



An tSeirbhís Phromhaidh
The Probation Service

Probation Service Annual Report 2018

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Probation Service

Annual Report

2018



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Foreword and Introduction



Vivian Geiran, *Director*

I am very pleased to present the Probation Service Annual Report for 2018 to Mr. Charles Flanagan T.D., Minister for Justice and Equality. This report sets out the work and performance of the Service during 2018 against our key objectives and priorities.

2018 was another busy year for the Probation Service. During the year we worked with almost 16,000 offenders referred to the Service from the courts nationwide, we completed over 11,500 Probation Assessment Reports and over 3,000 Community Service Assessment Reports.

In June 2018 we launched our Strategic Plan for 2018-2020, *One Vision, One Team, One Standard*, which sets out the Service's strategic direction for the next three years. Five strategic goals were identified, all of which are interconnected. When linked to measureable outcomes they provide a clear programme of work, promoting evidence informed practice, collaboration and connected working, as well as valuing the importance of accountability, value for money and our commitment to continuous improvement. The Strategy provides the framework within which we will continue to strengthen the way we work in the delivery of a professional service that is effective in reducing the risk of reoffending.

Reducing re-offending is nonetheless a societal challenge, and needs a whole of society response, which starts with a whole of criminal justice approach. In 2018, the Probation Service continued to work to ensure our priorities and actions were aligned and integrated with those of the broader justice system. To this end, in 2018 we continued working collaboratively with our criminal justice partners, An Garda Síochána, the Irish Prison Service, the Courts Service, the Irish Youth Justice Service and the Parole Board as well as colleagues across the Department of Justice and Equality, to further improve outcomes in the management, rehabilitation and reintegration of offenders. 2018 also saw the launch of the third joint *Irish Prison Service & Probation Service Strategic Plan 2018-2020*, which sets out how both organisations will continue to advance and improve our joint working in the management and rehabilitation of offenders from pre to post imprisonment. The Probation Service looks forward to further building and strengthening these alliances and working with our partners in progressing our shared goals and priorities, delivering on the Department's objective of a safer, fairer and inclusive Ireland.

Community Based Organisations are a key group of partners for us in our work. Recognising the added value the voluntary and community sector brings to our work across the country, in 2018 the Probation Service

through the Department, 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.

2018 saw the continuation of our recruitment process for new Probation Officers and the further recruitment of Community Service Supervisors. For the first time in the history of the Probation Service, a professional qualification in social work was established as the minimum entry requirement for Probation Officers. This development formally identifies social work as the baseline for professional probation practice in Ireland, building our capacity as effective change agents in the lives of offenders and communities nationwide. In welcoming our new staff, I would also like to take this opportunity to acknowledge the on-going dedication and commitment of all our staff nationwide. I look forward to us all, collectively, as One Team, continuing to work with our service users, partners and stakeholders in progressing our goals in the year ahead.



Vivian Geiran, Director



2018 At a Glance

Strategic Priorities

Building our Strategy 2018- 2020

In June 2018, the Probation Service launched its Strategic Plan, for 2018- 2020, *One Vision, One Team, One Standard*. The Plan sets out our strategic direction for the next three years and provides a high level framework for our annual work plans, mapping our strategies to our main operational activities.

Focusing on what we know works in reducing the risk of re-offending, five strategic goals were identified. When linked to measurable outcomes, they provide a clear programme of work, promoting evidence informed practice, collaboration and connected working, as well as valuing the importance of accountability, value for money and our commitment to continuous improvement.

The consultation process has been critical to the development of this Strategy in ensuring its relevance to service users, staff, criminal justice partners and other stakeholders. Extensive consultation took place with staff from all sections of the Service itself, as well as with Probation Service stakeholders and partners. Over the period of this Strategy we will continue to work in collaboration with our statutory, community and voluntary partners to improve outcomes in our shared objective to help create a safer, fairer and more inclusive Ireland.

On the publication of the Probation Service Strategic Plan, 2018 - 2020



“This Strategy builds on achievements to date, and is committed to the further development of a professional service that is effective in reducing the risk of re-offending. My vision for the future is that we will be the best probation service that we can be. Focused on our core task of offender rehabilitation, never being content to rest on our achievements, this Strategy provides the framework within which we will continue to strengthen the way we work, setting out ambitious yet achievable goals”.

Vivian Geiran, Director.



Pictured: Mr Charles Flanagan, T.D. Minister for Justice and Equality launches the Probation Service Strategy.

Irish Prison Service & Probation Service Strategic Plan, 2018-2020

In June 2018, the Probation Service and the Irish Prison Service published the third *Irish Prison Service & Probation Service Strategic Plan, 2018-2020*. This new plan builds on the work and success of the previous strategies, maintaining a strong commitment to collaborative working by the two Services focussing on offender rehabilitation and reintegration.

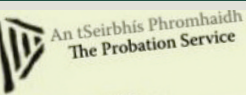
The Strategy sets out an ambitious programme of work, comprising of nine actions, to achieve improved outcomes to benefit Irish society. The work is overseen by a Joint Oversight Committee, comprising Senior Management Representatives from both the Probation Service and the Irish Prison Service.

Progress on both Strategies is incorporated in this 2018 Annual Report.

“All the agencies working in the criminal justice system share the goal of helping to create a safer, fairer and more inclusive Ireland. Interagency co-operation between the justice partners has a significant contribution in making our streets, homes, businesses and communities more secure. It is imperative that agencies such as the Prison Service and Probation Service have effective interventions and programmes in place that work in tackling the problems of offenders, and reduce reoffending and victimisation.”

Minister for Justice and Equality, Mr. Charles Flanagan T.D.





Probation Officer

The Probation Service is an agency of the Department of Justice and Equality and is a national service with offices in over 30 locations throughout the country. The Probation Service delivers services to contribute to public safety, improve communities and support offenders to change.

A Probation Officer may be assigned to duties in any of the following areas: Courts and Community, Prisons/Places of Detention, Young Persons Probation or other particular assignments that may arise in the Service.

The successful candidates will be registered in the Social Work Register maintained by CORU and have relevant work experience in a probation or social work setting.

The majority of appointments will be to the Dublin environs, however a limited number of vacancies may also be filled in other locations.



March

Social Work established as the entry requirement for Probation Officers

June

Launch of Probation Service Strategy 2018-2020, One Vision, One Team, One Standard

Launch of the third Irish Prison Service and Probation Service Strategic Plan 2018-2020

July

Launch of Social Enterprise Kick Start fund

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

2018

October

Probation Service National Restorative Justice and Victim Services Unit established

Probation Service Kildare Office opens

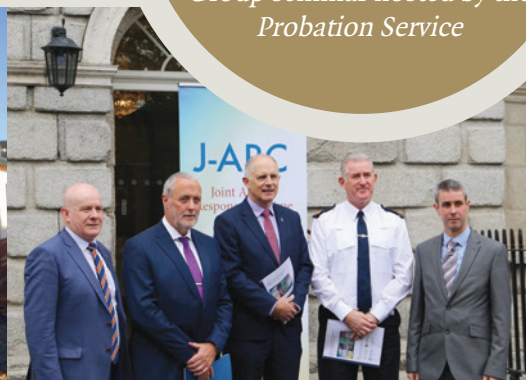
November

J-ARC Winner of Civil Service Excellence Award – People Skills and Organisational Development category

Ninth Public Protection Advisory Group seminar hosted by the Probation Service

December

Probation Service Staff Awards launched



Probation Service Staff Awards

2018 In Numbers



15,777

Offenders dealt with
in the Community



11,579

Probation Reports
Completed



3,052

Community Service
Assessments Completed

557

Orders made for
Post Custody
Supervision by the
Probation
Service

2,524

Prisoners worked with

393

Sex Offenders
Supervised in
the Community

66

Assessments
for the Parole
Board

218

Offenders
commenced
Community Return

98

Life Sentence
Prisoners Supervised
in the Community

2,499

Community
Service Orders
managed,
totalling:

355,404

hours of community
service work,
in lieu of

1,054

years in prison,
resulting in

€3 million

worth of unpaid
work for the benefit
of communities
nationwide.

OFFENDER PROFILE



17.5%
Women



82.5%
Men

7.75% less than or
equal to **18 years** of age
92.25% over
19 years of age

Top 6 Offences Resulting in Referrals to the Probation Service

1. Theft
2. Drug offences
3. Assault
4. Public Order
5. Road traffic
6. Burglary

Representing just over
80% of all referrals



12
Months

duration of the most frequently
imposed Probation Order

71 - 100 Hours

duration of the most frequently
imposed
Community
Service Order



Section 1

Evidence Informed



Introduction

The Probation Service is committed to providing the best evidence informed interventions to reduce reoffending, protect the public and enable sustained desistance from offending.

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

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 assessment reports for the Parole Board, the Department of Justice and Equality, the Irish Prison Service and other bodies as appropriate.

