



An tSeirbhís Phromhaidh  
The Probation Service

## Annual Report 2017



**LASTING CHANGE THROUGH OFFENDER REHABILITATION**



An tSeirbhís Phromhaidh  
The Probation Service

**SAFER COMMUNITIES**

**AND**

**FEWER VICTIMS**

**THROUGH**

**OFFENDER REHABILITATION**

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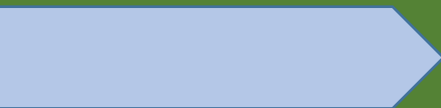
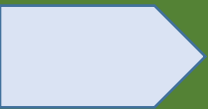
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# Section 1

## Introduction and Context



## INTRODUCTION

I am very pleased to present the Probation Service Annual Report for 2017 to Mr. Charles Flanagan TD, Minister for Justice and Equality. This report sets out the work and performance of the Service during 2017 against our key objectives and priorities. This Annual Report comes at a time when we are completing the ambitious programme of work set out in our Strategic Plan 2015 – 2017. This year also sees the completion of the second Joint Irish Prison Service & Probation Service Strategic Plan 2015-2017. Progress on both strategies is reported in this Annual Report.



The services provided by the Probation Service continue to be delivered, informed and underpinned by social work practice. Our Annual Report sets out the various ways we do this, through our range of targeted interventions and programmes. This ensures we remain effective and responsive to new and emerging needs, as well as keeping informed on developments in probation practice, which is essential. Our on-going commitment to continuous professional development is demonstrated through our annual programme of staff learning and development.

2017 saw the culmination of a lengthy recruitment process, with an intake of staff across various grades. This intake has enabled us continue to deliver a high quality service in the assessment and supervision of offenders. We look forward to further recruitment in the year ahead, with a corresponding development and expansion of the Service.

The Probation Service does not operate in a vacuum and at all times we seek to ensure our priorities are aligned and integrated with those of the broader justice system. Working collaboratively, particularly with our criminal justice partners, to further improve outcomes in the management, rehabilitation and reintegration of offenders was a priority for 2017. For example, we continued to prioritise interagency co-operation in our joint work with serious, prolific and

violent offenders. The Probation Service looks forward to further building and strengthening these alliances and working with all our partners in progressing our shared goals and priorities.

Recognising the unique and added value the voluntary and community sector plays in supporting desistance from offending, in 2017 the Probation Service through the Department of Justice and Equality, provided funding of €16.732m to a range of Community Based Organisations. These organisations, working alongside the Service, provide a diverse range of services, helping to address offender need and in doing so reduce the risk of reoffending and facilitate reintegration.

Finally, I would like to acknowledge the on-going dedication and commitment of all our staff and stakeholders in delivering our services and I look forward to continuing to work with you all in the year ahead.

A handwritten signature in black ink that reads "Vivian Geiran". The signature is written in a cursive, flowing style.

**Vivian Geiran, Director**

## **CONTEXT: THE ROLE AND WORK OF THE PROBATION SERVICE**

The Probation Service is an agency of the Department of Justice and Equality, committed to working to reduce offending, create safer communities and fewer victims through offender rehabilitation.

While the Service has a national remit, services are delivered locally by staff based in our thirty-five community based offices. We provide a range of effective sentencing options to the courts, at all levels, nationwide. The Service also supports the sentence-management and rehabilitation of offenders in custody, with staff based in each of the custodial institutions.

The Probation Service contributes to public safety by:

- Ensuring court orders are implemented,
- Reducing the likelihood of re-offending,
- Reducing the risk of harm to the public,
- Making good the harm done by crime, (Reparation and Restorative Justice)
- Facilitating the re-integration of ex-offenders into the community.

We also hold offenders to account for their behaviour and actively challenge any behaviour or attitudes that might indicate a return to offending ways. Probation staff utilise a range of targeted programmes and innovative interventions that have been demonstrated, by research, to be effective in addressing offending behaviour.

All of those who work in the criminal justice system share the goal of helping to create a safer and a fairer Ireland. Interagency co-operation with our justice partners, particularly the Courts Service, the Irish Prison Service, An Garda Síochána, the Irish Youth Justice Service and the Parole Board, is central to everything we do. The Probation Service, as an integral part of the justice system, has a significant contribution to make.

While the majority of our work is based in communities nationwide, the Probation Service has a long history of working in prisons, supporting

sentence management, rehabilitation and the reintegration of those who serve prison sentences.

The work of the Probation Service broadly falls into two categories (1) offender assessment and (2) offender supervision and management:

### **OFFENDER ASSESSMENT**

Offender assessment underpins the work of the Service. It informs sentencing decisions, including an offender's suitability for a community sanction and intervention, enabling us to engage with offenders to promote change and facilitate reintegration. Probation Officers provide assessment reports to the courts, the Department of Justice and Equality, the Irish Prison Service, the Parole Board and other bodies, as appropriate.

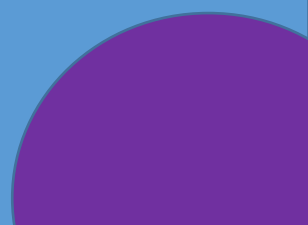
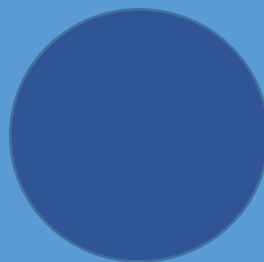
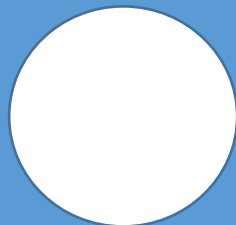
### **OFFENDER SUPERVISION AND MANAGEMENT**

Offenders placed under our supervision by the courts are assigned a Probation Officer who, following a thorough assessment, works with the offender to address the underlying issues related to their offending. Supervision is done in a structured way, built around a comprehensive case management plan addressing the factors that have contributed to the offending behaviour. Increasingly Probation Officers are supervising a number of offenders following a period of custody.

The Probation Service also implements the Community Service Scheme, whereby convicted offenders over 16 years of age may be given an opportunity by the courts to perform unpaid work for the benefit of the local community in lieu of a prison sentence. Similarly, we operate the Community Return Scheme where offenders assessed as suitable and subject to temporary release - undertake unpaid work in the community as an alternative to completing the remainder of their prison sentence in custody.

# Section 2

## Delivering Services in 2017





## ASSESSMENT AND SUPERVISION OF OFFENDERS

Our work with offenders is designed to reduce re-offending, promote positive change in behaviour and enable reintegration into communities. We work to reduce the risk of re-offending and harmful behaviour through high quality assessment and effective supervision.

At the core of what probation staff do across all our programmes is to *motivate* offenders to change, to help them increase their ability to change, and facilitate improved *opportunities* for change. Probation Officers do this through the development of positive professional relationships, within clear role boundaries, using skills and interventions based on those demonstrated by research to be effective. We hold offenders to account for their behaviour and challenge any behaviours or attitudes that might signal a return to offending ways. We achieve our goals through a range of innovative interventions and targeted programmes.

We provide a range of high quality assessment reports to assist the courts, at all levels, in their decision-making functions. These reports provide a thorough assessment of the offender and promote, where appropriate, the use of a range of community sanctions and measures. The Probation Service also undertakes other reports for the Parole Board, the Department of Justice and Equality, the Irish Prison Service and other bodies as appropriate.

### FAST FACT

**In 2017 we worked with over 15,000 offenders referred to the Probation Service by the courts nationwide.**

A detailed breakdown of statistical data is available in the appendices at the end of this document.



### FAST FACT

**In 2017, we completed over 11,000 Probation Reports and almost 2,500 Community Service Assessments for the courts nationwide**

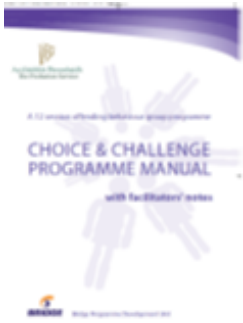
A detailed breakdown of statistical data is available in the appendices at the end of this document.



*“As a Probation Officer my day involves interviewing service users for the completion of court reports. I use the LSI-R assessment tool on a daily basis to determine an individual's risk of re-offending and to inform me of appropriate interventions for their case management plan. I also work with service users on Probation Orders and Part Suspended Sentence Supervision Orders in the community, and liaise with other agencies, where relevant, to ensure that all service users receive the appropriate support throughout the duration of their orders.”*

*Amanda O'Neill, Probation Officer, Waterford*

## CHOICE AND CHALLENGE PROGRAMME



Programme interventions, specifically cognitive behavioural based group and individual work programmes, are recognised as providing an appropriate and structured approach to addressing criminal

thinking and attitudes. Choice and Challenge is the core probation intervention which strengthens our capacity in helping offenders remain crime free.

The central focus of this programme is to challenge negative beliefs and attitudes, promote prosocial behaviours as well as enhancing an individual's capacity for problem-solving and personal growth and development. Within the programme's structure, entrenched criminal ways of thinking and behaving are challenged and the development of pro-social lifestyles are advanced. The programme also provides an opportunity for offenders to consider the impact of their offending on the victim while also promoting and facilitating victim awareness and empathy. The programme challenges offenders to think about and plan for the future - building the commitment to change and establishing goals. Challenges in areas such as addiction, employment, relationships and self-fulfilment are explored, with a view to reducing their negative impact.

### Joe's Story:

At 52 years of age, Joe appeared to have everything- a loving partner, a good job, money and a good social life. Joe's involvement in drug use, resulted in the loss of each of these positive aspects in his life and also brought him into contact with the criminal justice system. Following an appearance in court for possession of drugs for the purpose of supply, Joe was placed on a three year supervision order.

Expecting to receive a custodial sentence, Joe viewed supervision as a 'second chance'. Motivated to change, he used his time on supervision to reflect on the impact his drug use had on his life, in particular the losses he experienced, as well as the impact his behaviour had on those around him.

As part of his supervision Joe completed the Choice and Challenge Programme. Throughout the programme, Joe's negative beliefs and attitudes that supported his offending were challenged and the consequences of his behaviour were examined. As part of this process, Joe began to develop prosocial thinking and behaviours as well as appropriate problem-solving skills. Building on this positive work, during the latter part of the supervision period, Joe began to think more about the future, reconnect and build his life. Having made progress in addressing his drug use and the thinking that had supported his offending, Joe began to mend significant relationships, particularly with his family. He also secured a place (on a vocational training programme) with one of the Probation Service Community Based Organisations.

Joe is currently in a new relationship and working to maintain the positive changes made.

*"The Choice and Challenge programme provides a real opportunity to engage actively with your clients, and to achieve a broader understanding of their background, level of social skills and willingness to change. It ensures that individuals are held accountable for their offending. As we progress through the sessions, concepts of redemption, reintegration and personal agency are more visible in the engagement."*

*Nick Clarke, Probation Officer*

## RESPONDING EFFECTIVELY TO SERVICE USER NEEDS

Many offenders under our supervision have complex needs such as alcohol or drug problems, literacy issues, and social skills deficits. These offenders require a broad range of support and assistance in the community if they are to make better choices for themselves, their families, and their communities. These factors are taken into account in how we organise and deliver services.

In responding to the identified correlation between substance misuse and offending, as part of our assessment and supervision of offenders in 2017, we continued to roll out the SAOR (screening, brief intervention and referral approach) model for working with service users presenting with substance misuse issues. We also delivered targeted individual and group work programmes addressing substance misuse issues.



users. Recognising this, in 2017, the Service committed to strengthening mental health awareness in our work with offenders. This included awareness-raising for Probation Officers in relation to mental illness, personality disorder and indicators of risk of self-harm/suicide. This work will be further developed in 2018.

### Reducing Harm, Supporting Recovery

A health-led response to drug and alcohol use in Ireland 2017-2025



As part of the Probation Service's commitments under the National Drug Strategy, *Reducing Harm/Supporting Recovery, (2017-2025)*, launched in July 2017 and detailed in the *Probation Service Substance Misuse Strategy 2017-2018*, the

Service identified a number of measures to support and develop probation practice in the area of substance misuse. This includes the on-going identification and delivery of evidence informed interventions and further up skilling of staff, as well as promoting greater interagency co-operation to facilitate referral pathways.

Consideration of mental health issues is an on-going concern for Probation Officers in their work with our service users. Mental health issues may have a direct or indirect link with offending as well as impacting on our capacity to intervene effectively with service

## COMMUNITY SERVICE AND COMMUNITY RETURN

In 2017, the Probation Service continued to implement the Community Service Scheme, the cost effective direct alternative to imprisonment, providing offenders with the opportunity to pay back for damage caused by their offending in the community while avoiding a custodial sentence.

Similarly, as part of the second *Joint Irish Prison Service & Probation Service Strategic Plan 2015 – 2017* the Service continued to implement the highly successful and innovative Community Return Scheme, with over 200 persons completing the programme in 2017.

### FAST FACT

**In 2017 we managed 2,200 Community Service Orders, totalling 336,573 hours work, in lieu of 973 years in prison. This equates to over €3 million of unpaid work for the benefit of communities nationwide.**

A detailed breakdown of statistical data is available in the appendices at the end of this document.



## COMMUNITIES BENEFITTING FROM COMMUNITY SERVICE

In 2017, communities across the country continued to benefit from the contribution of community service/community return work schemes, which included the maintenance of a number of community gardens and recreational facilities, school grounds, youth clubs and community resource centres nationwide.

### EXAMPLES OF WORK UNDERTAKEN IN 2017 INCLUDE:



This community garden in the Little Bray Family Resource centre is enjoyed by young and old from the Little Bray area with our community service team seeing the benefits of their work at a real local level.



Pictured above, District Court Judge Paul Kelly, Donegal, visiting community service sites in Donegal where offenders he has placed on Community Service Orders have contributed to their community in lieu of a prison sentence.



This large mosaic was installed to enhance the space for those using the Focus Ireland Office, Tallaght Village. The work was completed by a number of offenders subject to Community Service Orders.

*“We have been lucky to have had the services of the Probation Service. It has been of great benefit to us in the school as it has enabled us to have a number of jobs done which we would not otherwise have been able to afford.”*

**Principal, Scoil Mhuire Senior National School, Blakestown, Dublin 15**

*“I would like to acknowledge the fantastic contribution that your staff in Meath have made, both men and women, in carrying out fantastic work throughout County Meath. Over the past number of years, their work, time and efforts has been invaluable to the success of Tidy Towns. Many of our tree planting programmes, and our high raised flowerbeds, our nature walks, our clean approach roads and our beautiful stone walls, which enhances all our communities have been greatly helped by those carrying out community services, something which I hope will continue into the future.”*

**Chairman, Tidy Towns, Kells, Co Meath**

*“The availability of a bus has had a very definite positive impact upon the service delivered in the county. Lack of public transport in a rural area can affect the clients’ ability to get to community service projects as they often live in remote areas. Access to a mini bus means that I can pick up clients en route to the site which removes many of these barriers and results in higher attendance levels and greater compliance with the court order.*

*Having access to the bus also means I can take on varied work, including work at greater distances from our base. This creates more interesting work opportunities for the participants and I find they have pride in what we achieve for the host organisations.*

*This all leads to community service being seen in a much more professional light by host organisations and they are therefore more likely to engage with us in the delivery of community service.”*

**Eamon Crossan, Community Service Supervisor, Cavan/Monaghan**

## SNAPSHOT OF 2017 COMMUNITY SERVICE DEVELOPMENTS

### MOBILE COMMUNITY SERVICE INITIATIVE

Building on the success of the mobile community service initiative in the West, South West and Dublin city regions, the Probation Service extended the mobile community service provision to Cavan/Monaghan and Dublin County. This initiative allows community service participants to complete a wide variety of work activities, primarily environmental works.

Employing the use of a mobile fleet of minibuses is a critical part of community service delivery, required to operate a range of community service projects targeting short term projects and making efficient use of resources.

This initiative also has a positive impact on the community and all involved in the project including Probation Service staff and participants carrying out work on site.

### FINES (PAYMENT AND RECOVERY) ACT 2014

During 2017, the Probation Service continued to prepare for the roll out of the Fines (Payment & Recovery) Act 2014 to ensure the availability of work placements for those ordered to undertake community service as a consequence for non-payment of a fine. The Probation Service continued to work closely with the Courts Service in reviewing joint structures and processes necessary for efficient implementation of the Act. This included the establishment of a Fines Act Working Group, staff briefings, expansion of the community service fleet and revisions to the business processes and IT systems that support the management of the Community Service Scheme.

The Service looks forward to consolidating and building on progress to date, whilst working collaboratively with the Courts Service, towards full implementation in 2018.

## INTEGRATED COMMUNITY SERVICE

Following on from the recommendation of the Strategic Review of Penal Policy (2014) and the establishment, on a pilot basis, of an integrated model of community service, the Probation Service commenced national roll out of the integrated model in late 2017.

In contrast to the traditional approach, the integrated model of community service formally recognises the rehabilitative and reintegration potential in undertaking community service. It allows for up to one third of Community Service Order hours to be used to facilitate a participant's attendance at programmes and support services, to address issues connected to his / her offending, for example, attendance at counselling, drug / alcohol treatment or educational/ vocational programmes.

### PROBATION SERVICE AND THE WASTE ENFORCEMENT REGIONAL LEAD AUTHORITIES PARTNERSHIP

Building on the positive relationships which resulted from the long standing collaborative working between the Probation Service Community Service team and Cork City Council, the Probation Service was approached by WERLA (Waste Enforcement Regional Lead Authorities) to become involved as the initiative was launched nationally in March 2017.

WERLA, the national initiative focusing on illegal dumping, was developed by the Department of Environment and the Waste Enforcement Regional Lead Authorities. One of the aims of the initiative is to support local community projects and agencies work in partnership to clear up and prevent further illegal dumping. The Probation Service is delighted to become involved in this innovative initiative and looks forward to scoping the potential in 2018.



Pictured above: Launch of Illegal dumping initiative by Minister Denis Naughten March 2017. Attended by Brian Dack (first on left), Assistant Director, Probation Service.

## RESTORATIVE JUSTICE

A range of Restorative Justice interventions were delivered over 2017 in response to referrals from the courts. These included offender participation in reparation panels and conferencing.

The process of Victim Offender Mediation was considered in a small number of cases, delivered in accordance with the core values of voluntarism, confidentiality, inclusivity and on the basis of the participating offender taking full responsibility for the harm caused.

To mark Restorative Justice Week, the Probation Service was delighted to welcome Tim Chapman, Chair of the European Forum on Restorative Justice, to host a conversation with staff, some of whom joined from outer offices by video conference. This was an important opportunity to revisit best practice principles and there was wide ranging discussion on the engagement of participants in a Restorative Justice process and the importance of good community links.



Pictured above: Participants in the Restorative Justice event, with Tim Chapman on left.

### FAST FACT

**In 2017, the Service completed 27 victim impact reports for court. When completing these reports the Service recognises the special needs of victims and seeks to enable to reflect their circumstances to the court.**

A detailed breakdown of statistical data is available in the appendices at the end of this document.

## SUPPORTING VICTIMS OF CRIME

The Probation Service is committed to reducing the number of victims of crime through the successful rehabilitation of offenders. Victim concerns are central to all our engagement with offenders in pre-sentence reports, individual offender supervision plans, individual and group work programmes and all risk management work.

