



Jersey Probation and After-Care Service

Annual Report for 2020 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 (JFCAS) 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.

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Foreword by the Chairwoman of the Probation Board

The Jersey Probation Board is made up of six representatives of the twelve Jurats of the Royal Court. Our task is to monitor the work of the service via the Chief Probation Officer, who reports to the Board at our monthly meetings: and my heartfelt thanks go to my fellow Board Members for their continued and invaluable input, and strong support. Their wide breadth of experience and knowledge, gained from such a diverse range of professional backgrounds, ensures stability and good governance for our Service. My special thanks to Jurat Hughes (our newest Jurat) for his work as a ‘critical friend’ and adviser to the Jersey Family Court Advisory Service (JFCAS), as that branch of the Service develops and strengthens, following recent Ofsted recommendations.

I should like to stress how much we appreciate our positive and cordial relationships with the Minister for Justice and Home Affairs and his Assistant Minister, who almost invariably accept our standing invitation to attend, and make important contributions to, our monthly meetings of the Board. At a recent meeting with the Minister, Assistant Minister and their Director, we agreed to continue the joint work already undertaken with the Prison Service, and assured them that we are looking forward to working very closely with the newly appointed Prison Governor, Mrs Susie Richardson; Board also restated our commitment to retaining the existing governance position, which has promoted and strengthened a cohesive and resilient Service, enabling it to perform to such an exemplary standard over many years.

That same cohesion and ‘esprit de corps’ has shone through in admirable fashion, allowing the Service to cope so well with the myriad challenges of the COVID pandemic, enabling it to adapt quickly and effectively, achieving exceptional results in terms of managing the increased workload within the family justice sphere. Significant improvement is notable also, in the percentage of successfully completed Probation Orders in the criminal justice system. Feedback from our clients and other stakeholders continues to be extremely positive. Throughout this period the Courts have continued to receive Social Enquiry Reports and Court Welfare Reports of the highest quality; these are crucial to making informed decisions in sentencing, as well as in child welfare matters and in family law cases, and they are deeply appreciated by the Courts as they are comprehensive, and show a depth of understanding and analysis, serving to provide invaluable assistance to the judges and Jurats in our deliberations and decisions.

The past year has seen two retirements: Mark Saralis and Jane Christmas - both of whom have made most important contributions to the Service over many years. Indeed, the excellent results and consistently positive reputation of the Service is almost entirely due to the high calibre of our staff, admirably led by the Chief Probation Officer, and the Board prides itself on working with them to ensure smooth succession planning, and crucial staff development strategies, enabling this culture of excellence to continue uninterrupted, into the future.

The Probation Service has continued to demonstrate excellent examples of partnership working in 2020, and there has been a welcome focus on sharing resources with colleagues at HMP La Moye. Rehabilitation and public protection should always be at the heart of criminal justice work, whilst representing the best interests of our Island's children is the constant focus of JFCAS' vital work.

There is no doubt that 2021 will be another challenging year, as the Channel Islands strives in its battle with the COVID pandemic. A marked effect was felt by the Service in 2020, as our clients inevitably experienced a notably wider range of difficulties in its wake, needing prompt, effective responses. Those positive responses, and the overall performance during 2020 - due only to the deep commitment and professionalism shown by all our workforce - inspire confidence and trust, and we feel safe in the knowledge that our Jersey Probation Service is eminently equipped to sustain its delivery of a highly respected, and much admired 'top rank' service to the public of our Island. My sincere and warmest thanks therefore, go to each and every member of our workforce, led so inspiringly and caringly, and in such dedicated fashion, by our Chief Probation Officer, Michael Cutland.

Jurat Collette Crill, Lieutenant Bailiff
Chairwoman of the Probation Board
4 March 2021

2020 Key Headlines

397 reports were prepared for the criminal justice system

428 new cases were supervised by the service

10,920 hours of work were completed by the community service scheme

94% of probation clients surveyed were satisfied with the service they received

83% of clients completed their probation orders

89.4% of clients completed their community service orders

87.5% of community service clients surveyed thought they had learnt new skills on the scheme

89% of probation clients surveyed thought supervision had helped to reduce their risk of reoffending

93% of community service clients felt their work benefited the community

171 families received a service from JFCAS

Client's Voice - Probation

"I would like to provide feedback on my probation order.

I fully understand that it was a risk by my current probation officer who did the court report in recommending probation, but I am grateful that it was given to me.

I am writing to you as I think that probation officers probably don't get the praise they deserve on many occasions but I feel that my probation officer has gone above and beyond during my current probation order.

She has been a big part in helping me to turn my life around and I'm grateful for having her in my life, especially at the moment with everything that is going on and with everything that went on in 2020.

Although at times I didn't agree with the advice that was being given, now that I am in a better place and looking back I can see that it was always with the intent that I became a better person and achieved my potential as a person. She has always encouraged me throughout order and steered me in the right direction.

She has been there throughout at any point that I have needed a chat and always offered good advice when needed. She has always made time for me to have a chat about any problems going on and always keen to get involved and help me resolve any issues, even when I knew she was busy.

I suffer with a lot of anxiety and I'm currently trying to sort out outstanding court matters to which she offered her full support in helping me resolve these matters. I honestly think that had it not been for my probation officers along with one or two key people currently in my life that this probation order although still not completed would not have been as successful.

She has also played a big part along with my key worker at drug and alcohol in me being able to have unsupervised visits with my child, and for that I'm extremely grateful. Through the one on one domestic abuse programme we are doing I have realised the effect of my offending on my child which has in turn pushed me to change my behaviour in order to stop reoffending."

Client's Voice - Probation

"You have been an enormous support to me throughout the year but especially during the lockdown. As you know I faced numerous problems with housing, social security etc during this time and your advice and support was paramount as I began to feel even more isolated very quickly and felt my mental health also decline very rapidly and therefore didn't feel I could problem solve as I normally do.

You went out of your way to ring and text on numerous occasions to boost my morale and some days just for a chat. This helped me enormously as the only people I spoke to for 3 months was you and my mother.

I would just like to say a huge thank you for your continued support."

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 2021
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.

Clients' Voices – Community Service

“I feel the staff acted very well and went above and beyond to make sure everyone was happy and working safely.”

“I think the scheme is run to a very high standard.”

“All the supervising team were extremely helpful. The professionalism was second to none, due to the nature of the job it's my personal opinion that they are all assets to the Jersey States.”

“I was someone who had a drink problem, so if I was given a custodial sentence I would have lost my employment, my family unit, and I would of come out on my back, a thousand times more likely to offend. I have been able to keep my employment and family base and also be able to deal with my personal issues with alcohol. These aren't things I think, they are things I know, they're facts - from my experience. I felt that all the supervisors treated me fairly and helped people when they needed any help. The scheme did a lot of good for me personally, which I am very grateful for. Because of the positive effect I have offered to continue helping at the placement on a voluntary basis.”

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 2020.

Any reflection about 2020 is inevitably dominated by the worldwide pandemic that has had such a profound effect on so many lives. The Jersey Probation Service was no exception and we found ourselves having to adapt at pace to working differently and in the most challenging of circumstances. I am very grateful for the support of Probation Board throughout the past year and have valued the experience, skill and wisdom that Board members have contributed to the Service.

A thread that will run through this report has been the extraordinary commitment and contribution of a staff team who have continued to achieve some excellent results during these times of adversity. The criminal justice team has seen a rise in the percentage of court orders successfully completed and has exceeded the target for helping clients reduce their risk of reconviction. The Jersey Family Court Advisory Service (JFCAS) has been able to work with more families than last year despite staff shortages. A skilled administration team has ensured that work is undertaken smoothly and that all enquiries are dealt with professionally and promptly. Finally, our cohort of ADAPT domestic abuse facilitators and our volunteers complete a team that undertake often complex and challenging work. I would like to take this opportunity to thank all my colleagues for their contribution to the Service.