In 2018 we completed 11,579 Probation Reports and 3,052 Community Service Assessments for the courts nationwide, 66 assessments for the Parole Board and 19 Prisoner Repatriation Reports for the Department of Justice and Equality.

The core of what probation staff do across all our work 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 target our resources and deliver our services, interventions and programmes in a structured way, based on evidence informed approaches.

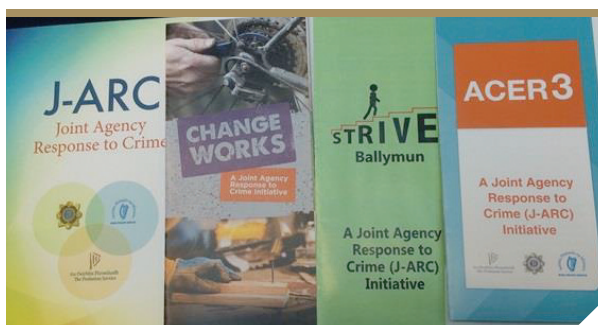
Risk Based Approach to the Supervision of Offenders

Our commitment to consolidate and further develop our risk based approach to the supervision of offenders, ensuring interventions and resources are targeted to where they can have greatest effect, remained a priority in 2018. Key activities in this regard included:

Focus on Serious, High Impact Offenders

Joint Agency Response to Crime

2018 saw the continued delivery of the Joint Agency Response to Crime (J-ARC), the interagency approach targeting identified prolific and high impact offenders operational across seven key locations nationwide Dublin, Dundalk, Waterford and Limerick with Youth J-ARC operating in Cork (Gurranabraher and Mayfield) and Blanchardstown, Dublin. In 2018, In excess of 130 offenders were managed across the seven J-ARC sites, at any one time, with each offender subject to an interagency case management plan targeting all factors relevant to offending.



Further detail on the J-ARC initiative is contained in Section 2 of this Annual Report.

Working with Those Convicted of Sexual Offences

In working with those convicted of sexual offences, the Probation Service focus is effective risk management, incorporating assessment, supervision, support and the monitoring of sex offenders to reduce the risk of both reoffending and the harm that any further offending would cause. In our work with those convicted of sexual offences we recognise that multi agency approaches are essential. To this end, the Probation Service, in partnership with a number of non-governmental organisations, continued to provide a range of support services to assist in the management of risk posed by this category of offender, and support their reintegration in society. In 2018, these included:

- ▶ *Group Work Treatment Programme*, a community based therapeutic group work programme for men who have engaged in sexually harmful behaviour, Dublin and Cork.
- ▶ *Circles of Support and Accountability (COSA)*, a community justice initiative for the post release monitoring of medium and high risk sex offenders in the community and by the community.
- ▶ *Floating Support Service* providing support for high risk, high need sex offenders who require support in accessing and maintaining accommodation in the Greater Dublin area.

Sex Offender Risk Assessment and Management (SORAM)

Sex Offender Risk Assessment and Management (SORAM), established in 2010, supports enhanced levels of co-operation and co-ordination between key statutory organisations involved in managing the risks posed to the community by convicted sex offenders and in safeguarding the welfare of children. At a national level, SORAM comprises of representation from An Garda Síochána, Probation Service, Tusla, and local authorities. In 2018, the Irish Prison Service joined the National SORAM Office.

The National Office provides national oversight and support of the work carried out at local level, primarily by An Garda Síochána and the Probation Service, in communities nationwide.

In 2018, the Probation Service managed almost 400 sex offenders in communities nationwide, with 146 managed on a multi-agency basis as part of SORAM.

Working with Perpetrators 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. In meeting our responsibilities under the *Second National Strategy on Domestic, Sexual and Gender Based Violence 2016-2021*, in 2018 the Probation Service:

- ▶ Continued to up-skill staff in the assessment of perpetrators of domestic violence through the provision of SARA risk assessment and victim awareness training.
- ▶ Developed a *Domestic Violence Practice Manual* to support staff in supervising perpetrators of domestic violence.
- ▶ Further developed links with An Garda Síochána in the interests of enhancing interagency co-operation in perpetrator assessment and risk management.
- ▶ Strengthened relationships with perpetrator programme providers, MOVE Ireland and MEND through the implementation of referral and information sharing protocols and Probation Service representation on programme provider steering groups.



Pictured: Probation Service Management, participants and speakers at 16 Days Opposing Domestic Violence event.

Low Intensity Supervision

Following a revision of the Low Intensity Supervision Scheme (LIS) in late 2017, 2018 saw a renewed focus on its implementation across the Service. LIS allows identified offenders to be managed and supervised at a reduced level of contact arising from an assessment of a reduced level of risk and/ or achievement of supervision targets. Remaining responsive to the dynamic nature of risk, should an offender's risk level increase while subject to LIS, he/she is returned to standard supervision, as appropriate.

In 2018 approximately 10% offenders subject to standard supervision were managed as part of the LIS Model.



Risk Based Approach to Workload Management

In 2018 a risk based approach to workload management was established. Developed in partnership with the Probation Officers' Branch of the FORSA Trade Union, a small pilot scheme was launched to test the approach. With early indications broadly positive, the pilot was expanded to facilitate further testing into 2019.

Community Service and Community Return – Provision of Direct Alternatives to Custody

Throughout 2018, the Probation Service continued to implement the Community Service and Community Return Schemes - cost effective direct alternatives to imprisonment whereby offenders complete unpaid work across communities nationwide in lieu of a prison sentence. Community Service and Community Return provides opportunities for offenders to make reparation to the community for the wrong done by their offending. The schemes also aims to provide real benefits to communities through the completion of tasks that might not otherwise be done.

In 2018 the Probation Service managed 2,499 Community Service Orders, totalling 355,404 hours work in lieu of 1,054 years in prison. This equates to over €3 million worth of unpaid work for the benefit of communities nationwide

Community Service work is carried out nationally and involves a wide range of activities that benefits a broad array of community organisations, charities and projects.

In 2018 Community Service activities included:

Environmental Clean-Up	Graffiti Removal
Landscaping	Ground Maintenance
Recycling	Painting, decorating & maintenance of sports clubs community resource centres & homeless hostels
Sorting Donations for Charities	Small refurbishment works in schools

Community Service – 2018 Developments

Fines (Payment & Recovery) Act 2014

The Probation Service continued to work with partner agencies ensuring the availability of work placements for those ordered to undertake community service as a consequence for non-payment of a fine. To this end, we have continued to work closely with the Courts Service in the on-going review of our joint structures and processes necessary for efficient implementation of the Act.

In 2018 the Probation Service managed 227 Orders for community service under the Fines (Payment & Recovery) Act 2014.

Integrated Community Service

In 2018 the Probation Service continued to roll out integrated community service nationally.

Integrated community service (ICS) combines the unpaid work element of community service with a developmental/rehabilitative element aimed at addressing an offender's identified risks and needs, in order to promote desistance from crime.

The unpaid work element of the order makes up at least two thirds of the community service hours imposed, while the developmental/rehabilitative element comprises of up to one third of the hours imposed. The decision to utilise the integrated element of community service is done in collaboration with the offender following an assessment by the Probation Service. There are a range of activities that can be considered for ICS including education/training courses, counselling/addiction treatment, mental health care and offending behaviour programmes.

Community Service Mobile Units

Employing the use of the mobile fleet is now a critical part of community service delivery. The mobile units allow the Probation Service target a range of short term projects across communities nationwide as well as making efficient use of Probation Service resources. This has a positive impact on communities and all involved in the delivery of the service. The mobile community service initiative currently operates in Dublin, Cork, Galway, Mayo, Sligo, Cavan, Donegal and Roscommon.

Examples of work undertaken by the mobile unit, Dublin, 2018



Pictured: Community Service participants undertaking a clean-up in a public park, Dublin.



Pictured: Clean up at local beach, Dublin.

"I have noticed a difference in the attitude that the clients have now being on the bus, than when we were working on a static site. The one big positive I find is the amount of pedestrians that thank the clients for the clean- up work that they do, it really pays dividend for the clients.

Also, clients learn of new areas of the city that they do not realise exist. They have told me that they have brought their children to parks we worked in or go for walks along to areas which they have never visited before. The clients also comment on the amount of litter that we pick up and because of this I am sure they will teach their own children not to litter.

Also, when we visit this park now we collect very little litter, as people are now being more responsible because of our initial deep clean up. This also goes for most areas we work in".

Eamonn Keenan, Community Service Supervisor.

Communities Benefit – Stakeholder Feedback

"I wish to acknowledge with gratitude your personal assistance and the very many fine men and women whom you have put forward to me to do community service, all of them have proven to be highly successful and a great assistance to us.