In addition, when requested by the courts, the Service prepares victim impact reports. These reports acknowledge the special needs of victims and seek to enable them reflect their circumstances to the courts. In 2017, the National Victim Services Team continued to respond to a range of queries from individual victims that included requests for participation in a Victim Offender Mediation process.

## SUPPORTING VICTIMS OF DOMESTIC VIOLENCE

Holding perpetrators of domestic violence to account and working to ensure the safety of victims is central to the Service's work in the area of domestic violence. As part of our offender supervision, the primary focus of our rehabilitative efforts with perpetrators of domestic violence centres on risk management and the safety of victims. In these instances, work with offenders focuses on effective case management and referral processes, underpinned by appropriate robust risk assessments.

The *Probation Service Domestic Violence Strategy 2015- 2017* articulates the Service's commitments to supporting victims of domestic violence. To this end, in 2017, the Service further developed collaborative practices with perpetrator programme providers, MOVE Ireland and MEND, to facilitate greater interagency co-operation in relation to programme referrals and case management. The Service has continued to liaise with a number of Non-Government Organisations (NGOs) working in the area, engaging in staff training and awareness raising events, as well as further developing the information and support service for victims through our Victim Services Team. In undertaking this work the Service continued to deliver on its commitments under the *Second*



*National Strategy on Domestic, Sexual and Gender based Violence 2016-2021.*

2017 also saw the initiation of links with the newly established Garda Síochána Divisional Protective Services Units as part of the overall multi-agency response to domestic violence.

As part of awareness raising, in December, the Service participated in the 'Orange the World' campaign, hosting an information morning in support of the sixteen days of activism against gender-based violence. Among the participants were Probation Service staff and representatives from programme providers, MOVE Ireland and the Dublin Safer Families (Daughters of Charity) programme.



**Pictured above: Speakers and participants at the domestic violence event in Probation Service Head Office, Haymarket, Dublin.**

## **CRIMINAL JUSTICE (VICTIMS OF CRIME) ACT 2017**

November 2017 saw the commencement of the Criminal Justice (Victims of Crime) Act 2017. The Probation Service collaborated with the Victims of Crime Office in the Department of Justice and Equality and other agencies to inform the transposition of the EU Directive on victims in legislation.

### **FAST FACT**

**In 2017 we worked with almost 3,000 prisoners over the course of the year.**

A detailed breakdown of statistical data is available in the appendices at the end of this document.



## **SUPPORTING SENTENCE MANAGEMENT AND THE REHABILITATION OF THOSE WHO SERVE PRISON SENTENCES**

Our work in prisons is based on the importance of offender rehabilitation during the custodial part of sentences in order to reduce reoffending and support the reintegration of offenders back into their communities. To this end, Probation Officers work as part of the multi-disciplinary prison team to manage prisoners' sentences and assist in reintegrating them back into the community.

The Probation Service has staff based in all prisons nationwide. The work of the Probation Service staff based in prisons in 2017 included completing assessments on life sentenced prisoners, home circumstances reports for the Parole Board and offence-focused and resettlement work with offenders subject to court-mandated post release supervision orders. Probation Officers also conduct assessments for prisoners who are considered for the Community Return Scheme.

In 2017, the Service continued to deliver a range of structured programmes in a number of prisons and places of detention. These included *Choice and Challenge* group work programmes delivered in Wheatfield, Mountjoy, Limerick and Cork prisons and the *Living with Life* programme which was delivered in Wheatfield, Mountjoy, Portlaoise, Cork and Limerick Prisons. 2017 also saw the establishment of a lifers' forum in Limerick Prison. This forum was developed jointly by the Probation Service in conjunction with the Psychology Service, Irish Prison Service.

In partnership with our Community Based Organisations, we continued to deliver *Reduce the Use* and the *Recover Me* programmes focusing on the various stages of addiction relapse prevention and recovery in the Dóchas Centre (womens' prison). The delivery of *Solas Sa Saol* Programme for women in the Dóchas Centre also continued in 2017.

In 2017 The Probation Service continued to work in partnership with the Irish Prison Service to deliver on the *Joint Irish Prison Service & Probation Service Strategic Plan 2015-2017*.



## YOUNG PERSONS PROBATION

During 2017 the Service continued to apply an evidence based holistic interagency approach to our assessment and supervision of young persons referred under the Children Act 2001.

This included:

- Continued contribution to the implementation of the Youth Justice Action Plan 2014 – 2018 of the Irish Youth Justice Service (IYJS).
- Engagement with young persons subject to detention and supervision orders.
- Supporting young persons and their families in their communities through our network of Community Based Organisations.

2017 brought opportunities for the Service to work with other agencies towards the further development of youth policy in Ireland. This included participation in the 4th Annual Irish Criminal Justice Agencies (ICJA) Conference "Youth Justice Policy in Ireland - Where to Next?" This one day conference was a collaboration of the IYJS, the Department of Justice and Equality, An Garda Síochána, the Probation Service, the Irish Prison Service and the Association for Criminal Justice Research and Development (ACJRD) with the IYJS acting as the lead partner. The conference provided opportunities for delegates to share information, exchange views and network while examining some of the key issues facing youth justice in Ireland.

## LE CHÉILE VOLUNTEER MENTORING PROGRAMME

Le Chéile is a mentoring programme aimed at reducing youth offending behaviour in the community funded by the IYJS through the Probation Service, as

part of Ireland's European Structural and Investment Funds Programme 2014-2020.

In March 2017, Le Chéile launched a report "Reducing Youth Crime in Ireland" in Probation Service Head Office, Haymarket, Dublin. The report is based on an evaluation of the Le Chéile volunteer mentoring programme and its activities over the period 2013-2015.

Speaking at the launch Probation Service Director, Vivian Geiran, commented,

*"Mentoring has always been a key part of probation work. The relationship between a trained and skilled mentor and a young person can play a crucial part in helping a young person on probation to turn their life around and stay out of the criminal justice system."*

## REDEVELOPMENT OF THE CANDLE CAMPUS



The Candle Project, a Young Persons Probation Community Based Organisation in Dublin, successfully secured funding for an extension of its existing building, to enable it to increase the range of services on offer. Services provided to clients include those aimed at reducing offending behaviour, providing educational, developmental and therapeutic opportunities, as well as those promoting restorative and reparative outcomes. Building work commenced on site in 2017.

## WORKING WITH WOMEN OFFENDERS

In 2017, the Probation Service worked with over 1,400 women offenders. The Probation Service continues to offer a distinct response to female offenders, focusing on a model which is underpinned by gender-informed social work values and approaches. This approach has a particular focus on relationships, trauma, and victimisation.



### Anna's Story:

Following an appearance in the District Court, Anna was placed on two years' probation supervision. At that time Anna presented with a range of issues which contributed to her risk of reoffending. This included impulsiveness as well as significant emotional and personal issues. Anna was also homeless and unemployed at that time.

In developing a case management plan with Anna, her Probation Officer initially focused on supporting Anna manage immediate crisis issues, as well as using the time to build a trusting relationship and providing practical supports, as required. As the work progressed, through motivational engagement techniques, the interventions focused on supporting Anna develop her problem solving skills. Anna also examined her offending behaviour.

Anna was also helped with her personal development and her capacity for relationship building. Having addressed a number of these issues, Anna eventually sourced and secured appropriate accommodation.

Through Anna's commitment to supervision, coupled with the support of her Probation Officer, many of the identified risk issues were addressed and a consequent reduction in her overall risk of re-offending was evident. Furthermore, Anna gradually began to recognise and achieve her potential. In doing so, she secured appropriate accommodation and was successful with an application for university.

Anna is currently in independent accommodation and studying for a degree. She is coming to the end of her probation supervision period.

Reflecting on the experience, Anna commented: *"I made the decision to just let go of my own ideas about the criminal justice system and my own prejudices and judgements. ... {In the Probation Service} I found people who believe in the goodness of others, who believe change is possible and who have compassion for others, who see the complexity involved in offending behaviour."*

## PEER SUPPORT INITIATIVE



BRIO: *Building Recovery Inwards and Outwards*, a peer led programme for women in recovery and who have been involved in crime, was established in 2016 as part of the Probation Service’s focus on our work with women offenders. This two year pioneering peer education and training programme has engaged with more than 30 women to date.

In November 2017, as part of the initiative, an information/education session was hosted jointly by the Probation Service and the SAOL Project, at which probation staff were facilitated with the opportunity to hear, first hand, the voices and views of our women service users. This included hearing about the impact of the programme and how services, including the Probation Service, could better support women if they are to realistically improve their lives, avail of opportunities and in turn reduce their risk of re-offending.

The BRIO initiative will be evaluated in 2018.

### FAST FACT

**In 2017 the Probation Service worked with 1,446 women offenders, representing 16 % of all new court referrals.**

A detailed breakdown of statistical data is available in the appendices at the end of this document.



Pictured above: Participants and speakers from the BRIO launch event, including Dr. Marguerite Woods, Ita Burke, Director of Operations, Probation Service and Vivian Geiran, Director, Probation Service.

*“The BRIO women have contributed so much to our work. They have become involved in staff training, participated at conferences, delivered programmes, helped us with our customer service surveys and contributed to our next strategy for the coming years. But mostly, they have been generous in their honesty and openness about their lives and how best we can respond to their needs in our work in the Probation Service.”*

*Ita Burke, Director of Operations*

# Section 3

## Working with Communities



## OUR WORK IN COMMUNITIES

As a community-facing organisation, the Probation Service recognises and acknowledges the important role that the community plays in working with offenders, supporting their rehabilitation, re-integration and engagement in a positive lifestyle.

Many offenders come from difficult backgrounds and have complex needs such as alcohol or drug problems, and challenges in the areas of literacy and social skills. These problems require a broad range of support and assistance if they are to make better choices. Engagement in education and training and access to behaviour management and treatment services can be critical to the successful rehabilitation and reintegration of an offender.

In 2017, the Probation Service provided €11.682 million directly to 45 Community Based Organisations working with adults, while the Irish Youth Justice Service provided €5.05m, through the Probation Service, to sixteen projects working alongside Young Persons Probation.

Each year these organisations commit to a range of outputs in line with the strategy and work plan of the Probation Service. They provide essential services to help in reducing offenders' risk of reoffending and facilitate their reintegration in their communities.

Community Based Organisations provide a diverse range of services, addressing offender need in the following areas:

Education and Training and Employment Placement	Mentoring
Drug and Alcohol Treatment	Offence Focused Programmes
Women Specific Programmes	Accommodation Supports
Counselling	High Risk Offender Programmes
Restorative Justice	Peer Support
Social Enterprise	Resettlement

## CELEBRATING OUR COMMUNITY BASED PARTNERSHIPS IN GALWAY

The Probation Service, through the Department of Justice and Equality, has supported three local based Community Based Organisations, Ballinasloe Training Workshop, Tuam Community Training Centre and Dóchas don Óige, in the Galway area, since their establishment.

The Probation Service, along with community leaders, identified the need for structured community based initiatives that would support young people who were at risk in their community and/ or appearing before the courts. The aim of these projects in Galway was to assist young people in the development of a range of both social and employability skills, while supporting them to become full and active members of their communities. Since the inception of these projects, the Vocational Education Committees and FÁS provided additional support in the form of teachers and trainee allowances. These partnerships continue to exist today, with the support of Galway and Roscommon Education Training Board. All three projects are approved FETAC centres and provide certification at QQI level 3 and 4.

Throughout the years, these projects have continued to grow and develop, responding to the changing needs of the service users as well as the requirements of funding organisations. Counselling and other supports have been put in place and gradually a holistic approach to learning and training was introduced through individual learning plans and accredited training programmes. Offending behaviour and related programmes, a number of which are delivered in partnership with local Probation Service team, are also provided at each of the projects.

2017 was an important year for Galway, with each of these projects celebrating significant milestones during the year.

## BALLINASLOE TRAINING WORKSHOP CELEBRATES 40 YEARS

In September 2017, Ballinasloe Training Workshop, which provides education, training, personal development and progression opportunities for young adult offenders celebrated its 40th anniversary. Past and current trainees, Board members, founding members, staff and probation staff attended an open morning with a range of photos and memorabilia on display, as well as a presentation of FETAC awards for current trainees.

Speaking at the event, Ita Burke, Deputy Director, Probation Service, reflected on the good outcomes for past trainees and the continued support of the Probation Service to the centre. Páraic Lawless, Chairman, spoke of the vision of the founding members of the centre and acknowledged the selfless commitment of Board members and agencies who have supported the centre throughout its forty years. Trainees were presented with a range of Awards, including QQI Level 3 and 4 awards, Level 5 occupational First Aid, SafePass, Manual Handling, Driver Licenses, and Probation Service “Alcohol and Offending Behaviour” certification, among others.

developing a reputation within the local community for manufacturing quality concrete and metal products. Over time, the centre has grown and the curriculum changed and adapted to ensure a continued focus on the needs of service users.



**Pictured above: Una Doyle, Deputy Director, speaking at the Tuam 30 years celebrations**

Speaking at the 30th anniversary celebrations, December 2017, Una Doyle, Deputy Director, Probation Service noted that,

*“While the curriculum may have changed over the years, a common thread or theme was the need for foresight and vision to ensure the relevance of the learning on site, as well as the acknowledgement of the need for a collaborative, partnership approach”*

## DÓCHAS DON ÓIGE, A YOUNG PERSONS PROBATION PROJECT, CELEBRATES 21 YEARS

In August 2017, Dóchas don Óige held a *Europe in My Region* event to showcase their work, as well as celebrating twenty one years in existence. Dóchas don Óige provides services for young persons at risk and/or appearing before the courts in Galway City. The primary focus of this project is to provide young persons with a second chance. Dóchas don Óige offers educational opportunities and guides and counsels young people and their families. It also takes part in a number of extracurricular activities outside of academic pursuits as well as working collaboratively with other similar services in the area.

Dóchas don Óige is also supported by the European Social Fund as part of the ESF Programme for Employability, Inclusion and Learning 2014-2020.



**Pictured: Board members, founding members, staff and Probation Service staff at the celebration.**

## TUAM COMMUNITY TRAINING CENTRE CELEBRATES 30 YEARS



2017 marked the 30th anniversary of Tuam Community Training Centre. Known locally as TCTC, the aim of the project 30 years ago was to assist young people develop social and employability skills. In those early days, the Centre provided the trainees with a range of educational and manual skills,

## BENEFITING FROM EUROPEAN SOCIAL FUND (ESF)

Five Community Based Organisations are co-funded by the Irish Government and the European Social Fund as part of the ESF Programme for Employability, Inclusion and Learning 2014-2020. Four of these projects provide services to young persons:

- Le Chéile, which is a nationwide volunteer mentoring and family support service.
- Céim ar Chéim and Southill Outreach projects, which target educational needs and promote pro social lifestyle with young people in Limerick.
- Dóchas don Óige provides educational and training needs for young people in Galway.

The fifth project, Tús Nua (Dublin), is a specialised service supporting homeless women following their release from prison, or women with an offending background. The main aim of Tús Nua is to facilitate resettlement and reintegration.



During 2017, three of the organisations held *Europe in My Region* events, an EU-wide campaign that aims to highlight the excellent work that projects across Europe are doing with the help of EU funding.

As part of the European Social Fund celebration of 60 Years of Investing in People, a one day conference was held in Dublin Castle on 28th November 2017 which brought together ESF stakeholders, policy makers, social partners and practitioners. The conference provided an opportunity to showcase the achievements of the ESF in Ireland. Brian Dack, Assistant Director, Probation Service and Elaine Slattery, Manager, Céim ar Chéim Moyross, both presented at the conference. The Céim ar Chéim Education and Training Day Centre is situated in Moyross on the north side of Limerick City. This project caters for young persons placed on probation, young offenders and other young persons considered to be at risk.

## DEVELOPING SOCIAL ENTERPRISE IN THE CRIMINAL JUSTICE SYSTEM



The 'A New Way Forward' Social Enterprise Strategy 2017 – 2019 in the criminal justice system was launched by Tánaiste and Minister for Justice and Equality, Frances Fitzgerald TD, in May 2017 at Mountjoy Prison, Dublin.

The strategy sets out a vision and plan for developing Social Enterprise in the Justice sector, in order to improve access to employment for ex-offenders, and thereby contribute to reducing reoffending, and safer, fairer and more inclusive communities.

The Probation Service and Irish Prison Service funded the recruitment of a project manager to oversee the development of social enterprise and related employment-focused initiatives across the Irish criminal justice system, and to support the Steering Committee in preparing the Strategic Action Plan.

As part of this initiative, Dormant Accounts Funding has been obtained for Social Enterprise Seed Capital investment.

## SHARING SOCIAL INNOVATION AND SOCIAL ENTERPRISE ACROSS THE BORDER: BEST PRACTICE IN THE JUSTICE SECTORS ON THE ISLAND OF IRELAND WORKSHOP

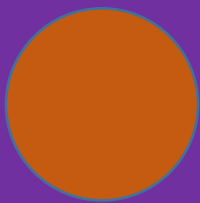
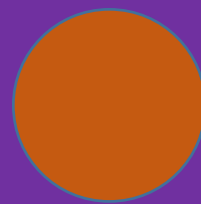
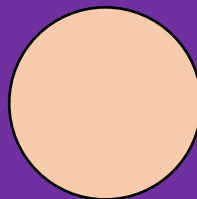


Pictured: Chef and entrepreneur Neven Maguire speaking at the social innovation workshop in Loughan House.

The North-South Social Innovation Network Steering Committee, of which the Probation Service is a member, organised a cross border workshop, *Best Practice in the Justice Sectors on the Island of Ireland Workshop* at Loughan House Open Prison, Co. Cavan. The workshop brought together criminal justice managers and practitioners as well as those from the community and voluntary sector, north and south of the border, with experts to discuss and explore opportunities for social innovation and for social enterprises, for ex-offenders.

# Section 4

## Our Partners Home and Abroad





## COLLABORATION WITH OUR CRIMINAL JUSTICE PARTNERS

Central to the work of the Probation Service is our collaboration and co-operation with our justice partners. The Service remains committed to an interagency and multidisciplinary way to achieve our shared goals. Throughout 2017, the Probation Service continued its involvement in significant interagency developments.

## EXPANSION AND FURTHER DEVELOPMENT OF J-ARC

2017 saw the continued development and expansion of the Joint Agency Response to Crime (J-ARC), the interagency approach targeting identified prolific and high impact offenders, to reduce offending. In 2017, the high-level oversight group, national co-ordination team, steering and operational groups continued to meet to progress the J-ARC initiatives. Alongside the commitment of each of the statutory partners, the community and voluntary sector embraced the initiative, with local partnerships playing a critical role in the roll out of the J-ARC initiatives in the newly identified locations - In Waterford, U Casadh played a key role, while PALLS, Limerick actively supported participants in their area and Cox's Demesne in Dundalk provided the essential support for J-ARC in Dundalk.

## LAUNCH OF YOUTH J-ARC

Recognising the benefits of the J-ARC approach, Youth J-ARC was officially launched on 19th June 2017. Youth J-ARC is the latest addition under the Joint Agencies Response to Crime initiative, targeting young people aged 16 to 21 years who are the most prolific offenders in their area.

