

Jersey Probation and Aftercare Service

**Community Service
Client end of Order Questionnaire Results
2016**

Total no. of questionnaires: 73

Gender	2012	%	2013	%	2014	%	2015	%	2016	%
Male	94	84	91	88	75	86	93	82	62	85
Female	17	15	12	11	9	10	16	14	9	12
No data	1	1	1	1	3	4	4	4	2	3
Total	112	100	104	100	87	100	113	100	73	100

Also on Probation	2012	%	2013	%	2014	%	2015	%	2016	%
Y	40	36	32	31	32	37	44	39	25	34
N	70	62	62	60	46	53	58	51	44	60
No data	2	2	10	9	9	10	11	10	4	6
Total	112	100	104	100	87	100	113	100	73	100

Age group	2012	%	2013	%	2014	%	2015	%	2016	%
Under 18	4	4	1	1	1	1	9	8	0	0
18-25	39	35	44	42.5	34	39	39	34	16	22
26-35	54	48	41	39.5	32	37	45	40	41	56
45+	14	12	17	16	19	22	19	17	15	21
No data	1	1	1	1	1	1	1	1	1	1
Total	112	100	104	100	87	100	113	100	73	100

Type of placement	2012	%	2013	%	2014	%	2015	%	2016	%
Work party	96	86	92	88.5	71	82	88	78	57	78
Individual	4	3	3	3	5	6	7	6	5	7
Workroom	2	2	0	0	2	2	4	4	2	3
More than one	8	7	7	6.5	7	8	14	12	9	12
No data	2	2	2	2	2	2	0	0	0	0
Total	112	100	104	100	87	100	113	100	73	100

Length of order	2012	%	2013	%	2014	%	2015	%	2016	%
40-90	60	54	48	46	49	56	62	55	32	44
91-180	46	41	47	45	29	33	43	38	37	51
181-240	6	5	7	7	5	6	5	4	2	3
241-480	0	0	1	1	4	5	3	3	1	1
No data	0	0	1	1	0	0	0	0	1	1
Total	112	100	104	100	87	100	113	100	73	100

Employment Status at start of order	2012	%	2013	%	2014	%	2015	%	2016	%
Employed	56	50	58	56	51	59	75	66.5	56	77
Training	3	3	0	0	1	1	1	1	0	0
Student	2	2	2	2	3	3	7	6	0	0
Long Term Sickness Benefit	12	10	11	10.5	6	7	6	5	5	7
Unemployed	39	35	32	30.5	22	25	22	19.5	12	16
Self-employed	0	0	0	0	2	2.5	0	0	0	0
Retired	0	0	0	0	2	2.5	1	1	0	0
No data	0	0	1	1	0	0	1	1	0	0
Total	112	100	104	100	87	100	113	100	73	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	%	2015	%	2016	%
Y	100	89	95	91	86	99	110	97	67	92
N	7	6.5	6	6	0	0	1	1	3	4
No data	5	4.5	3	3	1	1	2	2	3	4
Total	100	100	104	100	87	100	113	100	73	100

My Community Service Officer explained the Rules and Conditions:

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	108	96	98	94	86	99	111	98	72	99
N	1	1	4	4	1	1	1	1	1	1
No data	3	3	2	2	0	0	1	1	0	0
Total	112	100	104	100	87	100	113	100	73	100

I understood and found the Community Service Leaflet useful:

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	96	86	81	78	70	80.5	96	85	66	90.5
N	9	8	17	16	13	15	10	9	3	4
No leaflet	1	1	0	0	0	0	0	0	0	0
Maybe/ sometimes	0	0	1	1	1	1	0	0	1	1.5
No data	6	5	5	5	3	3.5	7	6	3	4
Total	112	100	104	100	87	100	113	100	73	100

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	92	82	88	84.5	71	82	95	84	65	89
N	15	13	13	12.5	15	17	15	13	3	4
Unsure	0	0	0	0	1	1	3	3	1	1.5
No data	5	5	3	3	0	0	0	0	4	5.5
Total	112	100	104	100	87	100	113	100	73	100

The work you did

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	90	80	87	84	78	90	96	85	66	90.5
N	14	13	12	11	7	8	12	10.5	4	5.5
Sometimes	1	1	1	1	1	1	1	1	0	0
'It is what I was sentenced to do'	0	0	1	1	0	0	0	0	0	0
No data	7	6	3	3	1	1	4	3.5	3	4
Total	112	100	104	100	87	100	113	100	73	100

Did you look forward to getting on with the work?

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	78	70	71	68	69	79.5	75	66	56	77
N	27	24	27	26	15	17	34	30	14	19
Sometimes	3	3	2	2	1	1	1	1	1	1
No data	4	3	4	4	2	2.5	3	3	2	3
Total	112	100	104	100	87	100	113	100	73	100

Did you feel pleased with a job well done?

