

# Probation Client Feedback Questionnaire Results 2015

Total no. of questionnaires completed for 2015: 38

## Introductory Questions:

### Gender:

	2012	%	2013	%	2014	%	2015	%
Male	25	86	25	83	32	84	31	81
Female	4	14	5	17	6	16	6	16
No data	0	0	0	0	0	0	1	3
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

### Age groups:

	2012	%	2013	%	2014	%	2015	%
Under 18	3	10.5	4	13	0	0	4	10.5
18-25	11	38	9	30	16	42	7	18.5
26-45	11	38	14	47	12	32	18	47
45+	3	10.5	3	10	10	26	6	16
No data	1	3	0	0	0	0	3	8
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

### Origin:

	2012	%	2013	%	2014	%	2015	%

Jersey	18	62	19	64	23	61	27	71
UK	4	14	7	23	8	21	3	8
Portugal/ Madeira	4	14	4	13	7	18	7	18
Poland	0	0	0	0	0	0	1	3
Other	2	7	0	0	0	0	0	0
No data	1	3	0	0	0	0	0	0
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	20	69	26	87	30	79	29	76
N	5	17	2	6.5	2	5	1	3
Unsure	4	14	2	6.5	6	16	8	21
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

**2) If yes, (29 clients), did you find them useful?**

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Very Useful	7	35	7	27	8	27	9	31
Quite useful	12	60	17	65	16	53	15	52
Not very useful	1	5	0	0	5	17	4	14
Not useful at all	0	0	0	0	0	0	0	0
No data	0	0	2	8	1	3	1	3
<b>Total</b>	<b>20</b>	<b>100</b>	<b>26</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>29</b>	<b>100</b>

**3) In general, have you been seen on time?**

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
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Within 5 mins	25	86	26	87	37	97	33	87
Within 15 mins	4	14	4	13	1	3	3	8
Within 30 mins	0	0	0	0	0	0	2	5
Over 30 mins	0	0	0	0	0	0	0	0
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

**4) Do you feel you have been treated with respect?**

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Yes, always	27	93	27	90	34	89	35	92
Yes, mostly	2	7	2	7	4	11	2	5
Occasionally	0	0	0	0	0	0	0	0
No, never	0	0	0	0	0	0	0	0
No data	0	0	1	3	0	0	1	3
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

**5) Do you feel you were listened to?**

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Yes, always	26	90	25	83.5	35	92	32	84
Yes, mostly	3	10	4	13.5	3	8	5	13
Occasionally	0	0	0	0	0	0	0	0
No, never	0	0	0	0	0	0	0	0
No data	0	0	1	3	0	0	1	3
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

**6) Is English your first language?**

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	24	83	25	83.5	31	82	30	79
N	5	17	4	13.5	7	18	7	18
No data	0	0	1	3	0	0	1	3
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Yes, lots of support	4	80	3	75	7	100	2	28
Some support	0	0	0	0	0	0	3	43
No support	0	0	1	25	0	0	1	14.5
Support not needed	1	20	0	0	0	0	1	14.5
<b>Total</b>	<b>5</b>	<b>100</b>	<b>4</b>	<b>100</b>	<b>7</b>	<b>100</b>	<b>7</b>	<b>100</b>

Your Order:

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

	2012	%	2013	%	2014	%	2015	%
Education	7	24	6	20	7	18	6	16
Employment	10	34	13	43	8	21	7	18
Financial	6	21	3	10	5	13	7	18
Family life	15	52	16	53	21	55	15	39
Accommodation	7	24	6	20	6	16	5	13
Alcohol / drug problems	24	83	14	47	15	39	17	45
Emotional / Personal probs.	16	55	17	57	23	61	23	61
Health	7	24	7	23	5	13	7	18
Leisure	7	24	4	13	7	18	1	3
Ways to stay out of trouble	18	62	21	70	25	66	24	63
Other (gym; general support)	2	7	1	3	2	5	0	0

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

	2012	%	2013	%	2014	%	2015	%
Education	0	0	0	0	0	0	1	3
Employment	2	7	1	3	0	0	1	3
Financial	1	3	1	3	1	3	1	3
Family life	0	0	0	0	0	0	2	5
Accommodation	1	3	0	0	0	0	2	5
Alcohol / drug problems	1	3	0	0	1	3	2	5
Emotional / Personal probs.	0	0	2	7	0	0	1	3
Health	1	3	0	0	0	0	0	0

