

(12.1)

Probation Client Feedback Questionnaire Results 2019

Total no. of questionnaires completed for 2019: 30

All client comments are recorded as written

Introductory Questions:

Gender:

	2015	%	2016	%	2017	%	2018	%	2019	%
Male	31	81	27	79	21	78	27	90	26	87
Female	6	16	7	21	6	22	3	10	3	10
No data	1	3	0	0	0	0	0	0	1	3
Total	38	100	34	100	27	100	30	100	30	100

Age groups:

	2015	%	2016	%	2017	%	2018	%	2019	%
Under 18	4	10.5	0	0	0	0	3	10	2	7
18-25	7	18.5	10	29	6	22	12	40	8	26.5
26-45	18	47	19	56	11	41	9	30	12	40
45+	6	16	5	15	10	37	6	20	8	26.5
No data	3	8	0	0	0	0	0	0	0	0
Total	38	100	34	100	27	100	30	100	30	100

Origin:

	2015	%	2016	%	2017	%	2018	%	2019	%
Jersey	27	71	21	62	16	59	16	53	22	73.5
UK	3	8	4	12	7	26	6	20	1	3.5
Portugal/ Madeira	7	18	8	23	2	7.6	5	17	3	10
Poland	1	3	1	3	1	3.7	2	7	2	6.5
Other	0	0	0	0	1	3.7	1	3	2	6.5
Total	38	100	34	100	27	100	30	100	30	100

(12.1)**1. Were you given any leaflets at the start of your Order?**

	2015	%	2016	%	2017	%	2018	%	2019	%
Y	29	76	20	59	17	63	19	63	23	77
N	1	3	4	12	4	15	6	20	1	3
Unsure	8	21	10	29	6	22	5	17	5	17
No data	0	0	0	0	0	0	0	0	1	3
Total	38	100	24	100	27	100	30	100	30	100

2. If yes, (23 clients), did you find them useful?

	2015	%	2016	%	2017	%	2018	%	2019	%
Very Useful	9	31	3	9	8	47	5	26.5	9	39
Quite useful	15	52	16	47	9	53	13	68.5	12	52
Not very useful	4	14	3	9	0	0	1	5	0	0
Not useful at all	0	0	1	3	0	0	0	0	0	0
No data	1	3	11	32	0	0	0	0	0	0
Didn't read	0	0	0	0	0	0	0		2	9
Total	29	100	34	100	17	100	19	100	23	100

3. In general, have you been seen on time?

	2015	%	2016	%	2017	%	2018	%	2019	%
Within 5 mins	33	87	27	79	27	100	26	87	25	83.5
Within 15 mins	3	8	7	21	0	0	2	7	5	16.5
Within 30 mins	2	5	0	0	0	0	0	0	0	0
Over 30 mins	0	0	0	0	0	0	1	3	0	0
No data	0	0	0	0	0	0	1	3	0	0
Total	38	100	34	100	27	100	30	100	30	100

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4. Do you feel you have been treated with respect?

	2015	%	2016	%	2017	%	2018	%	2019	%
Yes, always	35	92	32	94	27	100	26	87	29	96.5
Yes, mostly	2	5	1	3	0	0	4	13	1	3.5
Occasionally	0	0	0	0	0	0	0	0	0	0
No, never	0	0	1	3	0	0	0	0	0	0
No data	1	3	0	0	0	0	0	0	0	0
Total	38	100	34	100	27	100	30	100	30	100

5. Do you feel you were listened to?

	2015	%	2016	%	2017	%	2018	%	2019	%
Yes, always	32	84	33	97	26	96.3	26	87	29	96.5
Yes, mostly	5	13	1	3	1	3.7	4	13	1	3.5
Occasionally	0	0	0	0	0	0	0	0	0	0
No, never	0	0	0	0	0	0	0	0	0	0
No data	1	3	0	0	0	0	0	0	0	0
Total	38	100	34	100	27	100	30	100	30	100

6. Is English your first language?

	2015	%	2016	%	2017	%	2018	%	2019	%
Y	30	79	25	74	24	89	23	77	22	73.5
N	7	18	9	26	3	11	7	23	8	26.5
No data	1	3	0	0	0	0	0	0	0	0
Total	38	100	34	100	27	100	30	100	30	100