Youth J-ARC provides an operational approach for co-ordinated and enhanced levels of co-operation between the Probation Service, An Garda Síochána, Irish Prison Service, Irish Youth Justice Service, Tusla, the Department of Justice and Equality, and Department of Education and Science.

Ita Burke, Director of Operations, opened the day's proceedings and welcomed approximately fifty participants from the two pilot locations, Cork

*“Youth J-ARC is about focussing collectively on young people. It is about all agencies working together, building relationships and utilising a common approach for the benefit, not only of the young people involved, but also, their families and the wider community with the aim of reducing re-offending.”*

*Ita Burke, Director of Operations*

(Gurrabraher and Mayfield) and Blanchardstown, Dublin 15.

## J-ARC: EVALUATING THE PROGRESS

2017 also brought a focus on evaluating J-ARC initiatives, with evaluation processes completed on two of the pilot Dublin initiatives, Bridge Changeworks and ACER 3 (Tallaght and Dublin 8). These evaluations consolidated the existing learning from the Strive Ballymun initiative. An interagency working group has been established to review the evaluation reports, identify key findings and make recommendations for the way forward. This important work will provide a road map for future J-ARC initiatives.

## J-ARC TRAINING



**Pictured: J-ARC training in Probation Service Head Office in February 2017.**

Regional J-ARC Training was delivered in three separate locations during 2017, with participation from those involved in the Dublin, Waterford, Limerick and Dundalk initiatives.

The training focused on the roles and responsibilities of each Justice agency and aimed to foster inter-agency understanding whilst identifying the common themes which apply to all three agencies. The training programme which was delivered by representatives from each of the three Justice agencies will serve to further support the focus and direction of J-ARC going forward.

## DELIVERING ON JOINT STRATEGY WITH THE IRISH PRISON SERVICE

In 2017, the Probation Service, in collaboration with the Irish Prison Service, continued to deliver on the commitments and priorities identified in the second *Joint Irish Prison Service & Probation Service Strategic Plan 2015 – 2017*.

The work was overseen by the Joint Oversight Committee, comprising of senior management representatives from both the Probation Service and the Irish Prison Service. A progress report is contained in Section 6 of this report.

## STRENGTHENING OUR SERVICE TO THE COURT

In the delivery of services to the courts nationwide, the Probation Service works to ensure that services are delivered in a professional and timely manner, responding as required to the changing needs of the Judiciary and the Courts Service. To this end a key focus of our interventions with the courts and in particular with the Judiciary has been to increase awareness, understanding and confidence in the work of the Probation Service.

In 2017 an internal review of our communications with the Judiciary found high levels of contact between the Probation Service and members of the Judiciary across all regions. This allowed for effective updating and clarification on probation practice developments over the year.

## ESTABLISHING THE COURT LIAISON TEAM - CORK

Building on the success of the court liaison model of service delivery established in the Criminal Courts of Justice (CCJ) Dublin, in August 2017, the Probation Service established a similar court liaison model for Cork City Courts. Comprising a dedicated Senior Probation Officer and two Probation Officers, the overall objective of this model of service delivery is to improve service provision and further build upon our established relationships with the Judiciary and the Courts Service.

*“It has definitely been of benefit, improving both communication and processes between the Probation Service and the courts. It has allowed us to strengthen our working relationships with the Judges, court staff, Gardaí and legal practitioners, which will be essential as we move in to the new court building in 2018.”*

*Olivia O’Shea, Probation Officer, Court Liaison Team, Cork*

## WORKING WITH OUR PARTNERS ABROAD

In 2017, the Probation Service continued to work closely with our Northern Irish and European partners, with the aim of fostering cross-jurisdictional co-operation and to promote development of probation at an international level.

## NORTH-SOUTH CO-OPERATION



Pictured above, from L: Michael Donnellan, DG, Irish Prison Service; Cheryl Lamont, CEO, Probation Board for Northern Ireland; Ronnie Armour, DG, Northern Irish Prison Service; and Vivian Geiran, Director, Probation Service.

Building on this collaboration, in September 2017, chief executive counterparts from prison and probation services, North and South, attended a meeting in Dundalk. The four discussed ongoing interagency and cross-border co-operation, including the annual Public Protection Advisory Group (PPAG) seminar. The PPAG involves police, prisons and probation services, north and south, and provides opportunities for co-operation and development in a range of areas.

## COMMITMENT OF CO-OPERATION – HEADS OF PROBATION IRELAND, NORTHERN IRELAND, ENGLAND AND WALES

Probation Service Director, Vivian Geiran, attended a trilateral meeting with the heads of probation in Northern Ireland and England and Wales in January 2017. The meeting, held in Belfast, was hosted by Cheryl Lamont, Chief Executive of the Probation Board for Northern Ireland, and attended by recently-appointed Director of the National Probation Service of England and Wales, Sonia Crozier. The meeting, which was the first such event attended by the three chief executives, focused on existing co-operation between the three organisations and how this could be further developed. The meeting also explored opportunities for mutual support and

probation practice development, at an inter-jurisdictional level.

Building on this initial contact, the Probation Service made a joint visit with Probation Board for Northern Ireland to the British National Probation Service (NPS) North East Division, in May 2017. The visit provided an opportunity to learn about a number of innovative developments, including diversion programmes, responses to offenders with personality disorder and those involved in extremism-motivated offending, as well as discussions on further developing areas of mutual interest.

## CROSS BORDER PUBLIC PROTECTION ADVISORY GROUP (PPAG)



The eighth annual Cross-Border Public Advisory Group (PPAG) Seminar was held in the Long Gallery, Parliament Buildings, Stormont, on 10<sup>th</sup> November 2017. The

conference theme *Reducing Offending – Working Across Borders and Boundaries*, provided a valuable opportunity for representatives from the police, the prisons and probation, North and South, to share examples of innovative practice in areas of mutual interest.

With a broad interpretation of the theme, presentations referred to borders and boundaries in the context of professional, agency, sectoral and geographical matters. These included an overview of a collaborative initiative between the police and the Irish Football Association, *Stay Onside*; Mental Health Problem Solving Courts; multi-disciplinary approaches to reducing the misuse of prescribed medication in Northern Ireland prisons as well as the work of the Confederation of European Probation. In a very poignant address, Detective Sergeant Laura Sweeney, An Garda Síochána, described working across the boundaries of a family home when responding to domestic violence.

Once again the seminar provided an opportunity for the agencies to discuss and further explore innovative approaches and solutions to common issues.

## IRISH PROBATION JOURNAL 2017 (VOLUME 14)



The fourteenth edition of the Irish Probation Journal (IPJ) was launched at the North-South Public Protection (PPAG) Seminar at Parliament Buildings, Stormont, Belfast, on Friday, 10th November 2017.

Irish Probation Journal has, since 2004, been jointly published each year by the Probation Service, and the Probation Board for Northern Ireland (PBNI). It is an internationally recognised authoritative and respected forum for contributors and readers interested in probation policy, research and practice, related criminal justice.

The Irish Probation Journal 2017 edition features original and significant papers on criminal justice themes and highlights the importance of partnership and research in probation and related fields. Papers examine pre-sentence reports in court, community supervision options in Northern Ireland and desistance as a social movements.

**Pictured below: Cheryl Lamont, CEO of Northern Irish Probation, Gerry McNally, Probation Service Assistant Director, Gail McGreevy, PBNI Head of Communications, and Vivian Geiran, Probation Service Director at the IPJ 2017 launch.**



## CONFEDERATION OF EUROPEAN PROBATION (CEP)



**Pictured above: Gerry McNally, Asst. Director, closing the CEP conference for Directors.**

Throughout 2017, the Probation Service continued to play an active role in the CEP with Gerry McNally, Assistant Director, serving as current President and many Probation Service staff contributing to and attending CEP conferences, expert groups and other meetings.

In November 2017, the 7th Confederation of European Probation (CEP) Conference for Directors General in Probation took place in Brussels, Belgium. This Directors General meeting focused on strategic issues for probation including leading change in probation organisations, managing quality assurance and creating public value in the work of probation services. The conference was attended by Vivian Geiran, Director, Probation Service and Chair of the Council of Europe Council for Penological Co-operation, who made a valuable presentation on European standards in probation, community sanctions and measures. The conference was chaired by Gerry McNally, Assistant Director, Probation Service.

Speaking at the CEP Conference, Vivian Geiran told his colleagues,

*“The strategic goals of Probation and having professional practice standards, are completely compatible. Implementing the standards – as outlined in the European Probation Rules – benefits all of us in the long run.”*

## COUNCIL OF EUROPE

Vivian Geiran, Director, completed his two-year term as Chair of the Council of Europe (CoE) working group on Penological (Probation and Prisons) Co-Operation (the PC-CP) at the end of 2017.

The PC-CP Working Group have a rolling work programme in relation to the development and implementation, of practice standards for the management and operation of probation and prison services across the CoE Member States.



**Pictured above: Plenary meeting of the PC-CP (Nov 2017) chaired by Vivian Geiran**

During 2017, the PC-CP completed work on updating European Rules on Community Sanctions and Measures, as well as progressing new recommendations on Restorative Justice and Children of Prisoners, both for finalisation in 2018. In addition, work continued on addressing prison overcrowding and on a review of the Commentary to the European Prison Rules. The annual penological SPACE I and II Statistics, on prison and probation populations in Europe, in respect of the year 2015, were published. The annual conference for Directors of Prison and Probation Services was held in Oslo, Norway. Una Doyle, Deputy Director, presented – on implementing training in probation practice – at the Oslo conference. The Probation Service was also represented at, and contributed to a CoE seminar on probation (SPACE II) statistics, held in Strasbourg.

More information on the PC-CP and its work is available at: <http://www.coe.int/en/web/prison>

## EUROPEAN RADICALISATION AWARENESS NETWORK MEETING HELD IN DUBLIN



**Pictured above: Vivian Geiran presenting to the RAN / CEP meeting in Dublin.**

The Radicalisation Awareness Network (RAN) is an EU-wide umbrella network of practitioners engaged to prevent and counter radicalisation and violent extremism. RAN Prison and Probation brings together experts and practitioners from the prison and

probation sector to exchange ideas and help inform policy developments in their respective areas.

RAN Prison and Probation, in association with the Confederation of European Probation (CEP), organised its first probation-focused working group meeting in May 2017, hosted by the Probation Service in Haymarket, Dublin.

The meeting, which was addressed by Vivian Geiran, in his role as host and also as Chair of the Council of Europe's Council for Penological Co-Operation (the PC-CP), was attended by CEP and RAN experts and key probation service personnel from across Europe, who discussed policy and practice issues in addressing radicalisation and working with radicalised persons on supervision and in the community.

## INTERNATIONAL DELEGATIONS

The Probation Service also hosted a number of delegations from around the globe, seeking to learn about probation service operational and management systems. Delegations in 2017 included colleagues from Latvia, Slovenia and South Korea.



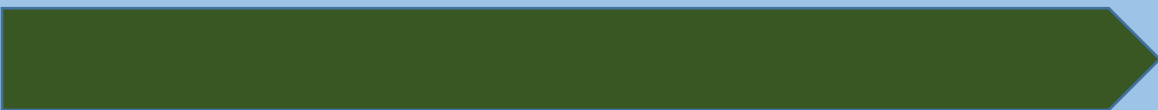
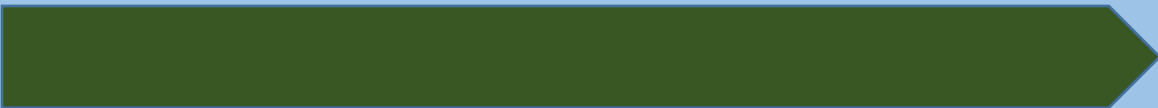
**Pictured above: Representatives at the Slovenia/Ireland learning visit including Regional Manager Ursula Fernee and Circuit Court Judge McNamara.**



**Pictured above: Mihails Papsujevics, Director, Latvian Probation Service with Vivian Geiran, Director.**

# Section 5

## Supporting Service Delivery



## HUMAN RESOURCES, TRAINING AND STAFF WELLBEING

At all times the Probation Service is committed to maximising our capability to provide the best service that we can to all our customers, and in maximising our ability to respond to changing priorities and demands. Throughout 2017 we continued to proactively manage our human resources, deploying and aligning staff resources to maximise front line service delivery as well as responding to new initiatives. We also continued to engage with Human Resources Division in the Department of Justice and Equality on various staffing issues and workforce planning matters.

In 2017, the Service contributed to the Department of Justice and Equality Human Resources Strategy and many of our staff completed the Civil Service Employee Engagement Survey.



Recruitment from the April 2016 Probation Officer competition continued, with a total of 40 new staff appointed by the end of 2017. This facilitated staff transfers and mobility, and enabled the Service to fill priority vacancies nationwide. Following on from the Community Service Supervisor recruitment competition late in 2016, five Community Service Supervisors were recruited in mid-2017, in addition to increasing hours for current established, part time community service staff in key locations around the country.

Increased mobility and promotion opportunities for corporate and administrative staff were also facilitated.

### STAFF WELL-BEING

The Probation Service recognises that a positive working environment is vital to the health and well-being of all our staff. To this end, in 2017 we continued to create awareness and promote healthy

lifestyles among staff. Within Head Office there were a number of initiatives on-going throughout the year, including pilates, football, basketball and the Just Sing Choir.

As part of the Probation Service's commitment to staff well-being all Probation Service staff can also access a free confidential counselling service.



In 2017 following a procurement process, the contract was awarded to VHI Healthcare. The VHI programme provides staff and immediate family members with independent counselling and support. In addition to this, VHI also provide a full Employee Assistance Programme (EAP) for all Probation Service staff.

### RETIREMENT FUNCTION



**Pictured above: Current and veteran colleagues at the retirement function.**

The annual function for retired Probation Service colleagues took place on Wednesday the 10 May 2017 in Probation Service Head Office, Haymarket. As usual, there was a great attendance on the day with former colleagues travelling quite some distances to attend.

Each year our retired colleagues look forward to the gathering, not only to meet up with one another, but also to meet with staff currently working in the Service and learn of new developments.

Again this year we were very fortunate to have a performance from the choir – Just Sing, which was appreciated by all.

## SUPPORTING CHARITABLE CAUSES

Throughout 2017, Probation Service staff continued to raise awareness and support a number of charitable causes. These included Daffodil Day, awareness raising for Domestic Violence as well as homelessness charities such as the Capuchin Day Centre, Dublin.



**Pictured: Donegal Probation Team. L-R Yvonne Lennox PO, Cathy Cullen CO, Helena Morrin SPO, Eloise Gillespie PO, Lisa Connaghan SW Student, Tim Coughlan PO, Noel Given CSS supporting Daffodil Day.**



**Pictured: Ian McLoughlin (left) from MOVE, and David Williamson (right) Senior Probation Officer Dublin.**



**Pictured: Alan Hughes, Probation Officer, Dublin, sleeping outside the Probation Service Head Office in aid of charity.**



**Pictured: The Just Sing Choir performing in Head Office at Christmas.**

## PUBLIC SECTOR DUTY (IRISH HUMAN RIGHTS AND EQUALITY COMMISSION ACT 2014)



An Choimisiún na hÉireann um Chearta an Duine agus Comhionannas  
Irish Human Rights and Equality Commission

Section 42 of the Irish Human Rights and Equality Commission Act 2014 places a positive duty on public sector bodies to have regard for the need to eliminate discrimination, promote equality, and protect human rights in their daily work. In 2017, the Probation Service, working with the Irish Human Rights and Equality Commission as part of their pilot process, commenced a human rights and equality programme of work across a number of key functional areas. It is intended that this work will lead to improved service provision and an enhanced working environment for all. The Service's Senior Management Team met with representatives from the Irish Human Rights and Equality Commission (IHREC), in August 2017 and a cross grade working group, supported by IHREC, was established in October 2017 to progress the assessment phase of the initiative. It is expected that the assessment will be complete in early 2018, from which identified actions will be agreed and progressed.



**Pictured above: Public Sector Duty Working Group, meeting with IHREC Reps, November 2017.**



## PROTECTED DISCLOSURES



AN ROINN DLÍ AGUS CIRT AGUS COMHIONANNAS  
DEPARTMENT OF JUSTICE AND EQUALITY

### Protected Disclosures Policy

To further support staff who raise concerns about wrongdoing and assist with implementation of the Protected Disclosures Policy, the Department of Justice and Equality and the Probation Service signed up for membership of the "Integrity at Work" Programme, which is operated by Transparency International (TI) Ireland. This membership arrangement was put in place to support compliance with the Protected Disclosures Act 2014 and ensure a consistent approach to protected disclosures.

Integrity at Work membership demonstrates the Probation Service's commitment to support staff who raise concerns about wrongdoing. This pledge is displayed prominently in the Probation Service Head Office, Haymarket, Dublin.

## LEARNING AND DEVELOPMENT

During 2017 the Learning and Development Unit continued to facilitate training courses, seminars and conferences aligned to the business needs and operational priorities of the Service, ensuring all staff are resourced and competent to deliver effectively in their work.

A key focus for 2017 was the provision of induction programmes for newly recruited staff. New Probation Officers attended a twelve day induction programme where they received training in the core knowledge and skills required to fulfil their duties as Probation Officers. Additionally, five new Community Service Supervisors participated in an induction programme.

For the first time, in 2017, service users contributed to the induction programme for new staff. This added value to the overall learning for the newly appointed staff, bringing the service user perspective and experience to the fore.



Pictured above: Newly recruited Probation Officers attending induction training.

### FAST FACT

In 2017, the Staff Learning and Development Unit delivered over 40 internal training events.

A detailed breakdown of statistical data is available in the appendices at the end of this document.



The annual training and development schedule designed to deliver training on the strategic priorities of the Service continued to focus on upskilling staff with a particular focus in the areas of domestic violence, mental health and substance misuse in 2017.

Training provided in 2017 included:

<b>General Training and Specific Offender Interventions</b>	
Working with Perpetrators of Domestic Violence	Social Work with mental illness
Working with service - users with personality disorders	Victim Awareness training
Introduction to Desistance Theory	Health and Safety courses
Professional Staff Supervision (supervisor and supervisee training)	Protected Disclosures
SAOR (Substance misuse)	Managing staff performance effectively
Introduction to Desistance Theory	Working with Diversity

<b>Risk Assessment Training</b>	
LSI-R assessment (adult offenders) training	YLS-CMI (Offenders under 18)
Risk Matrix 2000 (sex offenders)	Stable and Acute 2007, (sex offenders)
Spousal Assault Risk Assessment (SARA) training	

Building on a collaborative arrangement with the Corporate Learning Unit, Department of Justice and Equality, and Probation Service managers attended a number of training courses provided by the Department in 2017. These included:

Managing Underperformance
Risk Management
Leadership Development Programme

A number of staff also attended and contributed to conferences and training events, both national and international, during the course of the year.

In 2017 these included:

Conference of Directors of Prisons and Probation Service - Norway	Justice & Equality Sector Senior Management Conference
World Congress on Probation 2017 - Japan	National Organisation for Treatment of Sexual Abusers (NOTA) Conference - Cardiff
Travellers in Prison Initiative Conference - Dublin	International Conference on 'Working with Juveniles & Young Adult Offenders' - Barcelona
4th Annual Irish Criminal Justice Agency Conference - Dublin	Annual Human Rights Conference - Dublin

In keeping with our philosophy of interagency co-operation and collaboration, presentations were delivered on the work of the Probation Service to newly recruited prison officers; social work master's degree students; Gardaí and a number of international probation colleagues. Staff of the unit also continued our important links with university social work departments, both through meeting on issues of mutual interest, and by assisting with the selection of students for the Masters in Social Work courses.