This report will highlight the work undertaken in 2020; the areas where we were successful and some of the work we will continue to need to develop.

Governance

The pandemic has delayed discussion with the department of Justice and Home Affairs about the future governance arrangements for JPACS. Our current arrangement of reporting to the Probation Board continues to work well, has the confidence of the courts and has promoted a culture of effective practice. Feedback from some clients also indicates that they respect the value of working with a non-government department. The uncertainty about future governance arrangements has continued since the beginning of 2018 but recent discussions with the Minister of Home Affairs and his Director General have been positive and have recognised the importance of prioritising front line services. I continue to urge caution before any potential change of status is introduced and stress the necessity of very careful scrutiny and consultation with a wide range of stakeholders.

Although the Service is not a government department it is accountable under the Public Finance Law and complies fully with requests from Scrutiny Panels. Annual reports and data are published ensuring transparency. In 2020 the Service was again able to make efficiency savings whilst achieving positive performance outcomes in its work in criminal and family justice arenas. Both strategically and operationally, it is imperative that the Service cooperates fully with partners. Partnership arrangements with the Prison Service, Police, Children's Service and the Safeguarding and Jersey Multi Agency Public Protection Arrangements (JMAPP) boards demonstrate a commitment to multi agency working. Any concept of "silo working" is an anathema. In addition, our Service priorities remain

consistent with the government's aims of putting children first and developing a skilled local workforce.

Staffing

In March 2020 Mark Saralis retired and Jane Christmas made a similar decision a few months later. Both Mark and Jane made a significant contribution to the Service and our clients. The many letters we received are a testament to the positive impact that they made to so many lives. Mark was instrumental in providing a quality service to clients who required assistance with alcohol and drugs but, in typical fashion, extended this role to deliver a popular Emotional Coping Skills programme. He also formed a successful Probation Service five a side football team. Jane worked in the service for 30 years and was a passionate advocate of children's rights. She worked tirelessly with families who were experiencing difficulty and, like Mark, was unfailingly compassionate throughout all her work. We wish them long and happy retirements.

In September Tanja Tinari resigned as a JFCAS worker and I would like to thank her for the work she undertook and the help she provided to families. Peter Hewlett also left his post as a community service supervisor- a role he undertook with great skill.

We were delighted to welcome back Chris Langford who re-joined the Service as a probation officer in November. Chris brings a wealth of experience as both a probation officer and a JFCAS social worker. We also appointed John Mussen and Sophie Diggle as a Trainee Probation Officer and Substance Misuse Officer respectively. Both John and Sophie will join the Service in early 2021 and we wish them well in their new careers. Amaya Arana will join JFCAS on a two-year secondment- an arrangement made possible by a close working relationship with the Children's Service. As I mentioned in last year's report, succession planning remains a priority given that several members of an established and settled staff team will be eligible for retirement in the next few years.

Responding to COVID-19

From the middle of March 2020, the pandemic crisis meant the Service had to adjust at pace in order to comply with government health guidelines whilst continuing to provide services regarded as essential. A split team pattern was introduced to promote service resilience, and, throughout the pandemic, the teams have shown flexibility, innovation and determination to complete their jobs despite some challenges with IT connectivity and working from home. Andy Le Marrec has managed the health and safety arrangements with sensitivity and skill. He and David Trott have taken the lead in developing business continuity plans that have allowed the Service to maintain its essential work.

JFCAS social workers have continued to work with families and have recognised how the health restrictions have impacted on some child and parent contact. We have been indebted to Vincent Obbard to allow Samares Manor to be used for safe and socially distanced appointments.

Probation Officers were provided with mobile phones and kept in contact with clients throughout the pandemic. This has resulted in them being contacted by some clients and victims outside of office hours as it was recognised that the impact of the pandemic was causing extra problems with relationships, mental health and misuse of alcohol. Support was provided for some defendants on bail

and Natalie Elliott attended daily multi agency safeguarding meetings. Risk assessments about prisoners were provided for the Prison Governor in the event of coronavirus infecting the prison and early releases needing to be considered. Office visits by appointment continued to be available to clients where there were concerns about public protection, safeguarding or compliance with orders.

We needed to ensure that we had capacity for staff to see clients when the split team arrangements resulted in having to work away from our Lempriere Street base. We were therefore delighted to receive offers from the Youth Service and the Salvation Army, MIND Jersey and the Parish of St Helier to use their premises for client interactions. As a Service we are grateful for their assistance.

When the community service scheme closed temporarily in the spring, staff maintained several sites whilst others were redeployed to assist with the Food Bank (some colleagues continued to undertake this on a voluntary basis). The contribution of community service staff was recognised by the Hospice who nominated them as "Hospice Heroes". Extra shifts were introduced upon the resumption of the scheme in order to avoid any unnecessary backlogs. Clients were asked to make their own way to sites wherever possible and different start times were introduced to manage operations safely. Vehicles also had to be adapted in short order to enhance health and safety.

Having to deal with COVID-19 was unexpected, difficult and anxiety provoking for so many. Staff have led by example and have displayed a "can do" attitude throughout. In recognising their contribution, it is also relevant to note the excellent compliance shown by our clients who have demonstrated understanding and respect for our extra measures throughout this period. The pandemic has necessitated us reviewing some of our practices and systems urgently together with achieving a clarity about priorities. We have had to adapt but some of the initiatives introduced, including the recognition of the advantages of using IT for client interactions where appropriate, will stand the Service in good stead.

Workload and Performance

Despite the difficulties posed by the pandemic the Service achieved some impressive results. Probation Orders were completed in 83% of cases with this figure rising to 89% in relation to Community Service Orders. We also slightly exceeded our target for establishing a reduction in risk of reconviction for clients who had been supervised on Probation Orders. These high completion rates are made possible by staff responding quickly and effectively to the needs of clients whether by providing advice and motivation, tackling problems or encouraging compliance.

Feedback from clients demonstrates that almost every client subject to a court order felt treated with respect and that over 89% of those subject to a probation order considered that they were less likely to break the law following their period of supervision. From a community service perspective over 93% of clients thought the community benefitted from their work and 87% reported that they had learnt new skills on the schemes. These are the highest ratings we have received over the past five years and are highly likely to correlate with the excellent completion rate of orders.

For the first time in several years we undertook an exercise asking key stakeholders such as the Courts, Prison, Police, Health and Children's Service for their views about the quality of the service they received from the department and ideas for improvement. We were delighted to receive feedback that 90% of stakeholders were highly satisfied and the remaining 10% were satisfied. Key strengths

identified were the professionalism and working relationships with staff. The timeliness of some work and the opportunities to develop information sharing are areas for future development.

The number of reports written for the criminal courts orders was slightly lower than last year's figure although the number of Probation Orders remained consistent. The temporary closure of community service resulted in a 32% reduction of hours worked last year compared to 2019 although there are plans to work through any backlog in 2021. The postponement of Parish Hall Enquiries from mid-March to the end of June resulted in a 12% reduction of children attending Parish Hall Enquiries attended by the Service.

As at 31 December 2020 the total caseload open to probation and community service staff stood at 418 cases (357 individuals) which is 15% higher than the 363 cases (320 individuals) at the same date in 2019. This higher caseload figure can be partly explained by the closure of the community service scheme during the pandemic, as several orders would ordinarily have been completed by this point.

