



Jersey Probation and After-Care Service

Annual Report for 2019 and Strategic Priorities for 2020-2023

The Jersey Probation and After-Care Service exists to provide the Parishes, Courts and Prisons with a high quality information service and to supervise those offenders entrusted to it, in order to reduce re-offending, allow restitution and protect the public.

In family proceedings, the Jersey Family Court Advisory Service provides the Royal Court with reports and advice about the best interests of children.

In all its work the Probation and After-Care Service promotes respect and dignity for all and with due regard to the Council of Europe's Probation Rules, the European Convention on Human Rights and the United Nations Convention on the Rights of the Child.

Contents

Foreword by the Chairwoman of the Probation Board	3
2019 Key Headlines	5
A Client's Voice	6
Probation Board	7
Service Values.....	8
A Client's Voice	9
Chief Probation Officer's Report.....	10
Budget and Expenditure 2019	16
Staff	17
A Client's Voice	18
Annual Statistical Summary 2019	19
Criminal Justice.....	19
Jersey Family Court Advisory Service.....	32
Strategic Priorities 2020-2023	34
Strategic Priority 1	34
Strategic Priority 3	35
Strategic Priority 4	36
Strategic Priority 6	37
Strategic Priority 7	37
Glossary of Abbreviations Used in the Service	39

Foreword by the Chairwoman of the Probation Board

My grateful thanks go to all members of the Board for their constant dedication to the Service; and I extend a warm welcome to the newest members to the Board. Jurat Steven Austin-Vautier enjoyed a successful career as an Officer in the Royal Air Force before his appointment as the Magistrate's Court Greffier and then Chief Officer for Home Affairs. Jurat Gareth Hughes is a highly respected GP with wide experience including five years as a council member of the Institute of Psychosexual Medicine. Both join a very strong Board consisting of six Jurats of the Royal Court.

Jurat Jerry Ramsden spent his working life in UK newspapers culminating in 14 years as Managing Director of the Jersey Evening Post and Guernsey Press; Jurat Pamela Pitman was a highly respected Head Teacher here in Jersey for 14 years; Jurat Robert Christensen MBE was CEO of Volaw Group for 30 years, Chairman of Jersey Finance for four years, and a director of the CI Stock Exchange for eight years. Formerly a Chartered Librarian, I served six years at national level on the Board of Amnesty International's UK section in London, and 10 years on the Bench of Jersey's Lower Court, as a member of the Youth Court Panel, prior to my election to the Royal Court - where I am in my 9th year of service as a Jurat, and my 2nd as Lieutenant Bailiff of Jersey.

I would like to take this opportunity to thank Jurat Tony Olsen who resigned from the Probation Board in 2019 due to his other commitments as Lieutenant Bailiff. I have valued his wisdom and experience.

The Board is delighted with our very positive working relationship with the Minister for Justice and Home Affairs and his Assistant Minister, both of whom we are always delighted to welcome to our meetings whenever their busy States Assembly schedules allow.

Our new Chief Probation Officer, Mike Cutland, has truly 'hit the ground running' and I cannot speak highly enough of the level of enthusiasm, energy, creativity, and sheer capacity for hard work which he has shown from 'Day One'. My very grateful thanks therefore, on behalf of the Board, to Mike – for nurturing and indeed developing the very close and positive relationship which the Board has always had with the Chief Officer, and indeed the whole Service.

2019 saw the creation of a new management team, with promotions for Natalie Austin and Andy Le Marrec. Their work has made an important contribution to the maintenance of high service standards. These have led to an extremely high rate of completed Probation Orders, Community Service Orders, and periods of supervision imposed at Parish Hall level. The high satisfaction rates expressed by clients of the Service are also most encouraging, and the judges and Jurats continue to be impressed by the extremely high quality of Social Enquiry Reports prepared by Probation Officers, which are invariably a great help to us in making our court decisions.

This year was tinged with sadness due to the serious illness suffered by Mark Saralis – a loyal and dedicated member of the Service over some 15 years. Once again, the Board wishes to thank Mark for his invaluable contribution over such a long period, and the Board sends him every good wish for his continued recovery.

During the past year, JFCAS was inspected by Ofsted, and was commended for the quality of its front line social work with children and families. The Service acknowledges the relevance of some very helpful recommendations and these are already beginning to be implemented.

Unfortunately, there remains much uncertainty about the future governance of the Service, which continues to be profoundly unsettling and regrettable. The current governance arrangements have stood the test of time and, hitherto, have provided effective oversight of JPACS to the satisfaction of the courts, and indeed government, to date. It is important to stress, therefore, that a recent review of governance arrangements did not emanate from any shortcomings of the Probation Board, but rather from a perception held by the public service that the present structure does not fit with recognised governance structures in the modern workplace. The Board must be satisfied that change will add value. To that end, it welcomes, indeed expects, prior consultation as new proposals are formulated.

The call for change in governance arrangements is all the more perplexing when it is apparent that JPACS remains a very strong performer indeed - and there is no doubt at all that it has the confidence of the Courts, in addition to its excellent working relationships with a wide range of other key agencies, and the general public. Furthermore, it is notable that the Service has developed a 'four year strategy', demonstrating its commitment to continuous improvement, and strong and invaluable service to the Island.

As I write this foreword, we remain in 'lockdown' resulting from the current Covid 19 pandemic crisis; but I am immensely pleased, and indeed proud, to report that the Jersey Probation and After-Care Service is continuing to provide our Island community with an exemplary service, of the highest possible standard.

Jurat Collette Crill, Lieutenant Bailiff
Chairwoman of the Probation Board
9 May 2020

2019 Key Headlines

439 reports were prepared for the criminal justice system

540 new cases were supervised by the service

16,253 hours of work were completed by the community service scheme

100% of probation clients surveyed felt they were given sufficient help

77% of clients completed their probation orders

82% of clients completed their community service orders

96% of community service clients thought they were always treated with respect

88% of probation clients surveyed thought supervision had helped to reduce their risk of reoffending

91% of community service clients felt their work benefited the community

130 families received a service from JFCAS

A Client's Voice

"On my first day of Community Service, I realised to myself that I would do my utmost to face up and do my time of work. Back to reality, I understood the rules and regulations they tell us to do which is simple enough; no swearing, no mobile phones switched on, be fit for work, take any medication required, eat and drink only when it is break time unless of course to drink water, e.g. in hot dry weather or to take medication.

I received extremely good professional advice from the persons in charge of our Community Service work, they understood and listened to us. The managers always, for which I am grateful for, made sure there were six people I would be working with, and advised me not to work at weekends as there would be more people in the working environment, which I felt I would not cope with.

The outside work helped me enormously, whatever the weather, this really helped my confidence.

I was introduced by my Probation Officer to her colleague who managed the restorative justice scheme and she suggested I write to the two people that I assaulted. This helped me greatly to face up to what I did, but also to go forward in being a more understanding person, to face reality and regret, and also to make a new change in myself.

I was also in different meetings in small groups with other people in the same sort of boat as me. I was introduced to the probation officers running the Emotional Coping Skills programme. Going to these groups helped me to build confidence in myself, be aware of my thoughts and anxieties and to accept my emotions.

I also have an Active Card which allows me to go out, swim and exercise to build up my strength for the outside.

