

Probation Client Feedback Questionnaire Results 2016

Total no. of questionnaires completed for 2016: 34

Introductory Questions:

Gender:

	2012	%	2013	%	2014	%	2015	%	2016	%
Male	25	86	25	83	32	84	31	81	27	79
Female	4	14	5	17	6	16	6	16	7	21
No data	0	0	0	0	0	0	1	3	0	0
Total	29	100	30	100	38	100	38	100	34	100

Age groups:

	2012	%	2013	%	2014	%	2015	%	2016	%
Under 18	3	10.5	4	13	0	0	4	10.5	0	0
18-25	11	38	9	30	16	42	7	18.5	10	29
26-45	11	38	14	47	12	32	18	47	19	56
45+	3	10.5	3	10	10	26	6	16	5	15
No data	1	3	0	0	0	0	3	8	0	0
Total	29	100	30	100	38	100	38	100	34	100

Origin:

	2012	%	2013	%	2014	%	2015	%	2016	%
Jersey	18	62	19	64	23	61	27	71	21	62
UK	4	14	7	23	8	21	3	8	4	12
Portugal/ Madeira	4	14	4	13	7	18	7	18	8	23
Poland	0	0	0	0	0	0	1	3	1	3
Other	2	7	0	0	0	0	0	0	0	0
No data	1	3	0	0	0	0	0	0	0	0
Total	29	100	30	100	38	100	38	100	34	100

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	20	69	26	87	30	79	29	76	20	59
N	5	17	2	6.5	2	5	1	3	4	12
Unsure	4	14	2	6.5	6	16	8	21	10	29
Total	29	100	30	100	38	100	38	100	24	100

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Very Useful	7	35	7	27	8	27	9	31	23	20
Quite useful	12	60	17	65	16	53	15	52	11	65
Not very useful	1	5	0	0	5	17	4	14	3	9
Not useful at all	0	0	0	0	0	0	0	0	1	3
No data	0	0	2	8	1	3	1	3	11	32
Total	20	100	26	100	30	100	29	100	34	100

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Within 5 mins	25	86	26	87	37	97	33	87	27	79
Within 15 mins	4	14	4	13	1	3	3	8	7	21
Within 30 mins	0	0	0	0	0	0	2	5	0	0
Over 30 mins	0	0	0	0	0	0	0	0	0	0
Total	29	100	30	100	38	100	38	100	34	100

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Yes, always	27	93	27	90	34	89	35	92	32	94
Yes, mostly	2	7	2	7	4	11	2	5	1	3
Occasionally	0	0	0	0	0	0	0	0	0	0
No, never	0	0	0	0	0	0	0	0	1	3
No data	0	0	1	3	0	0	1	3	0	0
Total	29	100	30	100	38	100	38	100	34	100

If no, (1 person) why do you feel you were not treated with respect?

- I do not feel like I am treated with respect when confronted with such in-authenticity and dis-ingenuity

5) Do you feel you were listened to?

	2012	%	2013	%	2014	%	2015	%	2016	%
Yes, always	26	90	25	83.5	35	92	32	84	33	97
Yes, mostly	3	10	4	13.5	3	8	5	13	1	3
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	1	3	0	0
Total	29	100	30	100	38	100	38	100	34	100

6) Is English your first language?

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	24	83	25	83.5	31	82	30	79	25	74
N	5	17	4	13.5	7	18	7	18	9	26
No data	0	0	1	3	0	0	1	3	0	0
Total	29	100	30	100	38	100	38	100	34	100

7) If no, (9 clients), do you feel you were given adequate support, such as a translator or translated documents?