JFCAS experienced a 31.5% increase in active cases during 2020 and the positive feedback received is testimony to the diligence and quality of work undertaken by the team especially in the light of a social worker post being unfilled for four months. Jane Ferguson and her team have continued to work with families whilst simultaneously introducing the service developments as recommended in the 2019 Ofsted inspection. As a result, policies and procedures have been updated and a new operating framework is shortly to be introduced. A training programme was delivered in 2020 and this, combined with the team's professionalism and streamlined processes for private law has enabled an increase in work to be managed successfully. The Service is grateful to Jurat Gareth Hughes for his time and advice in helping JFCAS develop its work.

Despite some of the restrictions the pandemic imposed, steady progress was able to be made against each of the Service's seven strategic priorities. These are explored in more detail later in the report, but highlights include the positive impact of supervision on the lives of clients, stakeholder confidence, our work with children and a coordinated response to the needs of prisoners. We were also able to deliver a significant training programme to staff. Nevertheless, there remains frustration that not all our goals were achieved in 2020 as our priority was to maintain effective frontline services. Accordingly, some audits were not undertaken and embryonic discussions with potential employers of clients had to be postponed. These workstreams will be picked up in 2021.

Working with prisoners

The past year has seen several initiatives that have developed shared working practices between Probation and Prison services. In March the Chief Probation Officer and former Prison Governor spent three days visiting prison and probation services in Northern Ireland. Following this visit it was decided that both services were going to develop further the concept of collaborative working. As a result, the management teams of both services have worked together to agree a sentence/reintegration management process that encourages a continuing role for probation officers throughout a prisoner's sentence where this is appropriate. During the height of the pandemic in the spring, the Probation Service was able to provide the Prison Governor with swift home circumstances and risk reports in the event of some prisoners needing to be considered for early release following any COVID infection within the prison.

Partnership working with prison colleagues has resulted in both services being trained to deliver the same domestic abuse programme and plans have been made to replicate this approach in 2021 with a programme for sexual offenders. During 2020 a draft Service Level Agreement was produced that defines the roles and resources that each service will commit to the partnership. It is expected to be “signed off” in early 2021 and will be a prelude to a joint reintegration strategy. Both services have worked together in order to prepare operationally for proposed legislation that will introduce post custodial supervision.

Natalie Elliott, Team Manager, and Sarah Barrowcliffe, seconded Probation Officer to HMP La Moye have been at the heart of many of these developments and I extend my thanks to them and to Nick Watkins, Interim Governor, and his team for their cooperation throughout the year.

Our work with children

Putting “children first” is a strategic priority for government and the Service maintains a rights-based approach which seeks to promote the best interests of children. JFCAS has continued to implement the recommendations of the Ofsted inspection and their work has been commended over the year for the team’s insight and advice on the needs of children in family court matters.

At a strategic level, managers have contributed to developing an island wide Youth Justice Strategy. Operationally, we have maintained a small specialist team of staff who work with children and young people. We are aware of a small but challenging group of young children who are experiencing problems in their family lives, at school and with the behavioural challenges they pose in the community. An emerging and concerning offending profile is mirrored by their vulnerability and the Service has been working with a range of multi- agency partners to meet the offending and safeguarding needs of this group. This work will continue as a priority into 2021.

Our work at Parish Hall level continues to be successful and is enhanced by the assessment work staff undertake with the child and family before a Parish Hall Enquiry. This allows for a sensitive and relevant sharing of information with the Centenier. In the event that the case is referred to court, similar pre court information is provided by way of a written Personal Information Form (PIF). The overwhelming majority of children (92.5%) successfully complete periods of supervision ordered by a Centenier – often with an expectation for the child to engage in a restorative justice process. The Parish Hall Enquiry system remains an important and effective strategy for diverting children from a more formal criminal justice process.

Contributing to our community

The Service continues to work successfully with the majority of clients subject to probation orders and this is demonstrated by reduced risk levels and high completion rates of orders. Aside from statutory responsibilities, a significant aspect of our work is providing a service to clients who wish to engage on a voluntary basis. This might include self-referrals for a domestic abuse intervention or for support at a particularly difficult period in a person’s life. We have many former clients who return to seek advice and guidance and they remain welcome to do so. This type of work typically “goes under the radar” and is undertaken in order to maintain and develop a client’s capacity to resolve issues without offending. On several occasions our interventions have helped people reconsider potentially anti -

social and dangerous behaviour directed at others and themselves. Although unseen it is nevertheless valuable from a community safety perspective.

Last year the community service scheme provided over 10,000 hours of work for not for profit organisations in Jersey and has established itself as an integral contributor to island life.

The Service remains committed to effective safeguarding and public protection measures and is represented at both strategic and operational level in the work of the Jersey Multi-agency Public Protection Arrangements (JMAPP) and Safeguarding Boards.

JFCAS social workers and Probation Officers undertake frequently complex and challenging work that affect people's lives. For JFCAS workers it is crucial to keep the best interests of the child at the heart of all they do whilst working purposefully with their wider family. Probation Officers often work with a clientele who feel at the margins of society and who are more likely than the general population to have experienced trauma and adverse experiences whilst growing up. A skilled probation officer's role is to motivate individuals to recognise that they need to change some anti-social attitudes and behaviours, help them identify the advantages of doing so and then assist them in making this a reality.

To be successful in this work it is imperative that interventions to challenge attitudes and thinking are integrated with efforts to improve the social capital in clients' lives. The Service was therefore delighted to contribute to the Homelessness Strategy, and we continue to work with housing providers to meet this fundamental need for clients. In order to perform our work effectively we need to have effective partnership arrangements that allow prompt referrals and subsequent action. Although too many to mention individually some of our key partnerships include a regular mental health surgery at the Probation Service, referrals to Alcohol and Drug Service, joint work with the Children's Service, Education and Youth Services and assistance from Customer and Local Services with clients for whom access to employment and training is particularly problematic. An essential part of our work is to recognise the perspective of victims and we value the assistance we receive from the States of Jersey Police and victim services in our public protection work.