Although I have been ill and also bereaving, it is starting to come out at long last.

So I am more day by day becoming me. Allowing myself step by step to be a better person."

Probation Board

The Probation and After-Care Service is a department of Jersey's Judiciary. The Probation Board is appointed by the Bailiff on behalf of the Royal Court to oversee the work of the Service and consists of Jurats (elected Judges of the Royal Court of Jersey).

From November 2017 the Minister for Home Affairs and the Assistant Chief Minister have been invited to attend Probation Board meetings.

Probation Board Membership – January 2020
Chair of Probation Board Jurat C.A. Crill, Lieutenant Bailiff
Probation Board Members Jurat S.A. Austin-Vautier Jurat R.A. Christensen MBE Jurat G. Hughes Jurat P. Pitman Jurat J.J. Ramsden

Service Values

The Jersey Probation Service aims to demonstrate the following values in its work which are in accordance with the European Convention on Human Rights and the United Nations Convention on the Rights of the Child. These values underpin all that we do:

Respecting human dignity

We believe everyone has the right to be valued and to be treated with fairness and respect.

Promoting equality and diversity

We understand and respond to people's unique needs and seek to assist those who need extra support to express their views. We recognise the 'voice of the child' must play a part in all our work with adults, families and the wider community.

Recognising people's capacity to change

We believe all people, given the right circumstances and support, have the ability to change and develop.

A commitment to promoting social justice and inclusion with our partners

We work with other partners to eliminate discrimination and promote respect for diversity and equality in Jersey.

Contributing to a safer community

Our work helps people to change problematic behaviours and contributes to public safety.

Raising Awareness of victims and the impact of behaviour on others

We promote the safety and wellbeing of victims and vulnerable people.

Acting with honesty, professionalism and accountability

We work with honesty and compassion and encourage a culture of people taking responsibility for their actions. We try to provide efficient and value for money services.

Responsibility for our colleagues

We create a working culture where wellbeing and learning are actively promoted.

A Client's Voice

"The fantastic news was that I got my old probation officer back again. I was very relieved as she is a very good person, she does not judge, makes me feel very welcome and comfortable.

Last time I was on probation I hardly turned up as I wasn't in a good place. This time I'm turning up every week because it's all constructive. My probation officer is very positive how she spoke to me. She has been very helpful and got me on two courses, one with a tutor for maths and the other is a mindfulness course (Emotional Coping Skills), which is very good, very positive.

I felt this time around when I was with my probation officer she would support me and make me feel better about myself, I feel as though I've known her since being a child, that's how comfortable she makes me feel. Also, with my housing problem, she got in touch with housing and made applications and wrote letters to the trust. She has tried so hard, she has been amazing, never gave up. She has also helped sort out my rent arrears with Citizen's Advice. I will miss her when I've finished, she is a credit to the Probation Service."

Chief Probation Officer's Report

Introduction

Chairwoman and members of the Probation Board of the Royal Court, I have the pleasure of submitting the Jersey Probation and After-Care Service (JPACS) Annual Report for 2019 and the Strategic Priorities for 2020-2023.

This has been the first year in which I have had the privilege of leading the Service as Chief Probation Officer. The work of the Service continues to be demanding and complex, but carrying with it an opportunity to make an important contribution to Jersey. I am fortunate to lead a team who are committed to working with clear values, professionalism and a desire to achieve positive outcomes for the people of the Island.

Probation officers and community service staff ensure that court orders are managed to encourage rehabilitation and reparation to the community. As with their colleagues in the Jersey Family Court Advisory Service (JFCAS) team, particular attention is paid to promoting the best interests of children.

The work is frequently challenging and colleagues work with clients who are often experiencing confusion, stress and loss. It is common for the team to have to respond to complex situations that risk having an adverse impact on our community and I acknowledge their efforts to unceasingly try to promote positive outcomes. Our front line work is enhanced by a skilled administration team and an experienced group of volunteers who provide so much extra value to our work. I would like to thank them all for the contribution they have made to the Service.

This report will highlight the work we have undertaken in 2019 - the areas where we were successful and some of the issues that remain outstanding and require further development.

Governance

There still remains uncertainty as to whether the governance of JPACS should be moved from the Jersey Royal Court to the Ministry of Justice and Home Affairs. The present arrangement continues to work well and has the confidence of the courts, who value the service they receive from an independent department. There has been no criticism of performance and, as the report will detail later, the Ofsted inspection into JFCAS highlighted an excellent standard of social work received by families. Of course, a resistance to change should not be a default position as this results in unhealthy stagnation.

However, the Service is constantly evolving with the support of the Probation Board and any proposed change to the governance arrangements needs to be very carefully considered and a wide range of stakeholders engaged to ascertain whether it is ultimately in the public interest. Significant factors to be considered include the impact on the confidence of the courts and the likely separation of JFCAS from the department with the loss of the efficiencies we have achieved through the sharing of resources. The effect on Service morale should also not be underestimated.

It should be noted that the Probation Service actively continues to work with Government and other organisations to remain successful. Partnership arrangements with the Prison Service, Police, Safeguarding and Jersey Multi Agency Public Protection Arrangements (JMAPP) boards are but a few examples of our commitment to effective multiagency working. Our work demonstrates our alignment with several of the key priorities of the Government, particularly recognising the needs of children, developing a skilled workforce, improving islanders' wellbeing and protecting our environment.

During 2019 the Service was audited, in conjunction with other non-ministerial departments, by the Comptroller and Auditor General. This evaluated the arrangements for governance and accountability. The report recognised the Probation Service's commitment to quality of assurance, highlighting the Ofsted inspection, and its performance monitoring and efforts to be transparent.

Staffing

In 2019 the Service reorganised its management structure to meet increasing demands whilst achieving savings. These changes saw Natalie Austin promoted to team manager where she works alongside David Trott. In addition, Andy Le Marrec was promoted to community service manager.

In September we were shocked and saddened to learn that one of our probation officers, Mark Saralis, had suffered a stroke. A gifted and innovative professional, Mark has been unable to return to work and has been missed. He is an immensely popular colleague and the Service has received many messages of support from his clients who have commented about how he has helped them through difficult periods in their lives. We all send Mark good wishes for his recovery.

Amanda Wilson joined the Service as a probation officer during 2019. Amanda is an experienced social worker who was an impressive student whilst on a student placement with the Service several years ago. Similarly, we were delighted to have offered posts to Tanja Tinari and Laura Cardinal who began work in the JFCAS team. Both bring a wealth of knowledge to the role as social workers. Chris Langford left JFCAS to pursue another career and we are grateful for his tireless work over many years in both criminal justice and family social work.

In our community service team Peter Bisson retired and was replaced by Lee Bishop. Again, I would like to thank Peter for the work he undertook for the Service.

We are aware that we need to continue to employ staff of a high calibre and it will be important to develop a training and succession plan that allows new staff to be recruited and trained. This issue is brought into sharper focus by several colleagues reaching a time in their careers where they can retire. Training new staff will require a level of investment that the Service cannot meet from its current budget.

