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Jersey Probation and Aftercare Service

**Community Service  
Client end of Order Questionnaire Results  
2019**

Total no. of questionnaires: 96

<b>Gender</b>	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>	<b>2019</b>	<b>%</b>
Male	93	82	62	85	70	80.5	66	87	84	87.5
Female	16	14	9	12	16	18.4	7	9	9	9.4
Gender fluid	0	0	0	0	0	0	0	0	1	1
No data	4	4	2	3	1	1.1	3	4	2	2.1
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

<b>Also on Probation</b>	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>	<b>2019</b>	<b>%</b>
Y	44	39	25	34	26	30	23	30	37	38.5
N	58	51	44	60	52	60	45	59	47	49
No data	11	10	4	6	9	10	8	11	12	12.5
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

<b>Age group</b>	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>	<b>2019</b>	<b>%</b>
Under 18	9	8	0	0	2	2.4	1	1.3	2	2.1
18-25	39	34	16	22	30	34.5	17	22.5	26	27
26-45	45	40	41	56	34	39	33	43.5	50	52.1
45+	19	17	15	21	20	23	15	19.7	16	16.7
No data	1	1	1	1	1	1.1	10	13	2	2.1
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

<b>Type of placement</b>	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>	<b>2019</b>	<b>%</b>
Work party	88	78	57	78	64	73.5	57	75	65	67.7
Individual	7	6	5	7	10	11.5	7	9	8	8.3
Workroom	4	4	2	3	6	7	3	4	9	9.4
More than one	14	12	9	12	5	5.7	6	8	13	13.6
No data	0	0	0	0	2	2.3	3	4	1	1
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

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Length of order	2015	%	2016	%	2017	%	2018	%	2019	%
40-90	62	55	32	44	38	44	28	37	36	37.5
91-180	43	38	37	51	44	50	43	56.5	57	59.4
181-240	5	4	2	3	4	4.6	2	2.5	0	0
241-480	3	3	1	1	1	1.4	0	0	2	2.1
No data	0	0	1	1	0	0	3	4	1	1
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

Employment Status at start of order	2015	%	2016	%	2017	%	2018	%	2019	%
Employed	75	66.5	56	77	53	61	54	71	67	70
Training	1	1	0	0	0	0	0	0	0	0
Student	7	6	0	0	2	2.5	2	2.5	1	1
Short Term Sickness Benefit	0	0	0	0	0	0	0	0	1	1
Long Term Sickness Benefit	6	5	5	7	9	10	5	6.5	3	3
Unemployed	22	19.5	12	16	21	24	12	16	22	23
Self-employed	0	0	0	0	0	0	0	0	0	0
Retired	1	1	0	0	2	2.5	1	1.5	1	1
No data	1	1	0	0	0	0	2	2.5	1	1
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

**Preparing for Community Service**

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

	2015	%	2016	%	2017	%	2018	%	2019	%
Y	110	97	67	92	84	96.5	71	93.5	93	97
N	1	1	3	4	2	2.3	2	2.5	2	2
No data	2	2	3	4	1	1.2	3	4	1	1
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

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My Community Service Officer explained the Rules and Conditions:

	2015	%	2016	%	2017	%	2018	%	2019	%
Y	111	98	72	99	86	98.9	73	96	93	97
N	1	1	1	1	1	1.1	0	0	0	0
No data	1	1	0	0		0	3	4	3	3
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

I understood and found the Community Service Leaflet useful:

	2015	%	2016	%	2017	%	2018	%	2019	%
Y	96	85	66	90.5	77	88.5	64	84	86	89.6
N	10	9	3	4	5	5.8	4	5	7	7.3
No leaflet	0	0	0	0	0	0	1	1.5	0	0
Maybe/ sometimes	0	0	1	1.5	1	1.1	1	1.5	0	0
No data	7	6	3	4	4	4.6	6	8	3	3.1
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

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

	2015	%	2016	%	2017	%	2018	%	2019	%
Y	95	84	65	89	80	92	63	83	84	87.5
N	15	13	3	4	5	5.8	7	9	10	10.4
Unsure	3	3	1	1.5	0	0	0	0	0	0
No data	0	0	4	5.5	2	2.2	6	8	2	2.1
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

### **The work you did**

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

	2015	%	2016	%	2017	%	2018	%	2019	%
Y	96	85	66	90.5	81	93	65	85.5	88	91.8
N	12	10.5	4	5.5	4	4.6	6	8	4	4.1
Sometimes	1	1	0	0	1	1.2	1	1.5	0	0
No data	4	3.5	3	4	1	1.2	4	5	4	4.1
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

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Did you look forward to getting on with the work?

	2015	%	2016	%	2017	%	2018	%	2019	%
Y	75	66	56	77	64	73.6	61	80	83	86.5
N	34	30	14	19	18	20.7	9	12	11	11.5
Sometimes	1	1	1	1	3	3.4	2	3	0	0
No data	3	3	2	3	2	2.3	4	5	2	2
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

Did you feel pleased with a job well done?

