

Jersey Probation and Aftercare Service

**Community Service  
Client end of Order Questionnaire Results  
2015**

Total no. of questionnaires: 113

<b>Gender</b>	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Male	94	84	91	88	75	86	93	82
Female	17	15	12	11	9	10	16	14
No data	1	1	1	1	3	4	4	4
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

<b>Also on Probation</b>	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	40	36	32	31	32	37	44	39
N	70	62	62	60	46	53	58	51
No data	2	2	10	9	9	10	11	10
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

<b>Age group</b>	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Under 18	4	4	1	1	1	1	9	8
18-25	39	35	44	42.5	34	39	39	34
26-35	54	48	41	39.5	32	37	45	40
45+	14	12	17	16	19	22	19	17
No data	1	1	1	1	1	1	1	1
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

<b>Type of placement</b>	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Work party	96	86	92	88.5	71	82	88	78
Individual	4	3	3	3	5	6	7	6
Workroom	2	2	0	0	2	2	4	4
More than one	8	7	7	6.5	7	8	14	12
No data	2	2	2	2	2	2	0	0
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

<b>Length of order</b>	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
40-90	60	54	48	46	49	56	62	55
91-180	46	41	47	45	29	33	43	38
181-240	6	5	7	7	5	6	5	4
241-480	0	0	1	1	4	5	3	3
No data	0	0	1	1	0	0	0	0
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

<b>Employment Status at start of order</b>	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Employed	56	50	58	56	51	59	75	66.5
Training	3	3	0	0	1	1	1	1
Student	2	2	2	2	3	3	7	6
Long Term Sickness Benefit	12	10	11	10.5	6	7	6	5
Unemployed	39	35	32	30.5	22	25	22	19.5
Self-employed	0	0	0	0	2	2.5	0	0
Retired	0	0	0	0	2	2.5	1	1
No data	0	0	1	1	0	0	1	1

<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>
--------------	------------	------------	------------	------------	-----------	------------	------------	------------

### **Preparing for Community Service**

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	100	89	95	91	86	99	110	97
N	7	6.5	6	6	0	0	1	1
No data	5	4.5	3	3	1	1	2	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

My Community Service Officer explained the Rules and Conditions:

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	108	96	98	94	86	99	111	98
N	1	1	4	4	1	1	1	1
No data	3	3	2	2	0	0	1	1
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

I understood and found the Community Service Leaflet useful:

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	96	86	81	78	70	80.5	96	85
N	9	8	17	16	13	15	10	9
No leaflet	1	1	0	0	0	0	0	0

Maybe	0	0	1	1	1	1	0	0
No data	6	5	5	5	3	3.5	7	6
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	92	82	88	84.5	71	82	95	84
N	15	13	13	12.5	15	17	15	13
Unsure	0	0	0	0	1	1	3	3
No data	5	5	3	3	0	0	0	0
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

### **The work you did**

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	90	80	87	84	78	90	96	85
N	14	13	12	11	7	8	12	10.5
Sometimes	1	1	1	1	1	1	1	1
'It is what I was sentenced to do'	0	0	1	1	0	0	0	0
No data	7	6	3	3	1	1	4	3.5
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

Did you look forward to getting on with the work?

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	78	70	71	68	69	79.5	75	66
N	27	24	27	26	15	17	34	30
Sometimes	3	3	2	2	1	1	1	1
No data	4	3	4	4	2	2.5	3	3
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

Did you feel pleased with a job well done?

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	101	90	85	82	79	91	100	88
N	6	5	16	15	3	3.5	10	9
Sometimes	2	2	0	0	3	3.5	1	1
No data	3	3	3	3	2	2	2	2
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	102	91	82	79	82	94	99	87.5
N	4	3.5	17	16	5	6	9	8
Sometimes	4	3.5	2	2	0	0	3	2.5
No data	2	2	3	3	0	0	2	2
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

Do you think that the community benefited from your work?

