

# Community Service Scheme

## Beneficiaries Survey 2014

### 18 Participants

1. Please indicate your level of satisfaction in terms of the work undertaken by the Community Service scheme:

	Number	%
Very satisfied	14	78
Satisfied	4	22
Unsure	0	0
Dissatisfied	0	0
Very dissatisfied	0	0
<b>Total</b>	<b>18</b>	<b>100</b>

2. Comments:

Ref:	Beneficiary	Comments
1	Jersey Hospice Care (1)	The work undertaken by the CS team has made a MAJOR difference to the front car park and on the Monday following any work undertaken I always receive a number of calls remarking on the difference.
4	Department of the Environment	We are very satisfied with both the quality and quantity of work being carried out. The attention to detail is always excellent resulting in a professional looking finish. The Community Service scheme continues to have a positive impact on the conservation of the Island's biodiversity.
5	Jersey Youth Service	I find that the service is a valuable contribution to a non for profit organisation.
6	Les Creux Bowls Club	I have always found the work to be of a high standard.
8	JFA (1)	I don't think any recipient of work undertaken by the Community Service Scheme can be anything other than 'very satisfied' given it is free of charge.
10	Farmers Cricket Club	The teams are well managed and well equipped.
11	Cancer Research	I am pleased to say the people I have come to know on this community service program are very good and they make sure to keep in touch to make sure that things are going well with which ever person we have in the shop. And it is good that they work around any hours that I give to the person working in the shop. Which makes my life a lot easier.
13	St Catherine's Sailing Club	Excellent

14	JFA (2)	The scheme undertakes vital work at the majority of the 12 club grounds locally; work that is much appreciated by these 100% volunteer-operated clubs.
15	Durrell	I can honestly say that if we did not have the support of the work parties through Andy Le Marrec, Durrell would be in <u>serious</u> trouble. We have a very small team of Landscape gardeners here, and we could not possibly cope with the maintenance side without the support of the Community Service staff and work parties.
16	Jersey Rugby Club	We are very pleased and Thankful for the work that the Community service scheme provides, All work is carried out to the highest standard and we would be lost without the Scheme.
17	Oxfam shop	Sorry there was no follow up procedure after one person on community service used her mobile phone in the shop stating that she was not told from probation this person also stole from us and then heard she had written into Oxfam head office and complained about the manager correcting her wrong doing.

3. Please indicate your level of satisfaction in terms of the liaison and service you receive from **community service staff**:

	Number	%
Very satisfied	15	83
Satisfied	3	17
Unsure	0	0
Dissatisfied	0	0
Very dissatisfied	0	0
<b>Total</b>	<b>18</b>	<b>100</b>

4. Comments:

Ref:	Beneficiary	Comments
1	Jersey Hospice Care (1)	I have met two of the supervisors and I find them very approachable and always willing to undertake any particular jobs that we may want doing whilst they are on site.
2	St Ouen's FC	Should any individuals have a particular trade or skill, i.e decorating, carpentry, maybe they could be used for this type of work where appropriate
3	3D Events	Excellent service that helps our cause considerably.
4	Department of the Environment	The service received is always thorough with projects being delivered in a timely manner. Communication is always well considered and friendly. Over the years we

		have found a system that works and is very productive.
6	Les Creux Bowls Club	<p>First class. The professionalism and service of the team has been exceptional. The Service has always been there when we have a need to be addressed. As a small club with an elderly membership we could not keep our clubhouse to an acceptable standard without the assistance of the team and community workers and we are truly appreciative of the work undertaken by the participants.</p> <p>But for the help rendered to us we would have probably had to close owing to the cost of maintaining our large clubhouse. When I say we could not do without your assistance I really do mean it. The teams help, supervisors and their clients, mean a lot to us.</p>
7	Jersey Allotment & Leisure Gardening Association	The level of assistance and co-operation we have received from our contact, Andy Le Marrec, has been exemplary.
8	JFA (1)	My limited contact with 'on the job' Community Service Staff has always been very satisfactory. I have had more frequent contact with Andy Le Marrec and Andy is always as accommodating as he can possibly be within the boundaries of the workforce that he has available and other work that the Service has committed to.
9	Sporting Academics FC	I have found the team leaders are very flexible in terms of when and what they are asked to do and the ability to supervise/complete tasks in an efficient manner.
10	Farmers Cricket Club	I have a mobile telephone and an email address for the CS team coordinator, Mr Andy Le Marrec. I always find Mr Le Marrec to be very accommodating.
12	Jersey Hospice Care (2)	We have an excellent relationship with Nicky and find her support invaluable.
13	St Catherine's Sailing Club	Very fair and professional
14	JFA (2)	This partnership has operated successfully now for a number of years, so the relevant officials at the clubs know who to speak to in relation to the Service.
15	Durrell	Andy Le Marrec and John work very closely with me and are in regular contact for both weekday and weekend work parties. We are able to provide wet weather work at all times which offers a win, win for all concerned.
16	Jersey Rugby Club	Easy to talk to and very approachable. They ensure work is at its highest standard.
18	National Trust	We are very happy with the work undertaken by community service but we sometimes lose track of what has happened at certain sites and when certain tasks will/have been done.