In my present position as chairman of Kells Tidy Towns I wish to state publicly that it is a great privilege to work directly with your office in providing man power to carry out our work in a community spirit and for the betterment of our community.

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, Kells Tidy Towns 2018.

"I would like to acknowledge the work that the Probation Service did in our school during the summer holidays. They painted our Junior Infant classrooms and did a wonderful job. Noel is a marvellous liaison person between the Service and the school. We would hope that we could continue this partnership".

Principal, Primary School, Dublin.

Responding to Complex Challenges Presented by Service Users

Many offenders under the supervision of the Probation Service have complex needs such as alcohol or drug problems, mental health issues, 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 and their communities. These issues are taken into account in how we organise and deliver services.

Substance Misuse



The correlation between offending behaviour and substance misuse is well established. The misuse of alcohol and illegal substances is harmful to the individual, can lead to a significant increase in criminal activity and can cause substantial victimisation in the community. Working with offenders who experience substance misuse, Probation Officers encourage problem substance misusers to engage with and avail of treatment services, provide information, advice and referral interventions. Probation Officers also engage in brief interventions, to assist those with substance misuse problems to address their problems as part of the case management process.

As part of Probation Service commitments under the National Drug Strategy *Reducing Harm, Supporting Recovery 2017 - 2025* and the *Probation Service Substance Misuse Strategy 2017-2018*, in 2018, the Service continued up-skill and support staff in their work with offenders who experience substance misuse. This included:

- ▶ Continued rollout of the SAOR Model (Screening and Brief Intervention for Alcohol and Substance Use), with approximately 160 staff trained to date.
- ▶ Briefing sessions, delivered in collaboration with An Garda Síochána and health care professionals, with a focus on supply channels, new psychoactive substances and issues relating to dual diagnosis.
- ▶ Revision of Principles of Working with Substance Misuse staff guidance document, a key resource in informing and supporting probation practice.
- ▶ Collaboration with the Irish Prison Service in developing improved care pathways and referral processes for prisoners presenting with substance misuse issues, including Probation Service participation on Clinical Addiction Teams in prisons.



Pictured: Dave Kenny, Regional Manager, Probation Service with Nicola Corrigan and Nikki Kileen from the National Social Inclusion Office at a Substance Misuse Information Session, Probation Service Headquarters.

Mental Health

Consideration of mental health issues is an on-going concern for Probation Officers in their work with service users. A small but not insignificant percentage of offenders who meet the Probation Service experience identifiable mental health issues, up to and including enduring mental illness. The Probation Service is committed to ensuring offenders with whom we work are supported in accessing appropriate mental health assessment, diagnostic and treatment services.

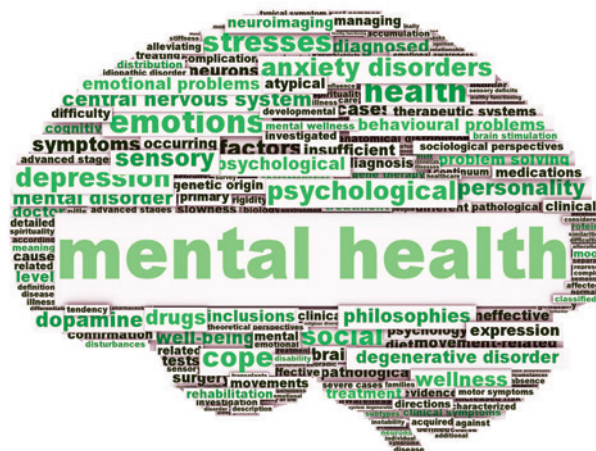
Throughout 2018 the Probation Service continued to build capacity in working with those presenting with mental health issues. This included:

- ▶ Probation Service Mental Health Working Group established to progress the actions identified in the *Service's Mental Health Implementation Plan 2017*.
- ▶ STORM, a skills based training in suicide prevention and self-harm mitigation, adopted for implementation across the Probation Service. Four staff were trained as trainers and a further twenty-four Probation Officers trained to date in the use of the approach.
- ▶ Social Work and Mental Health and Personality Disorder training delivered to staff.
- ▶ Senior Psychologist post for the Probation Service established.

Strengthen our Work with Young Offenders

During 2018, the Service continued to deliver an evidence based holistic interagency approach to our work with young persons referred to the Service under the Children Act 2001. This included:

- ▶ The provision of pre-sentence reports on children and young persons appearing before the courts nationwide.
- ▶ Continued engagement with young persons and their families/carers in respect of those subject to supervision and or supervision and detention orders.
- ▶ Co-operation with the Court Bail Supervision Team, operated by Extern on behalf of the Irish Youth Justice Service, providing a pilot programme in the greater Dublin region.
- ▶ Continued participation in the inter agency approach to prolific young offenders initiative (Y-JARC), currently being piloted in two areas.
- ▶ Revision of our model of service delivery to the National Children's Centre, allowing for a more efficient approach to the preparation of Pre-Sentence Reports for the children courts nationwide as well as supporting campus staff in addressing offending behaviour attitudes, a key pillar underpinning the work of the Centre.
- ▶ Participation in the *Youth Justice Strategy Steering Group*, under the auspices of the Irish Youth Justice Service.



Supporting Sentence Management and Through Care of Those Serving Prison Sentences

Our work in prisons is based on the importance of offender rehabilitation during the custodial part of a sentence in order to reduce reoffending and support reintegration. To this end Probation Officers work as part of the multi-disciplinary team in each of the prisons nationwide.

In 2018, Probation Officers based across the prison estate dealt with over 2,500 prisoners over the course of the year. This work included contributing to the sentence planning, delivering offence focused interventions and resettlement work.

In 2018 we provided 66 assessments for the Parole Board and over 200 persons assessed as suitable for the Community Return programme.

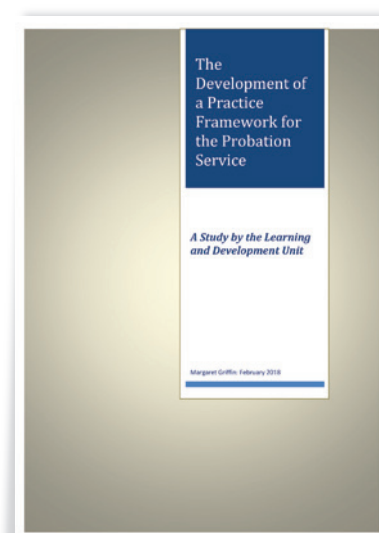
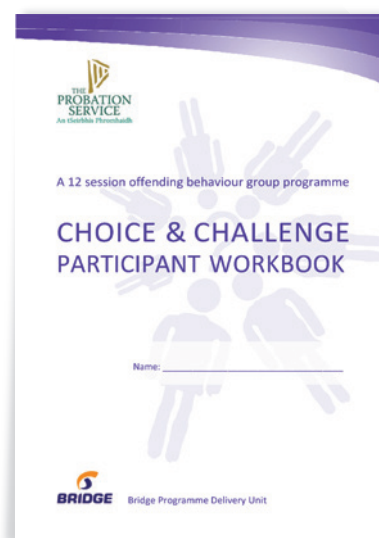
As part of our work in prisons we continued to deliver structured programmes in a number of prisons and places of detention. These included *Living with Life* in the Midlands Prison as well as co-facilitating the *Lifers Forum* in the Midlands, Mountjoy and Cork Prison. *Choice and Challenge* was delivered in Cork, Limerick and Mountjoy Prison.

Throughout 2018, Probation Service staff at the Dochas Centre (women's prison) continued to deliver a number of targeted group work programmes to female offenders. These included *Reduce the Use* and the *Recover Me* Programmes, which both focus on various stages of addiction, relapse prevention and recovery. The *Solas Sa Saol* programme, which provides opportunities to explore issues of domestic / intimate partner violence and trauma, was also delivered. These programmes were delivered in partnership with community based partners. Probation Service staff at the Dochas Centre also co-facilitated a behavioural therapy programme alongside psychology and nursing staff.

In conjunction with the Irish Prison Service Psychology Service, in 2018, as part of the over-arching *Building Better Lives* (BBL) programme, which targets offenders serving sentences for sexual offences, the Probation Service co-delivered *Establishing Better Lives* (EBL) and the *Practicing Better Lives* Programmes in the Midlands Prison as well as *Practicing Better Lives* and *Maintaining Better Lives* programmes in Arbour Hill.

Offender Supervision Framework

In 2018 the Probation Service embarked on a project to design a bespoke offender supervision framework, for national implementation, addressing all elements of the service users' probation journey. The goal of the project is to provide a clear framework for a consistent and accountable approach to offender supervision across the Service, which is suitable for the Irish context, underpinned by empirical evidence and supported by research. The scoping document was prepared and tender process completed for phase 1, the design of the Framework, which will commence in January 2019.



