

Jersey Probation and Aftercare Service

**Community Service
Client end of Order Questionnaire Results
2021**

Total no. of questionnaires: 100

Gender	2017	%	2018	%	2019	%	2020	%	2021	%
Male	70	80.5	66	87	84	87.5	54	84.4	92	92
Female	16	18.4	7	9	9	9.4	8	12.5	7	7
Gender fluid	0	0	0	0	1	1	0	0	0	0
No data	1	1.1	3	4	2	2.1	2	3.1	1	1
Total	87	100	76	100	96	100	64	100	100	100

Also on Probation	2017	%	2018	%	2019	%	2020	%	2021	%
Y	26	30	23	30	37	38.5	23	35.9	22	22
N	52	60	45	59	47	49	30	46.9	64	64
No data	9	10	8	11	12	12.5	11	17.2	14	14
Total	87	100	76	100	96	100	64	100	100	100

Age group	2017	%	2018	%	2019	%	2020	%	2021	%
Under 18	2	2.4	1	1.3	2	2.1	0	0	3	3
18-25	30	34.5	17	22.5	26	27	17	26.6	31	31
26-45	34	39	33	43.5	50	52.1	27	42.2	53	53
45+	20	23	15	19.7	16	16.7	20	31.2	12	12
No data	1	1.1	10	13	2	2.1	0	0	1	1
Total	87	100	76	100	96	100	64	100	100	100

Type of placement	2017	%	2018	%	2019	%	2020	%	2021	%
Work party	64	73.5	57	75	65	67.7	50	78.1	77	77
Individual	10	11.5	7	9	8	8.3	6	9.4	10	10
Workroom	6	7	3	4	9	9.4	0	0	1	1
More than one	5	5.7	6	8	13	13.6	8	12.5	11	11
No data	2	2.3	3	4	1	1	0	0	1	1
Total	87	100	76	100	96	100	64	100	100	100

Length of order	2017	%	2018	%	2019	%	2020	%	2021	%
40-90	38	44	28	37	36	37.5	14	21.9	36	36
91-180	44	50	43	56.5	57	59.4	45	70.3	55	55
181-240	4	4.6	2	2.5	0	0	2	3.1	5	5
241-480	1	1.4	0	0	2	2.1	1	1.6	3	3
No data	0	0	3	4	1	1	2	3.1	1	1
Total	87	100	76	100	96	100	64	100	100	100

Employment Status at start of order	2017	%	2018	%	2019	%	2020	%	2021	%
Employed	53	61	54	71	67	70	50	78.1	77	77
Training	0	0	0	0	0	0	0	0	1	1
Student	2	2.5	2	2.5	1	1	1	1.6	2	2
Short Term Sickness Benefit	0	0	0	0	1	1	0	0	0	0
Long Term Sickness Benefit	9	10	5	6.5	3	3	1	1.6	5	5
Unemployed	21	24	12	16	22	23	12	18.7	14	14
Self-employed	0	0	0	0	0	0	0	0	0	0
Retired	2	2.5	1	1.5	1	1	0	0	0	0
No data	0	0	2	2.5	1	1	0	0	1	1
Total	87	100	76	100	96	100	64	100	100	100

Preparing for Community Service

Did the Probation Officer who prepared your Background Report explain the Community Service Scheme accurately to you?

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	84	96.5	71	93.5	93	97	62	96.9	96	96
N	2	2.3	2	2.5	2	2	2	3.1	3	3
No data	1	1.2	3	4	1	1	0	0	1	1
Total	87	100	76	100	96	100	64	100	100	100

My Community Service Officer explained the Rules and Conditions:

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	86	98.9	73	96	93	97	64	100	99	99
N	1	1.1	0	0	0	0	0	0	0	0
No data		0	3	4	3	3	0	0	1	1
Total	87	100	76	100	96	100	64	100	100	100

I understood and found the Community Service Leaflet useful:

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	77	88.5	64	84	86	89.6	57	89	93	93
N	5	5.8	4	5	7	7.3	5	7.8	6	6
No leaflet	0	0	1	1.5	0	0	0	0	0	0
Maybe/ sometimes	1	1.1	1	1.5	0	0	0	0	0	0
Didn't read it	0	0	0	0	0	0	1	1.6	0	0
No data	4	4.6	6	8	3	3.1	1	1.6	1	1
Total	87	100	76	100	96	100	64	100	100	100

I would know how to make a complaint if I was unhappy with the way I had been treated:

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	80	92	63	83	84	87.5	59	92.2	92	92
N	5	5.8	7	9	10	10.4	5	7.8	8	8
Unsure	0	0	0	0	0	0	0	0	0	0
No data	2	2.2	6	8	2	2.1	0	0	0	0
Total	87	100	76	100	96	100	64	100	100	100

The work you did

Was the reason for the work and who would benefit from it explained to you?

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	81	93	65	85.5	88	91.8	61	95.3	93	93
N	4	4.6	6	8	4	4.1	1	1.6	5	5
Sometimes	1	1.2	1	1.5	0	0	0	0	1	1
No data	1	1.2	4	5	4	4.1	2	3.1	1	1
Total	87	100	76	100	96	100	64	100	100	100

Did you look forward to getting on with the work?

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	64	73.6	61	80	83	86.5	54	84.4	83	83
N	18	20.7	9	12	11	11.5	8	12.5	16	16
Sometimes	3	3.4	2	3	0	0	0	0	1	1
No data	2	2.3	4	5	2	2	2	3.1	0	0
Total	87	100	76	100	96	100	64	100	100	100

Did you feel pleased with a job well done?

