



Probation & Welfare Service

ANNUAL REPORT 2004

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FOREWORD

This year the Probation and Welfare Service is presenting an entirely new report. The emphasis has moved away from criminological and statistical analysis, with a series of detailed tables on the quantifiable work of Probation and Welfare Officers. Instead the focus is more on service staff and structures with new sections on recruitment and staff training, finances and corporate affairs, information technology, Freedom of Information Act requests, etc.

A significant proportion of Service funding is expended on financial support for community based projects, to which offenders are referred as part of their supervision programme, so a more detailed account is given of a number of these projects to illustrate how Probation work actually operates in the community. Statistics are not entirely neglected. Key figures on numbers of reports and orders made by courts are interspersed throughout the report, usually highlighted to draw the reader's attention.

In 2004, the Value For Money audit of the service undertaken by the Comptroller and Auditor General was published, and was later discussed by the Public Accounts Committee of Dáil Eireann, the first time that a Committee of the Houses of the Oireachtas took an overview of the Service's functioning, its performance and its potential future contribution to the Criminal Justice System. There is work to be done, and challenges to be faced, but the service is keen to embrace change. It wishes to play its full part alongside other criminal justice agencies, in enhancing community safety. We look forward with confidence therefore to focused dialogue with all stakeholders, particularly the Minister and his Department.



Michael Donnellan
Director
April 2006

OUR MISSION

The Probation and Welfare Service mission is to foster public safety and promote the common good by:

- Challenging the behaviour of offenders
- Advancing the recognition and use of community based sanctions thereby, reducing the level of re-offending.

VALUES

- The Service recognises that each person has innate value and dignity and should therefore be treated fairly, openly and with respect.
- Within each individual there is the capacity for positive change.
- Everyone, including offenders, ought to accept personal responsibility for their behaviour.
- Courts can deal with a significant number of offenders safely and effectively by using community sanctions that address the issues of their offending.
- Community sanctions are to be preferred to custody, which should be the penalty of last resort.
- Intervention to restrain further offending is more effective when undertaken by way of reparation, restoration, renewal and resettlement than by simple retribution.
- Community supervision programmes can and should be demanding, exacting and a qualification of liberty but never deliberately negative.
- The Service will work at all times to bring out the best in people and to reconcile offenders with communities.

HIGH LEVEL GOALS

The high level goals of the Probation and Welfare Service are aligned to the high level goals of the Department of Justice, Equality and Law Reform, 2003-2005 (p.43), “to promote community safety through effective offender management by both the Irish Prison Service and the Probation and Welfare Service in accordance with the law and sentences and sanctions handed down by the Courts. To encourage best practice including appropriate mechanisms of accountability for both these Services.”

- To assist the courts in sentencing decisions by the provision of pre-sanction reports that focus on offending behaviour and on how further crime could be prevented by applying community sanctions.
- To design, provide and promote effective programmes of supervision in the community through which offenders will be brought to an understanding and acceptance of their responsibilities to themselves, their victims, their families and the community.
- To assist and motivate offenders to critically examine their attitudes and behaviour and with advice and encouragement to avail of what help and support can be made available.
- To work with offenders in prisons, institutions, and children detention schools, focusing on offending behaviour, liaising with families in

preparation for offenders’ return to the community, and advising on how community based programmes may be utilised to strengthen the process of re-integration.

- To develop aftercare arrangements, including the provision of requisite facilities, for those offenders who have completed custodial sentences and for whom the Service is expected to provide supervision, guidance and assistance towards their resettlement in the community.
- To bring together groups from local communities to assist the Service in addressing issues relating to the management of offenders in their neighbourhood, and together to identify, initiate and participate in specific projects designed to enhance supervision in the community. These include probation residences, workshops, day centres or special projects in selected urban areas.
- To provide specialist information and appraisal of both current functioning and new developments in community sanctions and measures, internationally as well as domestically.

SERVICES TO COURTS & OFFENDERS IN THE COMMUNITY

The Probation and Welfare Service, in line with the Strategy Statement (2003-2005) of the Department of Justice, Equality and Law Reform (p.44) aims to ensure that “policy and practice in relation to the management of offenders are informed by research on what works.”

PRE-SANCTION REPORTS

In 2004 staff of the service prepared and presented 6,130 Pre- Sanction Reports to courts.

499 of these reports also addressed, at the courts’ request, the offenders’ suitability to undertake Community Service.

Courts may request pre-sanction reports on offenders guilty of criminal offences, to assist in determining what sanction is most appropriate in these cases. In order to evaluate how further crime may be reduced and what community-based programme could be constructed to this end, a detailed assessment is presented to the Court. The Court can then consider applying a community sanction, knowing what probation supervision would entail in the particular case and what conditions would be required to underpin the suggested programme.

Reports to Courts address public safety, victim and community integration issues and make recommendations consistent with these principles and good practice.

COMMUNITY SUPERVISION

The Probation and Welfare Service supervised 8,344 court orders for supervision in the community in 2004: 1,878 Probation Orders, 843 Community Service Orders and 5,623 on supervision during deferment of penalty.

The Probation and Welfare Service supervises and manage offenders in the community in ways that minimise risk to the community, reduce offending and support the integration of offenders. The Service is committed to returning to Court or custody offenders who do not comply with their legal obligations.