Our work with children

The Service recognises the importance of working with children using a rights based approach where their views can be heard and attempts made to address their needs. The work of JFCAS is dedicated to promoting the best interests of children but this will always be conducted through respectful work with the adults in the child's life. Our work received praise from the Ofsted inspectors. The JFCAS manager, Jane Ferguson, and her colleague, Eleanor Green, received an award from the Safeguarding

Board in January 2019 for their work in helping a family who were experiencing difficulties. This is the second consecutive year that staff have won safeguarding awards and is a testament to the awareness and commitment of the Service.

We have continued to develop a small team of probation officers to work with children and young people. Over the past year there has been investment in assessment training and the understanding of trauma and resilience. This is in line with the recommendations of the youth justice review. Together with colleagues from other agencies there has been a focus on working with children who are the most at risk in our Island, including the potential for sexual exploitation. Efforts have continued to divert children from the court system wherever possible and 2019 saw a reduction in our court based work being offset by increased referrals from parish hall enquiries and voluntary referrals. This is an encouraging trend and, again, consistent with the recommendations of the youth justice review.

The Ofsted inspection of JFCAS

In September 2019 JFCAS was inspected by Ofsted. This consisted of inspectors reviewing service policies, procedures and examining case files. They also interviewed staff, court representatives and other stakeholders about the quality of the work performed by JFCAS. In addition the inspectors observed some direct work with children and their parents.

Overall the final report was very positive. It highlighted areas for development such as the need for policies to be updated and a greater investment in management tasks. However the inspection acknowledged that the Service already had a positive degree of self-awareness and had already started to implement some of the areas of need. What was particularly pleasing was the conclusion that JFCAS is a highly skilled, committed and child focused team that frequently produced work of an outstanding quality and where safeguarding duties are undertaken effectively. The Service is developing an implementation plan to cover the report's recommendations and this is being monitored by the Probation Board.

Workload and Performance

The Service's workload was broadly similar to that of 2018 although there was a small rise in the number of written reports prepared for the courts and the prison. The number of community orders remained virtually the same although we performed over 16,000 hours of community service which is an increase on last year's figure. Based purely on the minimum wage this equates to in excess of £100,000 worth of work being performed for Jersey's non-profit making sector. Probation Orders were completed by 77% of clients and the majority reduced their risk of reconviction.

Our work in the Youth Court has decreased which is a welcome sign. Similarly, fewer children attended parish hall enquiries. However, we saw an increase in the number of children we were asked to supervise from parish hall enquiries, particularly in cases where they were expected to work with the restorative justice officer to apologise to a victim or make other reparation. There was also an increase in the number of children referred by other agencies where it was felt that the Service

had the skills to work with children and their families to prevent an escalation of problematic behaviour. The Service remains committed to the concept of appropriate early intervention.

The number of prisoners with whom we worked increased in 2019, due to a change in practice whereby we offered supervision to all prisoners regardless of the length of sentence. Formerly, supervision was only offered to those who were serving a sentence of six months or more.

We think it is essential to receive and act on regular feedback from our clients and we offer questionnaires to all those who have completed orders. It is heartening to report that all probationers felt that they received sufficient help and that 88% of those surveyed believed that they were less likely to re-offend as a result. The responses from community service clients demonstrated that 96% felt that they were treated with respect and fairness whilst 91% thought that the work they carried out was of benefit to the community. We were also delighted to hear that the health and safety arrangements put in place were regarded as sufficient by 95% of clients. A full report on the feedback we received can be found on www.probation.je

JFCAS saw an increase in private law cases although this was mirrored by a decrease in public law work. A total of 130 cases were worked on during the period January - December 2019. This is on a par with the 136 cases that were worked on during the period January – December 2018.

Contributing to our Community

The Service continues to work successfully with the majority of our clients on probation orders to help them to stop offending, thereby reducing the negative effects to our community. Similarly, our community service scheme has undertaken over 16,000 hours of work for the benefit of the Island.

We are aware though that our ability to help reduce crime and assist offenders to make reparation to the community is enhanced by effective partnership work. Crime is a complex multifaceted issue often reflected by problems with relationships, health, substance misuse, poverty and other social issues. No one service can address it alone. We have therefore worked hard with partner agencies to develop opportunities for our clients to remain offence free. Examples include a regular mental health surgery at the Probation Service and liaison with the Bosdet Foundation and Liberty Bus who have provided training and employment advice.

We continue to try to make our work as accessible as possible to our community. The ADAPT programme remains available to men who are concerned about their behaviour even if they have not been convicted. This allows referrals from the Children's Service, for example, to be given assistance. Similarly the Emotional Coping Skills programme run by probation officers is attended by clients subject to probation orders but also by others who are referred by health professionals.

A significant part of our work involves the safeguarding of children and adults. The Service is represented on the Island's joint Safeguarding Board and contributes to a number of the Board's sub groups. During last year one of our probation officers, Adelaide Ormesher, was seconded to develop and chair a Community Adult Support Panel. This panel aimed to meet the needs of people who fell outside safeguarding criteria but who were deemed to be in need of a coordinated package of care. As a result of this work the Service is working with individuals whose antisocial behaviour had become

problematic for their neighbourhoods and was in danger of leading to prosecution. The preventive element of this work has saved significant expense and distress in these cases.

The Service recognises its role in protecting victims and plays a leading role in the JMAPP and Multi Agency Risk Assessment Conference (MARAC) multiagency groups that are chaired by Chay Pike, seconded probation officer. These groups focus on providing services for those people who pose the most risk of harm in our community and those who are at the highest risk of being victimised by domestic abuse. A key part of a probation officer's work is striking the appropriate balance between promoting rehabilitation and public protection. Our close partnership with the States of Jersey Police is a critical success factor in this area of work and our joint meetings highlight those clients who require the most intensive support and monitoring.

Working with Prisoners

The past year has seen significant work undertaken with our colleagues at the States of Jersey Prison Service. We have continued to offer every sentenced prisoner assistance both during and after sentence and have been discussing a model of intervention with prison colleagues that offers prisoners the best opportunity for rehabilitation. Managers from both services attended a Confederation of European Probation conference with Jurat Ramsden that focussed on rehabilitation. Some of the lessons from this are being implemented, particularly in relation to offending behaviour and training opportunities. We are looking forward to the prospect of being able to deliver the same programmes to prisoners whether they are in custody or released into the community. Similarly, both services have been active in developing proposals for statutory post custodial supervision that will result in released prisoners receiving mandatory supervision from the Probation Service.

In September managers of the Service met with a representative of the Home Office to review the process for transferring prisoners from the UK to Jersey. This has proved problematic in the past and our Service was sometimes not consulted before a released prisoner travelled to Jersey. I believe this meeting allowed us to influence some practice changes that will reduce the risk of unapproved travel by UK prisoners to the Island in an attempt to resettle.

During the same month the Services engaged in a review of joint working and governance arrangements. The review highlighted the important contribution the Probation Service makes to the lives of prisoners both in custody and upon release. It commented upon the positive working relationships between the Services and made a number of recommendations that are being discussed and developed.

A Learning Organisation

In order to provide effective and modern services it is vital that staff continue to have access to high quality research and training. As a member of the Safeguarding Board we are able to access the excellent Research in Practice resources which inform our work. We have also been able to continue our valuable partnership with Dr David Briggs, consultant clinical forensic psychologist, who provides advice for dealing with clients who are assessed as posing a risk of harm to the public.