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	83	95	70	92	91	94.8	61	95.3	96	96
N	2	2.4	3	4	2	2.1	1	1.6	4	4
Sometimes	1	1.3	1	1.5	0	0	0	0	0	0
No data	1	1.3	2	2.5	3	3.1	2	3.1	0	0
Total	87	100	76	100	96	100	64	100	100	100

Did you feel pleased to have done something for the community?

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	78	89.7	67	88	88	91.7	63	98.4	96	96
N	5	5.8	4	5	3	3.1	0	0	3	3
Sometimes	3	3.4	2	3	0	0	0	0	0	0
No data	1	1.1	3	4	5	5.2	1	1.6	1	1
Total	87	100	76	100	96	100	64	100	100	100

Do you think that the community benefited from your work?

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	77	88.5	67	88	88	91.7	60	93.7	92	92
N	7	8	5	6.5	4	4.2	3	4.7	8	8
Sometimes	2	2.3	1	1.5	1	1	0	0	0	0
No data	1	1.2	3	4	3	3.1	1	1.6	0	0
Total	87	100	76	100	96	100	64	100	100	100

Were you given sufficient information about Health and Safety?

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	82	94.2	69	91	91	95	61	95.3	93	93
N	3	3.4	4	5	2	2	2	3.1	6	6
Sometimes	1	1.2	0	0	0	0	0	0	1	1
No data	1	1.2	3	4	3	3	1	1.6	0	0
Total	87	100	76	100	96	100	64	100	100	100

THE COMMUNITY SERVICE TEAM (or supervisor in an individual placement)

Did the Supervisor treat you with fairness and respect?

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	84	96.5	71	93	92	96	63	98.4	98	98
N	1	1.2	0	0	3	3	1	1.6	2	2
Some-times	2	2.3	3	4	0	0	0	0	0	0
No data	0	0	2	3	1	1	0	0	0	0
Total	87	100	76	100	96	100	64	100	100	100

Did they show you how to do the work?

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	81	93	70	92	94	98	63	98.4	98	98
N	4	4.6	2	2.7	1	1	1	1.6	2	2
Sometimes	1	1.2	2	2.7	0	0	0	0	0	0
No data	1	1.2	2	2.6	1	1	0	0	0	0
Total	87	100	76	100	96	100	64	100	100	100

Did you learn any skills from them?

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	71	81.6	56	74	71	74	56	87.5	79	79
N	15	17.2	16	21	22	23	8	12.5	20	20
Sometimes	1	1.2	2	2.5	0	0	0	0	1	1
No data	0	0	2	2.5	3	3	0	0	0	0
Total	87	100	76	100	96	100	64	100	100	100

Did they praise you when you did something well?

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	81	93	71	93	87	90.3	62	96.8	92	92
N	4	4.6	3	4	6	6.5	0	0	7	7
Sometimes	1	1.2	0	0	1	1.1	1	1.6	0	0
No data	1	1.2	2	3	2	2.1	1	1.6	1	1
Total	87	100	76	100	96	100	64	100	100	100

Could you talk to staff about any problems you had with your order?

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	85	97.7	65	86	90	93.8	61	95.3	92	92
N	0	0	5	6	3	3.1	2	3.1	3	3
N/A	0	0	3	4	0	0	0	0	0	0
No data	2	2.3	3	4	3	3.1	1	1.6	5	5
Total	87	100	76	100	96	100	64	100	100	100

11 cases indicated that they were returned to court for breaching their order before completing their hours.

Of the 11 cases, 10 (91%) indicated that they understood why they were returned to court.

Did you find the breach leaflet helpful?

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	5	50	6	67	16	84.2	6	75	8	72.8
N	2	20	2	22	1	5.3	0	0	1	9
Sometimes	1	10	0	0	0	0	0	0	0	0
No data	2	20	1	11	2	10.5	2	25	2	18.2
Total	10	100	9	100	19	100	8	100	11	100

Were you treated fairly throughout the breach process?

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	8	80	9	100	16	84.2	7	87.5	11	100
N	0	0	0	0	1	5.3	0	0	0	0
Sometimes	1	10	0	0	0	0	0	0	0	0
No data	1	10	0	0	2	10.5	1	12.5	0	0
Total	10	100	9	100	19	100	8	100	11	100

At the end of my Community Service Order my employment status was:

	2017	%	2018	%	2019	%	2020	%	2021	%
Employed	51	59	55	72.5	69	72	45	70.3	70	70
Training	0	0	0	0	0	0	0	0	1	1
Student	2	2.2	0	0	1	1	1	1.6	4	4
Long Term Sickness Benefit	8	9	6	8	3	3	3	4.7	6	6
Unemployed	24	27.5	10	13	22	23	12	18.7	16	16
Retired	2	2.3	1	1.5	1	1	0	0	0	0
Self- employed	0	0	0	0	0	0	0	0	0	0
No data	0	0	4	5	0	0	3	4.7	3	3
Total	87	100	76	100	96	100	64	100	100	100

I am happy for you to contact me in the future:

	2017	%	2018	%	2019	%	2020	%	2021	%
Y	58	66.6	57	75	71	74	46	71.9	64	64
N	26	30	13	17	20	21	12	18.7	20	20
No data	3	3.4	6	8	5	5	6	9.4	16	16
Total	87	100	76	100	96	100	64	100	100	100

RT/RS/BMFeb2022