COMMUNITY SERVICE

In 2004 the Probation and Welfare Service compiled 1,307 Community Service Reports.

843 of these resulted in Community Service Orders.

As an alternative to custody, offenders placed on Community Service did unpaid work for the community in their spare time as an alternative to custody.

Example

Persons on Community Service orders made a major contribution to the School Garden Project in primary schools. On the Southside of Dublin, Community Service projects established gardens for schools, which the children then turned into wondrous displays of plants as can be seen from the picture above. The Project received acclaim in the Garden Heaven Show in the RDS in July 04 when Community Service workers converted a 10m x 8m area of sand into a meaningful garden in the RDS. The garden was one of the first of the 12 designer gardens to be completed. On 8th



The School Garden Project was a flagship Community Service project in 2004.

July 2004, it was judged by Diarmuid Gavin and Helen Dillon, and was honoured with one of the five awards. Throughout the show, it was one of the gardens that attracted the most visitors and received much positive comment. The School Garden Project has afforded up to 5,600 primary school children the opportunity to develop awareness of their environment and it has offered a very positive experience to all those offenders who were involved in restoring the harm they did to the community, in this very innovative manner.

COMMUNITY PROGRAMMES TO SUPPORT SUPERVISION IN 2004

The Probation and Welfare Service engages with a variety of community based projects/programmes that enhance its work with offenders. The range of service provision is extensive and located in major centres of population and other places where specific needs have been identified. They include such projects/programmes as:

- Educational training and work placement

- Counselling and Offender Integration
- Substance Abuse, Treatment and After Care Programmes
- Victim focused work with Perpetrators
- Accommodation
- Prison Visiting
- Assessment

The Probation and Welfare Service supports some 70 community based projects/programmes in all. Support is by way of grants and the service in 2004 paid over €14 million. This amounts to 36% of the Service's total expenditure. Over the course of the year, between 800 and 1,000 participants were engaging at any one time on these programmes.

The projects/programmes provide the Probation and Welfare Service with very valuable community based resources and demonstrates the benefit of statutory and voluntary agencies working together in partnership. They also provide opportunities for communities to make a significant contribution to addressing offending in partnership with the Probation and Welfare Service.

Example

One of these projects is Moyross Probation Project – Céim ar Céim.

Céim ar Céim is a community based Education & Training Project situated in the community of Moyross in the Northside of Limerick City. The project is for young offenders from Moyross and the surrounding catchment area. Moyross is a local authority housing estate with a population of over 5,000. It is classified as a designated disadvantaged area and is also a RAPID area.

Céim ar Céim began in July 2000 with 8 participants, 2 Staff funded by the Probation & Welfare Service and 4 VEC Tutors. The project set out to develop a programme to suit the needs of each individual participant, both at a personal and academic level.

The project deals with young people from the ages of fifteen to twenty five on a full-time basis during the day in an education and training setting and with twelve to seventeen year olds in the evenings after school.

The project caters for 24 full-time and 24 part-time participants. It offers study support for 8 past participants in 3rd Level, and external support and advice to over 25 past participants. It has 8 project staff and 11 VEC Tutors. Day programmes are adapted to suit the needs of individual participants.

The project runs FETAC Level 3 & 4 programmes in over 17 subjects as well as the Leaving Certificate Applied. Céim ar Céim also provides a Linked Work Experience Programme as well support



Céim ar Céim Activities

for past participants in employment. Since 2003 the project also offers study support for past participants in 3rd Level Courses.

In 2004 Céim ar Céim catered for 54 offenders in total.

Thirty of these offenders attended full time education and training programme while the other 24 attended the evening programme and study support groups. Of day programme participants, five finished their Leaving Certificate Applied and moved onto 3rd Level Courses. The other 25 participated in FETAC Certificate Awards.

In 2004 Céim ar Céim offered the following activities:

FETAC & LCA Modules

- Communications
- Maths
- Personal Development
- Personal Effectiveness & Interpersonal Skills
- Health Related Fitness
- Hotel Catering & Tourism
- Craft Ceramics
- Art & Design
- Woodwork
- Photography
- Information Technology
- Vocational Preparation & Guidance
- Irish & French
- Arts Education – Music, Dance, Drama & Visual Arts

Other programmes offered, as required by participants, included drug & alcohol awareness programmes, relationship & sexuality, dealing with bullying, and counselling services.

Example

Employment and training opportunities are central to reducing the likelihood of people re-offending.

The Linkage Programme is a nationwide partnership initiative between Business in the Community and the Probation and Welfare Service, with support from IBEC, the SFA and ICTU. The Linkage Programme has grown from its inception in 2000 to now having thirteen Training and Employment Officers based around the country, with a Manager, administrator and support staff. Crucial to the programme is that each person being considered for referral is adequately assessed by the Probation and Welfare Service.

1,242 Referrals were made to the Linkage Programme by the Probation and Welfare Service between January 2004 and December 2004.

In 2004, Linkage continued to prepare, plan and implement training and/or employment for offenders referred to the programme by the Probation and Welfare Service.

Of the 1,242 offenders referred to Linkage in 2004, 971 engaged with the service. Of these, 550 were placed in employment or training, while 421 were ongoing into 2005. 271 of those referred in 2004 did not engage with the service.

