We call on the Government to act now - to listen to our stories, and to ensure true public safety through an Independent Panel Investigation."

VOICE is committed to advocating for the rights and safety of victims and their families. Families must be given statutory and timely access to details and information surrounding the death of a family member. Currently this is not the case.

We urge the public and media to support our call for accountability and change within the criminal justice system.

ENDS