7. If no, (8 clients), do you feel you were given adequate support, such as a translator or translated documents?

	2015	%	2016	%	2017	%	2018	%	2019	%
Yes, lots of support	2	28	5	56	2	66.6	5	72	6	75
Some support	3	43	3	33	0	0	1	14	0	0
No support	1	14.5	1	11	0	0	0	0	0	0
Support not needed	1	14.5	0	0	1	3.4	0	0	0	0
No data	0	0	0	0	0	0	1	14	2	25
Total	7	100	9	100	3	100	7	100	8	100

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Your Order:

1. Which areas of your life has your supervising officer helped with?

	2015	%	2016	%	2017	%	2018	%	2019	%
Education	6	16	2	6	4	15	2	7	0	0
Employment	7	18	10	29	5	18.5	7	23	6	20
Financial	7	18	1	3	4	15	8	27	4	13
Family life	15	39	14	41	17	63	13	43	16	53
Accommodation	5	13	1	3	6	22	6	20	7	23
Alcohol / drug problems	17	45	17	50	11	41	14	47	14	47
Emotional / Personal probs.	23	61	19	56	17	63	19	63	19	63
Health	7	18	5	15	6	22	5	17	8	27
Leisure	1	3	3	9	4	15	4	13	5	17
Ways to stay out of trouble	24	63	27	79	21	78	23	77	19	63
Other (gym; general support; coping strategies; mental health)	0	0	5	15	0	0	1	3	1	3

2. In which areas of your life do you feel that the help you received was not enough?

	2015	%	2016	%	2017	%	2018	%	2019	%
Education	1	3	1	3	0	0	1	3	0	0
Employment	1	3	0	0	0	0	1	3	0	0
Financial	1	3	1	3	0	0	2	7	0	0
Family life	2	5	0	0	1	3.7	0	0	1	3
Accommodation	2	5	1	3	0	0	2	7	1	3
Alcohol / drug problems	2	5	1	3	0	0	1	3	3	10
Emotional / Personal probs.	1	3	1	3	1	3.7	1	3	0	0
Health	0	0	0	0	0	0	0	0	1	3
Leisure	0	0	0	0	0	0	0	0	1	3
Ways to stay out of trouble	3	8	0	0	1	3.7	2	7	3	10
None	22	58	13	38	18	66.7	13	43	17	57

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3. Are you aware that a supervision plan was made for you?

	2015	%	2016	%	2017	%	2018	%	2019	%
Yes	35	92	31	91	21	77.8	27	90	26	86.5
No	3	8	3	9	5	18.5	1	3	3	10
No data	0	0	0	0	1	3.7	2	7	1	3.5
Total	38	100	34	100	27	100	30	100	30	100

4. Were you involved in deciding what was included in your Supervision plan?

	2015	%	2016	%	2017	%	2018	%	2019	%
Yes	18	47	16	47	15	55.6	20	67	17	56.5
To some extent	16	42	13	38	7	26	7	23	8	26.5
No	3	8	3	9	1	3.7	1	3	3	10
N/A	0	0	2	6	1	3.7	0	0	0	0
No data	1	3	0	0	3	11	2	7	2	7
Total	38	100	34	100	27	100	30	100	30	100

5. Do you feel that this has been followed?

	2015	%	2016	%	2017	%	2018	%	2019	%
Yes	32	84	29	85	21	78	27	90	24	80
To some extent	4	10.5	1	3	2	7.4	0	0	3	10
No	0	0	1	3	0	0	0	0	0	0
N/A	0	0	2	6	2	7.3	0	0	0	0
No data	2	5.5	1	3	2	7.3	3	10	3	10
Total	38	100	34	100	27	100	30	100	30	100

6. Do you feel that the number of appointments given to you were sufficient to help you?

	2015	%	2016	%	2017	%	2018	%	2019	%
Yes - sufficient	38	100	32	94	27	100	29	97	30	100
No – I needed to be seen more often	0	0	1	3	0	0	0	0	0	0
No data	0	0	1	3	0	0	1	3	0	0
Total	38	100	34	100	27	100	30	100	30	100

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7. Were you able to see your Probation Officer urgently if you had a problem?

