

Jersey Probation and Aftercare Service

**Community Service
Client end of Order Questionnaire Results
2014**

Total no. of questionnaires: 87

Gender	2012	%	2013	%	2014	%
Male	94	84	91	88	75	86
Female	17	15	12	11	9	10
No data	1	1	1	1	3	4
Total	112	100	104	100	87	100

Also on Probation	2012	%	2013	%	2014	%
Y	40	36	32	31	32	37
N	70	62	62	60	46	53
No data	2	2	10	9	9	10
Total	112	100	104	100	87	100

Age group	2012	%	2013	%	2014	%
Under 18	4	4	1	1	1	1
18-25	39	35	44	42.5	34	39
26-35	54	48	41	39.5	32	37
45+	14	12	17	16	19	22
No data	1	1	1	1	1	1
Total	112	100	104	100	87	100

Type of placement	2012	%	2013	%	2014	%
Work party	96	86	92	88.5	71	82
Individual	4	3	3	3	5	6
Workroom	2	2	0	0	2	2
More than one	8	7	7	6.5	7	8
No data	2	2	2	2	2	2
Total	112	100	104	100	87	100

Length of order	2012	%	2013	%	2014	%
40-90	60	54	48	46	49	56
91-180	46	41	47	45	29	33
181-240	6	5	7	7	5	6
241-480	0	0	1	1	4	5
No data	0	0	1	1	0	0
Total	112	100	104	100	87	100

Employment Status	2012	%	2013	%	2014	%
Employed	56	50	58	56	51	59
Training	3	3	0	0	1	1
Student	2	2	2	2	3	3
Long Term Sickness Benefit	12	10	11	10.5	6	7
Unemployed	39	35	32	30.5	22	25
Self-employed	0	0	0	0	2	2.5
Retired	0	0	0	0	2	2.5
No data	0	0	1	1	0	0
Total	112	100	104	100	87	100

Preparing for Community Service

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

	2012	%	2013	%	2014	%
Y	100	89	95	91	86	99
N	7	6.5	6	6	0	0
No data	5	4.5	3	3	1	1
Total	100	100	104	100	87	100

My Community Service Officer explained the Rules and Conditions:

	2012	%	2013	%	2014	%
Y	108	96	98	94	86	99
N	1	1	4	4	1	1
No data	3	3	2	2	0	0
Total	112	100	104	100	87	100

I understood and found the Community Service Leaflet useful:

	2012	%	2013	%	2014	%
Y	96	86	81	78	70	80.5
N	9	8	17	16	13	15
No leaflet	1	1	0	0	0	0
Maybe	0	0	1	1	1	1
No data	6	5	5	5	3	3.5
Total	112	100	104	100	87	100

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

	2012	%	2013	%	2014	%
Y	92	82	88	84.5	71	82
N	15	13	13	12.5	15	17
Unsure	0	0	0	0	1	1
No data	5	5	3	3	0	0
Total	112	100	104	100	87	100

The work you did

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

	2012	%	2013	%	2014	%
Y	90	80	87	84	78	90
N	14	13	12	11	7	8
Sometimes	1	1	1	1	1	1
'It is what I was sentenced to do'	0	0	1	1	0	0
No data	7	6	3	3	1	1
Total	112	100	104	100	87	100

Did you look forward to getting on with the work?

	2012	%	2013	%	2014	%
Y	78	70	71	68	69	79.5
N	27	24	27	26	15	17
Sometimes	3	3	2	2	1	1
No data	4	3	4	4	2	2.5
Total	112	100	104	100	87	100

Did you feel pleased with a job well done?

	2012	%	2013	%	2014	%
Y	101	90	85	82	79	91
N	6	5	16	15	3	3.5
Sometimes	2	2	0	0	3	3.5
No data	3	3	3	3	2	2
Total	112	100	104	100	87	100

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

	2012	%	2013	%	2014	%
Y	102	91	82	79	82	94
N	4	3.5	17	16	5	6
Sometimes	4	3.5	2	2	0	0
No data	2	2	3	3	0	0
Total	112	100	104	100	87	100

Do you think that the community benefited from your work?

	2012	%	2013	%	2014	%
Y	96	86	81	78	76	87
N	10	9	17	16	6	7
Sometimes	3	2.5	5	5	4	5
No data	3	2.5	1	1	1	1
Total	112	100	104	100	87	100

Were you given sufficient information about Health and Safety?

	2012	%	2013	%	2014	%
Y	83	74	82	79	67	77
N	26	23	21	20	19	22
Sometimes	0	0	0	0	1	1
No data	3	3	1	1	0	0
Total	112	100	104	100	87	100

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

Did the Supervisor treat you with fairness and respect?

	2012	%	2013	%	2014	%
Y	103	92	94	90	82	94
N	2	2	6	6	1	1
Sometimes	6	5	3	3	2	2.5
No data	1	1	1	1	2	2.5
Total	112	100	104	100	87	100

Did they show you how to do the work?

	2012	%	2013	%	2014	%
Y	105	94	96	92	81	93
N	4	3	6	6	2	2.4
Sometimes	1	1	1	1	2	2.3
No data	2	2	1	1	2	2.3
Total	112	100	104	100	87	100

Did you learn any skills from them?

	2012	%	2013	%	2014	%
Y	66	59	65	62.5	56	64.5
N	42	37	36	34.5	28	32
Sometimes	2	2	1	1	0	0
No data	2	2	2	2	3	3.5
Total	112	100	104	100	87	100

Did they praise you when you did something well?

	2012	%	2013	%	2014	%
Y	91	81	88	84.5	75	86.5
N	9	8	12	11.5	4	4.5
Sometimes	10	9	3	3	4	4.5
No data	2	2	1	1	4	4.5
Total	112	100	104	100	87	100

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

	2012	%	2013	%	2014	%
Y	97	87	85	82	71	82
N	6	5	11	10.5	11	12.5
Some staff	5	4.5	0	0	1	1
N/A	0	0	2	2	0	0
No data	4	3.5	6	5.5	4	4.5
Total	112	100	104	100	87	100

5 cases indicated that they were returned to court (8 in 2014 and 15 in 2012 sample) for breaching their order before completing their hours.

All 5 (100%) indicated that they understood why they were returned to court.

Did you find the breach leaflet helpful?

	2012	%	2013	%	2014	%
Y	11	73	2	25	2	40
N	3	20	5	62.5	2	40
No data	1	7	1	12.5	1	20
Total	15	100	8	100	5	100

Were you treated fairly throughout the breach process?

	2012	%	2013	%	2014	%
Y	12	80	5	62.5	5	100
N	1	6.7	2	25	0	0
Sometimes	1	6.7	0	0	0	0
No data	1	6.6	1	12.5	0	0
Total	15	100	8	100	5	100

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

	2012	%	2013	%	2014	%
Employed	53	47	56	53.5	55	63
Training	4	3.5	1	1	1	1
Student	2	2	2	2	1	1
Long Term Sickness Benefit	12	11	12	11.5	3	3.5
Unemployed	37	33	31	30	19	22
Retired	0	0	0	0	2	2.5
Self-employed	0	0	0	0	2	2.5
No data	4	3.5	2	2	4	4.5
Total	112	100	104	100	87	100

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

	2012	%	2013	%	2014	%
Y	72	64	69	66	58	67
N	30	27	29	28	24	27
No data	10	9	6	6	5	6
Total	112	100	104	100	87	100

BM/Feb2015