Some of the other highlights of the year include joint training with the Guernsey Probation Service, which is an effective way of sharing cost and developing important links. In 2019 the training focussed on assessing clients with a history of domestic abuse and other violence. We have benefited from some excellent partnership work with the Education Psychology team, who have trained our team on how adverse childhood experiences can affect resilience and an ability to cope with many situations. In October a trainer from the UK Children and Family Court Advisory and Support Service (Cafcass) delivered training on working effectively with families who are experiencing high conflict. We are hoping that this will signal a burgeoning partnership with Cafcass.

In June David Trott, team manager, was invited to deliver a presentation at the University of South Wales about how our Supervision Skills programme is able to enhance the effectiveness of probation practice.

Looking Ahead to the Future

This report contains the priorities for 2020-2023 that the Service believes will continue to benefit the Island. We feel that these priorities are challenging but realistic and will be reviewed regularly. They cover a range of work in both the criminal and family law fields and anticipate new working arrangements in the supervision of prisoners. They also focus on embracing a rights based approach with clients and echo the Government's commitment to children.

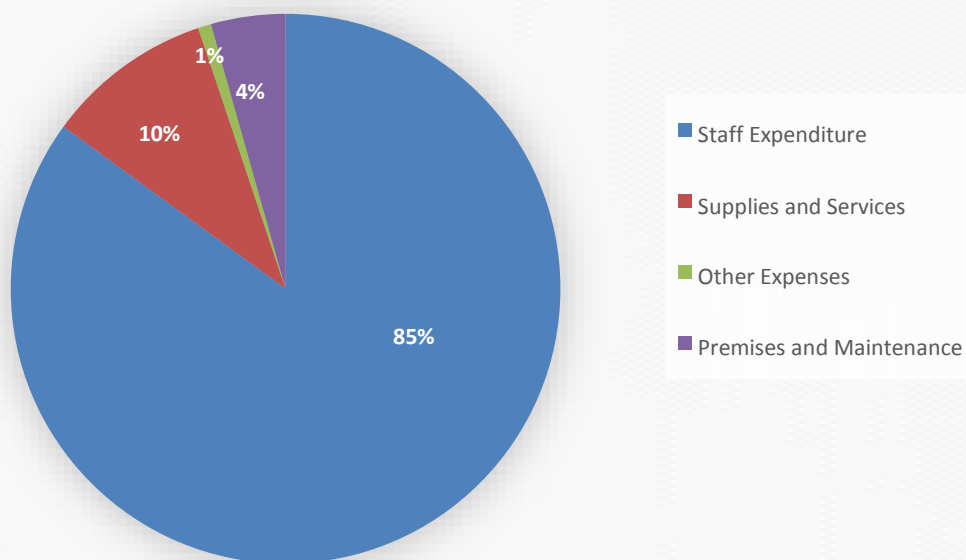
I began writing this report in February but publication has been delayed as adjusting to working throughout the coronavirus pandemic became our priority. The pandemic has brought loss and a sense of uncertainty that will impact all sectors of island life. The necessity of tighter budgets and a willingness to work more innovatively will be an opportunity and challenge to all work forces - the Probation Service will be no exception. However, the professionalism of the team and the quality of work undertaken, leaves me confident that the Service will continue to make a positive contribution to the island.

Mike Cutland
Chief Probation Officer
May 2020

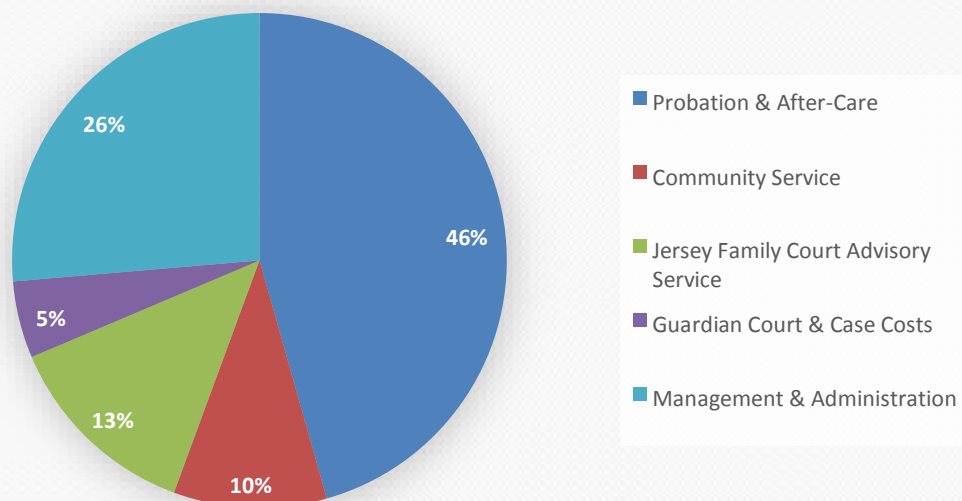
Budget and Expenditure 2019

Probation and After-Care Service Budget & Expenditure	2019 Budget	2018 Final	2019 Final
Probation and After-Care Service	1,993,000	1,981,000	1,903,000
Court and Case Costs	101,000	56,000	101,000
Total	2,094,000	2,037,000	2,004,000

Budget by Expenditure 2019



Budget by Service Area 2019



Staff

Jersey Probation and After-Care Service Staff January 2020		
Chief Probation Officer Michael Cutland		
Probation Team Managers Natalie Austin David Trott	Probation Officers Sarah Barrowcliffe, Susan Brown, Jane Christmas, Sarah Hayward, Lisa Lister, Emma Luce, Adelaide Ormesher, Chay Pike, Mark Saralis, Robert Taylor, Janette Urquhart, Maurilia Veloso, Amanda Wilson	Assistant Probation Officers Nicky Allix, Barbara Machon, Nigel Collier-Webb Restorative Justice Officer Chantelle Rose
Community Service Manager Andy Le Marrec	Assistant Community Service Manager Barbara Machon	Community Service Supervisors Dinah Bentley, Lee Bishop, Charles Browne, Rui de Abreu, Neil Fryer, Peter Hewlett, Stuart McIntyre, Trevor Renouf
JFCAS Team Manager Jane Ferguson	JFCAS Officers Laura Cardinal, Elsa Fernandes, Eleanor Green, Tanja Tinari	Support Services - Office Manager Emilie Eversfield Case Management Assistants Melanie Bradley, Gillian Gosselin, Rui Soares, Rebecca Treacy
Volunteers Julie Bisson, Rosemary Boleat, Guy Le Maistre, Elizabeth O'Connor, Paul Turner, Jenny Watt		

A Client's Voice

“For many years now, I have had contact with the Probation Service for many reasons. This includes being on probation, background reports for court appearances and Community Service. Unfortunately I have always had disappointing contacts, and felt belittled. Until recently that is!

In my latest dealings with the Service I have found that this time my current probation officer has been a rock, as I have been floundering in stormy waters! I must say my probation officer has been a revelation. She has been brilliant and very, very helpful. I have never met anyone so genuine in any of my dealings with establishment, and I grew up in care! It has been a privilege to meet her. Thank you.”

