

Probation Client Feedback Questionnaire Results 2018

Total no. of questionnaires completed for 2018: 30

All client comments are recorded as written

Introductory Questions:

Gender:

	2014	%	2015	%	2016	%	2017	%	2018	%
Male	32	84	31	81	27	79	21	78	27	90
Female	6	16	6	16	7	21	6	22	3	10
No data	0	0	1	3	0	0	0	0	0	0
Total	38	100	38	100	34	100	27	100	30	100

Age groups:

	2014	%	2015	%	2016	%	2017	%	2018	%
Under 18	0	0	4	10.5	0	0	0	0	3	10
18-25	16	42	7	18.5	10	29	6	22	12	40
26-45	12	32	18	47	19	56	11	41	9	30
45+	10	26	6	16	5	15	10	37	6	20
No data	0	0	3	8	0	0	0	0	0	0
Total	38	100	38	100	34	100	27	100	30	100

Origin:

	2014	%	2015	%	2016	%	2017	%	2018	%
Jersey	23	61	27	71	21	62	16	59	16	53
UK	8	21	3	8	4	12	7	26	6	20
Portugal/ Madeira	7	18	7	18	8	23	2	7.6	5	17
Poland	0	0	1	3	1	3	1	3.7	2	7
Other	0	0	0	0	0	0	1	3.7	1	3
Total	38	100	38	100	34	100	27	100	30	100

1. Were you given any leaflets at the start of your Order?

	2014	%	2015	%	2016	%	2017	%	2018	%
Y	30	79	29	76	20	59	17	63	19	63
N	2	5	1	3	4	12	4	15	6	20
Unsure	6	16	8	21	10	29	6	22	5	17
Total	38	100	38	100	24	100	27	100	30	100

2. If yes, (19 clients), did you find them useful?

	2014	%	2015	%	2016	%	2017	%	2018	%
Very Useful	8	27	9	31	3	9	8	47	5	26.5
Quite useful	16	53	15	52	16	47	9	53	13	68.5
Not very useful	5	17	4	14	3	9	0	0	1	5
Not useful at all	0	0	0	0	1	3	0	0	0	0
No data	1	3	1	3	11	32	0	0	0	0
Total	30	100	29	100	34	100	17	100	19	100

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Within 5 mins	37	97	33	87	27	79	27	100	26	87
Within 15 mins	1	3	3	8	7	21	0	0	2	7
Within 30 mins	0	0	2	5	0	0	0	0	0	0
Over 30 mins	0	0	0	0	0	0	0	0	1	3
No data	0	0	0	0	0	0	0	0	1	3
Total	38	100	38	100	34	100	27	100	30	100

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Yes, always	34	89	35	92	32	94	27	100	26	87
Yes, mostly	4	11	2	5	1	3	0	0	4	13
Occasionally	0	0	0	0	0	0	0	0	0	0
No, never	0	0	0	0	1	3	0	0	0	0
No data	0	0	1	3	0	0	0	0	0	0
Total	38	100	38	100	34	100	27	100	30	100

5. Do you feel you were listened to?

	2014	%	2015	%	2016	%	2017	%	2018	%
Yes, always	35	92	32	84	33	97	26	96.3	26	87
Yes, mostly	3	8	5	13	1	3	1	3.7	4	13
Occasionally	0	0	0	0	0	0	0	0	0	0
No, never	0	0	0	0	0	0	0	0	0	0
No data	0	0	1	3	0	0	0	0	0	0
Total	38	100	38	100	34	100	27	100	30	100

6. Is English your first language?

	2014	%	2015	%	2016	%	2017	%	2018	%
Y	31	82	30	79	25	74	24	89	23	77
N	7	18	7	18	9	26	3	11	7	23
No data	0	0	1	3	0	0	0	0	0	0
Total	38	100	38	100	34	100	27	100	30	100