Day in the Life of a Probation Officer

I joined the Probation Service two years ago and have been working in Limerick and Clare. My workday typically starts at around 9.00a.m. as I review and respond to my emails. This is followed by meetings with offenders I am supervising or on whom I am preparing assessment reports for the court.

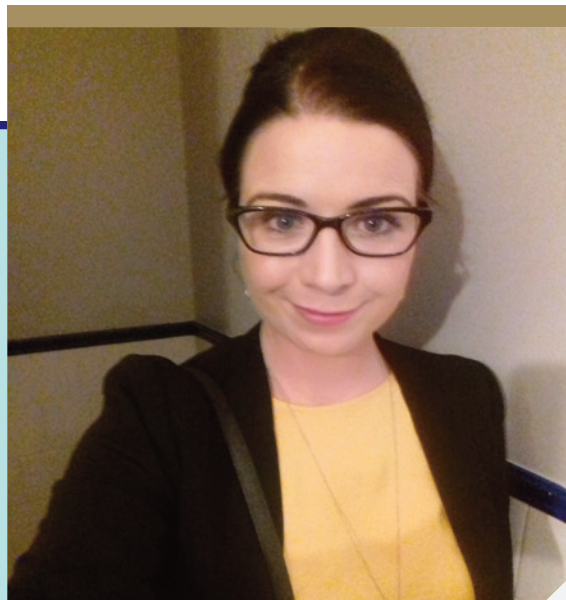
Today I am meeting a man, referred to the Probation Service by the District Court of Appeal, a second appointment for the preparation of a Pre-Sentence Report for a road traffic offence. In preparing for the meeting I review my notes from the previous interview and identify new information that I need to acquire – the offence and offending history is the focus of today's meeting. The offender attends the appointment as planned, we discuss the circumstances surrounding the offence as I begin to complete the risk assessment. The offender presents as open and engages fully in the process. Once this appointment is over, I prepare for my next one.

My second meeting of the day is with a woman, also referred for a Pre-Sentence Report, for theft, by the District Court. This is also her second meeting, the focus of which is primarily on her personal circumstances, as relevant to the overall circumstances leading to her appearance before the court - the woman requires some emotional support, as she has a number of difficulties in her life at present. By the end of the meeting, we have a plan in place for her to access a local support service over the coming days.

So far things are going to schedule..... Then my third appointment of the morning fails to attend and makes no contact. Following unsuccessful efforts to contact my client, I use this time as an opportunity to start drafting a report that is due in coming weeks, as well as liaising with the relevant services to gather collateral information for a number of on-going assessments.

A quick lunch and chat with my colleagues..... Working in probation my colleagues are an invaluable support and resource to me - they are always there to offer advice, provide support and much needed humour at times.

In the afternoon, I head to Limerick Prison. At the moment I am working with the prison team on a



Pictured: Deirdre Delaney, Probation Officer, Limerick.

part time basis. At the prison, I go through security and am assisted to access the female wing by my prison-based probation colleague. I locate some of the women with whom I have been working to give them some feedback on the follow up I have completed. In fact, a number of women have requested to meet with me to discuss some issues that are prevalent in their lives. I try to facilitate as many as I can in a short space of time, before meeting a woman I am working with in the preparation of a Pre-Sentence Report, this time for the Circuit Court.

After a couple of hours, I leave the prison and return to the Probation Service office, grabbing a coffee from the café across the road to get me through the rest of the afternoon. On returning to the office, I follow up on the tasks related to the meetings with the women, which includes referrals to addiction services and contacting social workers etc. Before the day is finished, I write up some case notes.

On the drive home – I reflect on my day. Probation work is diverse, and each day presents new challenges and different situations, which require different approaches. As busy as my day is, I embrace the diversity of the work and the opportunity to make a difference - applying my knowledge and skills to make a difference in people's lives.

I find it easy enough to de-brief as I leave the work day behind. It has been a busy day today. Tomorrow I am on court duty which will bring different challenges and opportunities.....

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 court.

In 2018 the Probation Service completed 35 Victim Impact Reports for court.

Probation Service National Restorative Justice and Victim Services Unit Established

As part of the Probation Service's overall strategy to further develop capacity to deliver a high quality service and meet the requirements contained in Section 26 of the Criminal Justice (Victims of Crime) Act 2017, in October 2018 the Service established a National Restorative Justice and Victim Services Unit. This Unit is located in Probation Service Headquarters.

The Unit provides leadership and support for the consistent and integrated provision of a range of restorative justice models including family/restorative conference, offender reparation panel, victim offender mediation and 'bespoke' restorative interventions. The Unit also provides a central point of contact for an effective response to victim queries and requests.

International Restorative Justice Week 2018

To mark International Restorative Justice Week in November 2018, a seminar *Informing and Inspiring Restorative Justice Practice* was hosted by the Probation Service. The event brought together Probation Service staff from across the regions and representatives from the Judiciary, Community Based Organisations, Irish Prison Service and the Department of Justice and Equality.

Ursula Fernee, in her role as Assistant Principal Probation Officer and organisational lead on Restorative Justice and Victim Services, presented on the work of the newly established National Unit. The presentation highlighted the relevant milestones within restorative justice practice over the last number of years, the important partnerships with Community Based Organisations and the commitment of the



Pictured: Dr. Ian Marder speaking at Restorative Justice Seminar, hosted by the Probation Service to mark Restorative Justice Week 2018.

Probation Service to the consistent integration of restorative justice models delivered in accordance with best practice guidelines.

The Seminar was also addressed by Dr Ian Marder, expert advisor to the Council of Europe on Restorative Justice and recently appointed lecturer in criminology at National University of Ireland Maynooth. Dr Marder's presentation provided an overview of restorative justice practice internationally, recognising the developments that have taken place in the Irish context and the opportunities presented by the Council of Europe Recommendation encouraging member states to develop and use restorative justice with respect to their criminal justice systems.

The Seminar concluded with a panel discussion, joined by Peter Keeley, Manager of Restorative Justice Services and Marion Walsh, Director of the Victims of Crime Office in the Department of Justice and Equality.

Section 2

Connected and Trusted



Introduction

The Probation Service recognises that to achieve our vision of a safer and more inclusive Ireland we need to work with a range of stakeholders, including probation colleagues, criminal justice partners, service users and the wider community.

While each organisation and agency within the Criminal Justice System brings its own unique contribution, we enhance what each of us brings to the table when our energies are combined in a focused way. The Probation Service also continued to work closely with our Northern Ireland and European Justice partners throughout the year.

Criminal Justice Partners

The Probation Service's commitment to further developing interagency working continued in 2018, through a range of programmes delivering more integrated offender supervision and case management, particularly in co-operation with the Irish Prison Service and An Garda Síochána, as well as the Irish Youth Justice Service, and others.

Working with the Irish Prison Service

In 2018, the Probation Service, in collaboration with the Irish Prison Service, continued to deliver on the commitments and priorities identified in the third joint *Irish Prison Service & Probation Service Strategic Plan 2018-2020* published in June 2018.

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 5 of this report.

Delivery of Joint Agency Response to Crime (J-ARC)

2018 saw the continued delivery and further development of the Joint Agency Response to Crime (J-ARC) initiative with our key partners. The high-level oversight group, national co-ordination team, steering and operational groups continued to meet to progress the J-ARC initiatives.

“J-ARC offers an inspiring example of cross-sectoral collaboration towards safer communities and a better future for its participants. Every success achieved under J-ARC is a genuine ‘win’ for the participant, for their community, for the criminal justice system and, I hope, for victims of crime who may take some comfort in knowing that they and others are less likely to be victimised in the future.”

Mr. David Stanton, T.D., Minister of State at the Department of Justice and Equality.

Other key J-ARC developments in 2018 included:

- ▶ **J-ARC National Conference**, September 2018, which launched the individual evaluations on the three pilot J-ARC programmes, (Bridge Changeworks, ACER 3 and Strive Ballymun), along with a comparative desktop review of the overall J-ARC initiative, based on the three evaluations.
- ▶ **Civil Service Excellence and Innovation Award**, November 2018, J-ARC was the winner of the *People Skills and Organisational Development* category.



Pictured: Minister Stanton with Director of the Probation Service Vivian Geiran, Assistant Commissioner Pat Leahy, Director of the Prison Service Michael Donnellan and DJE Assistant Secretary Ben Ryan.



Pictured: Members of the J-ARC National Co-ordinating Team with Minister Paschal Donohoe T.D. and DPER Department officials.

“J-ARC offers an inspiring example of cross-sectoral collaboration towards safer communities and a better future for its participants. Every success achieved under J-ARC is a genuine ‘win’ for the participant, for their community, for the criminal justice system and, I hope, for victims of crime who may take some comfort in knowing that they and others are less likely to be victimised in the future.”

Mr. David Stanton T.D., Minister of State at the Department of Justice and Equality and Equality.