Annual Statistical Summary 2019

Criminal Justice

Key headlines

439 reports were prepared for the criminal justice system

540 new cases were supervised by the Service

16,253 hours of work were completed by the community service scheme

77% of clients completed their Probation Orders

82% of clients completed their Community Service Orders.

130 families received a service from JFCAS

Reports completed

A total of 439 reports (all report types) were completed during 2019, representing a 2% increase on 2018, (431 reports).

Breakdown:

	Social Enquiry Reports					
Court	2015	2016	2017	2018	2019	% change on previous year
Youth	25	32	30	19	13	
Magistrate's	250	251	233	227	209	
Royal	124	97	75	41	72	
Total	399	380	338	287	294	+2.5%

Notes:

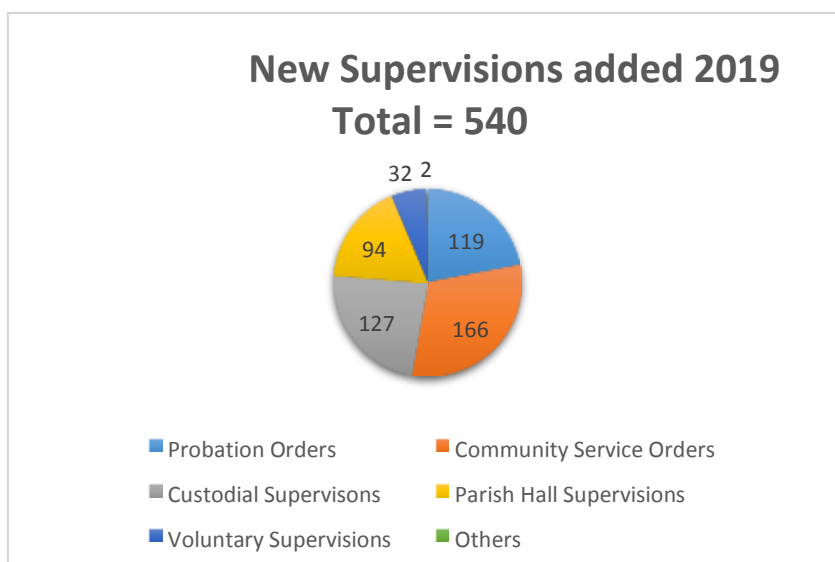
96% of Social Enquiry Reports written met the agreed deadline of being ready for Court either 2 days (for Magistrate's and Youth) or 5 days (for Royal) prior to sentence date.

One Royal Court report was for a young person.

	Stand-downs (verbal “on the spot” reports)					
Court	2015	2016	2017	2018	2019	% change on previous year
Youth	9	2	2	3	1	
Magistrate’s	96	84	65	71	60	
Total	105	86	67	74	61	-17.5%

	Other Reports					
Report type	2016	2017	2018	2019	% change on previous year	
Conditional Early Release	17	11	9	16		
Deportation	15	20	13	19		
Information for Court	30	24	42	44		
Release on Temporary Licence	10	n/a	n/a	n/a		
Sex Offender De-Notification	2	6	6	5		
Total	74	61	70	84	+20%	

New supervisions added – Community & Custodial:



Breakdown of new supervisions:

Probation Orders

New Probation Orders Imposed by Court:	2015	2016	2017	2018	2019	% change on previous year
Youth Court	12	14	20	14	10	
Magistrate's Court	108	112	114	94	100	
Royal Court	34	14	9	10	9	
Total	154	140	143	118	119	0

The main offence groups for new supervisions were violence (39%), followed by road traffic/motoring offences (17.5%), drug offences (11%), larceny (8.3%) and public order (7.5%). *(This is measured by the main offence only, although an individual may have multiple offences).*

The gender split for those placed on Probation in 2019 was 84% male, 16% female (88% male /12% female in 2018).

In addition 1 order imposed in the UK was supervised in Jersey.

Community Service Orders

New Community Service Orders imposed:	2015	2016	2017	2018	2019	% change on previous year
Youth Court	8	7	8	7	1	
Magistrate's Court	180	185	170	140	160	
Royal Court	41	20	12	15	5	
Totals	229	212	190	162	166	+2.5%

The main offence group continues to be those committed under the Road/Motor Traffic Laws (52%), followed by violence (24.3%), public order offences (5%), larceny (5%) and drug offences (3.5%),

The gender split for those placed on Community Service was 86% male and 14% female, (91% male / 9% female in 2018).

64 clients placed on Community Service also received Probation (combination orders) representing 38% of the total, 32% in 2018.

3 orders imposed in the UK were also supervised in Jersey.

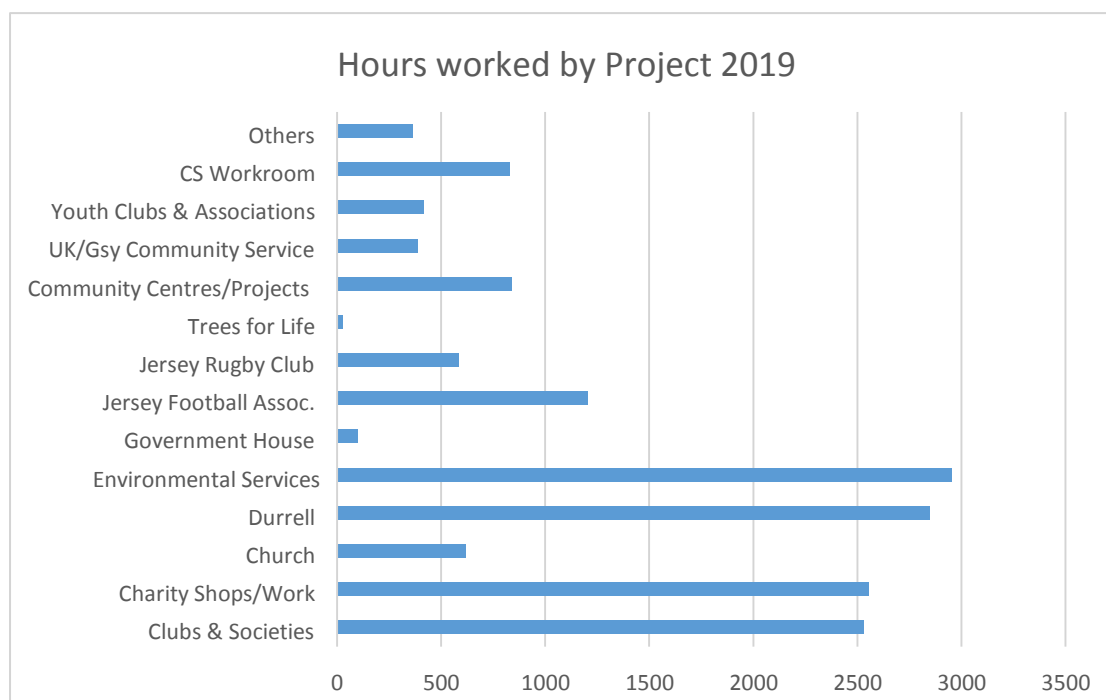
Community Service Orders – hours' analysis

The scheme provided 16,253 hours of free work for the benefit of the island:

CS Orders	2015	2016	2017	2018	2019	% change on previous year
Hours ordered	24079	22978	20202	18255	18369	0
Hours worked	21551	18813	19390	15036	16253	+8%
Average order length	105	108	105	113	111	-2%

29% of community service orders were placed on individual placements.