Looking Ahead

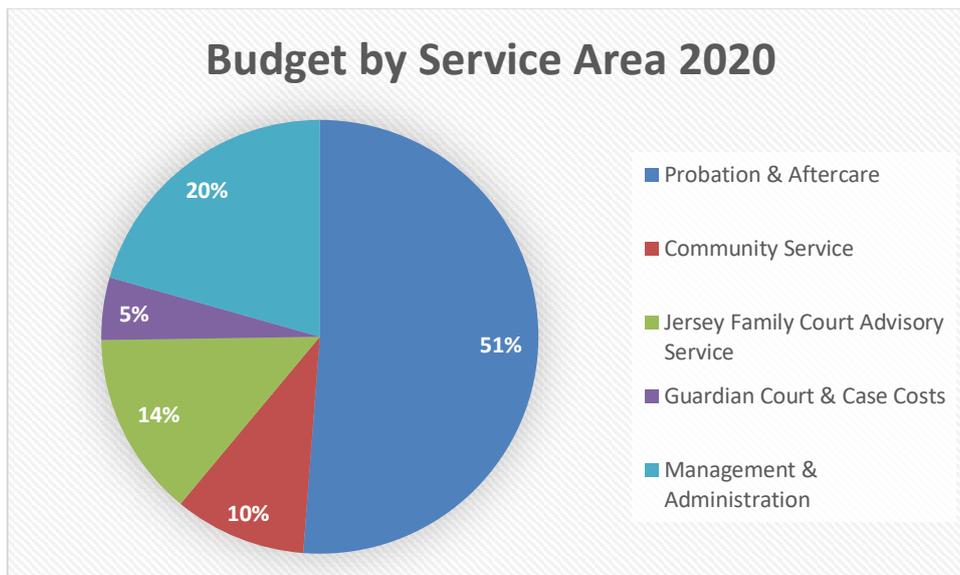
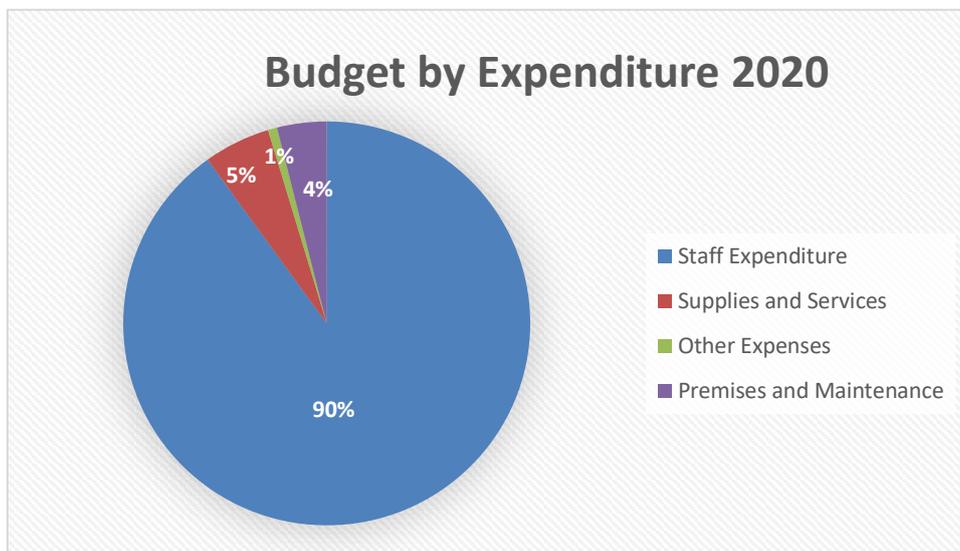
The next year will continue to be overshadowed by COVID -19 and the Service will respond in a measured way which will balance health and safety with our key tasks of providing assessments for court, bringing about positive change and contributing to a safer island. Coping with the pandemic will not be the only challenge. Emerging strategic priorities such as enhanced cyber security are apparent and this, combined with the introduction of new IT systems throughout the public sector and increased scrutiny on data protection and health and safety compliance will require a sharp focus during 2021. This work will be undertaken against a backdrop of a challenging financial climate that will, understandably, require efficient public services and value for money.

As ever this will present challenges, but the professionalism and commitment of the team combined with the leadership of the Probation Board gives me confidence that the Service will continue to make a positive impact in the island.

Mike Cutland
Chief Probation Officer
April 2021

Budget and Expenditure 2020

Probation and After-Care Service Budget & Expenditure	2020 Budget	2020 Final	2019 Final
Probation and After-Care Service	2,107,300	2,034,404	1,903,000
Court and Case Costs	103,000	66,244	101,000
Total	2,210,300	2,100,648	2,004,000



Staff

Jersey Probation and After-Care Service Staff January 2021		
Chief Probation Officer Michael Cutland		
Probation Team Managers Natalie Elliott David Trott	Probation Officers Sarah Barrowcliffe, Susan Brown, Sarah Hayward, Chris Langford, Lisa Lister, Emma Luce, Adelaide Ormesher, Chay Pike (<i>on secondment to Strategic Policy, Planning and Performance Department</i>), 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, Stuart McIntyre, Trevor Renouf
JFCAS Team Manager Jane Ferguson	JFCAS Officers Laura Cardinal, Elsa Fernandes, Eleanor Green	Executive 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		

Feedback about Our Work with Children

“I felt that the JFCAS social worker was sincere and had gained the trust of my children who I felt were able to express themselves and say how they felt and share their thoughts. In the short time I was in contact with the social worker I did not at any stage feel uneasy and was able to clearly communicate.”

From a parent who worked with JFCAS

“On behalf of my son and me, I would like to take this opportunity to thank you for the valuable and amazing work you have done with my son, your sessions with him were fantastic, he felt very comfortable with you and he even said to me: “I’m grateful that I have such a nice, understandable officer on my case!! “

He understood what was said, the behaviour towards the Police officer and the consequences of his actions and also the sessions about alcohol & drugs use which he found very educational.

Our opinion is that Restorative Justice and the Parish Hall system is excellent, it came as shock when the Police called me to say that my son was in Police custody. The work you have done was an eye opener, it allowed him to think seriously about his future and how he affects the people around him, it changed him in a good way. It made him more aware that his actions bring consequences to his future and he now wants to succeed in sport and in life overall.

Once again thank you for all your work you have done– if we ever need to talk to you we will reach out for you.”

From a parent of a child who engaged in the Restorative Justice Scheme.

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.

Progress in 2020: Not achieved. Reports were submitted on time in 92% of cases. This was mainly as a result of the delays in interviewing clients due to COVID restrictions and early challenges with the Information Technology systems when staff had to work from home.

- ii. All JFCAS reports to be allocated within five working days of the court order.

Progress in 2020: Not achieved. Over 90% of reports were allocated within the five working day timescale but increased workload and staff shortages caused some operational challenges towards the end of 2020. Successful recruitment at beginning of 2021 should improve this.

- iii. Private law reports prepared for the family court to result in at least 20% of cases being able to avoid a contested hearing.

Progress in 2020: Achieved. Only 6% of cases resulted in a contested court hearing.

- iv. All Social Enquiry Reports relating to domestic or sexual abuse to continue to show evidence of accredited risk assessments.

Progress in 2020: Achieved.

- 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.

Progress in 2020: Partly achieved. Internal quality assurance processes (gatekeeping) were refined. Monthly discussions with Magistrates have provided a critique of work and

development of a process to provide information on defendants prior to appearances in Youth Court.

Priorities for 2021:

- To review and amend Social Enquiry Report standards and audit quality of reports submitted to court.
- To increase timeliness of reports submitted to the 95% minimum target.

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.

Progress in 2020: Achieved. 83% of Probation Orders and 89.4% of Community Service Orders were completed.

- ii. At least 66% of clients to have reduced their risk of reconviction by the end of their probation order.

Progress in 2020: Achieved. 66.7 % of probation clients reduced their risk of reconviction.

- 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.

Progress in 2020: Achieved. 89% of clients who responded to a questionnaire reported that they felt that the impact of supervision would 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.

Progress in 2020: Survey of beneficiaries was not conducted in 2021 as this is undertaken on a biennial basis.

- v. At least 75% of victims who participate in the restorative justice initiative to report that they felt satisfied by the service they received

Progress in 2020: Achieved. 100% of respondents reported feeling satisfied or very satisfied with the service they received.

- vi. To contribute to longitudinal reconviction studies in order to monitor the effectiveness of the community orders.

Progress in 2020: A reconviction study was not undertaken in 2020. Work will continue to commission this research with other stakeholders in the criminal justice system.

- 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.

Progress in 2020: This could not be undertaken during 2020 due to the interruption of COVID-19 on operational matters.

Priorities for 2021:

- To undertake an audit into Probation supervision with emphasis on adherence to Service standards including work with children and with clients assessed as posing a risk of harm to others.
- To develop, implement and measure the impact of substance misuse interventions.
- To undertake a survey with community service beneficiaries in order to monitor the impact of the scheme's work.

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 multi-agency 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.