	2015	%	2016	%	2017	%	2018	%	2019	%
Yes – my PO or someone would see me	37	97	31	91	27	100	26	87	29	97
No – nobody was available to see me	0	0	0	0	0	0	0	0	0	0
N/A	0	0	2	6	0	0	1	3	1	3
No data	1	3	1	3	0	0	3	10	0	0
Total	38	100	34	100	27	100	30	100	30	100

8. To what extent did your Probation Officer give you positive encouragement and praise for things you were doing well?

	2015	%	2016	%	2017	%	2018	%	2019	%
A great extent	33	87	30	88	26	96.3	27	90	27	90
To some extent	5	13	3	9	0	0	2	7	3	10
Very little extent	0	0	0	0	0	0	0	0	0	0
No data	0	0	1	3	1	3.7	1	3	0	0
Total	38	100	34	100	27	100	30	100	30	100

9. Was the effect of your offence on the victim discussed with you?

	2015	%	2016	%	2017	%	2018	%	2019	%
Yes	25	66	26	76	17	63	23	77	13	43.5
No	0	0	0	0	0	0	0	0	0	0
To some extent	5	13	2	6	3	11	2	7	6	20
N/A	7	18	5	15	6	22.3	5	16	7	23.5
No data	1	3	1	3	1	3.7	0	0	4	13
Total	38	100	34	100	27	100	30	100	30	100

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10. Has this had any impact on how you have behaved since?

	2015	%	2016	%	2017	%	2018	%	2019	%
Yes	28	74	26	76	22	81.5	25	83	20	67
No	3	8	1	3	2	7.5	1	3	4	13
NA	1	2.5	0	0	0	0	0	0	1	3
No data	6	15.5	7	21	3	11	4	14	5	17
Total	38	100	34	100	27	100	30	100	30	100

Programmes:

1. Have you taken part in any programmes as part of your Order?

	2015	%	2016	%	2017	%	2018	%	2019	%
Yes	19	50	18	53	20	74	13	43.5	11	37
No	17	45	15	44	6	22	16	53.5	11	37
NA	0	0	0	0	0	0	0	0	0	0
No data	2	5	1	3	1	4	1	3	8	26
Total	38	100	34	100	27	100	30	100	30	100

2 .If so, which programmes have you taken part in?

	2015	2016	2017	2018	2019
ASG	2	2	4	4	0
ASG 1:1	1	0	0	1	3
ACT	1	0	2	1	0
ACT 1:1	0	1	0	0	0
ADAPT	7	4	5	2	4
ADAPT 1:1	0	0	0	1	0
Emotional Coping Skills	3	3	2	3	2
DBT	0	0	0	0	0
FPS	0	2	3	1	1
OINTOC	7	6	5	1	n/a
SMART	0	0	2	2	n/a
SOTP 1:1	0	1	0	0	0
NA/no data	20	17	1	18	2

1 clients attended 2 different programmes.

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3. Was the purpose of the programme explained to you by your Probation Officer? (11 people attended programmes)

	2015	%	2016	%	2017	%	2018	%	2019	%
Yes	18	95	18	100	20	100	12	92.3	9	82
No	0	0	0	0	0	0	0	0	0	0
No data	1	5	0	0	0	0	1	7.7	2	18
Total	19	100	18	100	20	100	13	100	11	100

4. Did you find that the programme was relevant to you?

	2015	%	2016	%	2017	%	2018	%	2019	%
Very relevant	9	47	9	50	13	65	5	38.5	7	64
Fairly relevant	8	42	8	44	7	35	6	46	3	27
Fairly irrelevant	0	0	0	0	0	0	0	0	0	0
Very irrelevant	1	5.5	1	6	0	0	0	0	0	0
No data	1	5.5	0	0	0	0	2	15.5	1	9
Total	19	100	18	100	20	100	13	100	11	100

5. How useful did you find the programme? (11 clients attended programmes)

	2015	%	2016	%	2017	%	2018	%	2019	%
Very useful	7	37	12	67	13	65	5	38.5	5	45.5
Fairly useful	8	42	5	28	6	30	5	38.5	5	45.5
Not very useful	2	11	1	5	1	5	1	8	0	0
Not useful at all	1	5.5	0	0	0	0	0	0	0	0
No data	1	5.5	0	0	0	0	2	15	1	9
Total	19	100	18	100	20	100	13	100	11	100

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6. Client comments on programmes:

I believe it gave me good structure day by day.