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Yes, lots of support	7	100	2	28	5	56	2	66.6	5	72
Some support	0	0	3	43	3	33	0	0	1	14
No support	0	0	1	14.5	1	11	0	0	0	0
Support not needed	0	0	1	14.5	0	0	1	3.4	0	0
No data	0	0	0	0	0	0	0	0	1	14
Total	7	100	7	100	9	100	3	100	7	100

Your Order:

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Education	7	18	6	16	2	6	4	15	2	7
Employment	8	21	7	18	10	29	5	18.5	7	23
Financial	5	13	7	18	1	3	4	15	8	27
Family life	21	55	15	39	14	41	17	63	13	43
Accommodation	6	16	5	13	1	3	6	22	6	20
Alcohol / drug problems	15	39	17	45	17	50	11	41	14	47
Emotional / Personal probs.	23	61	23	61	19	56	17	63	19	63
Health	5	13	7	18	5	15	6	22	5	17
Leisure	7	18	1	3	3	9	4	15	4	13
Ways to stay out of trouble	25	66	24	63	27	79	21	78	23	77
Other (gym; general support; coping strategies; mental health)	2	5	0	0	5	15	0	0	1	3

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Education	0	0	1	3	1	3	0	0	1	3
Employment	0	0	1	3	0	0	0	0	1	3
Financial	1	3	1	3	1	3	0	0	2	7
Family life	0	0	2	5	0	0	1	3.7	0	0
Accommodation	0	0	2	5	1	3	0	0	2	7
Alcohol / drug problems	1	3	2	5	1	3	0	0	1	3
Emotional / Personal probs.	0	0	1	3	1	3	1	3.7	1	3
Health	0	0	0	0	0	0	0	0	0	0
Leisure	0	0	0	0	0	0	0	0	0	0
Ways to stay out of trouble	0	0	3	8	0	0	1	3.7	2	7
None	18	47	22	58	13	38	18	66.7	13	43

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Yes	35	92	35	92	31	91	21	77.8	27	90
No	3	8	3	8	3	9	5	18.5	1	3
No data	0	0	0	0	0	0	1	3.7	2	7
Total	38	100	38	100	34	100	27	100	30	100

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Yes	14	37	18	47	16	47	15	55.6	20	67
To some extent	11	29	16	42	13	38	7	26	7	23
No	10	26	3	8	3	9	1	3.7	1	3
N/A	0	0	0	0	2	6	1	3.7	0	0
No data	3	8	1	3	0	0	3	11	2	7
Total	38	100	38	100	34	100	27	100	30	100

5. Do you feel that this has been followed?

	2014	%	2015	%	2016	%	2017	%	2018	%
Yes	28	74	32	84	29	85	21	78	27	90
To some extent	5	13	4	10.5	1	3	2	7.4	0	0
No	1	3	0	0	1	3	0	0	0	0
N/A	0	0	0	0	2	6	2	7.3	0	0
No data	4	10	2	5.5	1	3	2	7.3	3	10
Total	38	100	38	100	34	100	27	100	30	100

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Yes - sufficient	38	100	38	100	32	94	27	100	29	97
No – I needed to be seen more often	0	0	0	0	1	3	0	0	0	0
No data	0	0	0	0	1	3	0	0	1	3
Total	38	100	38	100	34	100	27	100	30	100

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Yes – my PO or someone would see me	35	92	37	97	31	91	27	100	26	87
No – nobody was available to see me	0	0	0	0	0	0	0	0	0	0
N/A	2	5	0	0	2	6	0	0	1	3
No data	1	3	1	3	1	3	0	0	3	10
Total	38	100	38	100	34	100	27	100	30	100

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

	2014	%	2015	%	2016	%	2017	%	2018	%
A great extent	32	84	33	87	30	88	26	96.3	27	90
To some extent	5	13	5	13	3	9	0	0	2	7
Very little extent	0	0	0	0	0	0	0	0	0	0
No data	1	3	0	0	1	3	1	3.7	1	3
Total	38	100	38	100	34	100	27	100	30	100