In 2004 Linkage developed a 'Moving On' programme in conjunction with the Probation and Welfare Service, FÁS, DSFA and the VEC, aimed specifically at the needs of offenders. In addition to responding to the gaps in interpersonal skills of offenders, the 'Moving On' programme offers employment related skills to suit specific labour market trends in different geographic areas as identified by the ESRI.

PROGRAMMES FOR OFFENDERS AT HIGH RISK OF REOFFENDING

The Probation and Welfare Service supervises high risk offenders in the community who have been referred from the Courts and on release from custody in accordance with best international practice, bearing in mind the priorities of public safety and offender integration. Specific programmes have been designed and implemented to meet these particular needs.

Bridge Project (Dublin) and Grattan House Project (Cork) are intensive probation supervision initiatives in which young adult offenders are engaged in a demanding community based programme which aims to prevent re-offending by those who would otherwise serve substantial prison sentences (two years or more).

In 2004 the Bridge Project delivered interventions to up to 65 individuals, on an individual and group basis. The core modules included Offending Behaviour,

Addictions, Anger Management, Creativity/Life Skills and Education & Employment.

In addition to the above, Bridge offered a stand-alone 12 week Anger Management Module which catered for participants before the Circuit & District Courts.

In 2004, Bridge piloted a new programme, which focused on offending behaviour.

Bridge Modules	
Creativity/life skills	Criminal Lifestyles
Offending behaviour	Addictions
Anger Management	Education and Employment

Over the course of 2004, Education/ Training/Employment Services were provided on a one to one basis. The Community Employment Scheme, located in Bridge, sponsored by the Inner City Drugs Task Force and funded by FÁS and the City of Dublin VEC, worked with 9 participants. Of those, 6 participants were awarded FETAC Certificates in Computers and Communication Studies Courses.

In 2004 the Intensive Probation Scheme based at Grattan House, Cork, provided interventions for up to 40 young adult offenders between the ages of 17-28 who were placed on supervision for offences that would otherwise warrant a substantial custodial sentence or were on temporary release from custody to attend the programme.

Of these 40, 11 participated in training workshops, while 29 young adults commenced the intensive supervision programme, which offered core modules in offending behaviour, drugs and alcohol, alternative lifestyles, outdoor activities and creativity.

Grattan House Project offers young adults engaged in crime an opportunity to understand what influences their current offending behaviour and the impact of their offending behaviour on their own lives and on the lives of their victims. In addition the Project offers training and development opportunities which assist participants to develop strengths which will assist them in taking on a non-offending lifestyle.



Outdoor Activities, Grattan House Project, Cork.

PROGRAMMES FOR SEX OFFENDERS IN THE COMMUNITY

In supervising sex offenders and others who are high risk of causing harm or re-offending, the Service in partnership with other agencies utilises group based programmes when working with such offenders.

Lighthouse Programme

16 Offenders took part in the Lighthouse Programme in 2004.

The Lighthouse Programme is a collaboration between the Granada Institute and the Probation and Welfare Service. It is a community based group therapeutic programme for men who have been convicted of sexual offences against children. The group is of eleven months duration and is offence focused.

In 2004 The Lighthouse programme in Dublin delivered its third community-based sex offender programme. The programme is delivered jointly by Probation Officers and staff of the Granada Institute and is aimed at offenders who have abused children. Two programmes were delivered in 2004, with 8 offenders in each programme. Inclusive of the 2004 programmes, 32 offenders have participated in the programme to date

A group programme for sex offenders, entitled COSC, was delivered collaboratively by the Service, with staff of the North Western Health Board.

SUPERVISION OF OFFENDERS ON RELEASE FROM CUSTODY

Offenders serving sentences in prison and places of detention may be permitted periods of temporary release subject to whatever conditions are considered advisable in individual circumstances.

The Linkage Programme provided pre-release programmes in Portlaoise Prison, Castlerea Prison, St. Patrick's Institution, Wheatfield Prison and Loughan House. The pre-release teams working in these prisons consist of representatives from the Probation and Welfare Service, the Department of Social and Family Affairs, MABS and FÁS. The programmes give offenders an opportunity to deal with issues such as job seeking, preparing CVs and what they will need to have in place as support systems to ensure they obtain employment and remain crime-free.

In 2004, the Probation and Welfare Service, utilising Service resources and partners in the community, supervised 79 offenders on temporary release and facilitated their re-integration into communities.

RISK ASSESSMENT

In 2004 the Probation and Welfare Service introduced- a risk assessment instrument in the Service. The LSI-R (The Level of Service Inventory – Revised) was identified as the most

suitable instrument which would help Probation Officers make more accurate assessment of the likelihood that an offender will reoffend. The LSI-R and the version for under 18s entitled - Youth Level of Service (YLS) will be applied to all offenders except those whose crime is a sexual offence or an offence of domestic violence. The Cognitive Centre Foundation, licensee of the LSI-R, were contracted to train all community and prison based personnel to be accredited users of LSI-R.

Probation Officers will use the LSI-R to support assessments made for the preparation of pre-sanction and parole reports.

