

Jersey Probation and Aftercare Service

**Community Service  
Client end of Order Questionnaire Results  
2018**

Total no. of questionnaires: 76

<b>Gender</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>
Male	75	86	93	82	62	85	70	80.5	66	87
Female	9	10	16	14	9	12	16	18.4	7	9
No data	3	4	4	4	2	3	1	1.1	3	4
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

<b>Also on Probation</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>
Y	32	37	44	39	25	34	26	30	23	30
N	46	53	58	51	44	60	52	60	45	59
No data	9	10	11	10	4	6	9	10	8	11
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

<b>Age group</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>
Under 18	1	1	9	8	0	0	2	2.4	1	1.3
18-25	34	39	39	34	16	22	30	34.5	17	22.5
26-45	32	37	45	40	41	56	34	39	33	43.5
45+	19	22	19	17	15	21	20	23	15	19.7
No data	1	1	1	1	1	1	1	1.1	10	13
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

<b>Type of placement</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>
Work party	71	82	88	78	57	78	64	73.5	57	75
Individual	5	6	7	6	5	7	10	11.5	7	9
Workroom	2	2	4	4	2	3	6	7	3	4
More than one	7	8	14	12	9	12	5	5.7	6	8
No data	2	2	0	0	0	0	2	2.3	3	4
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

<b>Length of order</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>
40-90	49	56	62	55	32	44	38	44	28	37
91-180	29	33	43	38	37	51	44	50	43	56.5
181-240	5	6	5	4	2	3	4	4.6	2	2.5
241-480	4	5	3	3	1	1	1	1.4	0	0
No data	0	0	0	0	1	1	0	0	3	4
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

<b>Employment Status at start of order</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>
Employed	51	59	75	66.5	56	77	53	61	54	71
Training	1	1	1	1	0	0	0	0	0	0
Student	3	3	7	6	0	0	2	2.5	2	2.5
Long Term Sickness Benefit	6	7	6	5	5	7	9	10	5	6.5
Unemployed	22	25	22	19.5	12	16	21	24	12	16
Self-employed	2	2.5	0	0	0	0	0	0	0	0
Retired	2	2.5	1	1	0	0	2	2.5	1	1.5
No data	0	0	1	1	0	0	0	0	2	2.5
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

### **Preparing for Community Service**

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

	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>
Y	86	99	110	97	67	92	84	96.5	71	93.5
N	0	0	1	1	3	4	2	2.3	2	2.5
No data	1	1	2	2	3	4	1	1.2	3	4
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

My Community Service Officer explained the Rules and Conditions:

	2014	%	2015	%	2016	%	2017	%	2018	%
Y	86	99	111	98	72	99	86	98.9	73	96
N	1	1	1	1	1	1	1	1.1	0	0
No data	0	0	1	1	0	0		0	3	4
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

I understood and found the Community Service Leaflet useful:

	2014	%	2015	%	2016	%	2017	%	2018	%
Y	70	80.5	96	85	66	90.5	77	88.5	64	84
N	13	15	10	9	3	4	5	5.8	4	5
No leaflet	0	0	0	0	0	0	0	0	1	1.5
Maybe/ sometimes	1	1	0	0	1	1.5	1	1.1	1	1.5
No data	3	3.5	7	6	3	4	4	4.6	6	8
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Y	71	82	95	84	65	89	80	92	63	83
N	15	17	15	13	3	4	5	5.8	7	9
Unsure	1	1	3	3	1	1.5	0	0	0	0
No data	0	0	0	0	4	5.5	2	2.2	6	8
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

### **The work you did**

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Y	78	90	96	85	66	90.5	81	93	65	85.5
N	7	8	12	10.5	4	5.5	4	4.6	6	8
Sometimes	1	1	1	1	0	0	1	1.2	1	1.5
No data	1	1	4	3.5	3	4	1	1.2	4	5
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

Did you look forward to getting on with the work?

	2014	%	2015	%	2016	%	2017	%	2018	%
Y	69	79.5	75	66	56	77	64	73.6	61	80
N	15	17	34	30	14	19	18	20.7	9	12
Sometimes	1	1	1	1	1	1	3	3.4	2	3
No data	2	2.5	3	3	2	3	2	2.3	4	5
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

Did you feel pleased with a job well done?

	2014	%	2015	%	2016	%	2017	%	2018	%
Y	79	91	100	88	67	92	83	95	70	92
N	3	3.5	10	9	5	7	2	2.4	3	4
Sometimes	3	3.5	1	1	0	0	1	1.3	1	1.5
No data	2	2	2	2	1	1	1	1.3	2	2.5
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Y	82	94	99	87.5	67	92	78	89.7	67	88
N	5	6	9	8	5	7	5	5.8	4	5
Sometimes	0	0	3	2.5	0	0	3	3.4	2	3
No data	0	0	2	2	1	1	1	1.1	3	4
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

Do you think that the community benefited from your work?