## YOUNG IRELAND PROGRAMME

The Probation Service was delighted to acknowledge the success of Laura Byrne, Clerical Officer, Castlebar Office, who was selected to represent the Department of Justice and Equality at the Young Ireland Programme 2017 in Troon, Scotland.

This innovative programme aims to develop talent in the workplace and the community by developing communication skills, building confidence, stretching minds and broadening horizons.

Speaking about her experience, Laura Byrne said:

*“Overall, it was a very enriching experience, which has been of significant value to me in both my professional and personal development. It has helped encourage my self-thought and gave me a unique opportunity to think critically about issues that affect society as a whole.”*

*Laura Byrne, Clerical Officer*



**Pictured: Laura Byrne, Clerical Officer, speaking at Young Ireland Programme 2017.**

## WORLD CONGRESS ON PROBATION 2017

In September 2017, the Third World Congress on Probation was held in Tokyo, Japan and was attended by over four hundred delegates from across the globe.



**Pictured: Vivian Geiran presenting at the World Congress in Tokyo.**

The theme of the 2017 conference: *Development of Probation and the Role of Community*, at which Probation Service Director, Vivian Geiran, presented a paper on the subject of the international development of probation practice standards.

The conference afforded participants a range of opportunities to explore aspects of probation practice across numerous jurisdictions and settings, using diverse and innovative approaches and methods. The importance of the valuable role that volunteers and the wider community play in community justice was also emphasised and evidenced throughout.

## EUROPRIIS MENTAL HEALTH IN PRISON AND PROBATION INTERNATIONAL WORKSHOP HOSTED BY THE PROBATION SERVICE



**Pictured above: Participants in the CEP and Europris Mental Health Conference, in Haymarket, Dublin.**

The Confederation of European Probation (CEP) and Europris (The European Organisation of Prison and Correctional Services) organised a very important and successful international expert workshop on Mental Health in Prison and Probation. The event was hosted by the Probation Service, in Head Office, Haymarket, Dublin.

Over eighty participants from probation and prison services, from nineteen jurisdictions in Europe and Japan, attended. Given probation and prison services in Europe are working with an increasing number of persons with mental health issues and challenges, the workshop provided a unique opportunity for practitioners, researchers and international experts to meet and share experience, knowledge and practice.

## PROMOTING EVIDENCE INFORMED PRACTICE AND RESEARCH

### RESEARCH

The Probation Service is a learning organisation, committed to quality service delivery, evidence based practice and effective, accountable results. Evaluation, research and quality assurance are key actions for the Service in ensuring best and most effective practice and results in its work.

In June 2017, as part of the Service's commitment to research, we hosted the Confederation of European Probation (CEP) expert working group meeting on research on probation and community sanctions. This meeting brought together research experts, probation management experts and the CEP to consider and explore issues and possibilities in advancing research in community sanctions across Europe.

### PROBATION SERVICE RESEARCH COMMITTEE

The Probation Service Research Committee considers all applications to conduct research in the Probation Service, with persons and bodies engaged with the Probation Service and on Probation Service related themes. In 2017, the Service strengthened and broadened the membership of the committee, including new representatives from both the Corporate Affairs and Operations Directorates.

The Research Committee works closely with researchers, research bodies and third level education institutions and, where practicable and feasible, facilitates post-graduate research proposals and projects.

### INDIVIDUALISING JUSTICE: PRE-SENTENCE REPORTS IN THE IRISH CRIMINAL JUSTICE SYSTEM

A research study by Dr Niamh Maguire and Dr Nicola Carr (Probation Service Research Report 6), was presented to the Probation Service, by the researchers, in September 2017.

Courts request pre-sanction reports (PSRs) prepared by Probation Officers, in many cases, as part of the sentencing process. These assessment reports provide background information on the defendant and the circumstances of their offending. There has been

limited research on the use of PSRs in Ireland and this study, commissioned by the Probation Service, is an initial step in beginning to address the knowledge gap in this area.



Pictured above: Vivian Geiran, Director, Dr. Niamh Maguire, Dr. Nicola Carr, and Clive Stone SPO at the launch.

## STRUCTURE, SYSTEMS AND SUPPORTS

### INFORMATION MANAGEMENT

During 2017, the Probation Service continued to develop systems for the management and analysis of data. Point in time statistics continued to be published on the Service website at the beginning of each month while key management meetings were supported with appropriate statistical data.

Statistical data continued to be used to inform decision making with regard to service delivery requirements and resource management including scoping the development of new initiatives.

The Probation Service in Numbers



In addition, as with previous years, statistics were provided to the Council of Europe 'SPACE' penal statistics questionnaire, the results of which are published on the Council of Europe website. These statistics, taken from prison and probation services across Europe, provide a detailed analysis of both prison and probation populations across the Member States.

### SPACE II – MEETING OF NATIONAL CORRESPONDENTS

The Council of Europe hosted a meeting of SPACE II (European probation statistics) national correspondents, in Strasbourg, in October 2017. The meeting agenda focused on improving data collection and analysis with a particular focus on the need for consistency. Supritha Subramanian, Statistician (on secondment from the Central Statistics Office), represented the Probation Service; Vivian Geiran, Director, chaired the meeting in his role as President of the Council for Penological Co-operation; and Gerry McNally participated in his role as President of the Confederation of European Probation (CEP).



Pictured above: Delegates, including Director Vivian Geiran, Assistant Director Gerry McNally and Statistician Supritha Subramanian at meeting of SPACE II.

*“It is critical, both for individual Member States, and for research and policy working across Europe, that we have these statistics. And I commend Professor Marcelo Aebi and his team at the University of Lausanne for their detailed scholarly analysis in the SPACE statistical reports.”*

*Vivian Geiran, Director and President of the Council for Penological Co-Operation*

### INFORMATION REQUESTS

Information and Communication requests continued to be co-ordinated through our Corporate Affairs Unit.

Information Access Requests Received 2017	
Freedom of Information	19
Data Protection	10
Requests from other Agencies	3
FOI Appeals	3
<b>Total</b>	<b>35</b>

Information Requests coordinated centrally	
Press Queries	4
Dáil Questions	69
Other*	143
<b>Total</b>	<b>216</b>

\*(Includes responses to representations from public representatives, requests for input to policy documents etc.)

## INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

The Probation Services ICT has been provided through the Department of Justice and Equality Managed Service since early 2016. In 2017 the Service continued to work closely with the Department to ensure that the business of the Probation Service is supported through modern, reliable ICT systems.

The end of March 2017 marked the successful completion of the migration of all Probation Service Citrix users to the Justice Citrix system and, in the latter part of the year, Probation Service e-mail switched over to the Outlook system.

Work is also progressing to upgrade phone systems in a number of Probation Service offices with a view to upgrading and rolling out to (Voice Over Internet Protocol) VOIP telephony across the Service.

Within the Service both the APEX (expert users) group and Business Process Group continued to meet on a regular basis to discuss and evaluate the need for IT development and enhancement of business processes. IT development during the year continued to focus on the Service's core applications: Case Tracking System (CTS), community projects governance and the community service management applications.

## RAISING AWARENESS OF THE WORK OF THE PROBATION SERVICE

### COMMUNICATION

In 2017 the Service continued to proactively drive its communication programme. The Service's Communication group continued to meet on a regular basis, and a new communications strategy for the Service was published. In addition to this, a Communications Strategy for the Judiciary was also developed. As part of this, an information booklet was prepared.

In 2017 the Probation Service published our internal and external newsletters with a total of 12

newsletters during the year. The Department of Justice and Equality's newsletter, the Courts Service News, and the CEP Newsletter were made available to staff via the IT portal. Issues of *Probation Works* newsletters are available on our website: (<http://probation.ie/en/PB/Pages/WP16000123>).

In 2017 the Probation Service launched our *Probation Works* campaign; a series of short videos which have been produced to showcase the positive work of the Service and our partner organisations.



Introduction to the Probation Service, #ProbationWorks

The *Probation Works* campaign consists of five videos, with varied themes relating to the work of the Probation Service. These were released on our website and on social media over five weeks in the period September/October 2017. Highlighting the key areas and impact of our work, participants in the videos are our own staff and a number of external partners.

## PROBATION SERVICE ADDRESSES OIREACHTAS JOINT COMMITTEE ON JUSTICE AND EQUALITY



Pictured above: Probation Service Directors with members of the Oireachtas Joint Committee on Justice and Equality.

The Probation Service, at the invitation of the Oireachtas Joint Committee on Justice and Equality, contributed to a committee hearing in Leinster House, on 8th March 2017. The committee, which was examining penal policy, including sentencing and sanctions, invited the Probation Service to present at one of the hearings. This formal presentation by Vivian Geiran, Director, was followed by a question

and answer session, including discussion of a wide range of issues, across the spectrum of penal policy, the work of the Probation Service, and how offending and offenders should be addressed.

### ESTATE AND FACILITIES

Throughout 2017, the Estate and Facilities Unit continued to liaise with the Office of Public Works and with Probation Service Regional Managers on the management of Probation Service Estate and Facilities.

Work continued on the refurbishment of the new Probation Service office for Newbridge, Kildare.

Plans are in progress for a new Probation Service office alongside the new prison building at Mulgrave Street, Limerick. The Service continued to work closely with the Office of Public Works and The Irish Prison Service to drive this project forward.

Discussions were progressed with the Courts Service regarding the availability of Probation Service facilities in each of the new court house buildings – seven of which were scheduled to open between 2017 and 2018.

The Probation Service estate is kept under review on an ongoing basis. The Estate Implementation Group, chaired by the Director, met regularly in 2017 to co-ordinate the overall Estate Review Implementation plan and address any issues arising.

### ENERGY AWARENESS



The Service continued to promote Energy Awareness in 2017. All required data was submitted to the SEAI (Sustainable Energy Authority of Ireland) on time. We continued to work with the Office of Public Works in managing our energy consumption for our Head Office in Haymarket,

Dublin. The energy report for December 2017 showed that energy consumption for the Haymarket building decreased by 53% since joining the Optimising Power @ Work campaign in 2010.

### HEALTH AND SAFETY

Health and Safety for the Probation Service remains a priority. During 2017, the Probation Service continued to promote health and safety awareness among staff. A number of information sessions were held during the year.

Two weeks, in May and November, were designated as health and safety weeks in the Probation Service with the aim of promoting and raising awareness regarding health and safety issues. This also includes statutory checks and office risk assessments.

Health and safety committees met regularly throughout the year, whilst Health and Safety was included as a standard item on the agenda for national, regional and team meetings.

The Service continued to report all incidents/accidents in a timely fashion to the State Claims Agency (SCA) and maintained links with the SCA Network, attending the various network meetings during the year.

A health and safety review early in the year recommended an upgrade to the health and safety infrastructures and procedures in the Probation Service Head Office, Haymarket. Remedial and improvement works were commenced and are ongoing.

During 2017, the Probation Service continued to facilitate the provision of health and safety training courses to our staff. Ninety-Seven staff were trained in a range of health and safety training courses including manual handling, first aid, fire warden duties, and evacuation chair procedures.

## PROCUREMENT

The Probation Service continues to monitor purchasing expenditure, reviewing purchasing requirements and consolidating the purchasing of goods and services to ensure better value for money. During 2017, the Service continued to avail of contracts and framework agreements placed centrally by the Office of Government Procurement, and by the Department of Justice and Equality and its Agencies.

## CUSTOMER SERVICE



In accordance with the Probation Service ongoing commitment to quality customer service, a Customer Service Survey was held in June 2017. The survey was carried out in four Regional Offices – Cork, Waterford, Athlone and Bray - over a five day period – 12th to 16th

June 2017. The survey was also held in Probation Service Head Office, Haymarket, Dublin on one day, Thursday 15th June.

Clients visiting these offices were invited to participate. In Haymarket, the Service enlisted the support of the community project SAOL, and in particular, participants in its education and training programme, BRIO, who encouraged and assisted clients in completing the survey.

Overall, the outcome of the survey is a positive one for the Probation Service. Outcomes show that the Service has improved in some areas since the last survey was held. 78% of clients were happy with the service at all times. However, it is acknowledged that there are areas in which the Service could do better.

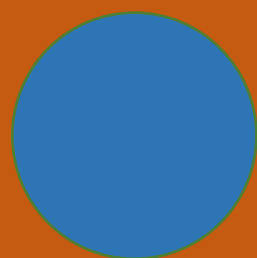
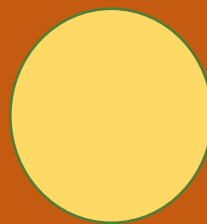
The areas for improvement have been identified and will be incorporated into customer service training for

staff. The Service continued to manage complaints in accordance with the Probation Service customer complaints procedure. A total of three complaints were dealt with in 2017.



# Section 6

## Targets



Throughout the year the Service measured its performance against its strategic goals outlined in the Service Strategy Statement 2015 – 2017 and against the programme of work mapped out in the Probation Service work plans. The following outlines progress in some of the key areas for 2017:

GOAL	PROGRESS
<p><b>PROMOTION AND DELIVERY OF COMMUNITY SANCTIONS AND OFFENDER REHABILITATION.</b></p>	<ul style="list-style-type: none"> <li>➤ Joint Agency Response to Crime (J-ARC) rollout to 3 additional sites (Dundalk, Waterford city and Limerick city) outside of the Dublin Region progressed.</li> <li>➤ Youth-J-ARC pilot operational in two areas (Dublin and Cork).</li> <li>➤ 3 J-ARC pilot evaluations at final stages. Evaluation Framework Group established.</li> <li>➤ Implementation plan developed for rollout of Integrated Community Service.</li> <li>➤ Continued development of community service with all stakeholders.</li> <li>➤ Engagement with researchers and third level institutions on a range of research projects continuing.</li> <li>➤ Scoping the development of an Offender Supervision Framework at final stages.</li> <li>➤ Development of Probation Service Substance Misuse Strategy 2017-2018. Working group established and implementation of actions in progress.</li> <li>➤ Working Group on Mental Health awareness established and Mental Health action Plan in place.</li> <li>➤ Joint Probation Service/Irish Prisons Service “A New Way Forward” Social Enterprise Strategy 2017- 2019 launched in May 2017.</li> </ul>
<p><b>STRENGTHEN OUR SERVICE TO COURTS.</b></p>	<ul style="list-style-type: none"> <li>➤ A range of high quality assessments provided to the courts nationwide.</li> <li>➤ Implementation of Judicial national communications strategy 2016-2017 on track.</li> <li>➤ Fines (Payment and Recovery) Act 2014 – cases in courts commenced in September 2017 and under review.</li> <li>➤ Review of national community service bus fleet and purchase of three community service buses.</li> <li>➤ Launch of Research on Pre-Sentence Report in the Irish Criminal Justice System in September 2017. Action plan underway.</li> </ul>
<p><b>COLLABORATION WITH OUR CRIMINAL JUSTICE PARTNERS.</b></p>	<ul style="list-style-type: none"> <li>➤ Continued delivery on priorities identified in Joint Irish Prison Service &amp; Probation Service Strategic Plan 2015 – 2017 and Joint Women’s strategy.</li> <li>➤ Delivery of commitments under the Joint Strategy on the Management of Offenders 2016-2018.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Continued contribution to the development of the Youth Justice Action Plan 2014 – 2018 and to the development of the annual workplan.</li> <li>➤ Delivery on commitments under the National Strategy on Domestic Sexual and Gender-based Violence 2016 - 2021.</li> <li>➤ Children First Implementation Group established in readiness for commencement of Children First Act 2015.</li> <li>➤ Irish Probation Journal 2017 published and launched at the Public Protection Advisory Group (PPAG) conference November 2017.</li> <li>➤ Two PPAG meetings held in 2017.</li> <li>➤ Continued participation in a number of Criminal Justice Oversight Committees.</li> </ul>
<p><b>DEVELOPING A MORE VICTIM-SENSITIVE RESPONSE.</b></p>	<ul style="list-style-type: none"> <li>➤ Continued delivery of Probation Service Restorative Justice Strategy Implementation Plan 2015-2017.</li> <li>➤ Model of bespoke Restorative Justice interventions provided to courts across the country.</li> <li>➤ Restorative Justice event to mark international Restorative Justice Week and commencement of new legislation in November 2017.</li> <li>➤ EU Victims Directive legislated with the signing into law of the Criminal Justice (Victims of Crime) Act 2017.</li> <li>➤ Proposal agreed to establish a dedicated Victims Service in accordance with the provisions of the Criminal Justice (Victims of Crime) Act, 2017.</li> </ul>
<p><b>ENGAGING WITH THE COMMUNITY.</b></p>	<ul style="list-style-type: none"> <li>➤ Continued to work with network of Community Based Organisations towards the delivery of Probation Service strategic priorities nationwide.</li> <li>➤ Service user pilot initiatives ongoing. BRIO interim evaluation launched. The three pilots extended to 2018.</li> <li>➤ Ongoing engagement with other government departments, agencies and the voluntary sector in offender reintegration and rehabilitation.</li> <li>➤ Pilot for Circles of Support and Accountability (COSA) completed and will be mainstreamed in 2018.</li> <li>➤ Partnership entered into with a national environmental agency to support the delivery of community service.</li> </ul>

# Update on Year 3 of the Joint Irish Prison Service & Probation Service Strategic Plan 2015 – 2017



5

Pre-Release  
Planning

**IN ENHANCING PRE-RELEASE PLANNING FOR PRISONERS, WE HAVE:**

- Continued to work with Government and Non-Government partners to design and implement a range of inter-agency initiatives to improve links between persons exiting custody and these community-based services, to reduce risk of homelessness and other destabilizing factors that may lead to re-offending on release.

6

Promoting  
Social Inclusion

**TO PROMOTE SOCIAL INCLUSION, WE HAVE:**

- Continued to implement a social enterprise strategy to increase opportunities for employment for ex-offenders, in the social enterprise sector.
- Completed the initial three year programme of the Travellers in Prison Initiative in partnership with St Stephens Green Trust. Secured funding for a further three years.
- Facilitated Traveller peer support groups within prisons.
- Commenced the implementation of the findings of the research report 'Hearing their Voices – Traveller Women in Prison'.

7

Joint integrated  
Responses to  
Crime

**TO PROMOTE JOINT INTEGRATED RESPONSES TO CRIME, WE HAVE:**

- Embedded the extension of the Joint Agency Response to Crime (J-ARC) to 3 newer sites (Dundalk, Waterford City and Limerick City).
- Delivered inter-agency training modules to staff involved in the delivery of J-ARC programmes.
- Expanded the J-ARC initiative to incorporate Youth Offenders (J-ARC) in 2 new geographical areas (Dublin 15 and the Northside of City City).
- Had the 3 original J-ARC Schemes (Bridge Change Works, Acer3 and Strive) independently evaluated.
- Managed a caseload of 130 prolific offenders across the various J-ARC initiatives.