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Yes	26	68	25	66	26	76	17	63	23	77
No	2	5.5	0	0	0	0	0	0	0	0
To some extent	3	8	5	13	2	6	3	11	2	7
N/A	5	13	7	18	5	15	6	22.3	5	16
No data	2	5.5	1	3	1	3	1	3.7	0	0
Total	38	100	38	100	34	100	27	100	30	100

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Yes	28	73	28	74	26	76	22	81.5	25	83
No	3	8	3	8	1	3	2	7.5	1	3
NA	1	3	1	2.5	0	0	0	0	0	0
No data	6	16	6	15.5	7	21	3	11	4	14
Total	38	100	38	100	34	100	27	100	30	100

Programmes:

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Yes	22	58	19	50	18	53	20	74	13	43.5
No	13	34	17	45	15	44	6	22	16	53.5
NA	0	0	0	0	0	0	0	0	0	0
No data	3	8	2	5	1	3	1	4	1	3
Total	38	100	38	100	34	100	27	100	30	100

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

	2014	2015	2016	2017	2018
ASG	4	2	2	4	4
ASG 1:1	0	1	0	0	1
ACT	3	1	0	2	1
ACT 1:1	0	0	1	0	0
ADAPT	4	7	4	5	2
ADAPT 1:1	1	0	0	0	1
Emotional Coping Skills	2	3	3	2	3
DBT	1	0	0	0	0
FPS	2	0	2	3	1
OINTOC	9	7	6	5	1
SMART	2	0	0	2	2
SOTP 1:1	1	0	1	0	0
NA/no data	15	20	17	1	18

3 clients attended 2 different programmes each.

3. Was the purpose of the programme explained to you by your Probation Officer? (13 people attended programmes)

	2014	%	2015	%	2016	%	2017	%	2018	%
Yes	22	100	18	95	18	100	20	100	12	92.3
No	0	0	0	0	0	0	0	0	0	0
No data	0	0	1	5	0	0	0	0	1	7.7
Total	22	100	19	100	18	100	20	100	13	100

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Very relevant	7	32	9	47	9	50	13	65	5	38.5
Fairly relevant	15	68	8	42	8	44	7	35	6	46
Fairly irrelevant	0	0	0	0	0	0	0	0	0	0
Very irrelevant	0	0	1	5.5	1	6	0	0	0	0
No data	0	0	1	5.5	0	0	0	0	2	15.5
Total	22	100	19	100	18	100	20	100	13	100

5. How useful did you find the programme? (13 clients attended programmes)

	2014	%	2015	%	2016	%	2017	%	2018	%
Very useful	10	45	7	37	12	67	13	65	5	38.5
Fairly useful	11	50	8	42	5	28	6	30	5	38.5
Not very useful	0	0	2	11	1	5	1	5	1	8
Not useful at all	0	0	1	5.5	0	0	0	0	0	0
No data	1	5	1	5.5	0	0	0	0	2	15
Total	22	100	19	100	18	100	20	100	13	100

6. Client comments on programmes:

Yes, it has helped me to cope better with my emotions.

Really enjoyed it thanks.

No one is judged and everyone was treated with dignity and respect.

Tried ECS but language not sufficient (Polish speaker)

Basic Skills:

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

Some Final Questions:

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Very satisfactory	34	89	33	87	28	82	26	96.3	26	87
Fairly satisfactory	4	11	5	13	4	12	0	0	3	10
Unsatisfactory	0	0	0	0	0	0	0	0	0	0
Very unsatisfactory	0	0	0	0	1	3	0	0	0	0
No data	0	0	0	0	1	3	1	3.7	1	3
Total	38	100	38	100	34	100	27	100	30	100

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Very satisfied	26	68	27	71	24	70	22	81.5	24	80
Fairly satisfied	12	32	10	26	6	18	4	14.8	5	17
Fairly dissatisfied	0	0	0	0	0	0	0	0	0	0
Very dissatisfied	0	0	0	0	1	3	0	0	0	0
No data	0	0	1	3	3	9	1	3.7	1	3
Total	38	100	38	100	34	100	27	100	30	100

'Please explain why' - client comments:

They are there to help not criticise!