	2012	%	2013	%	2014	%	2015	%	2016	%
Yes, lots of support	4	80	3	75	7	100	2	28	5	56
Some support	0	0	0	0	0	0	3	43	3	33
No support	0	0	1	25	0	0	1	14.5	1	11
Support not needed	1	20	0	0	0	0	1	14.5	0	0
Total	5	100	4	100	7	100	7	100	9	100

Your Order:

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Education	7	24	6	20	7	18	6	16	2	6
Employment	10	34	13	43	8	21	7	18	10	29
Financial	6	21	3	10	5	13	7	18	1	3
Family life	15	52	16	53	21	55	15	39	14	41
Accommodation	7	24	6	20	6	16	5	13	1	3
Alcohol / drug problems	24	83	14	47	15	39	17	45	17	50
Emotional / Personal probs.	16	55	17	57	23	61	23	61	19	56
Health	7	24	7	23	5	13	7	18	5	15
Leisure	7	24	4	13	7	18	1	3	3	9
Ways to stay out of trouble	18	62	21	70	25	66	24	63	27	79
Other (gym; general support; coping strategies; mental health)	2	7	1	3	2	5	0	0	5	15

Comments:

It has been good for me; keeping to a routine and it has helped talking about everything.

None, in fact my life has been negatively affected.

Accepting me for the person I am and not judging me by my ways

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Education	0	0	0	0	0	0	1	3	1	3
Employment	2	7	1	3	0	0	1	3	0	0
Financial	1	3	1	3	1	3	1	3	1	3
Family life	0	0	0	0	0	0	2	5	0	0
Accommodation	1	3	0	0	0	0	2	5	1	3
Alcohol / drug problems	1	3	0	0	1	3	2	5	1	3
Emotional / Personal probs.	0	0	2	7	0	0	1	3	1	3
Health	1	3	0	0	0	0	0	0	0	0
Leisure	1	3	0	0	0	0	0	0	0	0
Ways to stay out of trouble	0	0	0	0	0	0	3	8	0	0
None	12	41	14	47	18	47	22	58	13	38
Other	0	0	0	0	0	0	0	0	0	0

Comments:

I did not receive any help

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Yes	23	79	23	77	35	92	35	92	31	91
No	4	14	6	20	3	8	3	8	3	9
No data	2	7	1	3	0	0	0	0	0	0
Total	29	100	30	100	38	100	38	100	34	100

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Yes	14	48	16	53	14	37	18	47	16	47
To some extent	8	28	5	17	11	29	16	42	13	38
No	4	14	6	20	10	26	3	8	3	9
N/A	0	0	1	3	0	0	0	0	2	6
No data	3	10	2	7	3	8	1	3	0	0
Total	29	100	30	100	38	100	38	100	34	100

5) Do you feel that this has been followed?

	2012	%	2013	%	2014	%	2015	%	2016	%
Yes	20	69	22	73	28	74	32	84	29	85
To some extent	2	7	2	7	5	13	4	10.5	1	3
No	2	7	0	0	1	3	0	0	1	3
N/A	0	0	3	10	0	0	0	0	2	6
No data	5	17	3	10	4	10	2	5.5	1	3
Total	29	100	30	100	38	100	38	100	34	100

Comments:

I believe a plan was made by those who seek to control me and that they attempted to "follow" that only of course they failed.

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Yes - sufficient	28	97	29	97	38	100	38	100	32	94
No – I needed to be seen more often	0	0	1	3	0	0	0	0	1	3
No data	1	3	0	0	0	0	0	0	1	3
Total	29	100	30	100	38	100	38	100	34	100

Comments: This is assuming that any "helped" me

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Yes – my PO or someone would see me	29	100	29	97	35	92	37	97	31	91
No – nobody was available to see me	0	0	0	0	0	0	0	0	0	0
N/A	0	0	1	3	2	5	0	0	2	6
No data	0	0	0	0	1	3	1	3	1	3
Total	29	100	30	100	38	100	38	100	34	100

Comments: Assuming I had a problem

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

	2012	%	2013	%	2014	%	2015	%	2016	%
A great extent	26	89.5	25	83	32	84	33	87	30	88
To some extent	1	3.5	5	17	5	13	5	13	3	9
Very little extent	1	3.5	0	0	0	0	0	0	0	0
No data	1	3.5	0	0	1	3	0	0	1	3
Total	29	100	30	100	38	100	38	100	34	100

Comments:

Our views on what "doing well" is are not the same

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Yes	16	55	21	70	26	68	25	66	26	76
No	0	0	1	3	2	5.5	0	0	0	0
To some extent	4	14	5	17	3	8	5	13	2	6
N/A	6	21	3	10	5	13	7	18	5	15
No data	3	10	0	0	2	5.5	1	3	1	3
Total	29	100	30	100	38	100	38	100	34	100

Comments:

I cannot answer a question that I find to be untrue. I am the victim.