8

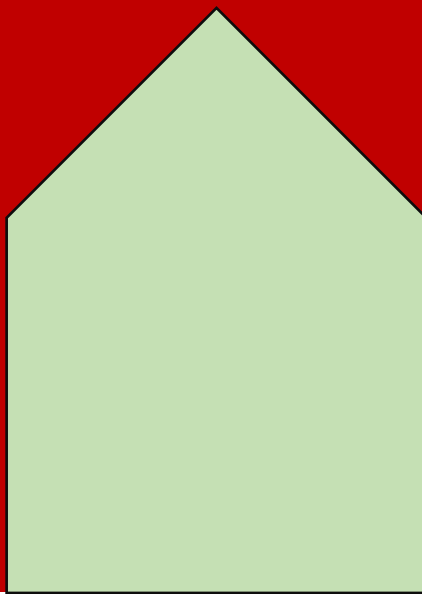
Responding to  
Victims

**IN RESPONDING TO VICTIMS, WE HAVE :**

- Drafted a joint information leaflet on the services to victims
- Drafted an information booklet to reflect the EU Victims Directive and Criminal Justice (Victims of Crime) Act 2017.
- Contributed to the Dept. of Justice & Equality draft Victims Charter
- Contributed to training/information seminars in order to inform victim sensitive practice.
- Collaborated to provide an effective response to victim requests to ensure the victims of crime receive appropriate information, support and protection.

# Section 7

## Reporting on Our Performance



# Finance

FINANCIAL STATEMENT INCOME & EXPENDITURE 2017					
		BUDGET PROVISION	PROVISIONAL OUTTURN	SAVINGS	EXCESS
		€000	€000	€000	€000
<b>VOTE 24</b>	<b>JANUARY- DECEMBER 2017</b>				
B.4	Salaries, Wages and Allowances	23,241	20,393	2,848	
B.5	Operational (Travel, Postal & Telecom, Office Premises, Office Machinery)	3,375	2,699	676	
B.6	Services to Offenders Assistance to Voluntary Bodies (Current)	16,732	16,637	95	
B.7	Community Service Order Scheme	2,897	2,008	889	
	<b>TOTALS</b>	<b>46,245</b>	<b>41,737</b>	<b>4,508</b>	

FINANCIAL STATEMENT INCOME & EXPENDITURE 2016					
		BUDGET PROVISION	OUTTURN	SAVINGS	EXCESS
		€000	€000	€000	€000
<b>VOTE 24</b>	<b>JANUARY- DECEMBER 2016</b>				
B.4	Salaries, Wages and Allowances	22,834	19,643	3,191	
B.5	Operational (Travel, Postal & Telecom, Office Premises, Office Machinery)	3,275	3,371		96
B.6	Services to Offenders Assistance to Voluntary Bodies (Current)	10,732	12,365		1,633
B.7	Community Service Order Scheme	2,122	1,953	169	
	<b>TOTALS</b>	<b>38,963</b>	<b>37,332</b>	<b>3,360</b>	<b>1,729</b>

### **Prompt Payment of Accounts Act 1997**

The following information is provided in accordance with the Act within the guidelines issued by the Department of Enterprise, Trade and Employment. The Probation Service has procedures in place to ensure that all invoices are paid within the statutory time limit. While the procedures have been designed to ensure compliance with the Act, they only provide reasonable and not absolute assurance against material non-compliance with the Act.

These procedures operate in the financial period under review and, in the case of late payments, the relevant suppliers were notified and the interest due was paid to them.

In accordance with the prompt payment of Account Act, 1997, the following information is provided in respect of the financial period ending December 31st 2017:

### **Payment Practices**

The Probation Service makes payment to suppliers in accordance with the terms specified in the respective invoices or conditions specified in individual contracts, if appropriate. Since 2002 the standard terms are 30 days.

### **Late payments:**

Invoice Amount	No. of Invoices	Amount of Interest Paid €
Under €317	1	40.01
Over €317	1	93.34
<b>Total</b>	<b>2</b>	<b>133.35</b>



# Statistics - 2017

## Statistics – Overall

Overall	2015	2016	2017
Total number of Offenders dealt with in Community over year*	14,927	14885	<b>15,269</b>
Total court referrals to the Probation Service	8,466	8,847	<b>9004</b>
Total number of persons referred from courts to the Service.	7,265	7,638	<b>7,799</b>

New Referrals From Court	2015	2016	2017
Referral for Probation (Pre-Sanction) Reports	5,072	5,342	<b>5404</b>
Referral for Community Service Reports	1,702	1,773	<b>1853</b>
Pre-Sanction Reports to consider Community Service	719	783	<b>854</b>
Orders without prior report	936	929	<b>870</b>
Family Conference	37	20	<b>23</b>
Total Court Referrals	8,466	8,847	<b>9004</b>

Completed Reports	2015	2016	2017
Probation (Pre-Sanction) Reports**	9,707	10,157	<b>11,070</b>
Community Service Reports (Standard)**	1,502	1,532	<b>1588</b>
Community Service Reports (Same Day)	732	778	<b>903</b>
Parole Board - Assessment and Home Circumstances Reports	72	62	<b>72</b>
Repatriation Reports provided to the Department	20	8	<b>0</b>
Victim Impact Reports - Total number of reports Completed	47	64	<b>27</b>
Reports on Life Sentence Prisoners to IPS	70	75	<b>73</b>
Total Completed Reports	12,150	12,676	<b>13,722</b>

\*This includes offenders being dealt with at the beginning of the year in addition to new referrals made during the year.

\*\*Please note that this includes all progress reports requested from court in addition to initial assessment reports. In the case of Community Service this does not include Same Day reports.

## Statistics – Supervision

Supervision (Orders)	2015	2016	2017
Orders for Supervision during year (Probation Orders)	1,851	1,850	<b>1743</b>
Orders for Supervision During Deferment of Penalty	1,419	1,667	<b>1894</b>
Community Service Orders	1,938	2,067	<b>2215</b>
Fully Suspended Sentence with Supervision	670	591	<b>610</b>
Part Suspended Sentence Supervision Orders	490	437	<b>541</b>
Post Release Supervision Orders Made	36	48	<b>56</b>
Other Orders	189	89	<b>13</b>
<b>Total Supervision Orders made during year</b>	<b>6,593</b>	<b>6,749</b>	<b>7,072</b>
Number of life sentence prisoners supervised in the community*	80	83	<b>93</b>
Number of sex offenders supervised in the community*	354	375	<b>376</b>

\* Figure for life sentence prisoners and sex offenders are the total supervised over the year.

## Statistics – Community Service

Community Service	2015	2016	2017
Referral for Community Service Reports	1,702	1,773	<b>1,853</b>
Pre-Sanction Reports to consider Community Service	719	783	<b>854</b>
<b>Total Reports considering Community Service</b>	<b>2,421</b>	<b>2,556</b>	<b>2707</b>
Community Service Reports (Same Day)	732	778	<b>903</b>
Community Service Orders made	1,937	2,067	<b>2215</b>
Total number of Community Service Hours ordered in lieu of custodial sentence	291,197	326,967	<b>336,573</b>
Total alternative sentence in years that would otherwise have been served	987	1,006	<b>973</b>

## Statistics – Community Return and Prisons

Community Returns		2015	2016	2017
Number of offenders on Community Return on December 31 <sup>st</sup>		55	66	<b>60</b>
Number of offenders that commenced over the year		323	301	<b>221</b>
Number of successful completions over the year		352	270	<b>206</b>
Prisons		2015	2016	2017
Total number of prisoners dealt with over the year		2,658	2,518	<b>2930</b>
Number of prisoners on PSSSO's in prison on December 31 <sup>st</sup>		687	626	<b>659</b>
Number of sex offenders in prison on December 31 <sup>st</sup> that have been in contact with the Probation Service		307	329	<b>270</b>
Number of new prisoners in contact with Probation Service		467	436	<b>436</b>

## Age / Gender breakdown of new court referrals

Age Category	Gender			%
	Female	Male	Total	Female
12-17	68	493	561	<b>12.1%</b>
18-24	301	2303	2604	<b>11.6%</b>
25-34	540	2569	3109	<b>17.3%</b>
35-44	339	1433	1772	<b>19.2%</b>
45-54	144	541	685	<b>21.1%</b>
>54	54	219	273	<b>19.8%</b>
Total	<b>1,446</b>	<b>7,558</b>	<b>9004</b>	<b>16.1%</b>

## Statistics – Female offenders

New Referrals From Court		2015	2016	2017
Referral for Probation (Pre-Sanction) Reports		912	1,013	<b>1006</b>
Referral for Community Service Reports		173	201	<b>195</b>
Pre-Sanction Reports to consider Community Service		63	105	<b>116</b>
Orders without prior report		136	150	<b>127</b>
Family Conference		2	1	<b>2</b>
Total Referrals Female Offenders		1,286	1,470	<b>1446</b>
Supervision (Female Offenders)		2015	2016	2017
Probation Orders		416	428	<b>402</b>
Orders for Supervision During Deferment of Penalty		225	266	<b>352</b>
Community Service Orders		175	215	<b>218</b>
Fully Suspended Sentence with Supervision		99	82	<b>78</b>
Part Suspended Sentence Supervision Orders		31	17	<b>29</b>
Other Orders		17	7	<b>2</b>
Total		963	1,015	<b>1,081</b>

## Statistics – Young Persons

New Referrals From Court		2015	2016	2017
Referral for Probation (Pre-Sanction) Reports		805	671	<b>646</b>
Referral for Community Service Reports		12	11	<b>8</b>
Pre-Sanction Reports to consider Community Service		10	8	<b>4</b>
Orders without prior report		25	15	<b>9</b>
Family Conference		36	20	<b>23</b>
Total Referrals Young Persons		888	725	<b>690</b>
Supervision		2015	2016	2017
Probation Orders		273	210	<b>233</b>
Orders for Supervision During Deferment of Penalty		306	264	<b>264</b>
Community Service Orders		30	24	<b>19</b>
Fully Suspended Sentence with Supervision		15	12	<b>25</b>
Part Suspended Sentence Supervision Orders Made		10	3	<b>11</b>
Deferment of Detention Orders		4	5	<b>0</b>
Detention & Supervision Orders		49	27	<b>8</b>
Other Orders*		124	50	<b>12</b>
Total Supervision Orders Young Persons		811	595	<b>572</b>

\*Other Orders includes various disposals under the Children Act, 2001.

## Statistics – 18 to 21 year olds

New Referrals From Court		2015	2016	2017
Referral for Probation (Pre-Sanction) Reports		1,015	1,045	<b>943</b>
Referral for Community Service Reports		259	226	<b>214</b>
Pre-Sanction Reports to consider Community Service		128	135	<b>167</b>
Orders without prior report		172	145	<b>105</b>
Family Conference		2	0	<b>0</b>
Total Referrals Young Persons		1,576	1,551	<b>1429</b>
Supervision		2015	2016	2017
Probation Orders		363	372	<b>300</b>
Orders for Supervision During Deferment of Penalty		280	362	<b>350</b>
Community Service Orders		320	274	<b>284</b>
Fully Suspended Sentence with Supervision		124	106	<b>94</b>
Part Suspended Sentence Supervision Orders Made		25	12	<b>17</b>
Other Orders		29	21	<b>8</b>
Total Supervision Orders Young Persons		1,141	1,147	<b>1053</b>

## Flow of Persons on Supervision during 2017

Order Type	Active Jan 1 2017	Orders Commenced	Orders Closed	Active Jan 1 2018
Probation Order	1,819	1632	1895	1556
Community Service Order	2,094	2085	2084	2095
Fully Suspended Sentence with Supervision	957	600	611	946
Part Suspended Sentence with Supervision	909	447	383	973
Community Return	66	221	227	60
Life Sentence Prisoner Supervision	77	15	3	89
Temporary Release Supervision	1	5	3	3
Post Release Supervision	124	43	38	129
Family Conference	11	23	21	13
Deferment of Penalty	542	1749	1,612	679
Other	65	13	39	39
<b>Total</b>	<b>6,665</b>	<b>6,833</b>	<b>6,916</b>	<b>6,582</b>

## Offence Breakdown of all Referrals and Orders made 2017

Offence Category	Referrals During 2017	Probation Type Supervision	Community Service Orders
Theft	22.7%	27.0%	17.9%
Drug Offences	15.5%	15.7%	13.6%
Assault Offences	15.2%	15.5%	11.7%
Public Order Offences	11.3%	10.8%	15.5%
Road Traffic Offences	9.0%	4.6%	19.3%
Burglary	7.8%	9.4%	5.4%
Dangerous Acts	4.1%	2.9%	6.4%
Property Offences	3.6%	3.8%	3.9%
Weapons & Explosives	2.9%	3.0%	2.7%
Robbery	2.6%	2.7%	0.5%
Offences against Justice	1.9%	2.3%	1.1%
Sexual Offences	1.8%	1.1%	0.3%
Fraud Offences	1.0%	0.8%	1.5%
Miscellaneous Offences	0.2%	0.2%	0.1%
Homicide Offences	0.2%	0.1%	0.1%
Kidnapping	0.2%	0.1%	0.0%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## Referrals by Court Venue – 2017

	Jurisdiction			
	Circuit Court and Higher Courts	Circuit Court Appeals from District Court	DC District Court	Total
Dublin (CCJ)	692	130	989	1811
Tallaght	.	.	248	248
Smithfield	1	.	231	232
Blanchardstown	.	.	186	186
Swords	.	.	126	126
Dunlaoghaire	.	.	260	260
Chancery Street (Bridewell)	.	.	.	.
Drug Treatment Court	.	.	42	42
CloverHill	.	.	50	50
Balbriggan	.	.	27	27
<b>Total Dublin (City and County)</b>	<b>693</b>	<b>130</b>	<b>2159</b>	<b>2982</b>

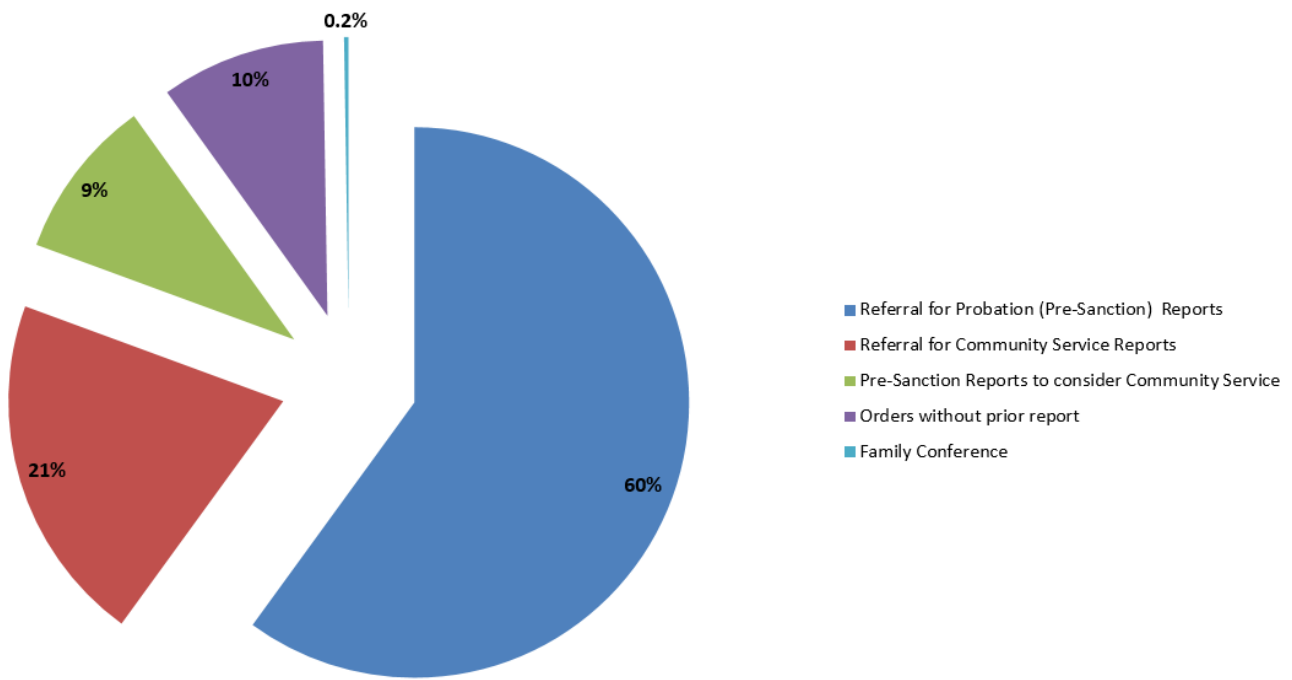
Cork	140	10	542	692
Limerick	62	4	398	464
Waterford City	50	30	89	169
Trim	37	6	76	119
Galway City	65	6	141	212
Portlaoise	26	8	175	209
Dundalk	53	10	111	174
Kilkenny	42	9	166	217
Ennis	14	8	108	130
Letterkenny	19	2	106	127
Carlow	19	7	158	184
Midleton	.	1	138	139
Bray	.	1	183	184
Cavan	32	.	144	176
Naas	50	20	112	182
Wexford	54	5	107	166
Tullamore	37	6	150	193
Mallow	.	.	116	116
Mullingar	52	14	37	103
Drogheda	1	.	75	76
Nenagh	22	.	67	89
Wicklow	40	23	68	131
Fermoy	.	2	94	96
Castlebar	54	5	28	87
Sligo	31	.	52	83
Carrickmacross	1	.	68	69



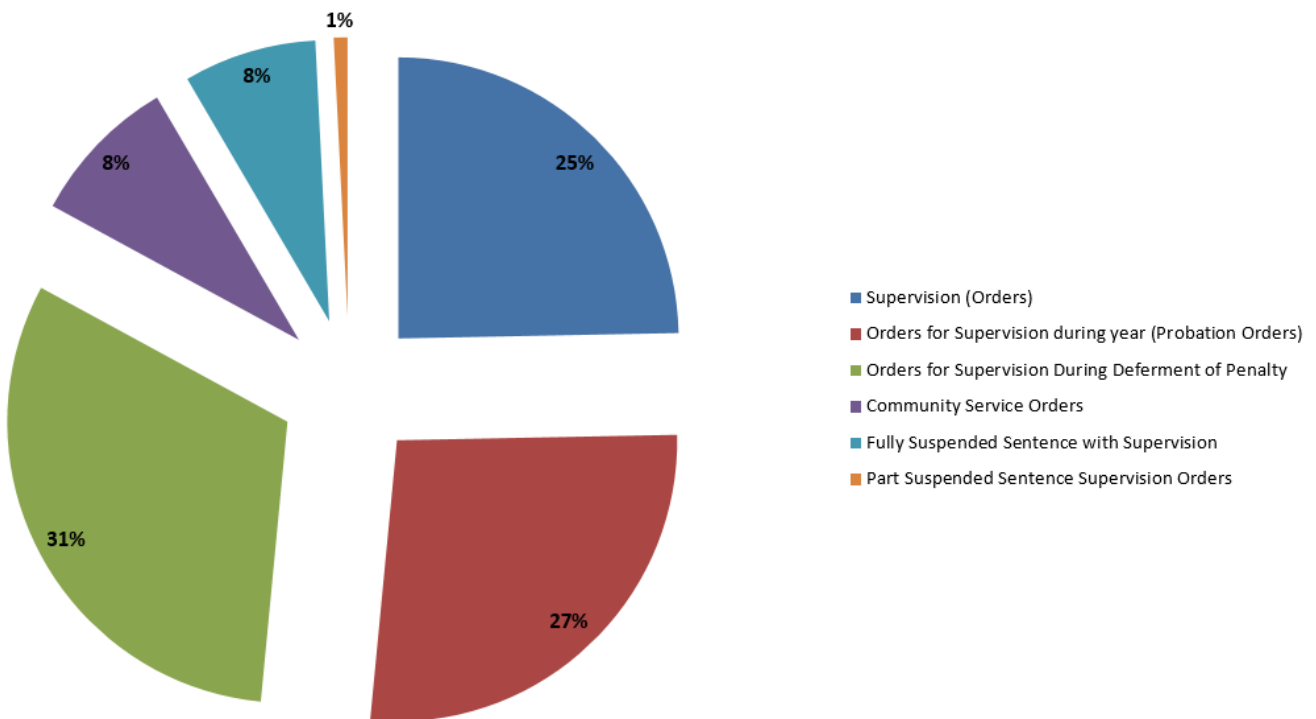
	Circuit Court and Higher Courts	Circuit Court Appeals from District Court	DC District Court	Total
Gorey	.	.	93	93
Monaghan	22	.	89	111
Virginia	.	.	53	53
Longford	25	5	37	67
Roscommon	25	4	36	65
Thurles	.	.	52	52
Clonmel	37	.	54	91
Athlone	.	.	50	50
Arklow	.	.	61	61
Newcastlewest	.	1	42	43
Bandon	.	2	30	32
Tralee	31	5	4	40
Ballinasloe	.	.	37	37
Gort	.	.	15	15
Tipperary	.	.	26	26
Dungarvan	.	4	32	36
Bantry	.	1	21	22
Carrick-on-Shannon	2	.	22	24
Loughrea	.	1	27	28
Athy	.	.	29	29
Tuam	.	.	35	35
Clonakilty	.	.	28	28
Cashel	.	.	32	32
Macroom	.	.	33	33
Kilrush	.	.	26	26
Donegal	5	.	5	10
Ballina	.	.	21	21
Youghal	.	.	25	25
Buncrana	.	.	16	16
Kilcock	.	.	14	14
Carndonagh	.	.	14	14
Carrick-on-Suir	.	.	12	12
Castlerea	.	.	12	12
Skibbereen	.	1	12	13
Westport	.	.	12	12
Ballyshannon	.	.	17	17
Kinsale	.	.	10	10
<b>Overall Total</b>	<b>1766</b>	<b>332</b>	<b>6903</b>	<b>9004</b>

All other courts have made 10 or less referrals in 2017. The total figures include all referrals, some not shown in table.