YOUTH JUSTICE

Implementation of the Children Act 2001

This Act; signed into law in July 2001, confers specific functions on the Probation and Welfare Service, and the Service is mentioned specifically in Parts 8, 9 and 10 of the Act. The main areas of work arising for the Service are:

- Family Conferences
- Probation Reports
- Community Sanctions

Within the ten community sanctions provided under the Act there are eight new orders in addition to the existing Probation Order and the Community

Service Order. These are:

Day Centre Order, Probation (training or activities) Order, Probation (residential supervision) Order, Probation (intensive supervision) Order, Suitable Person (care and supervision) Order, Mentor (family support) Order and the Dual Order.

The Service will be implementing these orders on a phased basis.

Planning for the Children Act undertaken in 2004

The 2004 workload census showed that the number of under 18 year olds dealt with by the Service was in the region of 630.

Planning for the implementation of the Children Act 2001 proceeded in 2004 and focussed in particular on:

- Needs analysis
- Family conferencing
- Staff training
- Interagency liaison
- Development of practice guidelines
- Protocols with Special Residential Services Board

RESTORATIVE JUSTICE

The Probation & Welfare Service is committed to the principles of restorative justice in its work and funds two pioneering restorative justice initiatives which specifically include community representatives and victim interests. They address victims' issues with offenders in their communities. Restorative Justice is a way of responding to crime, which allows the people directly affected or involved have a say in deciding how the damage or harm caused might be repaired. The key components of Restorative Justice initiatives are: the offender, the victim and the community. The willingness of all to co-operate in the process is also important. Each of the components has a particular part to play in the process of Restorative Justice:

- Offender must acknowledge responsibility and express remorse
- Victim can relate how they feel
- Community can create the conditions to make it possible for the process to take place.

Restorative Justice Services, Tallaght offers two options to the courts - Victim/Offender mediation and Offender Reparation Programme.

The victim/offender mediation option, managed by trained and experienced mediators, can involve the victim in carefully managed face to face contact with the offender or third party contact. Victims are offered the opportunity of

questioning and challenging offenders and the reasons for their behaviour. They can also communicate their own feelings of hurt, anger and trauma resulting from the crime, in a safe environment. Victims can also ask for appropriate restitution to be made. The victim's consent is a pre-requisite to any mediation - either face to face or third party.

In the Offender Reparation Programme, the offender appears before a panel which includes representatives from the community, Probation & Welfare Service, Gardai and the Restorative Justice Project. The offender is questioned about motivation, awareness of the impact of their crime on the victim, attitude to victim etc. Appropriate restitution is negotiated and agreed and only when all commitments made by the offender are delivered on is the case finally disposed of by the Court.

The Nenagh Reparation Project also operates a Restorative Justice panel. The aims of the Project are: 1) to confront the offender with his/her offences and help him or her to accept responsibility for his/her actions, 2) to confront the offender with the impact of his/her crimes on others, 3) to give victims a say in how matters involving them are dealt with and 4) to give the community a say in how some offenders are dealt with.

A panel of community representatives meets with the offender and victim and have what is known as a "panel meeting". In which they try to arrange reparation. The panel meeting affords the victim a voice in telling his/her story, the offender

an opportunity to take responsibility, to express his/her remorse and then to try to agree a contract of reparation. The contract must be realistic, achievable and relevant to the circumstances of the offence.

There were 70 referrals to the Offender Reparation Programme in Tallaght in 2004.

67 contracts were completed.

There were 13 referrals to the Nenagh project in 2004.

Consideration is being given to the development of further Restorative Justice Projects.

MOVE promotes and facilitates the development of perpetrator programmes in a number of locations around the country. Probation Officers refer perpetrators to MOVE and in some instances co-facilitate programmes.

The Probation and Welfare Service is represented on all Regional interagency committees on Violence against Women. The Service works with the National Domestic Violence Intervention Agency in Dun Laoghaire, a pilot perpetrator programme, as well as a number of Domestic Violence intervention programmes in the South East which are funded directly by the Department of Justice, Equality and Law Reform.

DOMESTIC VIOLENCE

In 2004 the Probation and Welfare Service, in partnership with other agencies, continued to play a key role in working with perpetrators of domestic violence in order to reduce the likelihood of re-offending.

In 2004, €53,240 was contributed by the Department of Justice, Equality and Law Reform to Men Overcoming Violence (MOVE) an organisation which is primarily concerned to promote the protection and safety of women and children who are at risk of, or have experienced, violence in intimate relationships.

WORK WITH OFFENDERS IN INSTITUTIONS

SEX OFFENDERS

The Sex Offender Act 2001 empowers Courts to impose, in sentencing offenders convicted of scheduled offences under the Act, a period of supervision by the Probation and Welfare Service on completion of a term of imprisonment. In 2004 the Probation and Welfare Service developed protocols for the integrated sentence management of offenders subject to Post Release Supervision Orders (Sex Offenders Act, 2001, Part 5). The protocols will support management by the Probation and Welfare Service of the through-care, rehabilitation and supervision of sex offenders from court to prison to community.

In 2004 the Probation and Welfare Service, in partnership with the Psychology Service of the Irish Prison Service, continued in the delivery of the sex offender programme at Arbour Hill Prison, now in its twelfth year. The Lighthouse Programme, the community based sex offender programme, developed in partnership by the Probation and Welfare Service and the Granada Institute took sex offenders on release from prison on its programme. Both programmes are fully funded by the Department of Justice, Equality and Law Reform.

2004 saw the compilation by the Probation and Welfare Service of a dedicated resource pack for the use of Probation Officers working with or supervising sex offenders.