Working with our International Partners

The Probation Service is committed to working with our international probation and criminal justice partners to further develop good probation practice and identifying opportunities for collaboration. In 2018, we continued to work closely with our Northern Ireland and European partners, with the aim of fostering cross-jurisdictional co-operation and to promote development of probation at an international level.

Cross Border Public Protection Advisory Group

The 9th Annual Public Protection Advisory Group Seminar was hosted in Haymarket on the 23rd November 2018. The Seminar, themed *New Challenges and New Solutions across the Criminal Justice System, North and South* provided an opportunity to share and learn of innovative developments in police, prisons and probation practice, in Ireland, North and South. Presentations covered important issues such as service-user and volunteer engagement in the development and delivery of probation services, the value of information sharing among and between police services, while colleagues from the prison services shared experiences and developments in working with violent offenders as well as managing older persons in prison.

Irish Probation Journal (Volume 15)

The 2018 edition of the Irish Probation Journal, now in its fifteenth year, was launched at the annual Public Protection and Advisory Group Seminar on 23rd November 2018. A joint initiative of the Probation Service and the Probation Board for Northern Ireland, the journal provides a forum for sharing good theory and practice across the criminal justice system. This year's edition contains a range of stimulating papers that reflect current policy and practice developments. Topics include radicalisation, problem solving approach to justice, role of volunteers, trauma and the implication for service delivery as well as managing non compliance in probation.

Confederation of European Probation (CEP)

Throughout 2018, the Probation Service continued to play an active role in the CEP. Gerry McNally, Assistant Director, continued to serve as President with many Probation Service staff contributing to and attending CEP conferences, expert groups and other meetings. These included the *11th Confederation of European Probation (CEP) Electronic Monitoring Conference*, Croatia and the *first CEP International Conference on Sex Offender Management*, Latvia.

Council of Europe

The Probation Service continued to contribute to the work of Council of Europe bodies, specifically the Council for Penal Co-operation (PC-CP), in 2018. These contributions included providing updated data reports for the annual SPACE II publication on probation statistical analysis across Europe. In addition, inputs were provided to the work of the PC-CP, particularly in relation to the finalisation of the Recommendation on Restorative Justice, to the development of standards in education and training of probation and prison staff, and to the revision of the European Prison Rules.



Pictured: Vivian Geiran Director Probation Service and Cheryl Lamont Chief Executive PBNI at 2018 PPAG conference.



The 23rd Conference of Directors of Prison and Probation Services (CDPPS) in Europe was held in Johvi, Estonia, on 19th and 20th June 2018. Vivian Geiran and Irish Prison Service Director General, Michael Donnellan, made a joint workshop presentation on probation and prison services – as separate organisations – working together effectively. Gerry McNally, Assistant Director, in his role as President of the Confederation of European Probation (CEP), made a workshop presentation on organisational capacity and workloads.



Pictured above: The group of delegates at the 2018 CDPPS in Estonia.



Pictured: Group attending European Radicalisation Network Training, Dublin.

European Radicalisation Network Training held in Dublin.

The Radicalisation Awareness Network (RAN) is an EU-wide umbrella network of practitioners engaged to prevent and counter radicalisation and violent extremism. An interagency train the trainers course was delivered by two trainers from RAN, December 2018 in Probation Service Headquarters, Dublin. Probation Service staff were joined by colleagues from the Irish Prison Service, An Garda Síochána and the Probation Board for Northern Ireland.

International Delegations

The Probation Service hosted a number of delegations from around the globe, seeking to learn about good practice in probation service operational and management systems. Delegations in 2018 included colleagues from the USA and Czech Republic.

University of Pittsburg

In May 2019 an undergraduate group from the University of Pittsburgh, Pennsylvania, USA, studying a comparative criminal justice programme, visited the Probation Service, Haymarket. Probation Service

staff provided an overview of the work of the Probation Service and a visit to a local Community Based Organisation.

Czech Probation and Mediation Service

The Probation Service facilitated two study visits in 2018 from fellow Probation Officers from the Czech Probation and Mediation Service. Visits addressed issues relating to probation practice, the parole process, and post release supervision as well as our work with young people.



Pictured above: Probation & Mediation Service Staff Czech Republic with Margaret Griffin, Assistant Principal Probation Officer, Staff Learning and Development Unit, Probation Service.

Community Partners

A Snapshot of Social Enterprise Developments

As part of the Department of Justice and Equality Social Enterprise Strategy A New Way Forward – Social Enterprise Strategy 2017-2019, the Probation Service continued to progress social enterprise initiatives as a way of increasing employment opportunities for people with criminal convictions, offering an alternative and complementary approach to existing employment models in the sector.

Dormant Account Funding Secured

The Probation Service in collaboration with the Irish Prison Service, accessed funding through the Dormant Accounts Disbursement Scheme 2017 – 2019 to promote the development of social enterprises in the criminal justice sector. Securing this funding will enable successful projects create commercially sustainable employment linked to a social benefit, using the social enterprise model of job delivery. The fund was launched in July 2018 and will be awarded to successful projects in 2019.



Pictured above: Vivian Geiran Director Probation Service.



Examples of Social Enterprise Initiatives Progressed in 2018

Renew in Waterford

In October 2018 Probation Service staff in Waterford attended the official opening of Renew, a Social Enterprise originally operating out of Treo a Probation Service funded project. Renew expanded on skills and programmes developed by the Treo Project and began trading under the name “Renew Enterprises” in March 2018. The Social Enterprise was established to create full-time employment for people who have been distant from the labour market, so they can learn, train and practice new skills while working in an operating business. Some of the services provided by Renew include the production of garden furniture, kindling, lawn mower and small engine tool repair and servicing.

“ I really enjoyed doing the courses in Treo and when I got the job with Renew it really helped me out and got me on the straight and narrow . I really enjoyed being an assistant tutor on the course and getting to meet new people and teaching them the skills I have learned and knowing I am earning an honest wage”

Social Enterprise participant, Renew, Waterford.

Cornmarket Project Wins Prestigious National Award

The Cornmarket Social Enterprise project, Wexford, manufactures a range of printed promotional materials such as mugs, t-shirts, key rings, etc. for local Wexford charities, sports and community groups. The project received a prestigious government sponsored Social Enterprise Development Fund Award for 2018. The award is for the development of their social enterprise which involves people coming from a background of substance misuse and criminality. Employing seventy participants, the Social Enterprise is one of the programmes that helps to move young people away from substance abuse and anti-social behaviour and into employment and main stream training.

The project also runs a number of other programmes funded by the Probation Service that allow young people to examine their anti-social behaviour and move away from a life of criminality.



“The national social enterprise award to the Cornmarket Project reflects the project’s ongoing commitment to help people tackle their anti-social behaviours, and drug and alcohol abuse issues, and in doing so, to reclaim their lives.”

Brian Kehoe, Chief Executive Officer, Wexford Local Development

We Make Good

November 2018 saw a new pop-up shop launched by Paschal Donohoe T.D., Minister for Finance, Dublin selling a range of high quality furniture and homewares designed by Irish designers and manufactured by Social Enterprises Across Ireland. The pop-up brought together the efforts of various Social Enterprises with links to the Probation Service, including PACE, Cairde Enterprises, The Solas Project and U-Casadh, under the collective brand We Make Good.



Pictured: Items on offer at the pop up shop.

“Being part of our social enterprise has been great, there’s been lots of hard work and effort getting to where we are now but really enjoying the benefits of working with a team to move forward”

Social Enterprise participant, Cairde Enterprises, Limerick.

2018 A Year for Celebrating Community Based Partnerships

The Probation Service provides funding and support to community based organisations to develop and deliver services in communities, which enhance the work of the Probation Service in changing offending behaviour.

Providing opportunities for the community to engage with us is also an important feature of our work.

In 2018, the Probation Service provided €16.732m million directly to 48 Community Based Organisations working with adults and to 16 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

The Probation Service, through the Department of Justice and Equality, celebrated achievements and milestones with a number of local based Community Based Organisations during 2018.

Tivoli Training Centre – Client Recognition Ceremony

In February 2018, Vivian Geiran, Director attended a client recognition afternoon in the Tivoli Training Centre project and presented certificates to eight service users who achieved the full major award in general learning at QQI Level 4. The event also included the planting of a tree in memory of those affected by mental health issues and those affected by suicide.

The Tivoli Training Centre, based in Dun Laoghaire, Co. Dublin for over 30 years, is an education and training centre for clients primarily living in the South Dublin/North Wicklow area. Tivoli offers a range of programmes including a full time education programme for young adults of QQ1 level 3 and level 4 modules.



Pictured above L to R: Vivian Geiran (Director Probation Service), Richard Philips (Tivoli Manager) Jared Huet (Tivoli Board Chairman) and Ursula Fernee (Regional Manager).