Leisure	1	3	0	0	0	0	0	0
Ways to stay out of trouble	0	0	0	0	0	0	3	8
None	12	41	14	47	18	47	22	58
Other	0	0	0	0	0	0	0	0

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Yes	23	79	23	77	35	92	35	92
No	4	14	6	20	3	8	3	8
No data	2	7	1	3	0	0	0	0
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

**4) Were you involved in deciding what was included in your supervision plan?**

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Yes	14	48	16	53	14	37	18	47
To some extent	8	28	5	17	11	29	16	42
No	4	14	6	20	10	26	3	8
N/A	0	0	1	3	0	0	0	0
No data	3	10	2	7	3	8	1	3
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

**5) Do you feel that this has been followed?**

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Yes	20	69	22	73	28	74	32	84
To some extent	2	7	2	7	5	13	4	10.5
No	2	7	0	0	1	3	0	0
N/A	0	0	3	10	0	0	0	0
No data	5	17	3	10	4	10	2	5.5
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Yes - sufficient	28	97	29	97	38	100	38	100
No – I needed to be seen more often	0	0	1	3	0	0	0	0
No data	1	3	0	0	0	0	0	0
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Yes – my PO or someone would see me	29	100	29	97	35	92	37	97
No – nobody was available to see me	0	0	0	0	0	0	0	0
N/A	0	0	1	3	2	5	0	0
No data	0	0	0	0	1	3	1	3
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
A great extent	26	89.5	25	83	32	84	33	87
To some extent	1	3.5	5	17	5	13	5	13
Very little extent	1	3.5	0	0	0	0	0	0
No data	1	3.5	0	0	1	3	0	0
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

**8) Was the effect of your offence on the victim discussed with you?**

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Yes	16	55	21	70	26	68	25	66
No	0	0	1	3	2	5.5	0	0
To some extent	4	14	5	17	3	8	5	13
N/A	6	21	3	10	5	13	7	18
No data	3	10	0	0	2	5.5	1	3
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Yes	25	86	22	73	28	73	28	74
No	0	0	2	7	3	8	3	8
'Both yes & no'	1	3.5	0	0	0	0	0	0
NA	3	10.5	2	7	1	3	1	2.5
No data	0	0	4	13	6	16	6	15.5
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

**Programmes:**

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Yes	19	66	17	57	22	58	19	50
No	7	24	10	33	13	34	17	45
NA	2	7	0	0	0	0	0	0
No data	1	3	3	10	3	8	2	5
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

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

	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
<b>ASG</b>	7	8	4	2
<b>ASG 1:1</b>	0	0	0	1
<b>ACT</b>	2	2	3	1
<b>ADAPT</b>	4	4	4	7
<b>ADAPT 1-1</b>	0	0	1	0
<b>Emotional Coping Skills</b>	2	0	2	3
<b>DBT</b>	1	0	1	0

<b>FPS</b>	0	0	2	0
<b>OINTOC</b>	4	5	9	7
<b>SMART</b>	3	2	2	0
<b>SOTP</b>	0	1	1	0
<b>NA/no data</b>	9	12	15	20

**3 clients attended 2 different programmes each.**

**3) Was the purpose of the programme explained to you by your Probation Officer? (19 people attended programmes)**

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Yes	19	100	16	94	22	100	18	95
No	0	0	0	0	0	0	0	0
No data	0	0	1	6	0	0	1	5
<b>Total</b>	<b>19</b>	<b>100</b>	<b>17</b>	<b>100</b>	<b>22</b>	<b>100</b>	<b>19</b>	<b>100</b>

**4) Did you find that the programme was relevant to you?**

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Very relevant	12	63	9	53	7	32	9	47
Fairly relevant	7	37	6	35	15	68	8	42
Fairly irrelevant	0	0	1	6	0	0	0	0
Very irrelevant	0	0	0	0	0	0	1	5.5
No data	0	0	1	6	0	0	1	5.5
<b>Total</b>	<b>19</b>	<b>100</b>	<b>17</b>	<b>100</b>	<b>22</b>	<b>100</b>	<b>19</b>	<b>100</b>

**5) How useful did you find the programme? (19 clients attended programmes)**

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Very useful	12	63	5	29	10	45	7	37

Fairly useful	5	27	11	65	11	50	8	42
Not very useful	1	5	0	0	0	0	2	11
Not useful at all	0	0	0	0	0	0	1	5.5
Didn't complete	1	5	0	0	0	0	0	0
No data	0	0	1	6	1	5	1	5.5
<b>Total</b>	<b>19</b>	<b>100</b>	<b>17</b>	<b>100</b>	<b>22</b>	<b>100</b>	<b>19</b>	<b>100</b>

### 6) Client comments on programmes:

Perhaps a programme needed for women too.