PROGRAMME DELIVERY

The Probation and Welfare Service at Mountjoy Prison with the education unit and the support of the Irish Prison Service, recognising the special needs and circumstances of the increasing number of non-Irish prisoners, successfully introduced an international group-programme to address the specific needs of, and provide relevant support to, non-Irish prisoners

Funding under the National Development Plan 2000-2006, was provided in 2004 for the delivery of Methadone Support Programmes in Mountjoy Prison and the Dóchas Centre. A total of 3 programmes were delivered by the Probation and Welfare Service Drugs Team in partnership with Merchant's Quay Project and Ana Liffey Project. In Castlereagh Prison a successful drug awareness programme was delivered during 2004 in partnership with the Marist Rehabilitation Centre.

Programmes delivered by the Probation and Welfare Service Drugs team at Mountjoy Prison and St. Patrick's Institution included Drug Awareness and Alcohol Awareness Groupwork Programmes and Drug Related Offending Programmes (DROP), as well as contributing to, in co-ordination with the Governor, the multi-agency and multi-disciplinary Mountjoy Prison Drug programme, now running since 1996. Fifty prisoners completed this seven week programme in 2004.

HOMELESS OFFENDERS STRATEGY TEAM (HOST)

In line with the Strategy Statement of the Department of Justice, Equality and Law Reform 2003-2005 (p.44) “reducing barriers to employment and accommodation for prisoners leaving prison”, HOST developed and published a strategic plan (2004-2007) the main aims of which are to:

- prevent and minimise homelessness amongst offenders;
- improve access to accommodation for homeless offenders.

2004 saw the expansion of the partnership initiative between the Probation and Welfare Service and the Northern Area Health Board Homeless Person’s Unit, supported by the Irish Prison Service, to provide a pilot In-Reach Service at Mountjoy Prison. This resulted over the year, in 295 prisoners receiving direct assistance and advice from the Homeless Persons Unit while still in custody and supported throughcare following release. The In-Reach Service is delivered by the Homeless Persons Unit. It is now an established model of cross agency practice to be considered for development in other prisons.

295 prisoners received assistance and advice from the homeless persons unit while in Mountjoy.

In October 2004 the Mountjoy Prison In-reach Service was a finalist in the Eastern

Regional Health Authority’s Derek Dockery Innovations Awards under the “Equality Promoting Initiatives” section. The nomination of the In-reach Service for this award acknowledged the innovation and effectiveness of the cross agency initiative in addressing needs among a difficult and hard to reach population. A cross-agency committee, led by the Homeless Offenders Strategy Team (HOST) was established in the Dublin area with a view to the accommodation and effective management of homeless sex offenders, with a particular reference to issues of public safety, risk management and prevention of victimisation.

The Probation and Welfare Service works closely, at national and local level, with a range of organisations in the statutory and voluntary sectors, to improve access to accommodation and related services for homeless offenders. Recent additions to these services, which receive financial as well as other support from the Department of Justice, Equality and Law Reform, through the Probation and Welfare Service include:

- Padua House (part of the BOND project for ex-offenders), a residential facility in the West of Dublin providing supported transitional accommodation for up to eight homeless men between the ages of 18 and 25;
- Tús Nua, a transitional accommodation project in North Dublin City, operated by the DePaul Trust, for up to six adult women leaving prison; and

- Kazelain, a supported accommodation facility for up to 12 ex-offenders in Sligo.

In addition, three single units of supported accommodation for ex-prisoners are managed by Sophia Housing in Cork City with the support of Cork City Council. This project has also been assisted by the Probation and Welfare Service.

A range of recent improvements to in-reach and other services made available to those in custody have also been made and/or are ongoing.

HOST and the Irish Prison Service have been influential in progressing a number of changes and initiatives with local authorities and Government Departments during 2004 in relation to post-release accommodation and benefits for prisoners.

The most notable of these positive changes are as follows.

- prisoners are now entitled to apply to be placed on local authority social housing lists nine months before their likely release dates;
- subject to estate management considerations, remand and short sentence prisoners are able to retain their local authority tenancies whilst in custody;
- local authorities are now required to

address prisoners' housing needs in their reviews of their housing strategies;

- under regulations introduced by the Department of Social and Family Affairs, which came into operation from 31st January 2004, short sentence and remand prisoners can continue to receive rent supplement for a maximum of 13 weeks.

In addition, HOST contributed to the development of an information booklet for those in or leaving custody. This booklet – ‘What Now? Useful Things to Know Before and after Your Release.’ - was co-ordinated and published by Information Services Section, Department of Social and Family Affairs. The booklet provides information for prisoners on preparation for release and on dealing with issues that arise in coping with the realities of life on the outside. The guide is now widely available in prisons and in the community.

LIFE SENTENCE PRISONERS

Life sentence prisoners released into the community from custody by the Minister for Justice, Equality and Law Reform in accordance with temporary release legislation and subject to supervision in the community are managed by the Probation and Welfare Service.

50 Life Sentenced Prisoners were on supervision in the community in 2004.

PAROLE BOARD REPORTS

The Probation and Welfare Service assessment and home circumstances reports are an element in the consideration of reports by the Parole Board. They offer the Parole Board a reliable basis upon which to form its recommendations. The reports provide detailed information on the prisoner, his/her background, offending, personal circumstances, and the prisoner's time in custody and identify and interpret issues and the risks to be addressed before and after release. In most instances the Parole Board reviews cases a number of times before release. The number of cases referred to the Parole Board in 2004 in total was 43. Of these, 33 prisoners accepted the invitation to participate in the review process.