Progress in 2020: Achieved. The Service is represented on the JMAPP and Safeguarding Strategic Boards. Probation staff contribute to various Safeguarding Board sub groups including: Domestic Abuse, Serious Case Reviews, Training and Policy and Performance.

- ii. All staff will receive safeguarding training that is appropriate for their role and for evidence of safeguarding work to be audited.

Progress in 2020: Partly Achieved. All new staff receive mandatory safeguarding induction training. Staff attend updated training and safeguarding practice is reviewed in supervision with managers although no thematic audit was conducted in 2020. Safeguarding is a standing item on the agenda of strategic and operational management meetings.

- 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.

Progress in 2020: Partly achieved. Training on a new domestic abuse programme was delivered in November 2020. The roll out of the new sex offender programme has been delayed until 2021.

- iv. Continuing to deliver a domestic abuse programme and measuring programme effectiveness through police call out data, programme completion and client and victim feedback.

Progress in 2020: Eight men completed the ADAPT programme in 2020 which was curtailed by the pandemic. None of the men who completed were subject to police call outs for domestic related incidents during their attendance on the programme.

- 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.

Progress in 2020: Partly achieved. All files were audited in individual supervision sessions with managers but it was not possible to conduct a thematic audit.

- 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.

Progress in 2020: The Service was not required to invoke its serious incident review procedure in 2020.

Priorities for 2021:

- For the Service to receive updated training in the delivery of a sex offender programme endorsed by NOTA (National Organisation for the Treatment of Abusers).
- To undertake a thematic audit into the quality of Probation supervision to include the management of offenders who are assessed as posing a risk of harm to others and those who require a safeguarding intervention.
- To introduce a new domestic abuse programme that can be delivered to men and women in group and individual formats.

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 our UK colleagues in 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.

Progress in 2020: Partly achieved. JFCAS undertook an audit that considered the voice of the child.

- 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.

Progress in 2020: Partly achieved. JFCAS undertook discussions with children about the type of media they would find helpful when accessing Service information.

- iii. Developing and reviewing service interventions for children supervised by the Service.

Progress in 2020: Development of Emotional Coping Skills work for children and a curriculum for a motoring course in partnership with the Drivers and Vehicles Standards department.

- 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.

Progress in 2020: Achieved. Managers and practitioners have attended trauma informed training and supervision of colleagues provides monitoring and support for practices to become embedded in the work.

- v. Introducing a system for supporting bail and remand arrangements in conjunction with CYPES by the end of 2020.

Progress in 2020: Achieved. The process for detaining children at Police Headquarters and Greenfields has been reviewed with CYPES and Police colleagues. Practice has been developed including the type of information made available to the Children and Young Person's Placement Panel and the court.

- 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.

Progress in 2020: Achieved. Probation Officers attend all Parish Hall Enquiries where there is a possibility that a child might be referred to the Youth Court. The Service provides Centeniers with information gathered from the child and family in order to provide relevant background. 92% of children successfully completed periods of supervision ordered by Centeniers.

Priorities for 2021:

- To include a theme of how the voice of children is heard and responded to in an audit of probation supervision.
- To co-deliver a motoring programme in partnership with the Driver and Vehicle Standards department.
- To contribute to all bail assessment and intervention strategies involving children.
- To complete and publish the JFCAS Operating Framework which sets out the rationale and processes of the Service's work with children and families within the family justice arena.

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.

Progress in 2020: Partly achieved. A draft Service Level Agreement was drawn up defining the roles and responsibilities of the Probation and Prison services.

- 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.

Progress in 2020: Partly achieved. Joint training was delivered in respect of interventions for domestic abuse perpetrators. Funding was secured and training commissioned for 2021 in relation to working with sex offenders.

- 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.

Progress in 2020: Partly achieved. Probation staff contributed to pre-release plans, but operational limitations brought about by COVID- 19 prevented an audit of interventions.

Priorities for 2021:

- To "sign off" the joint Service Level Agreement.
- To complete joint training and deliver interventions in respect of the sex offender programme.
- To offer all prisoners voluntary support upon release and increase "take up" from 2019 levels.

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.

Progress in 2020: Achieved. The Service makes a contribution to several strategic and operational partnerships including the Criminal Justice Working Party, the Youth Justice Strategy Group and the Family Court Users Forum.

- 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.

Progress in 2020: Achieved. A questionnaire was sent to significant stakeholders asking for their perception and comments about the overall performance of the Probation Service. The

results indicated that 90% of stakeholders surveyed were “very satisfied” by the service they received and the remaining 10% satisfied.

- 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.

Progress in 2020: Partly achieved. Joint work was undertaken with colleagues at HMP La Moye with potential employers and training providers. The impact of the pandemic has been temporarily delayed some of these initiatives.

Priorities for 2021:

- To develop employment and training opportunities for clients subject to probation supervision and monitor the change in employment /training status at the end of the order
- To pilot an Integrated Offender Management model in conjunction with States of Jersey Police and HMP La Moye that will work with clients assessed as being at the highest risk of offending.
- To develop partnership work with Cafcass that will provide training and resources to JFCAS.

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.

Progress in 2020. Partly achieved. A review of health and safety policies has commenced and staff have completed mandatory courses on safe working practices.

- 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.

Progress in 2020: Achieved. AXA Healthcare delivered two health sessions for the Service and offered individualised advice. The Service participated in the public sector Be Heard survey which included a wellbeing component.

- 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.

Progress in 2020: Partly achieved. A Service learning and development strategy was developed and this needs to be supplemented with individual plans for members of staff.

- iv. The development of succession planning that meets the needs of the Service.

Progress in 2020: Achieved. The Service has appointed a Trainee Probation Officer and has filled other key posts, including a secondment from the Children's Service to JFCAS.

- v. Monthly staff supervision will continue to include a discussion about wellbeing, learning and the management of performance.

Progress in 2020: Partly Achieved. Wellbeing, learning and performance management are discussed in supervision though annual leave and other commitments meant that formal sessions did not always occur on a monthly basis.

- vi. Demonstrating value for money through shared use of resources with other departments including training, IT, staff and property.

Progress in 2020: Achieved. Joint training with other services has reduced costs. The Community Service scheme benefits from vehicle sharing with other departments and has found better value suppliers of equipment during the past 12 months. Internal processes have been streamlined wherever possible to cut out any duplication of effort. The IT consortium with the courts and the Guernsey Probation Service has also resulted in efficiencies and has contributed to the Service remaining under budget throughout 2020.

Priorities for 2021:

- To continue to review health and safety policies and “stress test” our practice and procedures
- To develop wellbeing practices in light of the Be Heard survey and repeat a similar survey within the year
- Introduce an individualised continuous professional development framework for staff
- Continue to demonstrate value for money throughout the work of the Service.

Comments from our partners

“As a team and organisation you are a pleasure to work with, and between us we have the ability to build on our relationship and partnership approach in order to develop a true Integrated Offender Management model that will provide positive outcomes for prisoners and our community.

This year has been a very positive year in terms of the improved relationship between both services, a lot of progress has been made in many areas, and the work between Prison and Probation has been more collaborative. For example, the Post Custodial Supervision work and co-delivery of new programmes including Domestic Abuse and one for Sex Offenders which will be delivered in Q1 2021.”

Prison Management Team

“Professional, accurate, fast response times and great inter department relationships, excellent understanding, and a will to understand what areas CLS can help with to best support mutual clients This is done with a very approachable and friendly manner. I am always impressed by the scale of work undertaken by officers and the thoroughness shown to ensure holistic support and level of understanding is displayed in a vast array of areas. The respectable way in which decisions are challenged appropriately is greatly appreciated, with a professional and friendly tone – this greatly helps us all in achieving common goals. My team respond well to, and are encouraged by, the respect and integrity shown for mutual clients, in particular some of the more ‘creative’ action planning in regard to engagement and interdepartmental support for encouraging this.”