5. Any other observations or suggestions that you think will help us further develop community service:

Ref:	Beneficiary	Comments
4	Department of the Environment	We have recently been trying to target specific work tasks to locations in close proximity to toilet facilities in response to new requirements. This has had a negative impact on the flexibility of the system and the Environment Dept.'s ability to find suitable work. The Environment Dept. is limited in the amount of places where it is acceptable to leave portable toilets because of possible vandalism + pollution events.
6	Les Creux Bowls Club	As far as I am concerned the Service is doing a good job.
7	Jersey Allotment & Leisure Gardening Association	A hand-out leaflet that outlines what community service is, what it can and cannot offer, contact information etc. would be useful for a potential 'user'. There is plenty of information on gov.je with regard to information for an offender who may be sentenced to community service, but little about how organisations, charity groups etc. may support the scheme and utilise its resources...and the basis on which they may be provided.
8	JFA (1)	<p>I run a football team and we periodically have our players serving time with the Community Service Scheme. While appreciating you will have guidelines on supervision, I think it would be beneficial if those individuals were able to dedicate their hours specifically to their 'own' club or association. By doing so, they have an immediate understanding of the positive impact their work has while also knowing the people who ultimately enjoy the benefit i.e. their team mates or other club members.</p> <p>Again, I understand Community Service is a punishment and an alternative to a custodial sentence. In my very limited experience, football and playing in a team generally would appear to be a positive way for these chaps to get themselves back on the straight and narrow. Our matches generally kick off at a time that clashes with the finishing time of the Community Service hours. Additionally, I understand that there are instances when an individual has been working at the rugby club and they have to travel back into town with the community service only to make their way back to our pitch (behind Jersey Bowl) and are lucky if they get half a game.</p> <p>I guess what I'm saying, and I do understand the wider picture, it almost seems like they are punished twice by</p>

		<p>having to do their community service while also missing their football. We have one particular chap who trains every Tuesday and Thursday but finds it difficult to get to Saturday's matches on time due to the above.</p> <p>Clearly, there is a danger that they drop out of football in frustration which could possibly lead to re-offending.</p> <p>Perhaps a very small degree of flexibility on timing could avoid this?</p>
9	Sporting Academics FC	<p>I have only experience of the service in one particular area although I can see from the people to whom your survey is copied that many organisations seem to be beneficiaries. It may be worthwhile organising a coffee morning or similar say annually (at little cost) to invite representatives of the various groups so that you can provide a wider view of the community services you are involved in. That might trigger more discussion on expanding the service in the future if you are not already overstretched!</p>
10	Farmers Cricket Club	<p>The Farmers Cricket Club is a non-profit making cricket club that has 3 weekend league teams, an U13 team and an active social side. Whilst we host many local games we also entertain a dozen or more UK touring sides every year. The help afforded to the club by the CS Team is very much appreciated. The ground is kept neat and tidy and consequentially attractive to players and visitors alike.</p>
12	Jersey Hospice Care (2)	<p>We value the time and effort contributed by those individuals on Community Service. Several have stayed on as volunteers and one man is now employed by us</p>
13	St Catherine's Sailing Club	<p>You might want to think about collating Testimonials to assist when approaching new community service monitor/providers.</p>
14	JFA (2)	<p>We would like to highlight the fact that the Island Games are taking place in the summer of 2015 and as such the grounds may need additional support from the Service.</p>
15	Durrell	<p>As we have several requests from animal departments for work party support at short notice there are times when Andy Le Marrec is unable to come and risk assess the job at short notice. This is not a criticism in any way, just an observation.</p>
16	Jersey Rugby Club	<p>Keep it going. It's a great scheme and having worked with Individuals on the scheme its seems that the majority of the time they seem to be getting a lot out of helping something succeed, whether it's putting sand on the pitch or painting the changing rooms just some of the examples.</p>
18	National Trust	<p>A quick e-mail letting us know when things have been done or when they will be so we can allocate our staff</p>

		time appropriately would be very useful (This is sometimes done). (We understand that this may be difficult as you may not be able to predict work force availability from week to week)
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Do you consent for your comments to questions 2,4 and 5 to be shared with staff and included in the Annual Report if appropriate?

	<b>Number</b>	<b>%</b>
Yes	18	100
No	0	0
No return	0	0
<b>Total</b>	<b>18</b>	<b>100</b>

*One participant, (Jersey Hospice Care (1)), suggested sharing the comments with the workers also.*