The Probation and Welfare Service is responsible for preparing two types of report, which form part of the prisoner's parole dossier:

1. Prison Assessment Report
2. Home Circumstances Report

Parole Board Reports

Parole Board Report Type	For 1st Review	For 2nd Review	For 3RD Review
Prison based PWO Assessment Report	35	23	7
Home Circumstances Report	27	12	5

CORPORATE AFFAIRS

A value for money examination of the Probation and Welfare Service (vfm Report 46; The Probation and Welfare Service - [http://www.audgen.gov.ie/documents/vfmreports/46 Probation Welfare.pdf](http://www.audgen.gov.ie/documents/vfmreports/46%20Probation%20Welfare.pdf)) was published on 26 April 2004 by the Office of the Comptroller and Auditor General. The findings of that examination are now being used to inform the further development and best practice of the effective management of the Probation and Welfare Service.

CUSTOMER SERVICE

Work commenced in 2004 on devising a Customer Charter and Action Plan. In addition, the Probation and Welfare Service carried out two surveys:

1. In Mountjoy Prison with other Stakeholders (e.g. Prison Staff, Psychologists, Teachers) on their perceptions of the Probation and Welfare Service.
2. With a sample of offenders who were availing of the services of the Probation and Welfare Service as to their perceptions of the service they were receiving from the Probation and Welfare Service.

The results of the surveys provided the data to compile the Customer Charter and Action.

The Customer Charter will go to print in 2005.

WEBSITE

Log on to www.pws.gov.ie and keep up to date with changes in the service.

TRAINING, RESEARCH AND DEVELOPMENT

In recognition of the importance of training and development in meeting Probation Service business objectives, substantial levels of resources were devoted to training and development in 2004 in accordance with the commitment to devote 4% of payroll to training and development.

In 2004, Probation Officers were offered up to 43 days in-service training on a wide range of courses which equipped them with the knowledge, skills attributes and behaviours appropriate to their current role and necessary for their future professional development. In addition all new Probation Officers were offered 3 weeks induction.

The highlights were the extensive training in Risk Assessment, Family Conferencing and Effective Interventions with Juveniles all of which supported the Service's business objectives in 2004. New initiatives pioneered in 2004 included the launch of the first module of an Addiction Studies course the first in-

service course to be accredited by a university.

The first issue of the Irish Probation Journal was published in September 2004. This journal is a joint initiative between the Probation and Welfare Service and the Probation Board for Northern Ireland providing for a forum of sharing theory and practice, increasing co-operation and learning between the two jurisdictions and developing debate about work with offenders. It will be an annual publication and is available on our website (www.pws.gov.ie).

Protect North & South, a joint initiative between the Probation Board for Northern Ireland and the Probation and Welfare Service, was launched in September 2004. The project addresses the need for development of co-operation between public bodies in the spirit of the Belfast Agreement and the Criminal Justice Review. Protect N&S is funded by the Special European Programmes Body under Priority 5 Measure 2 of the European Union Programme for Peace and Reconciliation in Northern Ireland and the Border Region of Ireland.

INFORMATION TECHNOLOGY

The Probation and Welfare Service Information Technology network expanded during 2004 to roll out computer technology to almost all Service offices outside Dublin (initiated in 2003) so that virtually all staff had access to



email, offender database and other support services by the end of the year. This was a major undertaking and was facilitated by extensive staff training in the new technology.

REQUESTS FOR INFORMATION UNDER THE FREEDOM OF INFORMATION ACTS, 1997 AND 2003

In 2004, six applications were received by the Service under the Freedom of Information Acts 1997 and 2003. All of the requests were for personal information. Five of the requests were granted and one was refused in accordance with the Act.

FINANCIAL STATEMENT 2004

FINANCIAL STATEMENT 2004

Service Finances

All funding for the Service comes from the Exchequer (no European money) and is provided via the Department of Justice, Equality and Law Reform. For 2004 the Service was allocated funding through subheads E and F of the Prisons Vote (Vote 21).

The amounts authorised and the spending outcomes are as follows (in €000s)

Sub-head	Estimate	Outcome	Savings	Excess
E.1. Salaries, wages and allowances	18,294	16,780	1,514 (8.3 %)	
E.2. Operations (travel, telecoms, equipment, office maintenance)	3,636	5,629		1,993 (54.8 %)
E.3. Support for voluntary bodies etc.				
- current	13,168	12,959		
- capital	2,872	1,222		
	16,040	14,181	1,859 (11.6 %)	
F. Community Service				
Orders	1,996	2,215		219 (11.0 %)
	39,966	38,805	3,373	2,212

Overall expenditure was €1.161 million less than planned. However, this comprises an overspend of €0.489m on the current side and an underspend of €1.650m. in capital. Leaving out salaries, wages and allowances, the Service was allocated €21.672m. and spend €22.025. Non pay spending constituted 54.23% of planned and 56.76% of actual expenditure.

The Service has a network of some seventy projects and community based organisations funded through the Service to provide a range of interventions for offenders who are referred to them by Service staff.