Customer and Local Services Management Team

Annual Statistical Summary 2020

Criminal Justice

Reports Completed

A total of 397 reports (all report types) were completed during 2020, representing a 9.5% decrease on 2019, (439 reports). Several Information (breach) reports have been prepared but are pending a Court date due to Covid-19 delays.

	Social Enquiry Reports					
Court	2016	2017	2018	2019	2020	% change on previous year
Youth	32	30	19	13	26	
Magistrate's	251	233	227	209	179	
Royal	97	75	41	72	75	
Total	380	338	287	294	280	-4.7%

Notes:

92.3% 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.

The 26 reports for Youth Court relate to 21 individual young people.

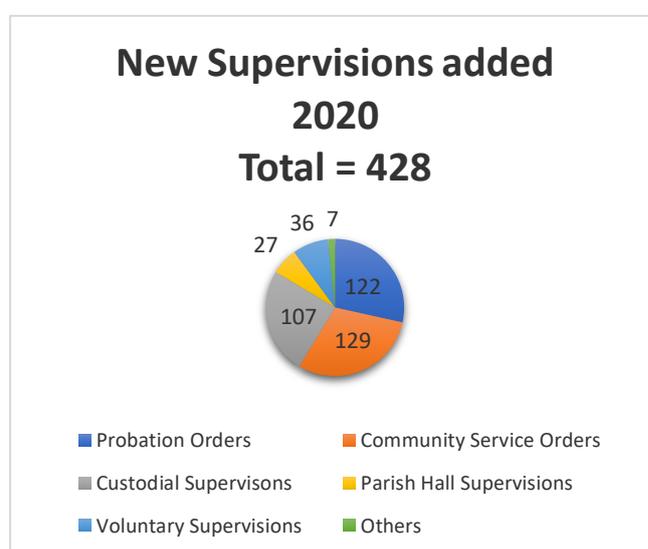
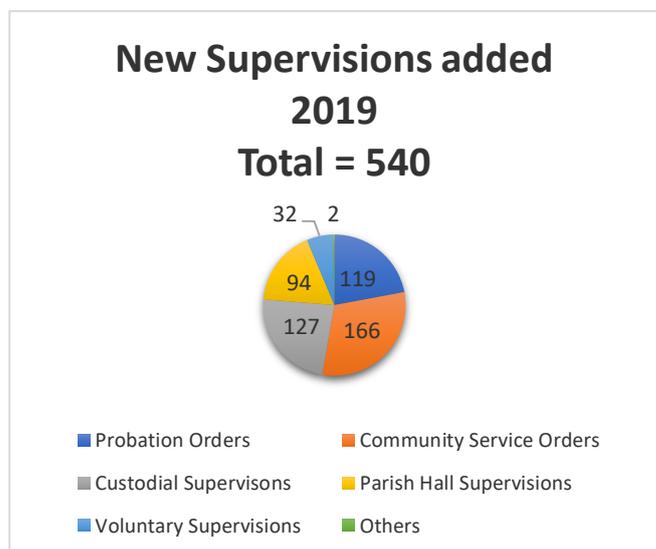
One Royal Court report was for a young person.

Target: at least 95% of reports to be submitted within agreed timescales

	Stand-downs (verbal reports)					
Court	2016	2017	2018	2019	2020	% change on previous year
Youth	2	2	3	1	2	
Magistrate's	84	65	71	60	42	
Total	86	67	74	61	44	-27.8%

	Other Reports					
Report type	2016	2017	2018	2019	2020	% change on previous year
Conditional Early Release	17	11	9	16	13	
Deportation	15	20	13	19	10	
Information for Court	30	24	42	44	13	
Release on Temporary Licence	10	n/a	n/a	n/a	n/a	
Sex Offender De-Notification	2	6	6	5	6	
Personal Information (for Youth Court)	n/a	n/a	n/a	n/a	31	
Total	74	61	70	84	73	-13%

New supervisions added – Community & Custodial



Overall there has been a 20.7% decrease in the total number of new supervisions added, with breakdown details as below:

New Probation Orders Imposed by Court:	2016	2017	2018	2019	2020	% change on previous year
Youth Court	14	20	14	10	20	
Magistrate's Court	112	114	94	100	93	
Royal Court	14	9	10	9	9	
Total	140	143	118	119	122	+2.5%

In total, orders are up by 2.5% on last year. Probation Orders from Youth Court doubled, although numbers had dipped in 2019. Two young people had two orders each, one of which was imposed by the Royal Court.

The main offence groups for new supervisions were violence (41%), followed by road traffic/motoring offences (13%), drug offences (12%) and public order (8%). *(This is measured by the main offence only, although an individual may have multiple offences).*

The gender split for those placed on Probation in 2020 was 82% male, 18% female (84% male/16% female in 2019).

Community Service Orders

New Community Service Orders imposed:	2016	2017	2018	2019	2020	% change on previous year
Youth Court	7	8	7	1	10	
Magistrate's Court	185	170	140	160	106	
Royal Court	20	12	15	5	12	
Totals	212	190	162	166	128	-22.8%

Overall, there has been a significant drop in Community Service Orders by 22.8% during 2020. There has however, been a notable increase in young people being placed on Community Service, with two young people receiving Orders from the Royal Court.

The main offence group continues to be those committed under the Road/Motor Traffic Laws (46.5%), followed by violence (27.9%) and drug offences (10%).

The gender split for those placed on Community Service was 87.6% male and 12.4% female, (86% male/14% female in 2019).

62 clients placed on Community Service also received a Probation Order (combination orders) representing 48% of the total, (38% in 2019).

1 order imposed in the UK was also supervised in Jersey.

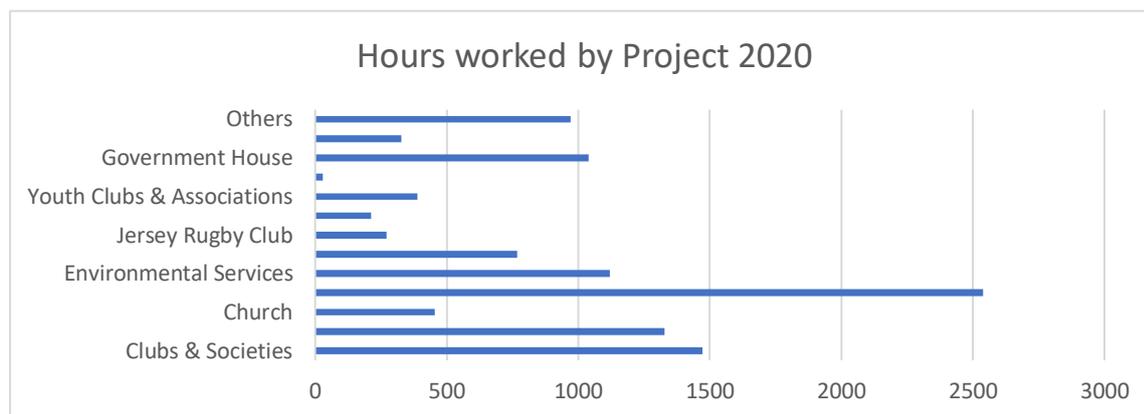
Community Service Orders – hours' analysis

The scheme provided 10,920 hours of free work for the benefit of the island. It was temporarily closed for approximately four months due to the pandemic and, although a good deal of headway has been made, we are still in a period of catch-up.

