

Probation Client Feedback Questionnaire Results 2014

Total no. of questionnaires completed for 2014: 38

Introductory Questions:

Gender:

	2012	%	2013	%	2014	%
Males	25	86	25	83	32	84
Female	4	14	5	17	6	16
Total	29	100	30	100	38	100

Age groups:

	2012	%	2013	%	2014	%
Under 18	3	10.5	4	13	0	0
18-25	11	38	9	30	16	42
26-45	11	38	14	47	12	32
45+	3	10.5	3	10	10	26
No data	1	3	0	0	0	0
Total	29	100	30	100	38	100

Origin:

	2012	%	2013	%	2014	%
Jersey	18	62	19	64	23	61
UK	4	14	7	23	8	21
Portugal/Madeira	4	14	4	13	7	18
Other	2	7	0	0	0	0
No data	1	3	0	0	0	0
Total	29	100	30	100	38	100

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

	2012	%	2013	%	2014	%
Y	20	69	26	87	30	79
N	5	17	2	6.5	2	5
Unsure	4	14	2	6.5	6	16
Total	29	100	30	100	38	100

2) If yes, (30 clients), did you find them useful?

	2012	%	2013	%	2014	%
Very Useful	7	35	7	27	8	27
Quite useful	12	60	17	65	16	53
Not very useful	1	5	0	0	5	17
Not useful at all	0	0	0	0	0	0
No data	0	0	2	8	1	3
Total	20	100	26	100	30	100

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

	2012	%	2013	%	2014	%
Within 5 mins	25	86	26	87	37	97
Within 15 mins	4	14	4	13	1	3
Within 30 mins	0	0	0	0	0	0
Over 30 mins	0	0	0	0	0	0
Total	29	100	30	100	38	100

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

	2012	%	2013	%	2014	%
Yes, always	27	93	27	90	34	89
Yes, mostly	2	7	2	7	4	11
Occasionally	0	0	0	0	0	0
No, never	0	0	0	0	0	0
No data	0	0	1	3	0	0
Total	29	100	30	100	38	100

5) Do you feel you were listened to?

	2012	%	2013	%	2014	%
Yes, always	26	90	25	83.5	35	92
Yes, mostly	3	10	4	13.5	3	8
Occasionally	0	0	0	0	0	0
No, never	0	0	0	0	0	0
No data	0	0	1	3	0	0
Total	29	100	30	100	38	100

6) Is English your first language?

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

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

	2012	%	2013	%	2014	%
Yes, lots of support	4	80	3	75	7	100
Some support	0	0	0	0	0	0
No support	0	0	1	25	0	0
Support not needed	1	20	0	0	0	0
Total	5	100	4	100	7	100

Your Order:

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

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

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

	2012	%	2013	%	2014	%
Education	0	0	0	0	0	0
Employment	2	7	1	3	0	0
Financial	1	3	1	3	1	3
Family life	0	0	0	0	0	0
Accommodation	1	3	0	0	0	0
Alcohol / drug problems	1	3	0	0	1	3
Emotional / Personal probs.	0	0	2	7	0	0
Health	1	3	0	0	0	0
Leisure	1	3	0	0	0	0
Ways to stay out of trouble	0	0	0	0	0	0
None	12	41	14	47	18	47
Other	0	0	0	0	0	0

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

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

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

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

5) Do you feel that this has been followed?

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

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

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

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

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

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

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

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

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

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

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

Programmes:

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

	2012	%	2013	%	2014	%
Yes	19	66	17	57	22	58
No	7	24	10	33	13	34
NA	2	7	0	0	0	0
No data	1	3	3	10	3	8
Total	29	100	30	100	38	100

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

	2012	2013	2014
ASG	7	8	4
ACT	2	2	3
ADAPT	4	4	4
ADAPT 1-1	0	0	1
Emotional Coping Skills	2	0	2
DBT	1	0	1
FPS	0	0	2
OINTOC	4	5	9
SMART	3	2	2
SOTP	0	1	1
NA/no data	9	12	15

5 clients attended 2 different programmes each.