Thank you to all team leaders.

Basic Skills:

0 of the clients surveyed had had help from a Basic Skills tutor

Some Final Questions:

1. How would you rate the relationship with your Probation Officer?

	2015	%	2016	%	2017	%	2018	%	2019	%
Very satisfactory	33	87	28	82	26	96.3	26	87	24	80
Fairly satisfactory	5	13	4	12	0	0	3	10	4	13
Unsatisfactory	0	0	0	0	0	0	0	0	0	0
Very unsatisfactory	0	0	1	3	0	0	0	0	0	0
No data	0	0	1	3	1	3.7	1	3	2	7
Total	38	100	34	100	27	100	30	100	30	100

2. How would you rate your overall satisfaction with the Jersey Probation Service?

0	2015	%	2016	%	2017	%	2018	%	2019	%
Very satisfied	27	71	24	70	22	81.5	24	80	23	77
Fairly satisfied	10	26	6	18	4	14.8	5	17	5	16.5
Fairly dissatisfied	0	0	0	0	0	0	0	0	0	0
Very dissatisfied	0	0	1	3	0	0	0	0	0	0
No data	1	3	3	9	1	3.7	1	3	2	6.5
Total	38	100	34	100	27	100	30	100	30	100

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'Please explain why' - client comments:

The staff are all extremely nice and non-judgemental and really aim to help, advise in moving forward.

My officer done everything they said they would for me.

I got on and did what was expected of me.

My officer is one of the most genuine and understanding people I have ever met.

Has always been ready to advise me and help in any way.

Very helpful and encouraging in what was a very stressful time in my life.

Relaxing, to the point, encouraging.

Very helping and always had my well being in mind.

Everyone was very nice and helpful, never had a problem with anything, for example: changing appointment, very flexible.

A positive connection with *my officer*.

My officer always encouraged me and her door was always open if I needed anything.

Very helpful.

My officer recognised areas where help was needed, and discussed and explained in a way I had to draw my own conclusions.

3. Do you feel that Supervision has helped you reduce your risk of re- offending?

	2015	%	2016	%	2017	%	2018	%	2019	%
Yes	34	89	30	88	25	92.6	27	90	22	73
No	4	11	2	6	1	3.7	1	3	3	10
No data	0	0	2	6	1	3.7	2	7	5	17
Total	38	100	34	100	27	100	30	100	30	100

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4. 'Please give details as to how this experience has affected your life'

Client comments:

Have felt at times my early life has been brought back to the fore and some good and bad memories.

It's given me motivation to go out and get work.

It has made me look at myself and my life in general moving forward.

The experience of my partner being brutally mistreated whilst under the care of the States of Jersey has ruined the past 18 months of my life.

PS. I'd like to end this feedback form by saying the only person that has really been punished for the crimes I committed is my fiancée whom recently tried to take her own life, I'm guessing due to the trauma of being mistreated in Jersey's General Hospital, a situation that has had a huge effect on both our lives.

Affected me psychologically at a fragile time & not good moments of my life.

Helped to keep me on the right path and out of trouble.

It's made me want to better myself not only for myself but more importantly for the sake of my children.

This experience has given me the strength to do better and taught me to occupy myself.

It made me think twice before doing something bad and encouraged me to talk about problems and find the best solution.

Made me think a lot more about my life choices regarding cannabis.

Made me realise the importance of (not just others) all.

Coffee machine.

It was helpful in moments when I felt overwhelmed.

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'Please give details of ways in which you feel the Service could be improved'

Client comments:

I think it would be nice to have an appointment sometimes outside of the office in another setting.

More active cards.

I thought the Probation Service was more than beneficial and of a high professionalism. Full respect to all the staff. I was very satisfied.

The service was good - helped me overcome this phase in my life. I am satisfied. Thank you.

There could be a bit of light music or informative TV or radio in waiting area.

None, *Officer's* a gem.

Everything was perfect for me.

22 clients (73%) agreed for their Probation Officer to see their feedback, 8 had no data.