Feel comfortable by staff and others in the course.

The ADAPT course should voice the other partner if still in a relationship.

#### Basic Skills:

5 of the clients surveyed had had help from a Basic Skills tutor, of which 3 found it 'very useful' (60%) and 1 'fairly useful' (20%). The remaining person commented:

'Would have been useful but found it difficult to remember the content - too hard'.

#### Some Final Questions:

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Very satisfactory	25	86	25	83	34	89	33	87
Fairly satisfactory	3	10.5	5	17	4	11	5	13
Unsatisfactory	0	0	0	0	0	0	0	0
Very unsatisfactory	0	0	0	0	0	0	0	0
No return	1	3.5	0	0	0	0	0	0
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Very satisfied	20	69	21	70	26	68	27	71
Fairly satisfied	8	28	8	27	12	32	10	26
Fairly dissatisfied	0	0	0	0	0	0	0	0
Very dissatisfied	0	0	0	0	0	0	0	0
No data	1	3	1	3	0	0	1	3
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

**'Please explain why' - client comments:**

Supported and helped me.

Easy to talk and express thoughts to, very helpful.

Professional and informative regarding all subjects and areas.

Because the Jersey Probation Services do everything that they can do to help you.

Can relate to P.O. better than the whole Service.

Is all good.

Helped me see things differently for a better future.

"Supersonic"

Very helpful (x 3 clients)

It was good to have the support and I could rely on my officer to help me.

Always there if I needed help or had a problem and they gave me good information.

Because the Officer involved was very worried about.

They listened and offered advice on some of my personnel problems, 2nd opinions.

I did not need the Probation Service for anything regarding my situation in life.

I always felt comfortable talking and have had huge help in times of crisis.

Because they are always there if you need help.

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Yes	26	89.5	26	87	38	100	34	89
No	1	3.5	3	10	0	0	4	11
'Both yes & no'	1	3.5	0	0	0	0	0	0

No data	1	3.5	1	3	0	0	0	0
<b>Total</b>	<b>29</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>38</b>	<b>100</b>

**'Please give details as to how this experience has affected your life' – client comments:**

Got me to re-evaluate my drug using, enter rehab and re-integrate into society.

A kind and caring nature - easy to talk to and ready to always help and give credible advice.

Become more independent on a personal level.

It has affected my life because the fire that I done in the bin could of killed other people in the building.

Being with P.O. has help a lot she is a very positive person. Wish you all the best.

Not a lot

I can control and understand myself more.

Enjoyed being on Probation and gave me the motivation to behave. Enjoyed CS.

For the better Pros and Cons.

Prison had more of an impact but had a good experience of probation.

It has disrupted me.

More positive outlook.

Not much

Made me more aware of my actions and I have learnt other techniques.

Probation Officer helpful. Food voucher felt you could ask. Certainly won't be doing this again. Have learnt a lot from this and now know have other options to choose if needed.

It's helped me get back to looking for work and helped my confidence.

Made me more aware of situations and how to react to them in the event it would happen again. ADAPT was very good learn a lot.

Don't be stupid

It has taught me to be calmer and to listen to my wife more, and generally I feel better for it.

It has helped me stop offending and I now have a better relationship with my parents.

It has made me realise the causes of crime and why I shouldn't do it.

Stop drinking as much.

**'Please give details of ways in which you feel the Service could be improved' – client comments:**

None (x 3 clients)

Sticking to one mentor for the whole period of time.

I think that the Service could have nothing to be improved.

Not really

Seems fine the way it is.

I can't

Schemes and programmes outside of probation to help with work that is provided by Probation.

I don't know (x 2 clients)

Nothing it all good

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28 clients (74%) agreed for their Probation Officer to see their feedback, (10 had no data).

BM/Jan2016