3) Was the purpose of the programme explained to you by your Probation Officer? (22 people attended programmes)

	2012	%	2013	%	2014	%
Yes	19	100	16	94	22	100
No	0	0	0	0	0	0
No data	0	0	1	6	0	0
Total	19	100	17	100	22	100

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

	2012	%	2013	%	2014	%
Very relevant	12	63	9	53	7	32
Fairly relevant	7	37	6	35	15	68
Fairly irrelevant	0	0	1	6	0	0
Very irrelevant	0	0	0	0	0	0
No data	0	0	1	6	0	0
Total	19	100	17	100	22	100

5) How useful did you find the programme? (22 clients attended programmes)

	2012	%	2013	%	2014	%
Very useful	12	63	5	29	10	45
Fairly useful	5	27	11	65	11	50
Not very useful	1	5	0	0	0	0
Not useful at all	0	0	0	0	0	0
Didn't complete	1	5	0	0	0	0
No data	0	0	1	6	1	5
Total	19	100	17	100	22	100

6) Client comments on programmes:

Thanks to [Officer and Officer] for taking the ACT group.

Every part excellent at all times.

Basic Skills:

None of the clients surveyed this year had had help from a Basic Skills tutor. (Some indicated that they had but on cross-reference this was not for Basic Skills).

Some Final Questions:

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

	2012	%	2013	%	2014	%
Very satisfactory	25	86	25	83	34	89
Fairly satisfactory	3	10.5	5	17	4	11
Unsatisfactory	0	0	0	0	0	0
Very unsatisfactory	0	0	0	0	0	0
No return	1	3.5	0	0	0	0
Total	29	100	30	100	38	100

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

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

'Please explain why' - client comments:

First time I have been in trouble and felt I have been treated with respect.

Helped me to avoid trouble and prevent me from re-offending.

Just genuine nice people to work with polite etc.

Kept me on the straight and narrow and stability in my life.

Talking to someone who listened about the situation.

The Probation Service helped me become a better person and a lot smarter.

Because I received good advice.

Seen when needed, always given good advice.

Fair & open & honest.

I have achieved more in my time here than in my life.

Because they have helped me think about things in a different way.

Very helpful and listen to any problems and give advice.

Overall has been a pleasant experience. Some elements of community service could be improved.

The impression I get is that they are here to help.

In what was overall a complex situation [Officer] has gone above and beyond my expectations of what help the service would offer. Much appreciated.

Appointments became repetitive but less frequent.

It was good what happened as I was not well and now I feel better.

Had no issues.

Explained very well at all times.

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

	2012	%	2013	%	2014	%
Yes	26	89.5	26	87	38	100
No	1	3.5	3	10	0	0
'Both yes & no'	1	3.5	0	0	0	0
No data	1	3.5	1	3	0	0
Total	29	100	30	100	38	100

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

Lost my job, my home, my family, EVERYTHING!.

Has made me realise that I made a stupid mistake which I don't want to happen again.

Just helped me out a lot and won't be re-offending.

Kept me from re-offending. Helped me in different aspect of my life.

I am in a much more happier place now, than I was 12 months ago, and starting to get things back on track.

I began to think more and it made me reflect more.

Helped with drinking and housing problems.

Made me more stable and forward thinking, i.e drug reduction, job seeking.

Changed the way I would have behaved and changed the way I thought about relationships.

I was given a chance to sort my life out properly and help me be a better man, not just for me, but for my friends and family too.

It hasn't really affected my life that much apart from having to do certain things in my own time.

It's taught me to be a better person and listen to people and not to be judgment.

It has taken time out my life that I needed to focus on other things but also helped me to recognise I had lost 'it' a little.

Makes me think about life.

Has opened my eyes and really made me think.

Ability to reflect on actions and consequences. With a bit of self-awareness too - ref Asperger's.

Made me make positive changes.

It has kept me focused on my life more and how positive to be about my life!

It affected my mind, health, work and everything in my life.

Made me think about things that affect other people.

It has made me think about my actions.

I think before I do things because of probation.

At first I felt it was a waste of time me being on Probation. But it was a blessing in disguise and I had a lot of help and support through challenging times.

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

Cover travel expenses.

Don't change anything.

The service was very good and I enjoyed it.

Make sure people get appointed with the right probation officer from the start.

Community service that takes advantage of people's skill set i.e. plasterers etc. qualified people can help in other areas of the community rather than manual labour.

None - cannot see how it could be improved due to the high level of care and attention received.

Works well!

The service was overall good for me.

Let people go to toilet on community service.

29 clients (76%) agreed for their Probation Officer to see their feedback, (9 had no data).

BM/Feb2015