Payments are made under E.3 current towards the operation and delivery of programmes by these bodies, while grants are also made under E.3 capital towards the purchase of furniture and equipment; building renovations and extensions where the facility is owned or leased by the Minister for Justice, Equality and Law Reform; and the purchase, construction or adaption and outfitting of Probation Centres. An ongoing problem is not just the scarcity of suitable sites but the reluctance by some sections of some communities to welcome proposals for a probation funded facility in their neighbourhood. However, the Service has a total of thirty five offices in every city and county, and advance consultation is sought with significant local interests where a new Probation project or facility is being proposed.

Community Service Orders enable courts to require offenders to perform unpaid work for the benefit of the community in lieu of a custodial sentence. Funding in Sub-Head F provides for equipment (purchase, rental), materials, supervisors fees, travel and incidental costs.

APPENDIX A: Staffing Structure

Principal Probation and Welfare Officer

Acting Deputy Principal Probation and Welfare Officer
2

Assistant Principal Probation and Welfare Officers
12

Senior Probation and Welfare Officer
48

Probation and Welfare Officers
227

Administration Staff
68

Community Service Supervisors

75 Permanent
2 sessional

APPENDIX B: Offices

Dublin

Service Headquarters,
Smithfield Chambers,
Smithfield, Dublin 7.
Tel. 01 8173600 Fax. 01 8722737

390-396 Clonard Road,
Crumlin,
Dublin 12.
Tel. 01 4925625 Fax. 01 4925631

Unit 3,
Parnell Business Centre,
124 Parnell Street,
Dublin 1.
Tel. 01 8146759 Fax. 01-8146762

Poppintree Mall,
Finglas Village,
Finglas,
Dublin 11.
Tel. 01 8644011 Fax. 01 8643416

Westpark,
Tallaght,
Dublin 24.
Tel. 01 4623033 Fax. 01 4623767

Foundation House,
Northumberland Avenue,
Dun-Laoghaire,
Co. Dublin.
Tel. 01 2301860 Fax. 01 2301870

LeFanu Road,
Ballyfermot,
Dublin 10.
Tel. 01 6233666 Fax. 01 6233737

St. Mark's Lane,
Neilstown Road,
Clondalkin,
Dublin 22.
Tel. 01 6236235/8/41 Fax. 01 6236236

Second Floor Office Block,
Donaghmede Shopping Centre,
Grange Rd.,
Donaghmede,
Dublin 13.
Tel. 01 8166800 Fax. 01 8166801

Carmens Hall
Garden Lane off Catherine Street,
Dublin 8
Tel 01 4537566 Fax 01 4537566

CO. WESTMEATH

The Crescent,
Ballymahon Road,
Athlone,
Co. Westmeath.
Tel. 090 6483500 Fax. 090 6475843

Friary House,
Friars Mill Road,
Mullingar,
Co. Westmeath
Tel. 044 35666/3/4/5 Fax. 044 35663

CO. MAYO

Unit 10 F,N 5 Business Retail Park,
Moneen,
Castlebar,
Co. Mayo.
Tel. 094 9028404 Fax. 094 9044210

CO. LEITRIM

Government Buildings,
Shannon Lodge,
Carrick on Shannon,
Co. Leitrim.
Tel. 078 20966 Fax. 078 21230

CO. LOUTH

23 St. Laurence's Street,
Drogheda,
Co. Louth.
Tel: 041 - 9801580 Fax: 041 - 9801583

Government Offices,
Millenium Centre,
Dundalk,
Co. Louth.
Tel. 042 9332163 / 9331633
Fax. 042 9332501

CO. GALWAY

Abbey Arch,
8 Upper Abbey Gate Street,
Galway.
Tel. 091 565375 Fax. 091 567286

CO. SLIGO

Government Buildings,
Cranmore Road,
Sligo.
Tel. 071 9145203 Fax. 071 9144840

1st Floor,
3 Castle St,
Sligo.
Tel. 071 9141616 Fax. 071 9149937

CO. DONEGAL

48-50 Lower Main Street,
Letterkenny,
Co. Donegal.
Tel. 074 9125264 Fax. 074 9126008

CO. CORK

54 South Mall,
Cork.
Tel. 021 4270726 Fax. 021 4275722

Robert Scott House,
8, St. Patrick's Quay,
Cork.
Tel. 021 4505591 Fax. 021 4505594

Grattan House,
Grattan Street,
Cork.
Tel. 021 4272396 Fax. 021 4272404

CO. LIMERICK

Church Street,
Newcastlewest,
Co. Limerick.
Tel. 069 66288/66331

Ground Floor,
Park House,
Arthur's Quay,
Limerick.
Tel. 061 416125 Fax 061 419812

CO. CLARE

1 Abbey Arcade,
Abbey Street,
Ennis,
Co.Clare
Tel. 065 6840682 Fax. 065 6848714

CO. KERRY

7 Ashe Street,
Tralee,
Co. Kerry
Tel. 066 7122666 Fax. 066 7121764

CO WATERFORD

3 Catherine Street,
Waterford.
Tel. 051 872548 Fax. 051 878238

CO TIPPERARY

Government Offices,
New Quay,
Clonmel,
Co. Tipperary.
Tel. 052 23880 Fax. 052 25874