Tower Programme – Twenty-One Years Providing Services in North Clondalkin

In September 2018, the Tower Programme celebrated the project's twenty first anniversary by holding an open day. Celebrating this significant milestone, the project also opened a memorial garden to commemorate deceased clients and staff members.

The Tower Programme provide skills and pre-employment training to marginalised young adults from North Clondalkin who have come into conflict with the law, with the aim of reducing offending behaviour by accentuating personal development. The Tower Programme also delivers programmes to promote pro-social attitudes and behaviours and offers educational and training opportunities for Probation Service clients.



Pictured: Ita Burke, Deputy Director, Probation Service, Dave Kenny, Regional Manager and Nuala Macken, Senior Probation Officer with Kenny Egan, South Dublin County Council at Tower Programme Anniversary.

Restorative Justice Project Relocates to Dublin City Centre

The Restorative Justice Services (RJS) established in 1999 originally based in Tallaght, Dublin, relocated to a new premises in the city centre. Restorative Justice Services provides victim offender mediation, the Offender Reparation Panel and Road Safety Programme. The project completed the move to the new premises in April 2018, which further established and facilitates provision of services from a dedicated operational base conveniently located to the Courts and Probation Service, while ensuring easy access for service users.



Pictured above: Peter Keeley Project Manager and project staff, Restorative Justice Services.

Le Chéile National Volunteer Conference

In 2018, Le Chéile held a National Volunteer Conference at which Vivian Geiran, Director, Probation Service, presented volunteer mentors with certificates acknowledging their contribution to mentoring young offenders and in turn the work of the Probation Service.



Moyross Youth Academy Established

In June 2018, Minister David Stanton T.D. officially opened the Moyross Youth Academy. Céim Ar Chéim, a Probation Service funded project, forms part of this Youth Academy, working alongside other young persons service providers. The project works with young people in Limerick providing education and training skills, enabling access to further education and employment opportunities.



Benefiting from European Social Fund (ESF)

Five Community Based Organisations continued to be co-funded by the Irish Government and the European Social Fund as part of the ESF Programme for Employability, Inclusion and Learning 2014-2020 throughout 2018.

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.



Section 3

A People Centred Learning Organisation



Introduction

The Probation Service is a people centred learning organisation committed to keeping informed regarding developments in probation practice and to incorporating new learning into our work enabling our knowledgeable, skilled and engaged staff acting as change agents.

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 responding to changing priorities and demands. During 2018 we continued to realign resources to maximise front line service delivery and ensure appropriate management structures were in place. We worked to ensure all staff are as skilled and informed as possible in their work with offenders. Our identification as a professional social work agency and taking actions to support and embed this was important for the on-going professionalisation of the work of the Service during 2018. We continued to take appropriate measures to incorporate new learning into our work, building on our culture of continuous learning and reflective practice. Fostering a culture of more effective communication throughout the organisation, along with the continued development of a positive working environment for all our staff, remained a priority for 2018.

Developing our Workforce

Throughout 2018 the Service 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.

Recruitment

Recruitment continued throughout 2018. Intake from the 2018 Probation Officer competition commenced in September 2018, with a total of four new staff appointed by the year end. Promotional competitions for Senior Probation Officers and Assistant Principal Probation Officers were also held in 2018, with eight officers promoted to Senior Probation Officer and two to Assistant Principal Probation Officer. These developments facilitated staff transfers and mobility, and enabled the Service to fill priority vacancies nationwide.

December 2018 also saw the commencement of a recruitment campaign for Community Service Supervisors targeting key locations nationwide to fill critical gaps.

Mobility and promotion opportunities for corporate and administrative staff were also facilitated in 2018.

Staff Engagement

In 2018 we worked to strengthen staff engagement and participation in the on-going development of a number of initiatives. This included the on-going work of the Communications Group, the Human Rights and Equality Public Sector Duty, Fines Act (Community Service), Domestic Violence Working Group and Mental Health Working Group among others.

In 2018, the Service also continued to engage proactively with staff representative associations.

Building our Identity as a Professional Social Work Agency

Consolidating and building our identity as a social work agency operating in the criminal justice context is a strategic priority for the Service. A significant development in 2018 was establishing a professional qualification in social work as the entry requirement for Probation Officers. For the first

time, new Probation Officer entrants were required to have registered with CORU, the Health and Social Care regulating body for Ireland.

As well being recognised as an appropriate qualification foundation for probation work, recognising social work as the core professional foundation offers the Service the opportunity to further develop our organisational professionalism, implementing evidence-informed practice, increasing transparency and accountability, and enabling us to achieve better outcomes for all those with whom we engage.

Irish Association of Social Workers (IASW) Probation Special Interest Group

The Irish Association of Social Workers (IASW) Probation Special Interest Group was re-established in April 2018. The Special Interest Group, open to all Probation Officer grades, identified three key goals for progressing;

- 1) promoting social work registration with CORU among Probation Officers,
- 2) developing strategies to support one another with CPD requirements, as well as
- 3) continuing to actively participate at council level in the IASW.



Senior Psychology Post Established in the Probation Service

As part of the joint *Irish Prison Service & the Probation Service Strategic Plan 2018-2020*, in July 2018 the Irish Prison Service recruited a Senior Clinical Psychologist, seconded to work in the Probation Service. The role provides a specialist level of psychological input to support the Probation Service's work with offenders, assist in the further development of evidenced based programmes approved by the Service as well as developing /delivering training for Probation Service staff.

Wellbeing

During 2018, we continued to create awareness and promote healthy lifestyles among staff. Staff in all our offices were encouraged to mark National Wellbeing Day on the 13th April by hosting a healthy breakfast, organising a lunchtime walk, or other activities. Other wellbeing activities organised by staff throughout the year included football, basketball, pilates and the Just Sing choir.



Pictured above: Probation Service staff enjoying the well-being breakfast.

Supporting Charitable Causes

Throughout 2018, 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 fundraising events for Ronald McDonald House, Our Lady's Children's Hospital, Crumlin and the homelessness charity, Capuchin Day Centre, Dublin.

Acknowledging and Celebrating Our Staff Past and Present

Probation Service Staff Awards Established

The Probation Service launched its inaugural Staff Awards scheme in December 2018, at an event held in Probation Service Headquarters celebrating our staff. The award scheme has been developed to acknowledge and celebrate commitment of Probation Service staff in the ongoing development and delivery of probation services. The scheme is open to Probation Officer, Administrative and Community Service staff grades.



Probation Service Annual Function for Retired Staff

The annual function for retired Probation Service colleagues took place in April 2018, in Probation Service Headquarters. As usual there was a great attendance on the day with former colleagues travelling quite some distances to attend. Our retired colleagues look forward to the gathering each year, not only to meet up with one another, but also to meet with staff currently working in the Service. Again this year, we were fortunate to have a performance from the Probation Service choir – *Just Sing*.



Pictured above: Probation Service current and retired colleagues and Just Sing Choir.

Building on the collaborative arrangements between the Probation Service and the Probation Board Northern Ireland, in August 2018 the Probation Board Northern Ireland's Retired Association travelled to Dublin to visit to Áras an Uachtaráin. Extending the invitation to their Probation Service retired colleagues, a number of whom attended.



Pictured: Probation Service and Probation Board for Northern Ireland Retired Colleagues.

Annual Training Programme for Staff

The continuous professional and career development of all our staff, developing skills and building capability to deliver better services, remained a priority for 2018. Reflecting our strategic priorities as well as integrating new and emerging practices, the Learning and Development Unit provided an annual programme of training and facilitated attendance at a number of seminars and conferences for all staff grades. These included risk assessment, domestic violence, mental health and substance misuse.

In 2018, 79 internal training events over 97 working days took place, covering a diverse range of subjects.

Training provided in 2018 included:

General Training and Specific Offender Interventions	
Domestic Violence	Social Work & Mental illness
Personality disorder	Victim Awareness
Desistance Theory	Anger Management
Professional Staff Supervision (supervisor and supervisee training)	Report Writing
Children First	Radicalisation Awareness
STORM (suicide prevention)	Working with Diversity
Case Management	Legislation in a probation context
Staff & Management Induction Training	Children First
SAOR (Substance misuse)	Groupwork Skills

General Training and Specific Offender Interventions	
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	

Other Training	
Health & Safety	Minute Taking
Reception Skills	Managing Document and Client records for Administrative Staff
Excel Training	GDPR e-learning

A key focus for 2018, was the provision of Children First Training, ensuring all staff, in particular Probation Officer grades, received training in the core knowledge required to fulfil their duties as Mandated Persons under the Children First Act 2015. In total, 183 staff were trained in Children First, with remainder of staff to receive the training in 2019.

During 2018, the Probation Service also continued to facilitate the provision of health and safety training courses to our staff. 104 staff were trained in a range of health and safety training courses including manual handling, first aid and fire warden duties.