CS Orders	2016	2017	2018	2019	2020	% change on previous year
Hours ordered	22978	20202	18255	18369	14802	-19.4%
Hours worked	18813	19390	15036	16253	10920	-32.8%
Average order length	108	105	113	111	115	+3.6%

19% of community service orders were placed on individual placements.

Hours Worked 2020 by project:



Breakdown of Hours worked by project:

Category	CS Hours worked per Year				
	2016	2017	2018	2019	2020
Clubs & Societies	1359.50	1932.50	1432.50	2530.00	1472.50
Charity Shops / Work	3094.50	3682.00	2365.50	2556.00	2026.50
Church	1478.50	1381.50	1251.00	619.50	392.00
Durrell	3491.00	2748.50	2975.75	2847.75	2539.50
Environmental Services	3082.50	2814.50	2660.00	2953.50	1120.00
Government House	564.50	617.50	465.00	100.00	1040.00
Jersey Football Assoc.	1332.50	1285.00	737.50	1202.50	767.50
Jersey Rugby Club	1015.00	1144.50	440.00	583.50	270.00
Trees for Life	237.50	472.50	305.00	25.00	-
National Trust	15.00	-	-	-	-
Community Centres/Projects (formerly Parish & Community Facilities)	390.00	485.50	542.00	840.00	327.50
UK/Gsy Community Service	916.00	689.00	354.00	388.90	213.00
Youth Clubs & Associations	709.00	604.50	734.00	415.50	388.00
CS Workroom	839.50	867.50	589.00	828.50	29.00
Others	288.00	665.00	185.00	363.00	335.00
Total	18,813	19390.50	15036.25	16253.65	10920.50

Note: The Community Service workroom at the Probation Offices has been closed since mid-March 2020

Risk/need profiles on new Probation and Community Service Orders during 2020

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 %	2020 %
Probation	Low	23.3	11.5
	Medium	41	48.3
	High	34	38.5
	No data	1.7	1.7
Community Service	Low	60	48
	Medium	26.6	34.9
	High	11.2	14
	No data	2.2	3.1

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 2020 figures below are based on 90 orders terminated during the year across all risk bands:

(NB: a small number of terminated orders are not applicable)

Score change:	Terminations - LS/CMI scores - Year			
	2017	2018	2019	2020
Decrease %	58	65.5	60.2	66.7
Increase %	32	25.7	27.8	22.2
No change %	10	8.8	12	11.1

Target: At least 66% of clients to have reduced their risk of reconviction by the end of their probation order

Breaches during 2020

Breach type/reason	Breaches of Community Service Orders		Breaches of Probation Orders	
	2019	2020	2019	2020
Reconvicted	10	9	29	22
Breach of order conditions	9	5	3	4
Failed to attend as requested	31	4	13	4
Behaviour towards staff/attendees	3	0	0	0
Other reason	1	0	0	0
Totals	54	18	45	30

Completions

Target: 75% of both Probation and Community Service Orders to successfully complete

Probation Order Completions

Of 101 Probation orders terminated this year, the reasons are as follows:

	2019	%	2020	%
Completed (expiry date reached)	82	75.2	84	83
Further offence – terminated early	13	12	11	11
Failed to comply with requirements – terminated early	7	6.4	3	3
Terminated early for good progress	2	1.8	0	0
Terminated early other reason	0	0	1	1
Breached – arrest ordered	4	3.7	0	0
Client died	1	.9	2	2
Total	109	100%	101	100%

Of the 84 completions, 15 were breached with the orders being permitted to continue either with or without a separate penalty.

Community Service Order Completions

104 Community Service orders terminated during 2020 with the following reasons:

	2019	%	2020	%
CS hours completed	141	82	93	89.4
Further offence – revoked & re-sentenced	6	3.5	4	3.8
Failed to comply with requirements – revoked & re-sentenced	13	7.5	3	2.9
Revoked – other reason	1	.5	1	1
Breached – arrest ordered	5	3	1	1
Failed to appear – arrest ordered	2	1	0	0
Illness	1	.5	0	0
Client died	1	.5	2	1.9
Other change in circs	2	1	0	0
Total	172	100	104	100%

Of the 93 completions, 9 were breached with the orders being permitted to continue, either with or without a separate penalty.

Parish Hall Enquiries – case numbers for under 18-year olds (*13 young people turned 18*)

	2016	2017	2018	2019	2020	% change on previous year
Parish Hall totals	200	218	192	168	148	-12%

Notes:

Parish Hall Enquiries ceased from mid-March to end of June and from early December due to Covid-19.

The 148 cases consisted of 128 individual young people, of which 63% were first offenders, (65% in 2019).

23 cases (18 children) were remanded to Youth Court and one to the Magistrate’s Court, all of which, bar two, had a Personal Information (PIF) report prepared for Court.

31 PIFs (30 children) were completed in total with 12 cases going straight to Youth Court from PHQ.

The majority of enquiries were held in St Helier (52%), followed by St Saviour (14%), St Clement (9.5%), St Peter (8.8%) and St Brelade (8%).

Target: To divert children from court wherever possible

Road and Motor traffic continue to be the main offence group at 46% (up from 42% in 2019), followed by public order 20% (increased from 11%), drugs charges 11.3% (down from 15.5%); malicious damage 8% (up from 5%); larceny 8% (down from 12%) and violence 6% (down from 15.5%).

Breakdown by Parish:

	2016	2017	2018	2019	2020
PHE - Grouville	1	5	1	2	2
PHE - St. Brelade	25	14	14	12	12
PHE - St. Clement	21	30	27	21	14
PHE - St. Helier	101	112	94	78	77
PHE - St. John	3	0	2	1	1
PHE - St. Lawrence	2	8	7	7	4
PHE - St. Martin	4	3	4	4	0
PHE - St. Mary	3	4	2	3	0
PHE - St. Ouen	0	4	1	0	3
PHE - St. Peter	7	5	10	6	13
PHE - St. Saviour	31	32	27	32	21
PHE - Trinity	2	1	2	2	1
Total	200	218	191	168	148

New Supervisions from Parish Halls

We have seen a decrease in supervisions for young people directly due to the cessation of Parish Hall Enquiries during the spring lockdown and again in December:

Parish Hall Supervision type for under 18s:	2016	2017	2018	2019	2020	% change on previous year
Deferred decisions with Restorative Justice	8	18	18	25	13	
Deferred decisions with Voluntary Supervision	6	7	9	17	8	
Deferred decisions with Alcohol & Drug Education	9	4	11	19	4	
Total	23	29	38	61	25	-59%

Two adult cases were supervised from Parish Hall, one for Restorative Justice and one on Voluntary Supervision

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

	2020	%
Completed (expiry date reached)	25	92.6
Reoffended – order continued with/without separate penalty	2	7.4
Total	27	100%

Target: 75% of children to successfully complete periods of supervision ordered by Centeniers

Voluntary community supervisions (non- Parish Hall)

Voluntary Supervisions	2018	2019	2020
Young People	2	10	8
Adults	31	27	28
Total	33	37	36

Adult voluntary Supervisions consist of self-referrals, other agency referrals and ADAPT (domestic abuse programme) non-Probation referrals. For young people they may be referred from other agencies such as Early Help, Children’s Services and Education (schools).