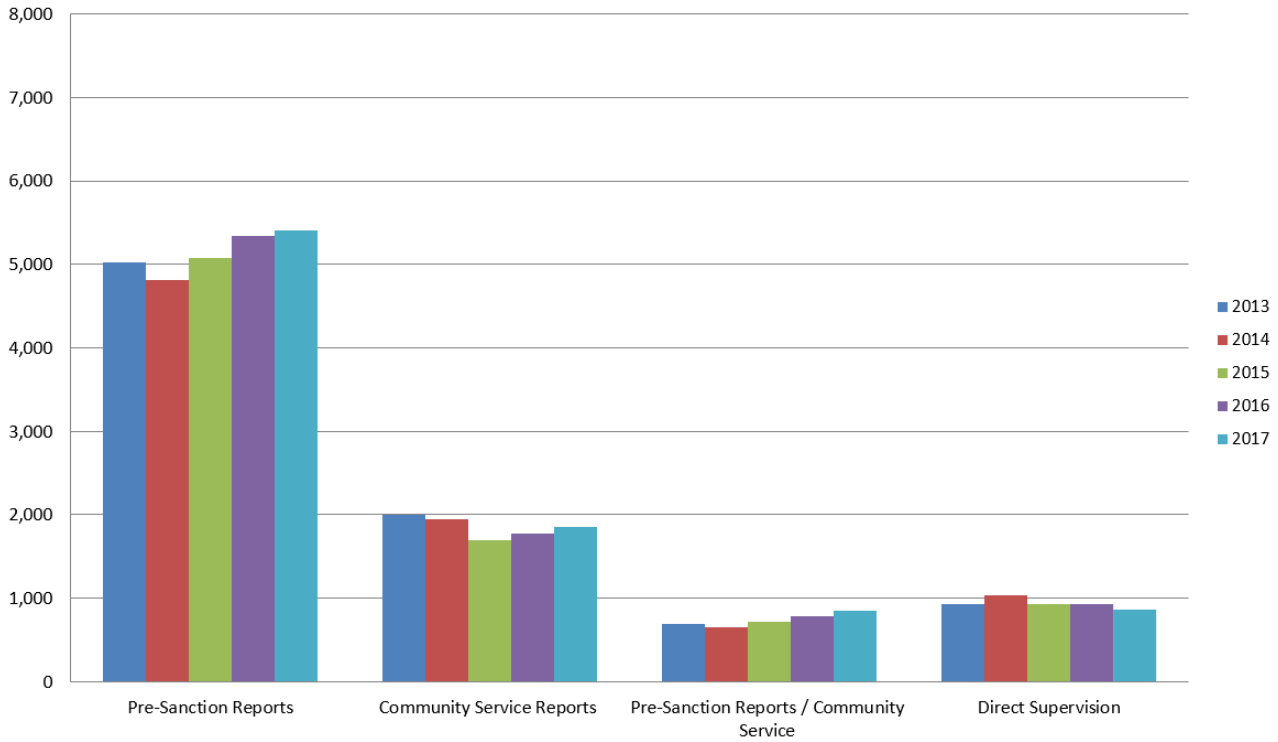
### Breakdown of New Referrals (2017)



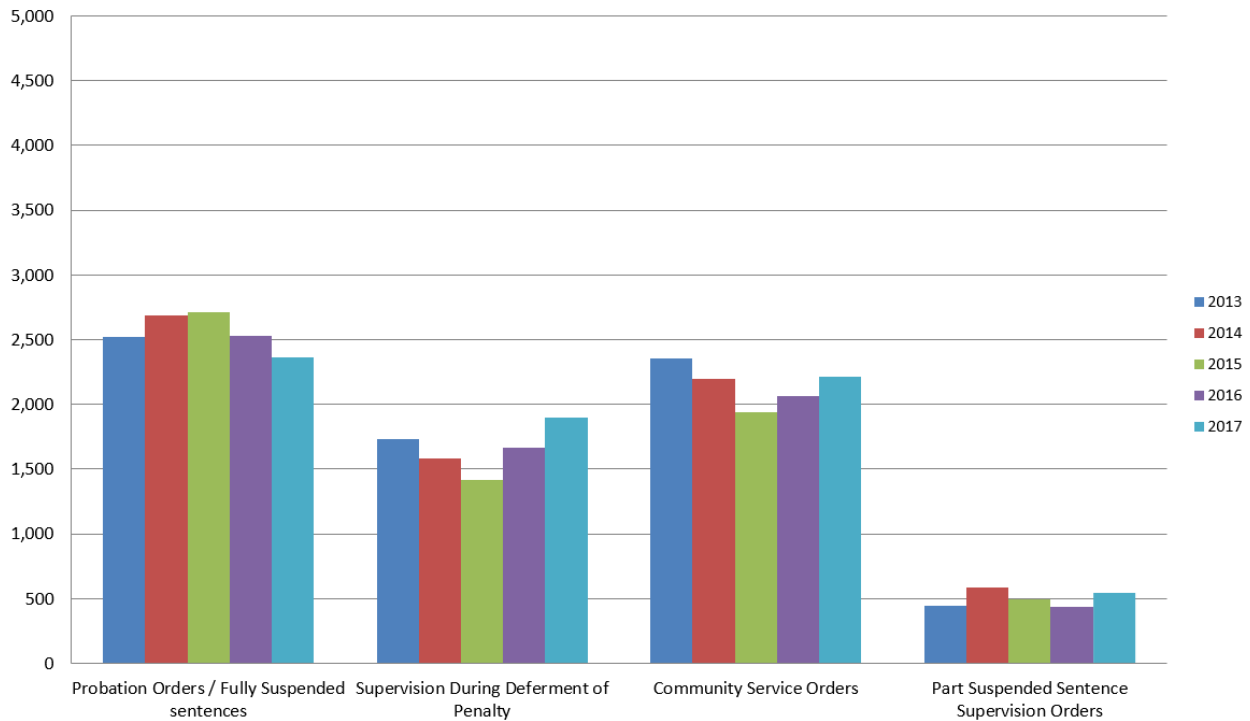
### Breakdown of Court Orders (2017)



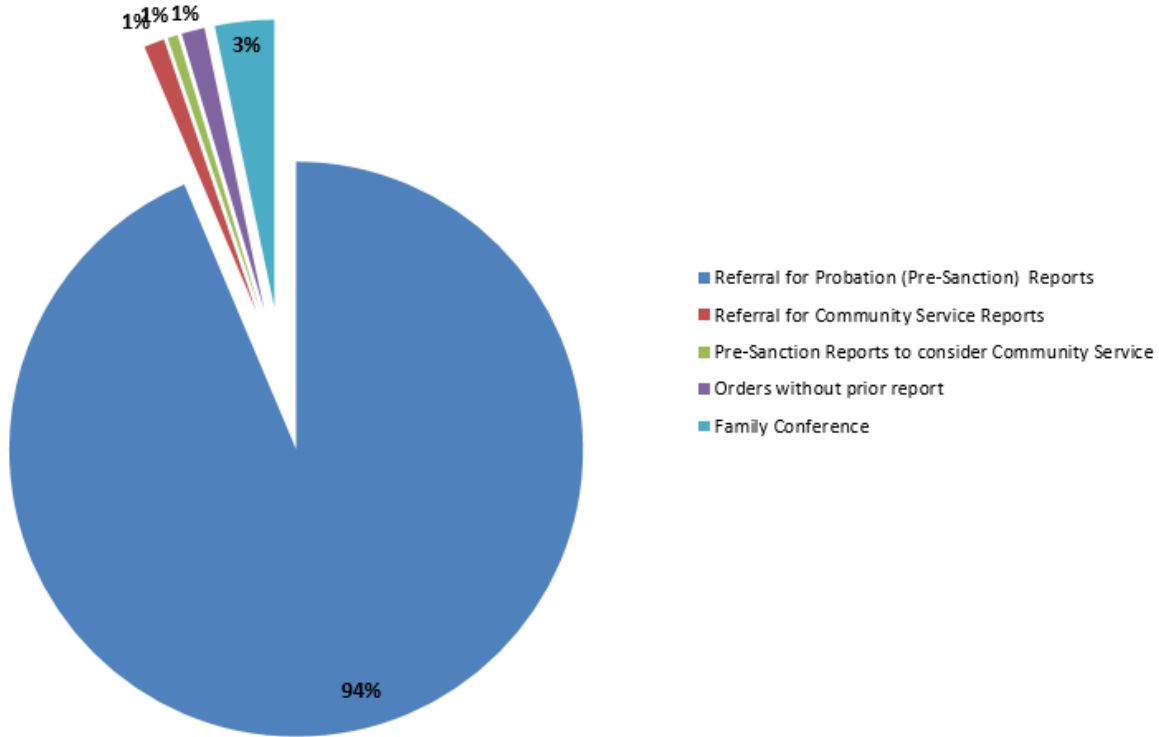
Trend of Offender Assessment Reports Requested  
2013 to 2017



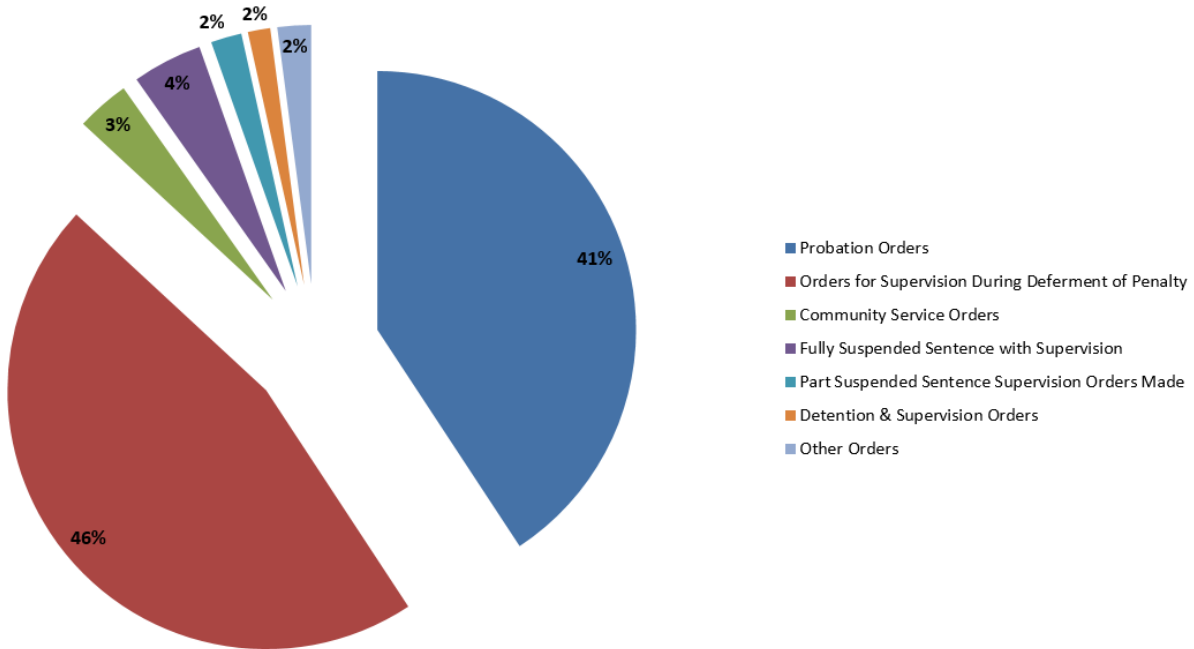
Trend of Orders Made by Year  
2013 to 2017