Interagency Co-Operation and Collaboration

Continuing to build on the collaborative arrangement with the Corporate Learning Unit, Department of Justice and Equality, a number of Probation Service staff were facilitated to participate in a number of training and development opportunities. These included Mentoring Programmes, Leadership Programmes, IT courses and 'lunch and learn' initiatives. A number of Probation Service staff also benefitted from funding to facilitate attendance at part time third level courses.

Training inputs were delivered on the work of the Probation Service to newly recruited prison officers, social work master's degree students, An Garda Síochána and a number of international probation colleagues. Staff of the Learning and Development Unit also continued to develop important links with university social work departments, both through discussing issues of mutual interest, and by assisting with the selection of students for the Masters in Social Work courses.

Practitioner Trainers Model Extended

2018 also saw the further development of our practitioner trainers model through a further expansion of our 'train the trainers' programme. In 2018, alongside Learning and Development staff, Senior/ Probation Officers trained as trainers in Children First and STORM (mental health). These developments have enabled the Service build capacity across the organisation, up-skilling a significant number of staff over a relatively short period of time.



Pictured above: Saragh McGarrigle and Dermot Lavin, Probation Officers and Children First Trainers.



Pictured: Saragh McGarrigle, Kim McDonnell, Tracey Carroll, Gerry Griffin, Probation Service STORM Trainers, with John O'Grady STORM Trainer

External Conferences and Training Events

Probation Service staff also attended and contributed to a number of external conferences and training events throughout 2018. These included:

5th Annual Irish Criminal Justice Agencies Conference 'Toward a Trauma-Responsive Criminal Justice System: Why, How, What Next?' Dublin	Justice & Equality Sector Senior Management Conference 2018 Dublin
21st Annual Conference ACJRD 'Unlocking the Power of Data for Criminal Justice Research, Policy-Making and Practice', Dublin	First CEP International Conference on Sex Offender Management - Latvia
Joint World Conference on Social Work, Education and Social Development Dublin	CEP Electronic Monitoring Conference in Zagreb, Croatia

"I believe that my role in Staff Development and Learning can contribute to the development of a learning culture within our organisation by providing opportunities for staff to develop the skills and competencies to be effective in their roles. I hope that during my tenure in this position, I can foster a positive learning environment within training events and ensure that the Probation Service keeps abreast of new and emerging developments within criminal justice social work."



Pictured: Michelle Richardson, Senior Probation Officer, Staff Learning and Development

World Conference on Social Work, Ireland 2018

The Joint World Conference on Social Work, Education and Social Development took place for the first time in Dublin, July 2018. The Conference, opened by Mary Robinson, former President of Ireland and former United Nations High Commissioner for Human Rights, was sponsored by the Probation Service. Vivian Geiran, Director, delivered a paper *Implementing Evidence-Informed Practice in Probation* and chaired a plenary session. A number of Probation Service staff were among the two thousand five hundred delegates attending the conference from all over the world.



Communications

In 2018 we continued to drive our communication programme. The Service Communication Group met on a regular basis, with revised *Probation Service Communication Strategy 2018-2020* published in October 2018, following Service wide consultation.

The Probation Service publishes newsletters on a monthly basis. In 2018, six internal and six external newsletters were produced. These



newsletters provided an insight into the work of the Probation Service over the year.

The Department of Justice and Equality, the Courts Service and the CEP newsletters continued to be made available to staff via the intranet portal.

Research

The Probation Service is committed to building its research capacity as well as leading and partnering researchers and research organisations to inform future developments and support evidence informed decision making in probation practice.

The Probation Service 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. The Committee continued to meet throughout 2018 to consider applications to conduct research in the Probation Service.

In 2018, the Probation Service facilitated research projects by post-graduate and PhD students from many third level colleges and other researchers on a broad range of topics including adult desistance from crime, resettlement after prison, NGOs in the Irish criminal justice system, Pre-Sanction Reports in court, family conferencing and the impact of restorative justice in practice.

Building on this commitment, in July 2018 the Probation Service Research Strategy and Action Plan 2018 was launched. Reflecting our commitment to be a learning organisation, the Strategy and Action Plan make a valuable contribution in helping the Probation Service work better, enhance our engagement with the research community and contribute to the criminal justice knowledge base. The Probation Service Research Group contributed to the development of the Department of Justice and Equality Data and Research Strategy 2018-2020 which was also launched in July 2018.



“A commitment to research and evaluation helps an organisation improve its operations and services, and ensure it can continually address new challenges, and explore new opportunities, as well as address gaps and continually improve performance and the contribution that each individual member of staff can make.”

Vivian Geiran, Director



ACJRD Conference 2018

The 21st Annual Conference of the Association for Criminal Justice Research and Development (ACJRD) was held in Dublin on 5th October 2018. The Conference, titled *Unlocking the Power of Data for Criminal Justice Research, Policy-Making and Practice*, was opened by Aidan O'Driscoll, Secretary General of the Department of Justice and Equality, strongly endorsing the contribution of data and analysis in good decision-making.

A host of National and international plenary speakers and workshop presenters spoke on the *power of Ethical use of Data in Criminal Justice Policy, Practice and Research*. Supritha Subramanian, Statistician, and Gerry McNally, Assistant Director, both Probation Service, led a well-attended workshop on the *Value of Data in Offender Management*.



Pictured: Supritha Subramanian, Statistician presenting at the ACJRD conference.

Section 4

Efficient and Accountable



Introduction

The Probation Service is an agile and resilient organisation with structures and processes to support the attainment of organisational goals to promote good governance and ensure we remain accountable for the work we do.

The Probation Service acknowledges the requirement to have accountable, responsible and effective work practices in place. To this end, throughout 2018, we continued to refine and develop a culture supporting openness, transparency, accountability and compliance across all aspects of our work.

Structures, Systems and Supports

Information Management

In 2018, information requests continued to be co-ordinated through Probation Service's Corporate Affairs team. This included the management of both Freedom of Information (FOI) requests and Data Protection requests and preparing responses as required to Parliamentary Questions, Ministerial Representations and other information requests.

In preparation for the General Data Protection Regulation (GDPR) Probation staff were facilitated with on-line GDPR training arranged through the Department of Justice and Equality. Key staff attended workshops held in the Department and in the Probation Service Headquarters, to raise awareness and in readiness for the introduction of GDPR. In September 2018, the Service reorganised the Corporate Affairs area to facilitate the management of FOI and GDPR requests going forward and to co-ordinate with the Data Protection Compliance and Support Unit, the Department of Justice and Equality, in terms of guidance, policies and procedures.

Data Driven and Evidence Informed Decision Making

The Probation Service acknowledges the value of quality data, statistics, and analysis to inform and support the delivery of quality frontline services.

In 2018, point in time statistics were made available on the Probation Service website www.probation.ie each month. Statistical data informs service priorities in terms of the allocation of resources.

The Service contributed to the Council of Europe Annual Penal Statistics – Persons Serving non Custodial Sanctions and Measures 2018 (SPACE II questionnaire) which sought data on persons under supervision of Probation Agencies at the 31st January 2018 whilst also looking at the flow of data for 2017. Statistics were also provided as required for response to Parliamentary Questions, Press and other queries.

Information Requests

Information Access Requests Received 2018		Information Requests coordinated centrally	
Freedom of Information	25	Press Queries	15
Data Protection	0	Dáil Questions	53
Third Party Requests	9	Other*	161
Total	34	Total	229

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

Business Processes and Commitment to Continuous Improvement

ICT in the Probation Service continued to be provided through the Department of Justice and Equality's Managed Service. We worked closely with the Department to ensure that the business and operations of the Probation Service were supported. In particular, focus was on the core applications including the case tracking system, the community projects database and the community service mobile application.

During 2018, email was extended to all Community Service Supervisors facilitating more effective, timely and secure information exchange and communication with this staff group. In March 2018, arrangements were put in place to facilitate group texts to separate groups of staff in the event of specific need, such as office closure due to adverse weather conditions.

Both the ICT APEX (Expert Users) group and the Business Process Group met on a regular basis to consider developments and enhancements of business processes to ensure continuity of efficient operational systems.

Estate and Facilities Management

The Probation Service has over 35 offices in the community as well as offices in each of the prisons. The Service also avails of 'contact' offices in various locations nationwide in order to manage many clients in remote and rural areas. The Services' Estate Implementation Group, chaired by the Director, met regularly in 2018 to co-ordinate the overall Estate Review Implementation plan and to discuss any estate issues arising in the various regional offices.

The Estate and Facilities Unit liaised on an on-going basis with the Office of Public Works (OPW) and Probation Service Regional Managers on the management of current Probation Service Estate and Facilities.

In October 2018, the Probation Service Kildare Team moved into a new office in Newbridge, County Kildare. This office was a former Department of Social Protection Office refurbished and configured for Probation Service use. The Probation Service Kildare Team had been working out of temporary accommodation for some time and are delighted with their new base.