Teach an Chúinne,
Parnell Street,
Thurles,
Co. Tiperrary.
Tel. 0504 24772 Fax. 0504 24605

CO WEXFORD

Government Buildings,
Anne Street,
Wexford.
Tel. 053 42076 Fax. 053 23565

Wexford Road,
Arklow,
Co. Wicklow.
Tel. 0402 91066 Fax. 0402 91114

CO LAOIS

Government Buildings,
Abbeyleix Road,
Portlaoise,
Co.Laois.
Tel. 0502 22644 Fax. 0502 60218

CO CARLOW

Quinn House,
Mill Lane,
Carlow.
Tel. 059 9135186 Fax. 059 9135194

CO KILKENNY

Government Offices,
Hebron Road,
Kilkenny.
Tel. 056 7765201 Fax. 056 7764156

Logan Street,
Thomastown,
Co. Kilkenny.
Tel. 0567724941

APPENDIX C: Funded Projects

EDUCATIONAL, VOCATIONAL AND PLACEMENT

Auto Crime Project
Cork

Athy Alternative Project
Athy, Co. Kildare

Ballinasloe Training Workshop
Ballinasloe, Co. Galway.

Bond Project
Blanchardstown. Dublin 15

Candle Community Trust
Ballyfermot, Dublin 10

Céim ar Céim
Limerick

Churchfield Youth Community Trust
Cork

Clonmel Youth Training Enterprises Ltd
Clonmel, Co, Tipperary

Cuchulainn
Dundalk, Co. Louth.

Dóchas don Óige
Dundalk. Co. Louth.

Educational Trust
Leeson Street, Dublin 4.

INPRO Ltd
Cork

Kilkenny Employment for Youth
Kilkenny

The Linkage Programme
Dublin based. Operates nationally

Matt Talbot Community Trust
Kylemore Road, Dublin 10.

P.A.C.E
Dublin 4.

St. Vincent's Trust
Dublin 2

Stepping Out Programme
Athlone, Co. Westmeath.

Tivoli Training Centre
Dun Laoire, Co. Dublin.

Treo
Waterford

Treble R
Dublin 8.

North Clondalkin Probation Project Ltd
Clondalkin, Dublin 22

Tower Programme
Tuam Community Training
Tuam, Co. Galway.

Tallaght Probation Project
Tallaght, Dublin 22.

Waterford Youth Training and Education
Centre Waterford.

COUNSELLING AND OFFENDER RE-INTEGRATION

Adventure Sports Project
Dublin 1

Bridge
Dublin 1

Cork Alliance for Justice and Social Care
Cork

Cornmarket Project
Wexford

Cox's Demesne
Dundalk, Co. Louth.

Fellowship House, Cork.

Intensive Probation Scheme
Cork.

Kerry Adolescent Counselling Centre
Tralee, Co. Kerry.

Ruhama Women's Project
Drumcondra. Dublin 9.

Southhill Outreach Ltd
Limerick

Wexford Centre Project Ltd
Smithfield, Dublin 7.

W.H.A.D.
Ballyfermot, Dublin 10.

W.R.E.N.S.
Tallaght, Dublin 24.

VICTIM FOCUSED WORK WITH PERPRETRATORS

Lighthouse Project
Shankill, Co. Dublin.

M.O.V.E (Ireland)
Dublin 7

Nenagh Community Reparation Project
Nenagh, Co. Tipperary

Restorative Justice Services
Tallaght, Dublin 24

ACCOMMODATION

Cork Probation Hostel
Cork

Tús Nua (De Paul Trust)
Dublin 7

Kazelain
Sligo

Lions Villa Probation Hostel
Chapelizod, Dublin 20

P.A.C.E.
Dublin 4

St. John's
Chapelizod, Dublin 20

Waterford Probation Hostel
Wexford

PRISON VISITING

Guild of Philip Neri (SVP)
Dublin 7

SUBSTANCE ABUSE, TREATMENT AND AFTERCARE PROGRAMMES

Aftercare Recovery Group
Dublin 1.

Aiséirí
Cahir, Co. Tipperary.

Aiséirí
Roxborough, Co. Wexford.

Aislínn
Ballyragget, Co. Kilkenny.

Ana Liffey Project
Dublin 1

Ballymun Youth Action Project Ltd
Ballymun, Dublin 11

Bushpark(Clarecare)
Ennis, Co. Clare

Coolmine Ltd
Dublin 15.

Crinan
Dublin 1.

Cuan Mhuire Athy
Athy, Co. Kildare.

Cuan Mhuire Bruree
Bruree, Co. Limerick.

Cuan Mhuire Coolarne
Turloughmore, Co, Galway

Harristown House
Castlerea.Co. Kildare.

ICON Drug Support Service
Dublin 1.

Marist Rehabilitation Centre
Athlone, Co. Westmeath.

Merchants Quay Project
Dublin 8

Matt Talbot Adolescent
Co. Cork

S.A.O.L.
Dublin 1.

Tabor Lodge
Belgooly,Co. Cork.

ASSESSMENT CENTRE

The Village Project
Finglas, Dublin 11

MENTORING

Le Chéile
Civic Building
Coolock, Dublin 13

www.pws.gov.ie

Probation & Welfare Service

Service Headquarters
Smithfield Chambers
Smithfield
Dublin 7
Tel: 01 8173600
Fax: 01 8722737