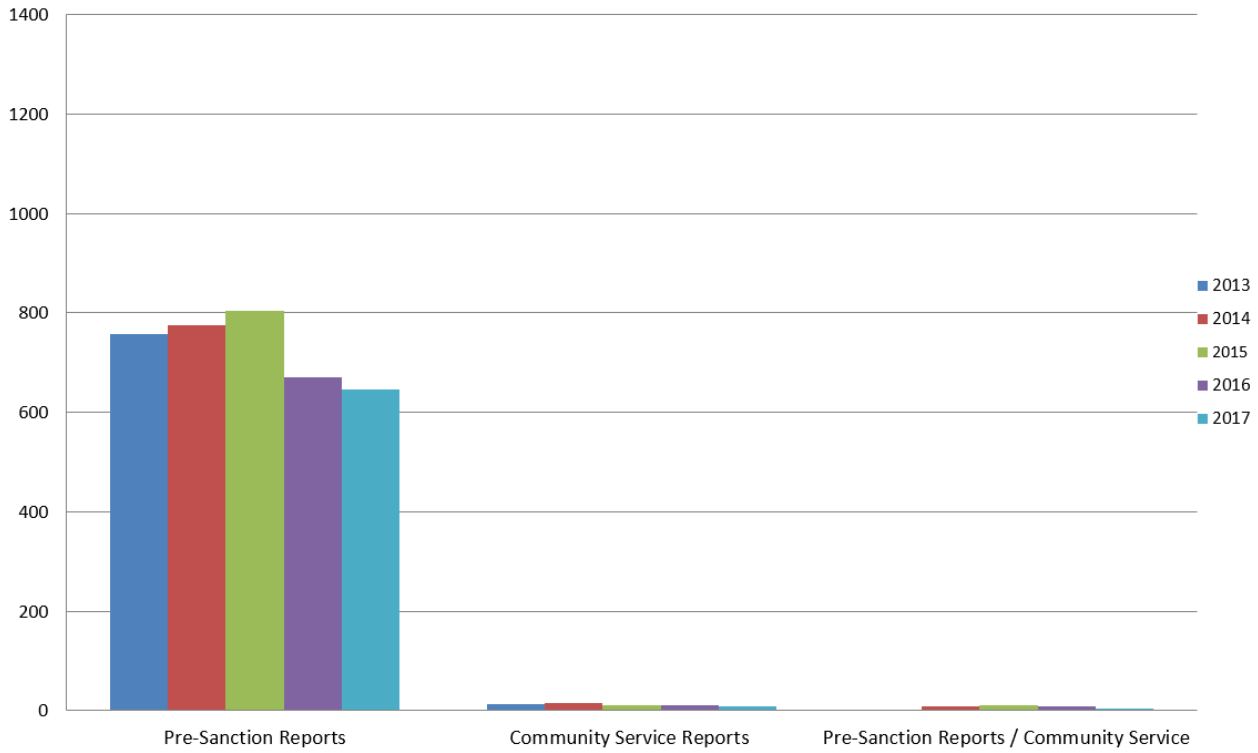
### New Referrals (Young Persons) 2017



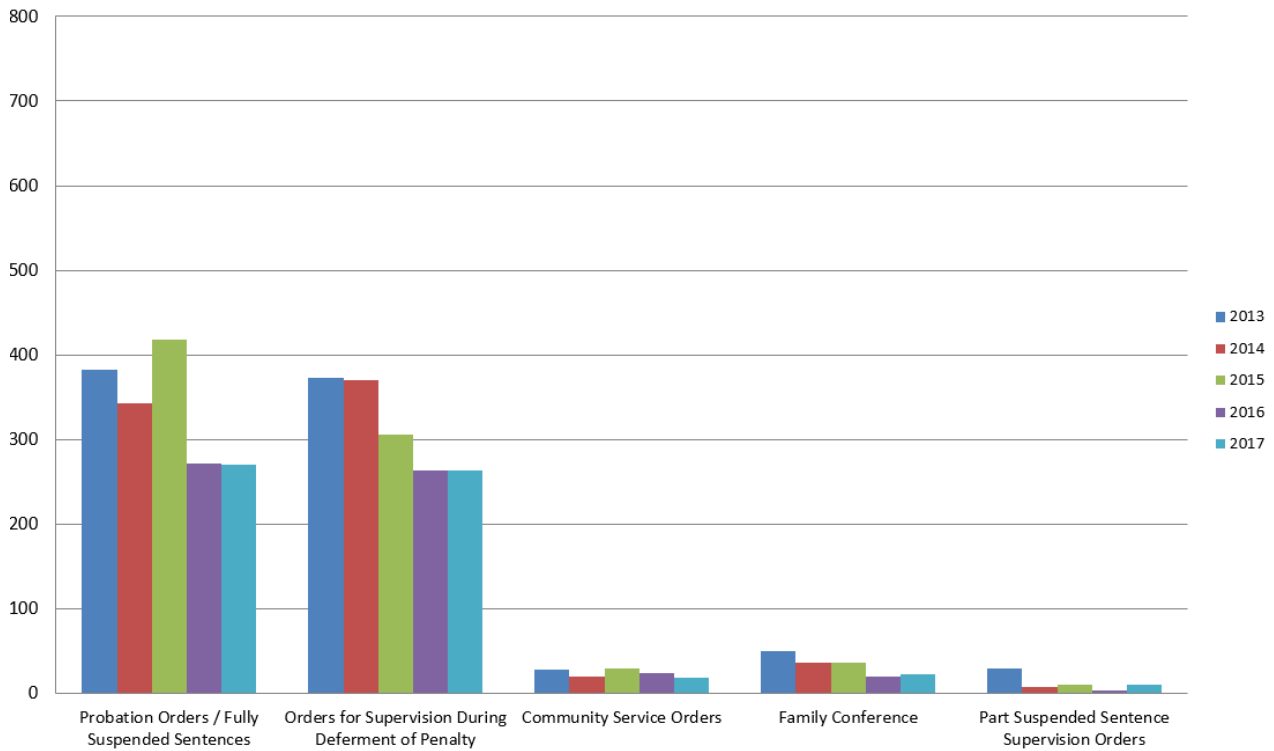
### Court Orders (Young Persons) 2017



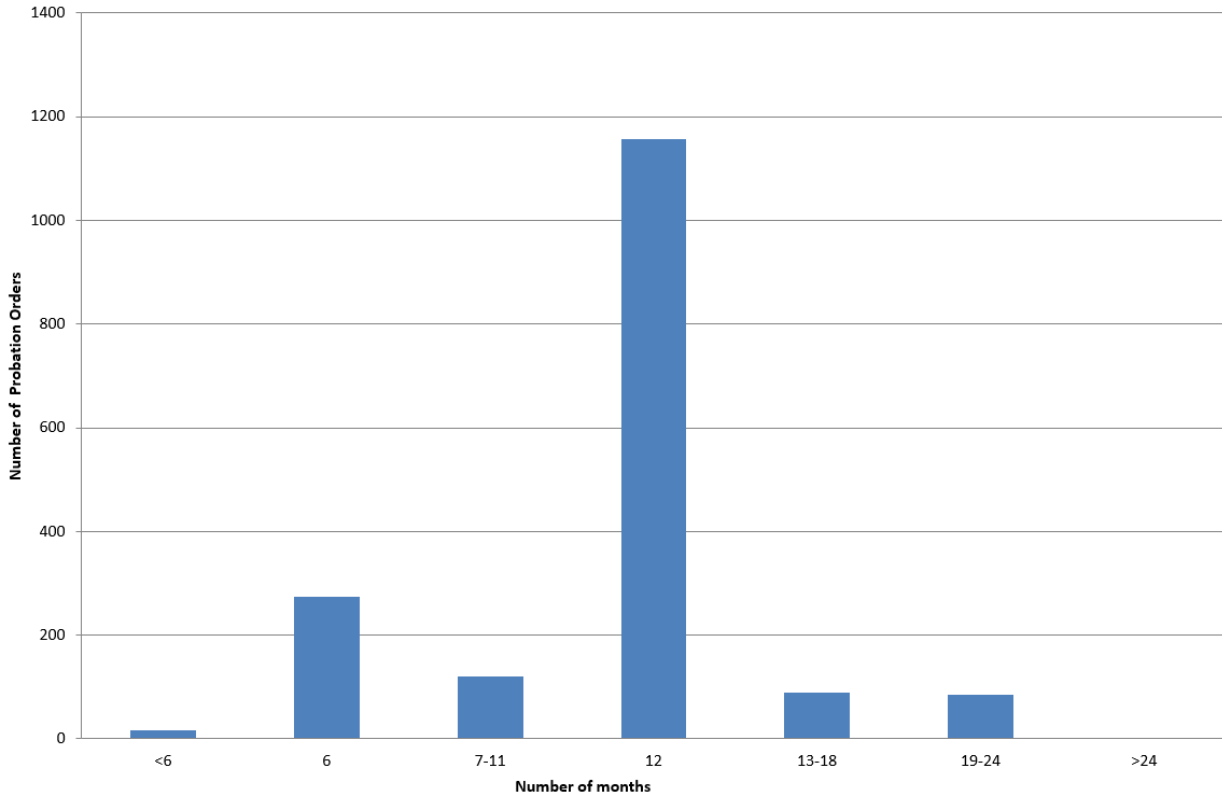
Trend of Offender Assessment Reports Requested (Young Persons)  
2013 to 2017



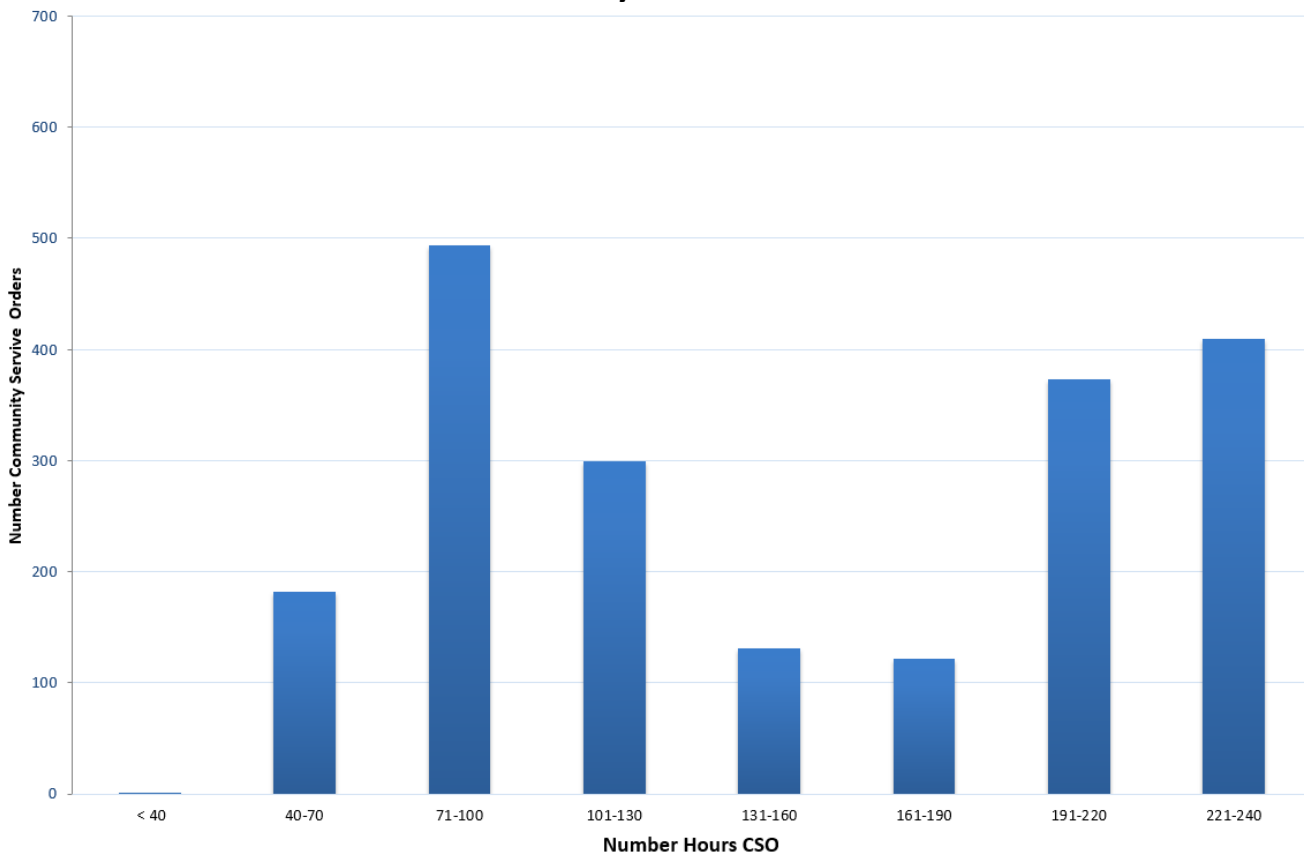
Trend of Orders Made by Year (Young Persons)  
2013 to 2017



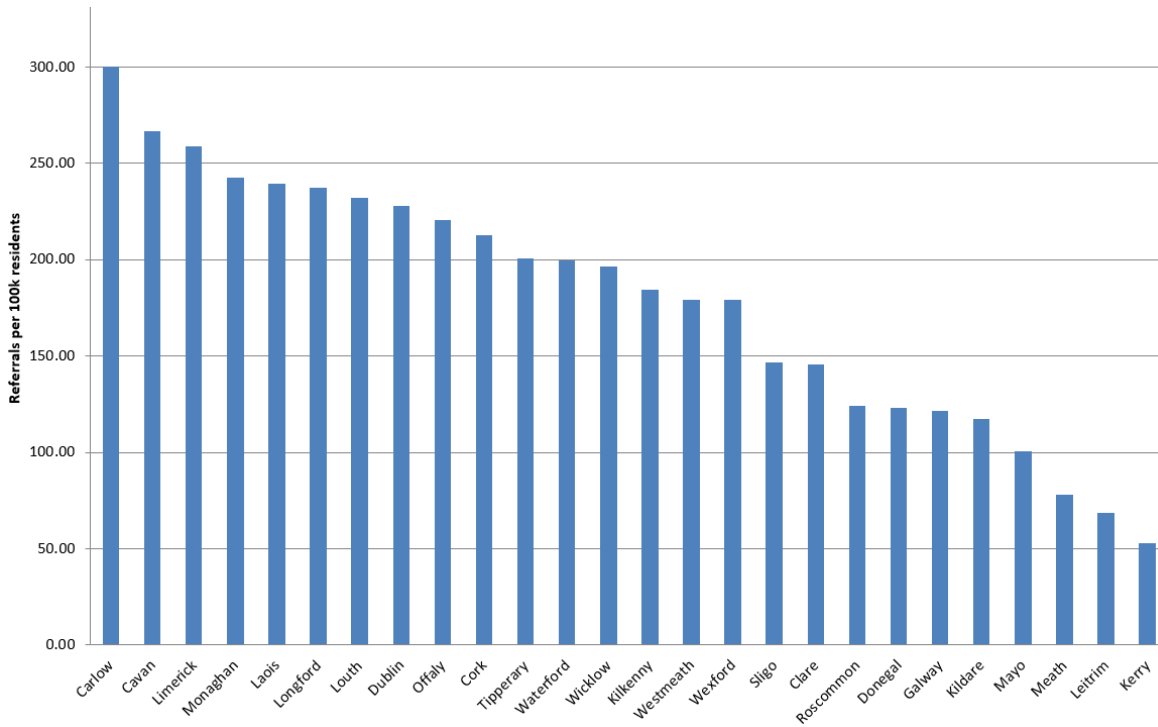
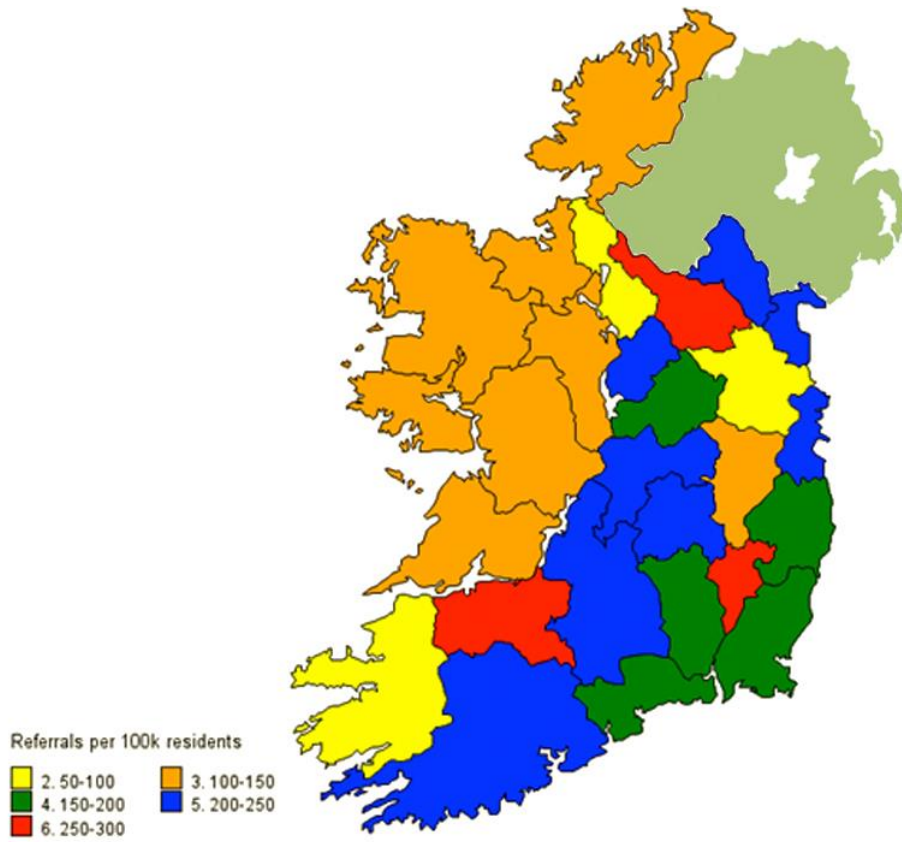
### Distribution of Probation Orders made in 2017



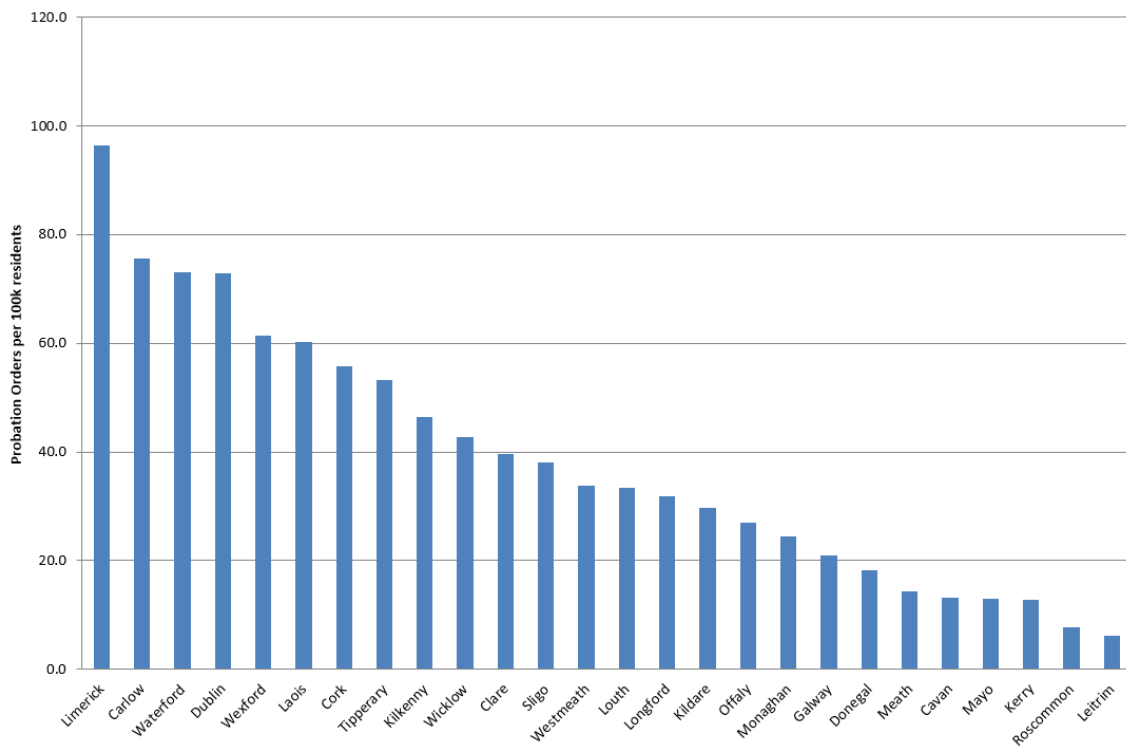
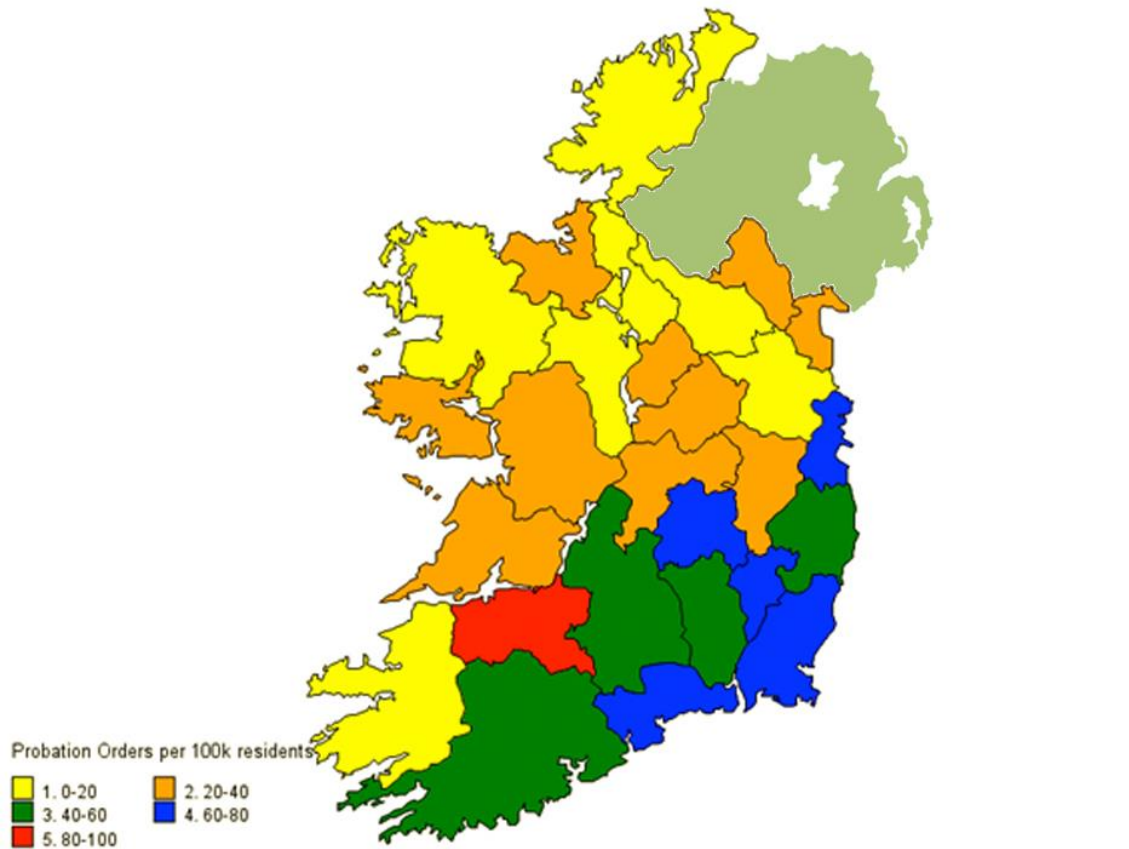
### Distribution of Community Service Orders made in 2017