I've learnt a lot about myself and improved in many ways.

Friendly and professional!

Good having someone to talk to.

I believe that I was treated with the utmost care and respect throughout my probation time.

Was always seen on time, listened to my woes and sent me in the right direction.

It was my first and last time with probation service, so didn't know what to or not to expect, but they were very useful in my time with them.

[PO] is very kind and understanding. She supported my decisions and encouraged me from day one.

Helped improve my attitude in all aspects of my life.

Easy to talk to.

Both beneficial and fulfilling.

Always someone to talk to and help.

Honest opinions and a lot of guidance.

She listened.

Very helpful reduced my drinking.

Helped with any problems I had. Geed me up when needed in nice way.

Very accommodating, help is always there when needed.

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

	2014	%	2015	%	2016	%	2017	%	2018	%
Yes	38	100	34	89	30	88	25	92.6	27	90
No	0	0	4	11	2	6	1	3.7	1	3
No data	0	0	0	0	2	6	1	3.7	2	7
Total	38	100	38	100	34	100	27	100	30	100

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

Client comments:

It scared me!!! (Meaning no jail). It's good to talk (never bottle things up). Help is always there.

It has changed the way I see things and think before doing or saying something and helped me be more organised.

Greatly improved.

Positive experience.

Back on track.

Positive changes have been made.

Has helped talk through things constructively.

The mindfulness course really helped and also the use of the active card. Keeping active has really helped with my depression. It has shown me the error of my ways along with how to properly behave and act in certain situations. It has shown me what is right and wrong.

Not being able to drive car. But all that happened has been good for me in the end as I was in a really bad place for a long time, so the restart button had to be pressed at some point, and pressed it was. So with PO1's help I met PO2 and another (PO3) and that has been the best and last probation I will ever be on (sorry guys) but I'm done with you all xx Thanks

In a very positive way, because it was [PO] who, as a human being who has done terrible things, validate my feelings, help me to understand what I did in a firm but caring way, help to realise that I was not a bad person, yes I did bad things, and that made me realise that I'm still worth it, [PO] helped me to get my child back and that was a very positive effect in my life.

It has given me the confidence to make decisions I would never normally make and it's down to [PO's] constant reassurance and support. It's also reminded me to think before I act. I haven't got enough words to describe how grateful I am to [PO] for everything. She's amazing xx

Has made me a better person.

Kept me out of reoffending and to get work.

Made me 'scared' of going back to court.

Made me see things on a broader aspect.

I changed a lot. Also working hard.

The experience has helped me a lot in life. It has made me more aware.

It made me look at life in different way, maybe I was drinking without control, but have reduce a lot, to no committing the same offence.

It affected me psychologically in the sense that I thought I could be sent to prison in the shame of my name appearing in the local newspapers and for more reasons.

Probation helped me because was drinking and stupid time now not drinking, working and good relationship.

It has given me the focus and skills to get my life back on track. (A guiding hand out of the cave of self-destruct).

Inspiration, helpful.

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

Client comments:

Fine as it is.

Free tea.

None (x 3)

For me it can't sorry :)

As I said before I never dealt with the Service before and I will not ever deal with again, so I really don't know what needs improving.

It can't be improved. The person (me in this case) just needs to go in with an open mind and a wanting to be helped, without that mind set it's hard to get help and change. You guys are awesome!!! Thank you for the help.

I'm not sure.

No comment.

There is always room for improvement however the service is very good.

To be honest I like the way that the service looks after you and always there to help you.

I have always been well received by everyone and I have nothing to complain about.

I'm happy.

Polish speaking, not necessarily via interpreter.

24 clients (80%) agreed for their Probation Officer to see their feedback, 6 had no data.

BM/Feb2019