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Yes	25	86	22	73	28	73	28	74	26	76
No	0	0	2	7	3	8	3	8	1	3
'Both yes & no'	1	3.5	0	0	0	0	0	0	0	0
NA	3	10.5	2	7	1	3	1	2.5	0	0
No data	0	0	4	13	6	16	6	15.5	7	21
Total	29	100	30	100	38	100	38	100	34	100

Programmes:

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Yes	19	66	17	57	22	58	19	50	18	53
No	7	24	10	33	13	34	17	45	15	44
NA	2	7	0	0	0	0	0	0	0	0
No data	1	3	3	10	3	8	2	5	1	3
Total	29	100	30	100	38	100	38	100	34	100

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

	2012	2013	2014	2015	2016
ASG	7	8	4	2	2
ASG 1:1	0	0	0	1	0
ACT	2	2	3	1	0
ACT 1:1	0	0	0	0	1
ADAPT	4	4	4	7	4
ADAPT 1:1	0	0	1	0	0
Emotional Coping Skills	2	0	2	3	3
DBT	1	0	1	0	0
FPS	0	0	2	0	2
OINTOC	4	5	9	7	6
SMART	3	2	2	0	0
SOTP 1:1	0	1	1	0	1
NA/no data	9	12	15	20	17

2 clients attended 2 different programmes each.

3) Was the purpose of the programme explained to you by your Probation Officer? (18 people attended programmes)

	2012	%	2013	%	2014	%	2015	%	2016	%
Yes	19	100	16	94	22	100	18	95	18	100
No	0	0	0	0	0	0	0	0	0	0
No data	0	0	1	6	0	0	1	5	0	0
Total	19	100	17	100	22	100	19	100	18	100

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Very relevant	12	63	9	53	7	32	9	47	9	50
Fairly relevant	7	37	6	35	15	68	8	42	8	44
Fairly irrelevant	0	0	1	6	0	0	0	0	0	0
Very irrelevant	0	0	0	0	0	0	1	5.5	1	6
No data	0	0	1	6	0	0	1	5.5	0	0
Total	19	100	17	100	22	100	19	100	18	100

5) How useful did you find the programme? (18 clients attended programmes)

	2012	%	2013	%	2014	%	2015	%	2016	%
Very useful	12	63	5	29	10	45	7	37	12	67
Fairly useful	5	27	11	65	11	50	8	42	5	28
Not very useful	1	5	0	0	0	0	2	11	1	5
Not useful at all	0	0	0	0	0	0	1	5.5	0	0
Didn't complete	1	5	0	0	0	0	0	0	0	0
No data	0	0	1	6	1	5	1	5.5	0	0
Total	19	100	17	100	22	100	19	100	18	100

6) Client comments on programmes:

Makes me analyse things. Better sandwiches!

X runs the course extremely well. He is patient, respectful and thoughtful and really makes you think

Even if my body is shackled, my mind wonders free, I shall not be programmed.

My programme was to do with work - bullying and severe depression

The only thing I have to say is that I have always been seen by [] from Probation and I am very satisfied in the manner I was dealt with, she is an excellent officer and my wish is that all individuals on an order have the same luck that I did.

Basic Skills:

4 of the clients surveyed had had help from a Basic Skills tutor, of which all found it 'very useful'.