## New Referrals by County in 2017 per 100,000 residents

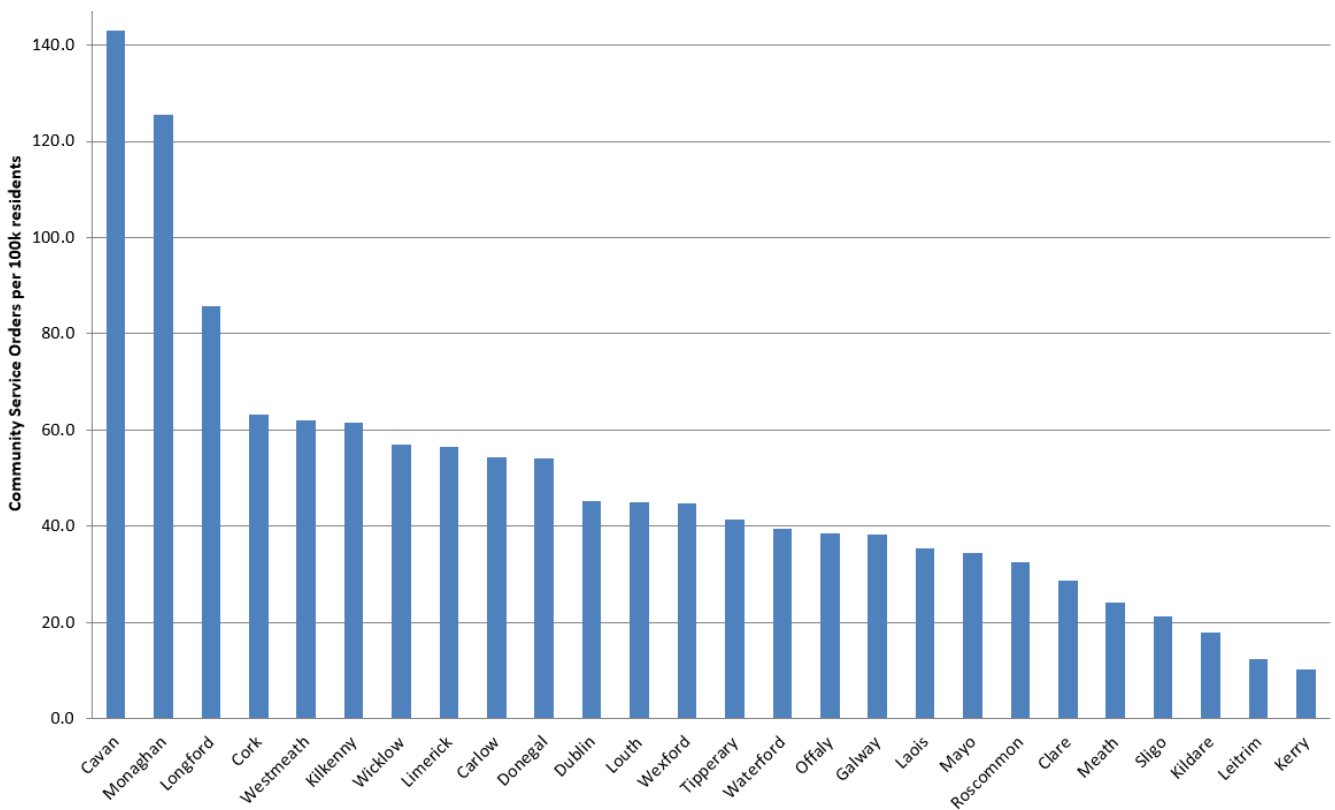
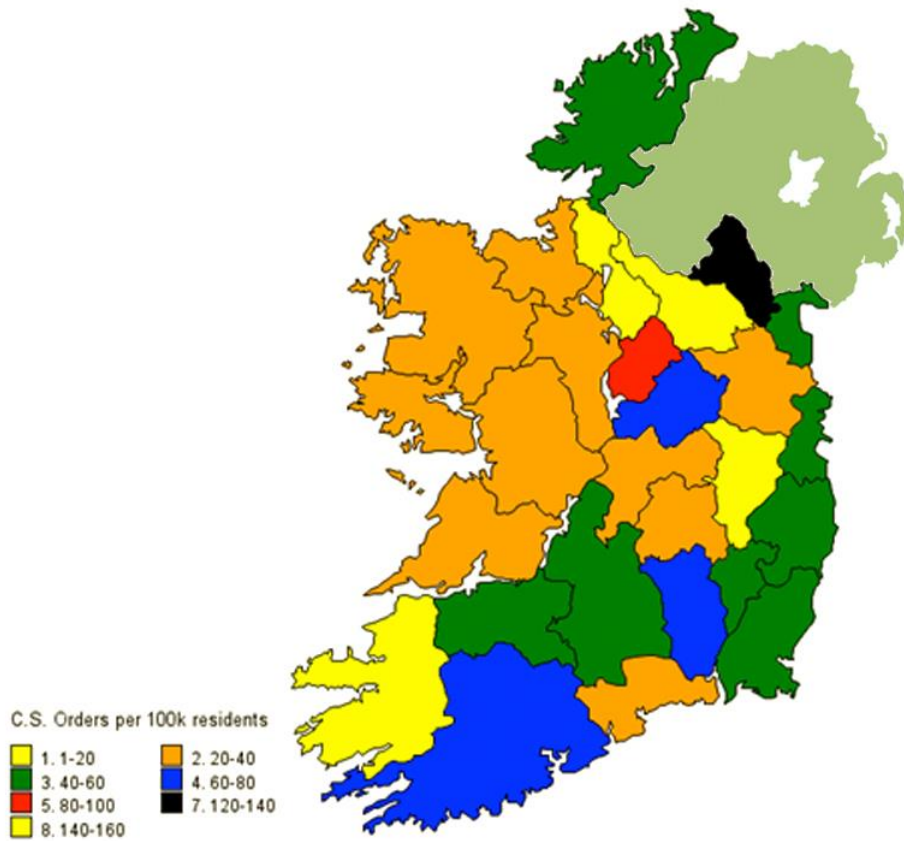


## Probation Orders by County in 2017 per 100,000 residents





## Community Service Orders by County in 2017 per 100,000 residents



# Section 8

## Appendices



# Glossary of Terms

## ASSESSMENT

Probation Officers deliver an offender assessment service to courts to assist in sentencing decisions, particularly where probation supervision or community service is being considered. There are two main types of offender assessment report:

**PRE-SANCTION REPORT (PSR)** These are also known as ‘probation reports’, assessing suitability for a community sanction and issues relevant to reducing reoffending. Building on the findings of structured risk assessment, probation reports outline the underlying factors in the offending behaviour, the offender’s attitude to the crime and motivation to change, and action to be taken to help prevent further offending.

**COMMUNITY SERVICE REPORT (CSR)** These reports assess suitability of an offender to do unpaid work in the community instead of going to prison.

## SUPERVISION

**PROBATION ORDERS:** Probation Orders are one of a range of options open to courts when sentencing individuals found guilty of criminal behaviour. Offenders give an undertaking to the court that they will be of good behaviour; avoid further crime; adhere to the conditions of the order and to follow the directions of a supervising Probation Officer, who will monitor and help them to stay out of further trouble.

**COMMUNITY SERVICE ORDERS:** Instead of a prison sentence, convicted offenders over 16 years of age may, instead, be given the opportunity by the court to perform unpaid work for the community. The legislation for Community Service Orders allows a Judge to sentence an offender to between 40 and 240 hours work. Any Order made must be completed within a year. Community Service is a direct alternative to a prison sentence and an Order will only be made by the Judge where a custodial sentence has first been considered.

**COMMUNITY RETURN:** The Community Return Programme is an incentivised scheme introduced in line with the recommendations of the Thornton Hall Project Review Group which provides for earned temporary release under which offenders who are assessed by the Irish Prison Service are offered early temporary release in return for supervised community service. Officers of the Probation Service assess offenders as to suitability and motivation to complete the community work.

The scheme is applicable to suitably assessed prisoners who are serving sentences of more than one and less than eight years. Those participating are granted renewable temporary release having served at, or after, the 50% stage of their sentence with a condition of their release to undertake community service supervised by the Probation Service.

**SUPERVISION DURING DEFERMENT OF PENALTY:** Supervision during deferment of penalty is a judicial practice whereby the Court does not proceed to determine the appropriate penalty but instead postpones the decision to a further date, on condition that the offender complies with the supervision of a Probation Officer and avoids reoffending.

**POST RELEASE SUPERVISION:** Under the Sex Offenders Act, 2001, Judges can sentence sex offenders to a period of probation supervision following their release from prison. Such offenders are monitored closely. During supervision, the Probation Officer focuses on the offence committed and its implications for public safety, helping the offender to

see the past offending behaviour as a problem, identify risk factors and develop strategies and supports to ensure there is no repeat offending.

**CONDITIONAL SUSPENDED OR PART-SUSPENDED SENTENCES:** Judges can deal with a case by way of a suspended or part-suspended sentence with conditions of probation supervision. This means the Judge may:

- Issue a prison sentence of a number of months or years; and
- Suspend all or part of the sentence for a period of time, conditional on the offender remaining under the supervision of a Probation Officer for the specified time for which the custodial sentence is suspended.

**SUPERVISED TEMPORARY RELEASE:** The Probation Service supervises some prisoners on temporary release from custody (as provided for in the Criminal Justice Act, 1960 and the Criminal Justice (Temporary Release of Prisoners) Act, 2003) in the community with specific conditions aimed at helping with their reintegration in the community and to avoid further offending. Life sentence prisoners on release in the community are obliged to co-operate and comply with Probation Service supervision as a condition of temporary release. Such prisoners, in the normal course, remain subject to supervision for the remainder of their lives.

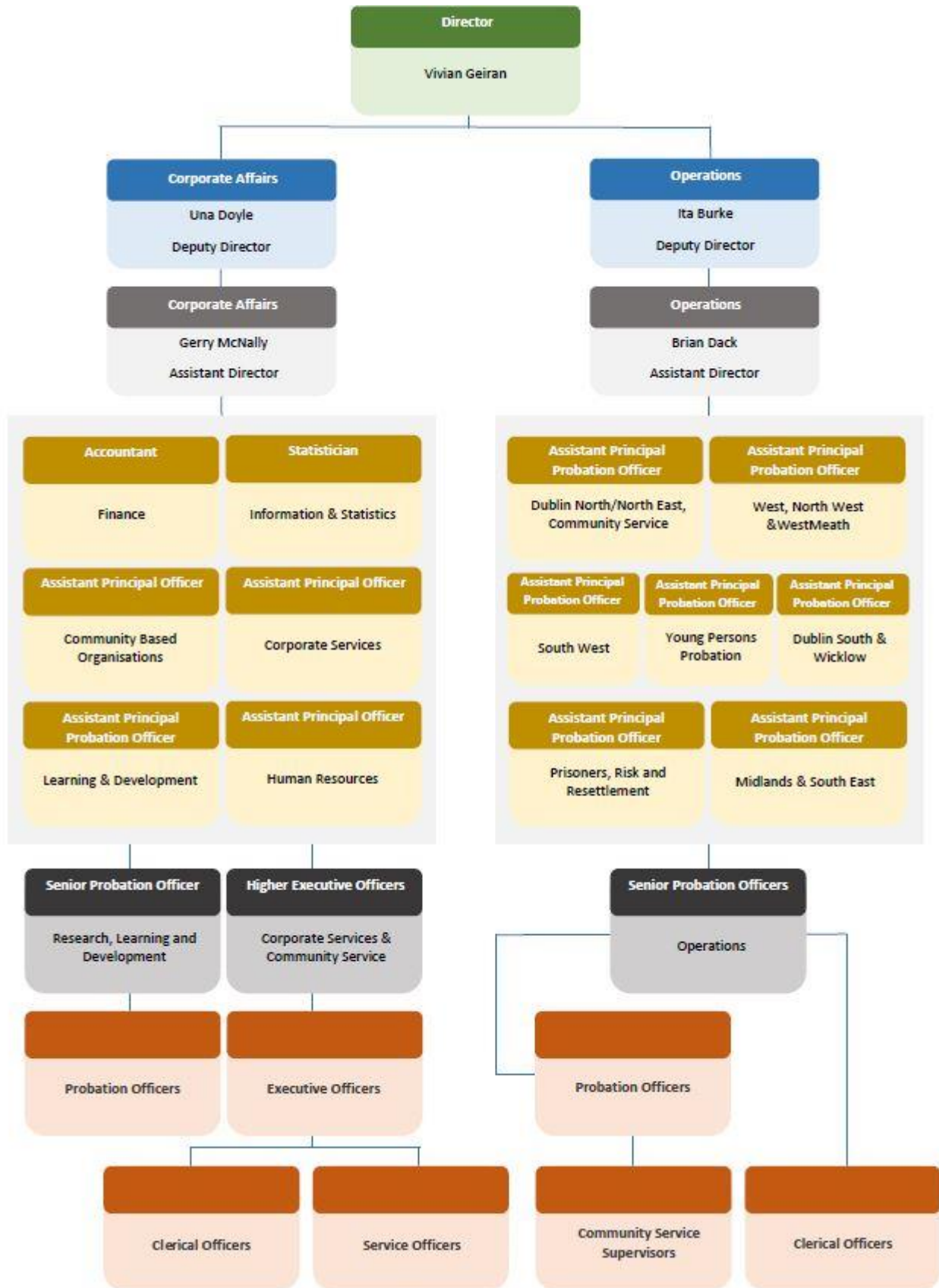
**FAMILY CONFERENCE:** In addition to the above, there are a variety of disposals managed by the Probation Service specific to young persons who offend, as outlined under the Children Act 2001, as amended. These include Family Conferencing. A Family Conference is based on principles of restorative justice which, in essence, means healing the harm done to victims, while holding the offender accountable for his or her actions. The aim of the Family Conference is to divert the young person who has accepted responsibility for his/her behaviour from court, conviction and custody, and from committing further offences.

**ACTION TAKEN IN CASES OF NON-COMPLIANCE WITH COURT ORDERS:** In cases where offenders on supervision fail to comply with the terms of any of the above supervision orders, they are returned to the relevant court to face the consequences. This can include imposition of an alternative penalty, up to and including a custodial sentence.

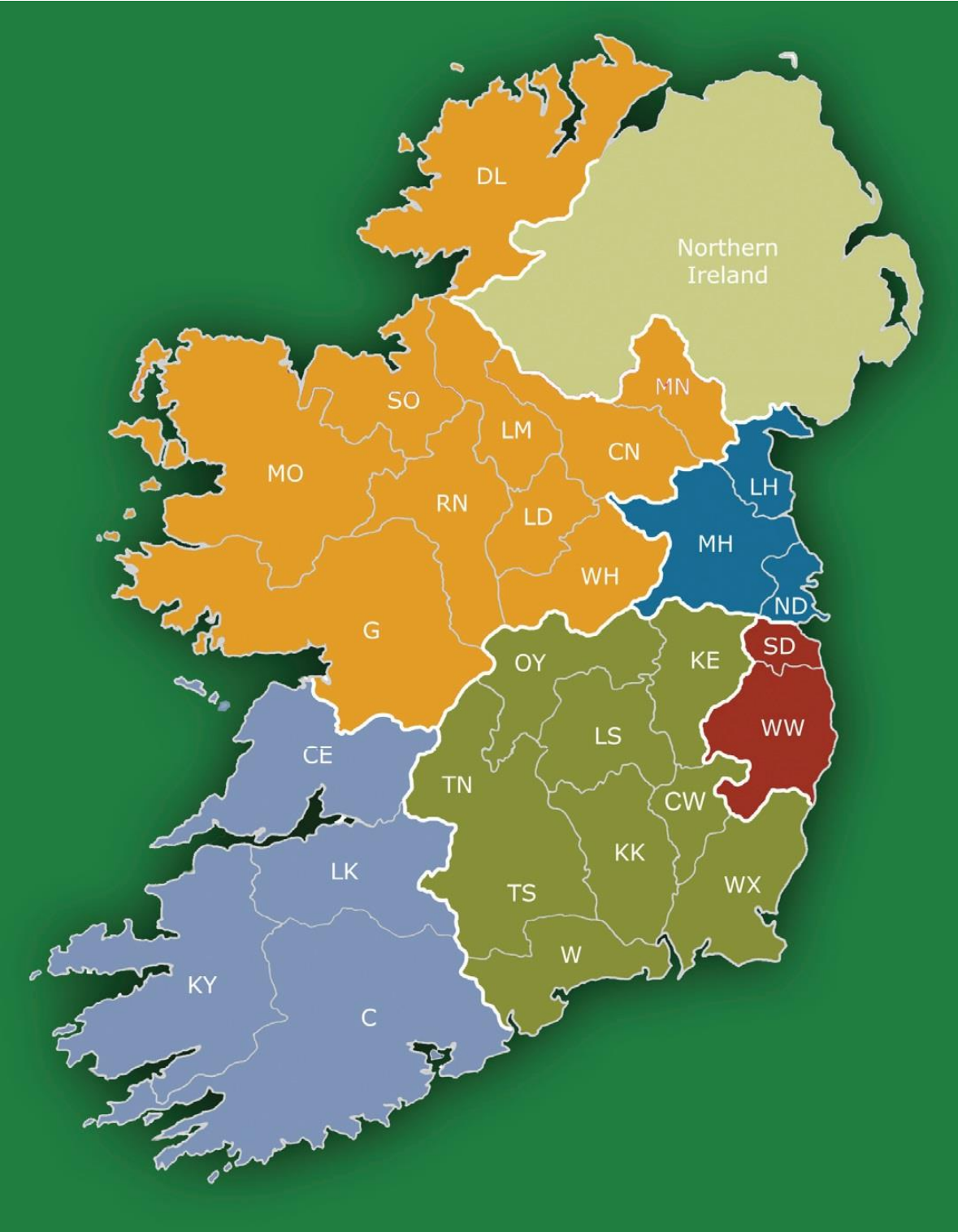
**JOINT AGENCY RESPONSE TO CRIME (J-ARC):** J-ARC is a joint strategy developed and agreed by An Garda Síochána, the Probation Service and the Irish Prison Service in 2015. It aims to provide a strengthened and visible inter agency approach in the management of identified recidivist offenders in order to reduce crime and increase public safety.

**SORAM:** The Sex Offender Risk Assessment and Management (SORAM) model is a structured system for sharing information and expertise on those offenders subject to supervision requirements of the Courts, and Garda notification under the legislation, and managed on a multi-agency basis.

# Organisational Chart



# Regional Map






<ul style="list-style-type: none"> <li><span style="display: inline-block; width: 15px; height: 10px; background-color: #6699cc; border: 1px solid #333; margin-right: 5px;"></span> South West</li> <li><span style="display: inline-block; width: 15px; height: 10px; background-color: #ff9933; border: 1px solid #333; margin-right: 5px;"></span> West, Northwest and Westmeath</li> <li><span style="display: inline-block; width: 15px; height: 10px; background-color: #006699; border: 1px solid #333; margin-right: 5px;"></span> North Dublin and North East</li> <li><span style="display: inline-block; width: 15px; height: 10px; background-color: #990000; border: 1px solid #333; margin-right: 5px;"></span> South Dublin and Wicklow</li> <li><span style="display: inline-block; width: 15px; height: 10px; background-color: #669933; border: 1px solid #333; margin-right: 5px;"></span> Midlands and South East</li> </ul>		<p><b>National Regions</b></p> <p>Young Persons' Probation</p> <p>Prisoners, Risk and Resettlement</p>
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# Main Probation Service Delivery Locations 2017

(Probation Service Offices, Prisons and Court Offices)



-  Probation Service Offices
-  Probation Service Contact Offices
-  Prisons and Court Offices













An tSeirbhís Phromhaidh  
The Probation Service

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