Hours Worked 2019 by project



Breakdown of Hours worked by project:

Category	CS Hours worked per Year				
	2015	2016	2017	2018	2019
Clubs & Societies	2080.00	1359.50	1932.50	1432.50	2530.00
Charity Shops / Work	4369.00	3094.50	3682.00	2365.50	2556.00
Church	519.00	1478.50	1381.50	1251.00	619.50
Durrell	5107.00	3491.00	2748.50	2975.75	2847.75
Environmental Services	2370.00	3082.50	2814.50	2660.00	2953.50
Government House	567.50	564.50	617.50	465.00	100.00
Jersey Football Assoc.	1570.00	1332.50	1285.00	737.50	1202.50
Jersey Rugby Club	1175.00	1015.00	1144.50	440.00	583.50
Trees for Life	326.50	237.50	472.50	305.00	25.00

Category	CS Hours worked per Year				
	2015	2016	2017	2018	2019
(Continuation)					
National Trust	175.00	15.00	-	-	-
Community Centres/Projects (formerly Parish & Community Facilities)	625.00	390.00	485.50	542.00	840.00
UK/Gsy Community Service	698.00	916.00	689.00	354.00	388.90
Youth Clubs & Associations	457.00	709.00	604.50	734.00	415.50
CS Workroom	1122.00	839.50	867.50	589.00	828.50
Others	252.50	288.00	665.00	185.00	363.00
Total	21,413.50	18,813	19390.50	15036.25	16253.65

Completions of Community Service Orders

Of 172 orders terminated this year, the reasons are as follows:

	2019	%
CS hours completed	141	82
Further offence – revoked & re-sentenced	6	3.5
Failed to comply with requirements – revoked & re-sentenced	13	7.5
Breached – arrest ordered	7	4
Client died	1	.5
Illness	1	.5
Other change in circs	3	2
Total	172	100%

Risk/need profiles on new Probation and Community Service Orders during 2019:

The LS-CMI, a psychometric tool, is used to measure an individual's level of risk of reconviction and criminogenic need

Order type	Risk Band	2019 %
Probation	Low	23.3
	Medium	41
	High	34
	No data	1.7
Community Service	Low	60
	Medium	26.6
	High	11.2
	No data	2.2

Risk of reconviction scores at termination of Probation Orders:

Comparison is made between the LS/CMI score at the end of an individual's Probation Order to that at the start. The 2019 figures below are based on 83 orders terminated during the year across all risk bands:

	Terminations - LS/CMI scores - Year		
Score change:	2017	2018	2019
Decrease %	58	65.5	60.2
Increase %	32	25.7	27.8
No change %	10	8.8	12

Completions – Probation Orders

Of 109 orders terminated this year, the reasons are as follows:

	2018	%	2019	%
Completed (expiry date reached)	97	71.3	82	75.2
Further offence – terminated early	9	6.6	13	12
Failed to comply with requirements – terminated early	17	12.5	7	6.4
Terminated early for good progress	7	5.1	2	1.8
Breached – arrest ordered	3	2.2	4	3.7
Client died	1	.8	1	.9
Other change in circs	2	1.5	0	0
Total	136	100%	109	100%

Parish Hall Enquiries - numbers for under 18 year olds:

	2015	2016	2017	2018	2019	% change on previous year
Parish Hall totals	234	200	218	192	168	-12.5%

Notes:

A small number of young people will have had more than one enquiry.

65% were first offenders, 52.6% in 2018.

14 cases were remanded to Youth Court and one to the Magistrate's Court; similar to 2018.

The majority of enquiries were held in St Helier (46%), followed by St Saviour (19%), St Clement (12.5%) and St Brelade (7%).

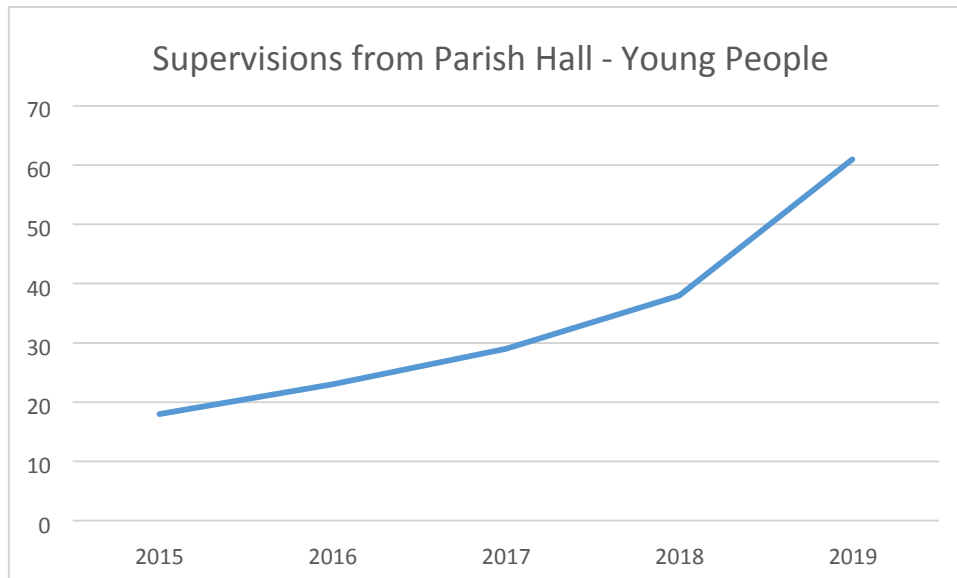
Road and Motor traffic continue to be the main offence group at 42% (down from 57%), followed by drug possession 15.5% (increased from 5.5%); larceny 12% (increased from 5.5%); violence 15.5% (increased from 9.8%), public order 11% (increased from 10.4%) and malicious damage 5% (down from 6%).

Breakdown by Parish:

	2015	2016	2017	2018	2019
PHE - Grouville	1	1	5	1	3
PHE - St. Brelade	19	25	14	14	12
PHE - St. Clement	34	21	30	27	21
PHE - St. Helier	112	101	112	94	78
PHE - St. John	0	3	0	2	0
PHE - St. Lawrence	4	2	8	7	7
PHE - St. Martin	8	4	3	4	4
PHE - St. Mary	5	3	4	2	3
PHE - St. Ouen	1	0	4	1	0
PHE - St. Peter	7	7	5	10	6
PHE - St. Saviour	40	31	32	27	32
PHE - Trinity	3	2	1	2	2
Total	234	200	218	191	168

New Supervisions from Parish Halls: despite a fall in Enquiries, supervisions have increased:

Parish Hall Supervision type for under 18s:	2015	2016	2017	2018	2019	% change on previous year
Deferred decisions with Restorative Justice	9	8	18	18	25	
Deferred decisions with Voluntary Supervision	6	6	7	9	17	
Deferred decisions with Alcohol & Drug Education	3	9	4	11	19	
Total	18	23	29	38	61	+60%



Adult Parish Hall supervisions:

There were also 33 adult Deferred Decisions from Parish Hall, of which 3 were for voluntary supervision and 30 for Alcohol/Drug education. The latter compares to 52 in 2018, however new adult cases moved to the Alcohol and Drug Service during the last third of 2019 so do not reflect a full year.