Some Final Questions:

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Very satisfactory	25	86	25	83	34	89	33	87	28	82
Fairly satisfactory	3	10.5	5	17	4	11	5	13	4	12
Unsatisfactory	0	0	0	0	0	0	0	0	0	0
Very unsatisfactory	0	0	0	0	0	0	0	0	1	3
No data	1	3.5	0	0	0	0	0	0	1	3
Total	29	100	30	100	38	100	38	100	34	100

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Very satisfied	20	69	21	70	26	68	27	71	24	70
Fairly satisfied	8	28	8	27	12	32	10	26	6	18
Fairly dissatisfied	0	0	0	0	0	0	0	0	0	0
Very dissatisfied	0	0	0	0	0	0	0	0	1	3
No data	1	3	1	3	0	0	1	3	3	9
Total	29	100	30	100	38	100	38	100	34	100

'Please explain why' - client comments:

Helpful

Because it impacted how I behaved since and helped me not to re-offend

Can't think about anything what I can complain

I felt cared for and listened to

Because X listened and understood what I had been through and helped me.

The service was helpful and suited me where necessary.

Previous times dreadful this time faultless.

Always friendly, very helpful and understanding

The system is innately flawed and far too draconian. I cannot possibly detail all that is wrong with the Probation "Service"

Resolving issues with partners. Very understanding willing to listen then judge

She was always fair and gave good advice

The Probation Officer listened to me if I had any sort of problems. [] and [] have helped me no end to improve my life

Being listened to

Non-judgemental willing at all times to listen to clients concerns in all areas.

Because the more we speak about our problems we have the courage to confront them, accept them, learn from them and deal with them in the best possible way.

The Service has helped me think about my problems and the options to solve them.

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Yes	26	89.5	26	87	38	100	34	89	30	88
No	1	3.5	3	10	0	0	4	11	2	6
'Both yes & no'	1	3.5	0	0	0	0	0	0	0	0
No data	1	3.5	1	3	0	0	0	0	2	6
Total	29	100	30	100	38	100	38	100	34	100

Comments:

I cannot answer a question I do not agree with, I did not offend.

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

This has reduced the risk of me re-offending

It made me think a lot more before my actions

I am obviously glad it is now finished. It has helped with regard to keeping my life on a new regular level. Routine and keeping my appointments and talking at each appointment.

I stop drinking and using drugs

I have learnt to think things through

It has made me think and understand that I cannot carry on being in trouble and that life is better and more peaceful when you stay away from that way of life.

Getting a job and staying off d & d

It has given me insight to my behaviour and helped me move forward positively.

It's helped me deal with my emotions better and found alternate ways of coping with how I feel.

It's made me stop and think more before I act and made me realise that I need to change how I act.

A lot of stress and anxiety, there's just a lot of suffering I have had to go through to endure this misplaced and disgusting order.

Comments contin.:

Matured personally. More understanding partner's needs.

It has made me realise that I needed to change my drinking habits to save my relationship with my wife and kids.

It has made me a lot more cautious about my behaviour and also helped me to try and talk to someone if I have any problems.

In great deal in trying to get more forward in my future. And also my well being.

[] was extremely helpful and now I would consider a friend.

Made me see the things happening are not good.

More aware

From having had 20+ years of mental health issues and a number of attempts on my life it was a relief to have someone to listen to me!

Reduce alcohol. Spend time with grandchildren.

I lost my job and part time work, my life was public, I was discriminated, marriage break down and some family members distanced themselves. I lost nearly £5000 in lawyers' fees, my criminal record is now tainted to look for other work.

This experience was very good for me to deal with my problems that occur day to day.

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

It couldn't its perfect the way it is.

For myself I don't have anything to say as I was always treated more than fairly and with respect.

More times available for appointments

Play music - radio in the waiting room.

For all people to do the groups, particularly 18-25 yr olds, to give them a chance to change their life.

Comments contin.:

No suggestions to be made.

Change the name of OINTOC! Very off-putting

I can only answer this question with a few whole pages. Suffice to say there are many large issues. It hurts my feelings to be called an idiot by X after I hand in my sheets.

Not really. Very happy with way I have been treated and listened to.

No need for improvement

I cant see any faults in the service

From me, everything is good, I have nothing further to add

The Service was very good for me

27 clients (79%) agreed for their Probation Officer to see their feedback, 2 did not agree and 5 had no data.

BM/Jan2017