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	101	90	85	82	79	91	100	88	67	92
N	6	5	16	15	3	3.5	10	9	5	7
Sometimes	2	2	0	0	3	3.5	1	1	0	0
No data	3	3	3	3	2	2	2	2	1	1
Total	112	100	104	100	87	100	113	100	73	100

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	102	91	82	79	82	94	99	87.5	67	92
N	4	3.5	17	16	5	6	9	8	5	7
Sometimes	4	3.5	2	2	0	0	3	2.5	0	0
No data	2	2	3	3	0	0	2	2	1	1
Total	112	100	104	100	87	100	113	100	73	100

Do you think that the community benefited from your work?

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	96	86	81	78	76	87	90	80	63	86
N	10	9	17	16	6	7	15	13	7	10
Sometimes	3	2.5	5	5	4	5	5	4.5	2	3
No data	3	2.5	1	1	1	1	3	2.5	1	1
Total	112	100	104	100	87	100	113	100	73	100

Were you given sufficient information about Health and Safety?

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	83	74	82	79	67	77	96	85	69	94.5
N	26	23	21	20	19	22	13	11.5	4	5.5
Sometimes	0	0	0	0	1	1	0	0	0	0
No data	3	3	1	1	0	0	4	3.5	0	0
Total	112	100	104	100	87	100	113	100	73	100

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

Did the Supervisor treat you with fairness and respect?

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	103	92	94	90	82	94	103	91	71	97
N	2	2	6	6	1	1	2	2	0	0
Sometimes	6	5	3	3	2	2.5	4	3.5	0	0
No data	1	1	1	1	2	2.5	4	3.5	2	3
Total	112	100	104	100	87	100	113	100	73	100

Did they show you how to do the work?

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	105	94	96	92	81	93	107	95	71	97
N	4	3	6	6	2	2.4	4	3.5	0	0
Sometimes	1	1	1	1	2	2.3	1	.75	0	0
No data	2	2	1	1	2	2.3	1	.75	2	3
Total	112	100	104	100	87	100	113	100	73	100

Did you learn any skills from them?

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	66	59	65	62.5	56	64.5	82	72.5	50	68
N	42	37	36	34.5	28	32	30	26.5	18	25
Sometimes	2	2	1	1	0	0	0	0	0	0
No data	2	2	2	2	3	3.5	1	1	5	7
Total	112	100	104	100	87	100	113	100	73	100

Did they praise you when you did something well?

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	91	81	88	84.5	75	86.5	99	88	66	90.5
N	9	8	12	11.5	4	4.5	12	10.5	4	5.5
Sometimes	10	9	3	3	4	4.5	1	.75	1	1
No data	2	2	1	1	4	4.5	1	.75	2	3
Total	112	100	104	100	87	100	113	100	73	100

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	97	87	85	82	71	82	100	88.5	62	85
N	6	5	11	10.5	11	12.5	9	8	6	8
Some staff/ sometimes	5	4.5	0	0	1	1	1	1	0	0
N/A	0	0	2	2	0	0	0	0	0	0
No data	4	3.5	6	5.5	4	4.5	3	2.5	5	7
Total	112	100	104	100	87	100	113	100	73	100

2 cases indicated that they were returned to court (15 in 2015, 5 in 2014, 8 in 2013 and 15 in 2012 sample) for breaching their order before completing their hours.

Both cases (100%) indicated that they understood why they were returned to court.

Did you find the breach leaflet helpful?

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	11	73	2	25	2	40	7	47	1	50
N	3	20	5	62.5	2	40	5	33	1	50
No data	1	7	1	12.5	1	20	3	20	0	0
Total	15	100	8	100	5	100	15	100	2	100

Were you treated fairly throughout the breach process?

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	12	80	5	62.5	5	100	11	73	1	50
N	1	6.7	2	25	0	0	1	7	1	50
Sometimes	1	6.7	0	0	0	0	0	0	0	0
No data	1	6.6	1	12.5	0	0	3	20	0	0
Total	15	100	8	100	5	100	15	100	2	100

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Employed	53	47	56	53.5	55	63	75	66	55	75.5
Training	4	3.5	1	1	1	1	4	3.5	0	0
Student	2	2	2	2	1	1	6	5.5	0	0
Long Term Sickness Benefit	12	11	12	11.5	3	3.5	6	5.5	6	8
Unemployed	37	33	31	30	19	22	20	18	12	16.5
Retired	0	0	0	0	2	2.5	1	.75	0	0
Self-employed	0	0	0	0	2	2.5	0	0	0	0
No data	4	3.5	2	2	4	4.5	1	.75	0	0
Total	112	100	104	100	87	100	113	100	73	100

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

	2012	%	2013	%	2014	%	2015	%	2016	%
Y	72	64	69	66	58	67	66	58.5	49	67
N	30	27	29	28	24	27	40	35.5	20	27.5
No data	10	9	6	6	5	6	7	6	4	5.5
Total	112	100	104	100	87	100	113	100	73	100

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