Voluntary community supervisions (non- Parish Hall):

Voluntary Supervisions	2018	2019
Young People	2	10
Adults	31	27

Voluntary Supervisions consist of self-referrals, other agency referrals and ADAPT (domestic abuse programme) non-Probation referrals.

Completions of Deferred decisions from Parish Hall with either Voluntary Supervision, Restorative Justice or Alcohol & Drug education (all age groups)

Of 78 orders terminated this year, the reasons are as follows:

	2019	%
Completed (expiry date reached)	71	91
Failed to comply with requirements	4	5
Other change in circs	3	4
Total	78	100%

Custodial Supervisions

New Custodial Supervisions	2015		2016		2017		2018		2019		% change on previous year
	Adult	Yth	Adult	Yth	Adult	Yth	Adult	Yth	Adult	Yth	
Youth Court	0	1	0	1	0	1	0	1	0	0	
Magistrate's Court	14	0	10	0	28	1	44	1	60	0	
Royal Court	70	13	64	1	63	1	39	2	61	6	
Sub totals	84	14	74	2	91	3	83	4	121	6	
Total	98		76		94		87		127		+46%

Notes:

Youth Custodial supervision applies to those aged 21 and under.

As from spring 2019, Custodial supervision was offered to all prisoners regardless of length of sentence (previously 6 months and over or 4 months for young people).

Prison releases

Of the 74 prisoners recorded as released on-island during 2019, 36.5% were on some form of supervision:

Release type	Year				
	2015	2016	2017	2018	2019
Conditional Early Release	n/a	9	10	11	11
Home Curfew Licence	8	6	n/a	n/a	n/a
Released no further supervision	32	38	37	30	47
Voluntary After Care	15	27	20	22	16
YOI Licence	8	9	3	6	0
Total	63	89	70	69	74

Restorative Justice

The yearly summary reveals RJ officer involvement in relation to 66 clients across all supervision types, (57 in 2018).

The work undertaken included:

- 17 face to face apologies, (14 in 2018)
- 4 letters of apology, (13 in 2018)
- 6 Restorative Justice Conferences held, (7 in 2018)
- 2 'Making Amends' actions
- RJ client meetings included: 4 prison visits, 10 school visits, 1 Greenfields visit and 57 office meetings

A number of young people offered to make amends by carrying out work, however due to their age, health and safety or insurance issues this has not always been possible.

Basic skills / Mentoring support from the Probation Volunteer Team

- 9 clients received tutor support with a total of 28 tutor sessions delivered, (9 clients /44 sessions in 2018)
- 5 clients received mentor support

Total caseload as at 31.12.19

As at 31 December 2019 (point in time), the total caseload stood at 363 cases, which is 5% lower than the 384 cases as at 31.12.18.

The 363 cases were made up of 320 individuals; please note a person may be subject to more than one order of either a different or the same type.

Jersey Family Court Advisory Service

JFCAS new cases added during 2019:

	Private Law	Public Law	Adoption	Total nr. of new cases
2016	72	16	11	99
2017	66	33	7	106
2018	59	35	13	107
2019	63	20	8	91

JFCAS worked with 130 children and family cases during the period January - December 2019. This is on a par with the 136 cases that were worked on during the period January – December 2018.

Private Law

Private law work refers to applications, following a divorce or separation, about the arrangements for children. These can include where children will live or how often they will have contact with a parent.

Of the 63 new applications 26 of them (41%) had Children Service involvement and/or required expert reports to be commissioned. This figure is a little higher than last year's figure of 37%. This suggests that the nature of private law applications continue to be complex in nature, often with safeguarding concerns that need to be addressed.

Only 9% of cases resulted in a contested hearing before a court as parents had been able to agree a course of action after meeting with the JFCAS Officer although in the interests of accuracy some of those cases may come to trial in 2020. The four applications to remove from the jurisdiction all settled without a contested hearing.

Public Law

Public law work refers to cases where the Children's Service, on behalf of the Minister for Children and Housing, make an application for a Court Order, for example a Care Order, to safeguard the welfare of a child.

The figure of 20 cases is broken down as follows:

- 13 new Care Order applications
- 1 Emergency Protection Order application
- 5 applications for contact/residence for children who are in the Care of the Minister
- 1 application under Hague Convention legislation.

This figure is significantly less than last year (42%). However, it should be noted that there were no Secure Accommodation Order or extensions to those applications, neither were there any applications to place children in the care of the Minister outside of the jurisdiction. Thus, this can be seen as a positive trend that children are remaining on the Island and suggests that strategies put in place to deal with troubled children are working, so reducing the need to resort to Secure Accommodation Orders.

Adoption

Of the 8 adoption applications, 7 involved children who had been subject to care proceedings and subsequently freed for adoption. The other application was a step-parent adoption.

Strategic Priorities 2020-2023

Strategic Priority 1

- 1. To provide an information and assessment service to Parish Halls, Courts, Prisons and the Minister for Home Affairs that is timely, fair and enhances decision making.**

The provision of high quality reports and assessments is important for courts and other tribunals to make informed and fair decisions. This will also be more likely to gain the confidence of clients. The Service will ensure the quality of its work is continuously monitored through a range of audit measures including comments from the courts and other stakeholders. This quality assurance framework will lead to the Service developing the way it provides information.

Key actions and measures of success

- i. At least 95% of reports to be submitted within agreed timescales to the criminal courts.
- ii. All JFCAS reports to be allocated within five working days of the court order.
- iii. Private law reports prepared for the family court to result in at least 20% of cases being able to avoid a contested hearing.
- iv. All Social Enquiry Reports relating to domestic or sexual abuse to continue to represent evidence of accredited risk assessments.
- v. We will measure the quality of court reports through feedback processes and internal audit systems. Analysis of outcomes will inform the development of future work.

Strategic Priority 2

- 2. To provide effective supervision of orders throughout the criminal justice system which assists rehabilitation, reduces reoffending and demonstrates benefit to the community.**

The supervision of clients will be based on evidence based practice in order to help people stop offending and reduce the number of victims. We will monitor the number of completed orders and the impact our work has on risk of reconviction. The views of clients, victims and community service beneficiaries will be sought in order to ensure that our work remains relevant and effective.

Key actions and measures of success.

- i. At least 75% of clients subject to a probation or community service order to have completed their order.
- ii. At least 66% of clients to have reduced their risk of reconviction by the end of their probation order.

- iii. At least 85% of clients subject to probation orders to report that they felt the period of supervision will help them to stop offending.
- iv. For at least 90% of community service beneficiaries to report that they are satisfied with the work they received.
- v. At least 75% of victims who participate in the restorative justice initiative to report that they felt satisfied by the service they received
- vi. To contribute to longitudinal reconviction studies in order to monitor the effectiveness of the community orders.
- vii. Auditing the adherence to supervision standards for probation and community service clients by the end of 2020 in order to ensure the provision of an equitable service.