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	96	86	81	78	76	87	90	80
N	10	9	17	16	6	7	15	13

Sometimes	3	2.5	5	5	4	5	5	4.5
No data	3	2.5	1	1	1	1	3	2.5
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

Were you given sufficient information about Health and Safety?

	2012	%	2013	%	2014	%	2015	%
Y	83	74	82	79	67	77	96	85
N	26	23	21	20	19	22	13	11.5
Sometimes	0	0	0	0	1	1	0	0
No data	3	3	1	1	0	0	4	3.5
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

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

Did the Supervisor treat you with fairness and respect?

	2012	%	2013	%	2014	%	2015	%
Y	103	92	94	90	82	94	103	91
N	2	2	6	6	1	1	2	2
Sometimes	6	5	3	3	2	2.5	4	3.5
No data	1	1	1	1	2	2.5	4	3.5
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

Did they show you how to do the work?

	2012	%	2013	%	2014	%	2015	%
Y	105	94	96	92	81	93	107	95
N	4	3	6	6	2	2.4	4	3.5
Sometimes	1	1	1	1	2	2.3	1	.75
No data	2	2	1	1	2	2.3	1	.75
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

Did you learn any skills from them?

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	66	59	65	62.5	56	64.5	82	72.5
N	42	37	36	34.5	28	32	30	26.5
Sometimes	2	2	1	1	0	0	0	0
No data	2	2	2	2	3	3.5	1	1
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

Did they praise you when you did something well?

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	91	81	88	84.5	75	86.5	99	88
N	9	8	12	11.5	4	4.5	12	10.5
Sometimes	10	9	3	3	4	4.5	1	.75
No data	2	2	1	1	4	4.5	1	.75
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	97	87	85	82	71	82	100	88.5
N	6	5	11	10.5	11	12.5	9	8
Some staff/ sometimes	5	4.5	0	0	1	1	1	1
N/A	0	0	2	2	0	0	0	0
No data	4	3.5	6	5.5	4	4.5	3	2.5
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>

**15 cases indicated that they were returned to court (5 in 2014, 8 in 2013 and 15 in 2012 sample) for breaching their order before completing their hours.**

All 15 (100%) indicated that they understood why they were returned to court.

Did you find the breach leaflet helpful?

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	11	73	2	25	2	40	7	47
N	3	20	5	62.5	2	40	5	33
No data	1	7	1	12.5	1	20	3	20
<b>Total</b>	<b>15</b>	<b>100</b>	<b>8</b>	<b>100</b>	<b>5</b>	<b>100</b>	<b>15</b>	<b>100</b>

Were you treated fairly throughout the breach process?

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	12	80	5	62.5	5	100	11	73
N	1	6.7	2	25	0	0	1	7
Sometimes	1	6.7	0	0	0	0	0	0
No data	1	6.6	1	12.5	0	0	3	20
<b>Total</b>	<b>15</b>	<b>100</b>	<b>8</b>	<b>100</b>	<b>5</b>	<b>100</b>	<b>15</b>	<b>100</b>

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Employed	53	47	56	53.5	55	63	75	66
Training	4	3.5	1	1	1	1	4	3.5
Student	2	2	2	2	1	1	6	5.5
Long Term Sickness Benefit	12	11	12	11.5	3	3.5	6	5.5
Unemployed	37	33	31	30	19	22	20	18
Retired	0	0	0	0	2	2.5	1	.75
Self-employed	0	0	0	0	2	2.5	0	0
No data	4	3.5	2	2	4	4.5	1	.75



<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>
--------------	------------	------------	------------	------------	-----------	------------	------------	------------

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

	<b>2012</b>	<b>%</b>	<b>2013</b>	<b>%</b>	<b>2014</b>	<b>%</b>	<b>2015</b>	<b>%</b>
Y	72	64	69	66	58	67	66	58.5
N	30	27	29	28	24	27	40	35.5
No data	10	9	6	6	5	6	7	6
<b>Total</b>	<b>112</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>113</b>	<b>100</b>