Custodial Supervisions

New Custodial Supervisions	2016		2017		2018		2019		2020		% Change on previous year
	Adult	Yth	Adult	Yth	Adult	Yth	Adult	Yth	Adult	Yth	
Youth Court	0	1	0	1	0	1	0	0	0	1	
Magistrate's Court	10	0	28	1	44	1	60	0	41	0	
Royal Court	64	1	63	1	39	2	61	6	65	0	
Sub totals	74	2	91	3	83	4	121	6	106	1	
Total	76		94		87		127		107		-15.7%

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 43 prisoners recorded as released on-island during 2020, 46.5% were on some form of supervision:

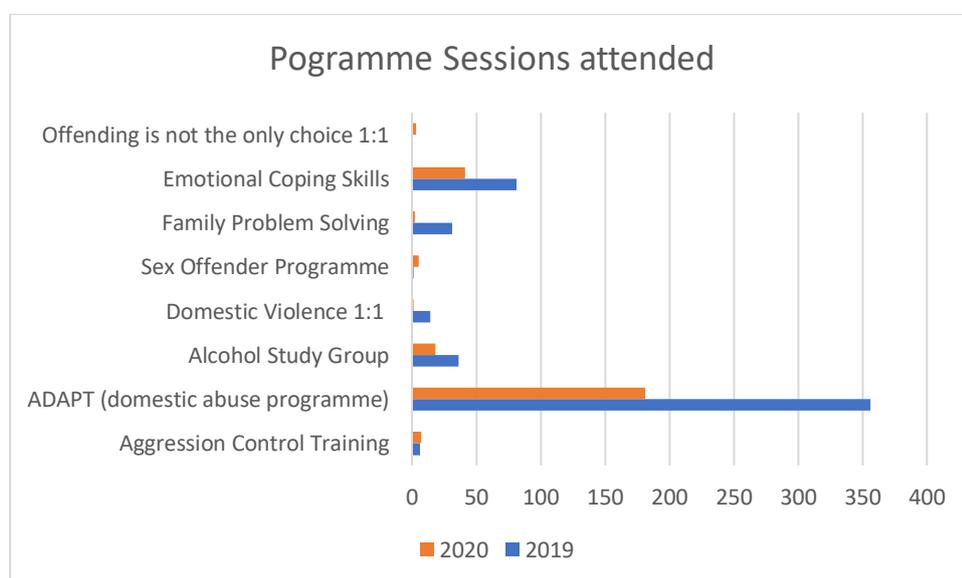
Release type	Year				
	2016	2017	2018	2019	2020
Conditional Early Release	9	10	11	11	8
Home Curfew Licence	6	n/a	n/a	n/a	n/a
Released no further supervision	38	37	30	47	23
Voluntary After Care	27	20	22	16	10
YOI Licence	9	3	6	0	2
Total	89	70	69	74	43

One released prisoner from Guernsey was being supervised in Jersey.

Programme intervention

Programme delivery was severely affected by Covid-19. The following table details those programmes which ran over the year in either group settings or on a one-to-one basis, delivered by both Probation Officers and partner agencies.

Programme Type	2019		2020	
	No. of attendees	Total no. of sessions attended	No. of attendees	Total no. of sessions attended
Aggression Control Training	1	6	1	7
ADAPT (domestic abuse programme)	28	356	29	181
Alcohol Study Group	7	36	9	18
Domestic Violence 1:1	4	14	1	1
Sex Offender Programme	1	1	2	5
Family Problem Solving	8	31	2	2
Emotional Coping Skills	19	81	13	41
Offending is not the only choice 1:1	n/a	n/a	2	2



Restorative Justice (RJ)

The yearly summary shows RJ officer involvement in relation to 73 clients across all supervision types, (66 in 2019). This includes assisting the Probation Team in other areas of client work also during 2020. The ability to do face to face RJ work was greatly affected by the pandemic with a number of clients agreeing to meet with their victim in person, but this was not possible under the circumstances.

The work undertaken included:

- 8 face to face apologies (17 in 2019)
- 11 letters of apology (4 in 2019)
- 2 Restorative Justice Conferences held (6 in 2019)
- 5 'Making Amends' actions (2 in 2019)
- RJ client meetings included: 2 prison visits, 2 school visits, 2 Home visits and 69 office meetings.

Basic skills / Mentoring support from the Probation Volunteer Team

- 2 clients received tutor support (9 clients in 2019)
- 6 clients received mentor support (5 in 2019)
- 2 clients were referred on to the Words and Numbers Matter charity.

Volunteer activity was severely affected by Covid-19. The delivery of tutor sessions stopped from mid-March for the rest of the year. Mentoring was able to continue via phone.

Total caseload as at 31.12.20

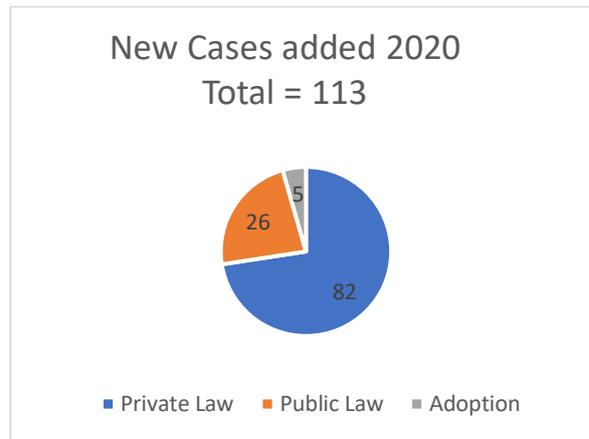
As at 31 December 2020 (point in time), the total caseload stood at 418 cases, which is 15% higher than the 363 cases as at 31.12.19.

This higher caseload figure, despite the decrease in the overall number of new supervisions, can be partially explained by the closure of the Community Service scheme during the pandemic, as several orders would ordinarily have been completed by this point.

The 418 cases were made up of 357 individuals; please note a person may be subject to more than one order of either a different or the same type. 11% of the caseload were under 18 years old.

Jersey Family Court Advisory Service

There has been a 24.1% increase in the overall number of new cases added compared to 2019:



Case Type	2016	2017	2018	2019	2020	% change on previous year
Private Law	72	66	59	63	82	
Public Law	16	33	35	20	26	
Adoption	11	7	13	8	5	
Total	99	106	107	91	113	+24.1%

In all, a total of 171 cases were worked on during 2020, a 31.5% increase on 2019 (130 cases).

151 applications were made during the period. Please note that there may be more than one application per case.

As at 31 December 2020 (point in time), the total caseload stood at 103 cases.

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. It also includes applications from a parent who wishes to remove the child/ren from Jersey to live in another jurisdiction and the other parent does not consent to this.

In 2020 there were 10 applications (8.2%) for removal from the jurisdiction.

It is noteworthy to report that 83 of the 113 applications (73%) were made in the second half of 2020. Sadly, this reflects the fact that various issues arose during the first lockdown period which were then referred to Court for adjudication once restrictions began to be lifted.

Of the 82 new applications 50 of them (61%) had Children Service involvement and/or required expert reports to be commissioned. Thus, we continue to see an increase, 20% higher than last year. This

confirms the view that private law applications continue to be complex in nature, often with safeguarding concerns that need to be addressed.

There were only 5 contested private law hearings last year which is 6%, which means that in general parents are able to agree a course of action either during the involvement of the JFCAS Officer or once the final report has been submitted.

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 the child. Applications can also include, as they did in 2020, applications that parents make within those applications for discharge of such an order, or they are seeking extra contact.

The breakdown of applications is as follows:

- 4 Emergency Protection Orders (EPO)
- 12 Care Orders
- 4 Secure Accommodation Orders
- 2 Supervision Order extensions
- 1 Discharge of an EPO
- 4 Contact applications within existing Interim Care Order proceedings

There were 3 additional miscellaneous applications which included a request for disclosure of some papers.

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
CYPES	Children, Young People, Education and Skills Department
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