Strategic Priority 3

3. To provide services that promote public protection and safeguarding.

Promoting public protection and keeping vulnerable members of our community safe are key priorities in our work. The Service will continue to contribute to the work of multiagency forums as research has demonstrated that public protection and safeguarding is enhanced when agencies share appropriate information and work together. The Service will provide staff with specialist training to work effectively with those people who pose the highest risk of causing harm to others and those who are particularly vulnerable. It will audit the work with these clients to ensure that assessments and interventions are of the highest standard possible.

Key actions and measures of success

- i. To continue the Service's contribution to the JMAPP and Safeguarding Partnership Board by demonstrating an active participation in their functions at both strategic and operational levels.
- ii. All staff will receive safeguarding training that is appropriate for their role and for evidence of safeguarding work to be audited.
- iii. Probation officers will demonstrate awareness and expertise in their work with sexual and domestic abuse perpetrators through a development programme with clinical forensic psychologists. This will be measured by the successful completion of training and an audit of skills in programme delivery.
- iv. Continuing to deliver a domestic abuse programme and measuring programme effectiveness through police call out data, programme completion and client and victim feedback.
- v. Auditing the case files of clients who are subject to probation orders for offences involving a risk of harm to the public. The audit will review the quality of supervision, monitoring, interventions and victim safety plans.

- vi. Reoffending by clients under Service supervision involving serious harm to the public will be managed through the Service's serious incident review process which involves case audit and the sharing of any learning.

Strategic Priority 4

4. To promote the best interests of children throughout our work.

The services we offer to children and their families will be undertaken in accordance with the United Nations Convention on the Rights of the Child (UNCRC). Staff working with children will have appropriate qualifications and receive specialist training that will allow them to discern 'the voice of the child' and to undertake work that is in the best interests of children. The Youth Justice Report 2018 urges a "child first, offender second" approach and the Service will be implementing the report's recommendations. In the field of family law, JFCAS will continue implementing the recommendations from the Ofsted report and continue to work with Cafcass as a critical friend.

Key actions and measures of success

- i. Conducting internal audits of JFCAS cases and cases where children are being supervised by Probation Officers in order to ensure that the voice of the child is articulated in our work.
- ii. Consulting with children and young people to gain their experience of the accessibility of service materials and resources. Feedback will be used to develop services.
- iii. Developing and reviewing service interventions for children supervised by the Service.
- iv. Staff to demonstrate an awareness of children's rights and trauma informed practice throughout their work following training in these subjects. Supervision and audit will be used to measure the success of the training.
- v. Introducing a system for supporting bail and remand arrangements in conjunction with CYPES by the end of 2020
- vi. Diverting children from court wherever possible and seeking to ensure that at least 75% of children successfully complete periods of supervision ordered by Centeniers.

Strategic Priority 5

5. To further develop a partnership with the States of Jersey Prison Service that promotes rehabilitation for prisoners and public safety.

The Probation and Prison services will work together to develop an integrated approach to help prisoners throughout their sentence and upon release. Joint working will provide prisoners with opportunities to address their offending behaviour and receive the help and support they require to

resettle in the community. The model will also ensure that the needs of victims and the wider public are considered throughout our work.

Key actions and measures of success

- i. Clear working practices will be agreed for the management of prisoners throughout their sentence and during the post custodial supervision. These will be subject to review to ensure that they are effective in meeting rehabilitation and public protection principles.
- ii. Joint working with staff from the States of Jersey Prison Service will result in both services being able to deliver the same sexual offending and domestic abuse programmes. Initial training will commence in 2020.
- iii. The Probation Service will contribute to every prisoner's pre-release plan. The provision of interventions will be audited by the end of 2020 to ensure that risk and need are being adequately addressed.

Strategic Priority 6

6. To remain influential in the criminal justice and family justice systems through effective partnership work, in order to promote the best possible outcomes for clients of the Service.

The Service must play a key role in contributing to strategic and operational forums to develop its own work and to promote positive outcomes for the people of the Island. It will provide information and data about its work for staff, stakeholders and the wider public. Key areas in our work will include substance misuse, access to child and family services, mental health provision and meeting accommodation and employment needs. In particular, the Service has a responsibility to highlight and attempt to resolve issues that impact upon its work. This can often be most effectively undertaken with other agencies and requires partnerships based on vision, trust and appropriate challenge.

Key actions and measures of success

- i. Continuing the Service contribution to criminal and family justice arenas.
- ii. Monitoring the effectiveness of partnerships with other agencies. This will be measured by feedback and whether partnership working results in positive changes to policy and practice.
- iii. Developing partnerships with employers and training organisations to improve opportunities for clients. We will monitor and measure the changes in employment and training status during periods of supervision.

Strategic Priority 7

7. To create a safe working environment that encourages wellbeing, staff development and accountability.

The success of the Service will be significantly enhanced by a healthy, skilled and committed staff team. The Service will remain an organisation that prioritises staff learning, development and empowerment. This needs to happen in an environment where a culture of positive health and safety practice is recognised. The promotion of wellbeing is vital in our area of work that is often challenging and stressful. As a department that is allocated public money, governance arrangements will ensure that value for money and accountability is transparent throughout our work.

Key actions and measures of success

- i. Updating all health and safety policies, ensuring staff complete mandatory courses and that the Service complies with relevant legislation.
- ii. Implementing wellbeing strategies including the provision of at least two service wide awareness sessions in 2020 delivered by AXA Healthcare and at least two opportunities for staff to receive individualised healthcare advice. The impact of this will be monitored by a staff wellbeing survey and rates of sickness absence.
- iii. Introducing a learning and development strategy for the Service which will include individual development plans for all staff and an analysis of its impact.
- iv. The development of succession planning that meets the needs of the Service.
- v. Monthly staff supervision will continue to include a discussion about wellbeing, learning and the management of performance.
- vi. Demonstrating value for money through shared use of resources with other departments including training, IT, staff and property.

Glossary of Abbreviations Used in the Service

BOTO	Bound Over with treatment order
CAFCASS	Children and Family Court Advisory and Support Service - statutory body working with children and families in Family Court proceedings in England and Wales
CEP	European probation organisation
CMA	Case Management Assistant
CPO	Chief Probation Officer
CREDOS	An international group of academics and senior managers researching Probation effectiveness
CSO	Community Service Order
DAISy / DAISy2	Data Analysis and Information System - computerised case management and management information system
HCR20	Assessment used with violent offenders
IDVA	Independent Domestic Violence Advisor
JFCAS	Jersey Family Court Advisory Service
JMAPPA	Jersey Multi-agency Public Protection Arrangements
JPACS	Jersey Probation and After-Care Service
Jurat	Royal Court Judge of fact and sentence giver
KPI	Key Performance Indicator
LSI-R, LSI CMI,	Risk assessment systems used or under consideration by the JPACS
MARAC	Multi-agency process to safeguard high risk victims of domestic violence
Ofsted	Office for Standards in Education, Children's Service and Skills
PO	Probation Officer

RAMAS	Risk Assessment Management and Audit Systems; an interagency method for assessing and managing those people most likely to harm themselves or others
RJ	Restorative Justice
Risk Matrix 2000	Assessment tool used with sex offenders
SAO7	Assessment tool used with sex offenders
SER	Social Enquiry Report
Stand-down report	Assessment carried out by the Duty Probation Officer in Court at the Magistrate's request.
UNCRC	United Nations Convention on the Rights of the Child
VS	Voluntary Supervision