	2015	%	2016	%	2017	%	2018	%	2019	%
Y	100	88	67	92	83	95	70	92	91	94.8
N	10	9	5	7	2	2.4	3	4	2	2.1
Sometimes	1	1	0	0	1	1.3	1	1.5	0	0
No data	2	2	1	1	1	1.3	2	2.5	3	3.1
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

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

	2015	%	2016	%	2017	%	2018	%	2019	%
Y	99	87.5	67	92	78	89.7	67	88	88	91.7
N	9	8	5	7	5	5.8	4	5	3	3.1
Sometimes	3	2.5	0	0	3	3.4	2	3	0	0
No data	2	2	1	1	1	1.1	3	4	5	5.2
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

Do you think that the community benefited from your work?

	2015	%	2016	%	2017	%	2018	%	2019	%
Y	90	80	63	86	77	88.5	67	88	88	91.7
N	15	13	7	10	7	8	5	6.5	4	4.2
Sometimes	5	4.5	2	3	2	2.3	1	1.5	1	1
No data	3	2.5	1	1	1	1.2	3	4	3	3.1
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

Were you given sufficient information about Health and Safety?

	2015	%	2016	%	2017	%	2018	%	2019	%
Y	96	85	69	94.5	82	94.2	69	91	91	95
N	13	11.5	4	5.5	3	3.4	4	5	2	2
Sometimes	0	0	0	0	1	1.2	0	0	0	0
No data	4	3.5	0	0	1	1.2	3	4	3	3
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

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

Did the Supervisor treat you with fairness and respect?

	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>	<b>2019</b>	<b>%</b>
Y	103	91	71	97	84	96.5	71	93	92	96
N	2	2	0	0	1	1.2	0	0	3	3
Some-times	4	3.5	0	0	2	2.3	3	4	0	0
No data	4	3.5	2	3	0	0	2	3	1	1
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

Did they show you how to do the work?

	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>	<b>2019</b>	<b>%</b>
Y	107	95	71	97	81	93	70	92	94	98
N	4	3.5	0	0	4	4.6	2	2.7	1	1
Sometimes	1	.75	0	0	1	1.2	2	2.7	0	0
No data	1	.75	2	3	1	1.2	2	2.6	1	1
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

Did you learn any skills from them?

	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>	<b>2019</b>	<b>%</b>
Y	82	72.5	50	68	71	81.6	56	74	71	74
N	30	26.5	18	25	15	17.2	16	21	22	23
Sometimes	0	0	0	0	1	1.2	2	2.5	0	0
No data	1	1	5	7	0	0	2	2.5	3	3
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

Did they praise you when you did something well?

	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>	<b>2019</b>	<b>%</b>
Y	99	88	66	90.5	81	93	71	93	87	90.3
N	12	10.5	4	5.5	4	4.6	3	4	6	6.5
Sometimes	1	.75	1	1	1	1.2	0	0	1	1.1
No data	1	.75	2	3	1	1.2	2	3	2	2.1
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

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

	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>	<b>2019</b>	<b>%</b>
Y	100	88.5	62	85	85	97.7	65	86	90	93.8
N	9	8	6	8	0	0	5	6	3	3.1
Some staff/ sometimes	1	1	0	0	0	0	0	0	0	0
N/A	0	0	0	0	0	0	3	4	0	0
No data	3	2.5	5	7	2	2.3	3	4	3	3.1
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

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

Of the 19 cases, 16 (84.2%) indicated that they understood why they were returned to court.

Did you find the breach leaflet helpful?

	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>	<b>2019</b>	<b>%</b>
Y	7	47	1	50	5	50	6	67	16	84.2
N	5	33	1	50	2	20	2	22	1	5.3
Sometimes	0	0	0	0	1	10	0	0	0	0
No data	3	20	0	0	2	20	1	11	2	10.5
<b>Total</b>	<b>15</b>	<b>100</b>	<b>2</b>	<b>100</b>	<b>10</b>	<b>100</b>	<b>9</b>	<b>100</b>	<b>19</b>	<b>100</b>

Were you treated fairly throughout the breach process?

	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>	<b>2019</b>	<b>%</b>
Y	11	73	1	50	8	80	9	100	16	84.2
N	1	7	1	50	0	0	0	0	1	5.3
Sometimes	0	0	0	0	1	10	0	0	0	0
No data	3	20	0	0	1	10	0	0	2	10.5
<b>Total</b>	<b>15</b>	<b>100</b>	<b>2</b>	<b>100</b>	<b>10</b>	<b>100</b>	<b>9</b>	<b>100</b>	<b>19</b>	<b>100</b>

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

	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>	<b>2019</b>	<b>%</b>
Employed	75	66	55	75.5	51	59	55	72.5	69	72
Training	4	3.5	0	0	0	0	0	0	0	0
Student	6	5.5	0	0	2	2.2	0	0	1	1
Long Term Sickness Benefit	6	5.5	6	8	8	9	6	8	3	3
Unemployed	20	18	12	16.5	24	27.5	10	13	22	23
Retired	1	.75	0	0	2	2.3	1	1.5	1	1
Self- employed	0	0	0	0	0	0	0	0	0	0
No data	1	.75	0	0	0	0	4	5	0	0
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>

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

	<b>2015</b>	<b>%</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>	<b>2018</b>	<b>%</b>	<b>2019</b>	<b>%</b>
Y	66	58.5	49	67	58	66.6	57	75	71	74
N	40	35.5	20	27.5	26	30	13	17	20	21
No data	7	6	4	5.5	3	3.4	6	8	5	5
<b>Total</b>	<b>113</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>96</b>	<b>100</b>