	2014	%	2015	%	2016	%	2017	%	2018	%
Y	76	87	90	80	63	86	77	88.5	67	88
N	6	7	15	13	7	10	7	8	5	6.5
Sometimes	4	5	5	4.5	2	3	2	2.3	1	1.5
No data	1	1	3	2.5	1	1	1	1.2	3	4
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

Were you given sufficient information about Health and Safety?

	2014	%	2015	%	2016	%	2017	%	2018	%
Y	67	77	96	85	69	94.5	82	94.2	69	91
N	19	22	13	11.5	4	5.5	3	3.4	4	5
Sometimes	1	1	0	0	0	0	1	1.2	0	0
No data	0	0	4	3.5	0	0	1	1.2	3	4
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

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

Did the Supervisor treat you with fairness and respect?

	2014	%	2015	%	2016	%	2017	%	2018	%
Y	82	94	103	91	71	97	84	96.5	71	93
N	1	1	2	2	0	0	1	1.2	0	0
Sometimes	2	2.5	4	3.5	0	0	2	2.3	3	4
No data	2	2.5	4	3.5	2	3	0	0	2	3
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

Did they show you how to do the work?

	2014	%	2015	%	2016	%	2017	%	2018	%
Y	81	93	107	95	71	97	81	93	70	92
N	2	2.4	4	3.5	0	0	4	4.6	2	2.7
Sometimes	2	2.3	1	.75	0	0	1	1.2	2	2.7
No data	2	2.3	1	.75	2	3	1	1.2	2	2.6
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

Did you learn any skills from them?

	2014	%	2015	%	2016	%	2017	%	2018	%
Y	56	64.5	82	72.5	50	68	71	81.6	56	74
N	28	32	30	26.5	18	25	15	17.2	16	21
Sometimes	0	0	0	0	0	0	1	1.2	2	2.5
No data	3	3.5	1	1	5	7	0	0	2	2.5
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

Did they praise you when you did something well?

	2014	%	2015	%	2016	%	2017	%	2018	%
Y	75	86.5	99	88	66	90.5	81	93	71	93
N	4	4.5	12	10.5	4	5.5	4	4.6	3	4
Sometimes	4	4.5	1	.75	1	1	1	1.2	0	0
No data	4	4.5	1	.75	2	3	1	1.2	2	3
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

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

	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>
Y	71	82	100	88.5	62	85	85	97.7	65	86
N	11	12.5	9	8	6	8	0	0	5	6
Some staff/ sometimes	1	1	1	1	0	0	0	0	0	0
N/A	0	0	0	0	0	0	0	0	3	4
No data	4	4.5	3	2.5	5	7	2	2.3	3	4
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

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

All 9 cases (100%) indicated that they understood why they were returned to court.

Did you find the breach leaflet helpful?

	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>
Y	2	40	7	47	1	50	5	50	6	67
N	2	40	5	33	1	50	2	20	2	22
Sometimes	0	0	0	0	0	0	1	10	0	0
No data	1	20	3	20	0	0	2	20	1	11
<b>Total</b>	<b>5</b>	<b>100</b>	<b>15</b>	<b>100</b>	<b>2</b>	<b>100</b>	<b>10</b>	<b>100</b>	<b>9</b>	<b>100</b>

Were you treated fairly throughout the breach process?

	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>
Y	5	100	11	73	1	50	8	80	9	100
N	0	0	1	7	1	50	0	0	0	0
Sometimes	0	0	0	0	0	0	1	10	0	0
No data	0	0	3	20	0	0	1	10	0	0
<b>Total</b>	<b>5</b>	<b>100</b>	<b>15</b>	<b>100</b>	<b>2</b>	<b>100</b>	<b>10</b>	<b>100</b>	<b>9</b>	<b>100</b>

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

	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>
Employed	55	63	75	66	55	75.5	51	59	55	72.5
Training	1	1	4	3.5	0	0	0	0	0	0
Student	1	1	6	5.5	0	0	2	2.2	0	0
Long Term Sickness Benefit	3	3.5	6	5.5	6	8	8	9	6	8
Unemployed	19	22	20	18	12	16.5	24	27.5	10	13
Retired	2	2.5	1	.75	0	0	2	2.3	1	1.5
Self- employed	2	2.5	0	0	0	0	0	0	0	0
No data	4	4.5	1	.75	0	0	0	0	4	5
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

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

	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>
Y	58	67	66	58.5	49	67	58	66.6	57	75
N	24	27	40	35.5	20	27.5	26	30	13	17
No data	5	6	7	6	4	5.5	3	3.4	6	8
<b>Total</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>

BM/Mar2019