Pictured above: New Kildare office, Newbridge and Vivian Geiran, Director with Probation Service staff.

Health and Safety

Health and Safety is a priority for the Probation Service. To promote greater awareness among staff, in 2018:

- ▶ The Health and Safety folder on the intranet was maintained to ensure easy access to protocols and standard operating procedures for all staff. Health and Safety information sessions were held on a number of occasions, including those targeting new staff and newly promoted managers.
- ▶ Health and Safety Committees met regularly throughout the year whilst Health and Safety was included on the agenda for National, Regional and Team meetings.
- ▶ Two weeks, one in May and the other in November were designated as Health and Safety weeks as a means of encouraging and awareness raising on statutory checks and office risks assessments.
- ▶ Incident/accidents were reported to the State Claims Agency, as required.
- ▶ Continued roll out of Health and Safety Training, including first aid, fire warden duties, manual handling, access tower and safe pass.

Enhancing Health, Safety and Wellbeing, Probation Service Headquarters

Following a Health and Safety Review arising from a critical incident in Probation Service Headquarters, a number of recommendations were made to upgrade to Health and Safety measures in place. In responding to this, in 2018:

- ▶ An online interview appointment booking system was developed and rolled out in Headquarters, facilitating a systematic approach to scheduling appointments as well as greater preparedness in the event of a health and safety risk presenting.
- ▶ The upgrade of the personal alarm system used in the Headquarters commenced.
- ▶ Works were completed on reconfiguring the main reception area as well as the commencement of works to reconfigure the overall interviewing facilities on the ground floor.

Financial Management

The Probation Service was allocated a budget of €46,721m. for 2018 and actual expenditure was €43.354m. Pay accounted for over 56% of the budget and the other most significant area was Services to Offenders (current) which accounted for almost 36% of the overall budget. The Probation Service continued to enhance financial reporting and develop systems of financial management including updating the 2018 Probation Service Financial Procedures manual. In order to ensure effective financial controls and oversight of expenditure, the Probation Service was subject to a number of audits this year.

Procurement

The Probation Service continues to monitor purchasing expenditure, review purchasing requirements and consolidate the purchasing of goods and services to ensure better value for money. During 2018 the Service continued to avail of contracts placed centrally by the Office of Government Procurement, centralised framework agreements and tender arrangements made available by the Department of Justice and Equality and its Agencies as well as other Departments.

Customer Service

The Probation Service is committed to enhancing the quality of engagement with our customers. During the year we continued to develop and improve processes and systems to ensure we deliver a high quality service.



The Probation Service has a Customer Service Officer who oversees customer services matters. Details are available on the website www.pprobation.ie In 2018, one customer complaint was received and managed accordingly.

Compliance

Performance Agreement with the Department of Justice and Equality

The Probation Service ensures that oversight of our administration follows the requirements set out for all Public Bodies in the Code of Practice for the Governance of State Bodies (2016). As part of governance practice the Probation Service, with the Department of Justice and Equality, has put in place an Oversight Agreement (incorporating an action plan with key outputs and key outcomes) linked to the Probation Service Strategy Statement 2018-2020.

This Oversight Agreement, which is published on the Department's website, sets the broad Governance framework within which the Probation Service operates. Compliance with this Oversight Agreement is monitored through meetings between the Department and the Probation Service Executive Leadership Team (ELT).

A Compliance Statement, which includes a statement of internal controls, in respect of the Probation Service in relation to matters set out at paragraph 1.9 of the Code of Practice for the Governance of State Bodies – *Business and Financial Reporting Requirements* published by the Department of public Expenditure and Reform, was submitted to Minister Flanagan as required. The Minister launched the Annual Report for 2017 in June 2018.

The Probation Service maintains a Risk Register and Risk Management Policy, which is aligned with the Department's Policy. This Risk Register sets out the Services assessment of principal risks and associated measures and management actions and controls to mitigate these risks. The Risk Register is compiled by Corporate Affairs and during 2018 was periodically reviewed by the ELT. The outcome of these reviews is used to plan and allocate resources to ensure risks are managed.

The Probation Service confirms that it adheres to the relevant aspects of the Spending Code and has procedures in place to ensure compliance with current procurement policy and guidelines and confirms that during 2018 these were complied with.

The Corporate Affairs Directorate of the Probation Service is responsible for the implementation and development of measures to ensure operational compliance with Corporate Governance requirements and Legislation. The Unit has responsibility for supporting the operational and strategic objectives by ensuring that administrative, financial, HR and ICT services are in place.



Energy Awareness

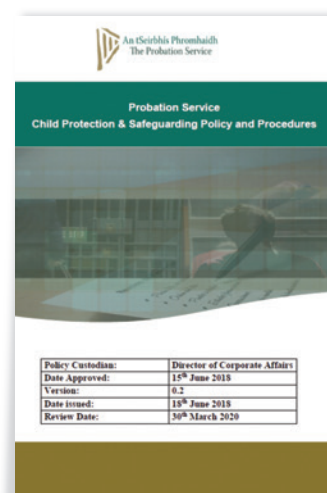
The Service continued to promote Energy Awareness in 2017. All required data was submitted to the SEAI (Sustainable Energy Authority of Ireland) on time. The Annual Report on Public Sector Energy Efficiency Performance published in late 2018 shows that the Probation Service has improved its energy efficiency since baseline (2009) by 16.9 %

Over the year we continued to work with the Office of Public Works in managing our energy consumption in particular for our Head Office in Haymarket, Dublin. The energy report for December 2018 showed that energy consumption for the Haymarket building decreased by 56% since joining the Optimising Power @ Work campaign in 2010.

Meeting Our Children First Requirements

Following the commencement of the Children First legislation in December 2017, the Probation Service, defined as a Relevant Organisation under the Act, strengthened key child protection measures in 2018. This included the:

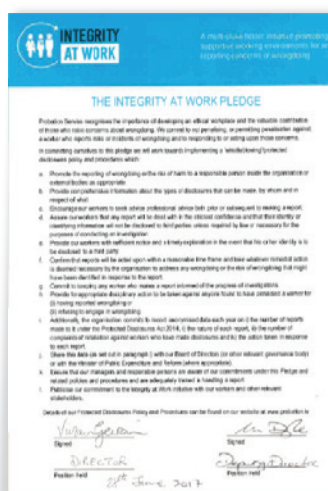
- ▶ Production of a Child Safeguarding Statement
- ▶ Revision of the Child Protection Policy and Reporting Procedures
- ▶ Appointment of Designated Liaison Persons and a Relevant Person for the Service
- ▶ Training four staff members as approved trainers in the delivery of Children First training
- ▶ Delivery of training for all staff, appropriate to grade and function
- ▶ Participation in the Justice Sector Implementation Group



The Child Safeguarding Statement and revised Policy and Procedures were issued to all staff, while the Child Safeguarding Statement was placed on display in all offices nationwide.

Protected Disclosures

To further support staff who raise concerns about wrongdoing and assist with implementation of the Protected Disclosures Policy, in 2017 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 continues to be displayed prominently in the Probation Service Headquarters, Dublin.

The Probation Service has formally adopted the Department of Justice and Equality's Protected Disclosures Policy.

In 2018, there was no protected disclosures for the Probation Service.

Public Sector Duty (Irish Human Rights and Equality Commission Act 2014)

Consistent with our core values, the Probation Service is committed to meeting our obligations under the Irish Human Rights and Equality

Commission Act, 2014. Section 42 of that Act establishes a positive duty on public bodies to promote equality, prevent discrimination and protect the human rights of all those with whom they engage - staff, service-users and stakeholders alike. In 2018, the Probation Service continued to work with the Irish Human Rights and Equality Commission to progress our organisational assessment as part of the Public Sector Duty Pilot. Arising from this work and forming an integral part of our strategic planning process, a draft Action Plan was developed. The Action Plan will be incorporated into our Annual Work Plans and reported on in our Annual Reports going forward.



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

Section 5

Targets



Throughout the year the Service measured its performance against its strategic goals outlined in the Service Strategy Statement 2018 – 2020 and against the programme of work mapped out in the Service workplans. The following outlines progress in some of the key areas for 2018:

GOAL	PROGRESS
EVIDENCE INFORMED PRACTICE	<ul style="list-style-type: none"> ▶ Tender for the engagement of a “subject expert” to design an offender supervision framework complete and contract awarded. ▶ Workload pilot progressing and on track in pilot teams. Preparation underway for phase 2 of the pilot for commencement in January 2019. ▶ Continued to upskill staff in the use of appropriate risk assessment tools. ▶ Integrated Community Service national rollout complete. ▶ Continued development of Community Service with all stakeholders. ▶ Continued development of multi-agency arrangements for management of sex offenders in the community (SORAM). Sex Offender practice review undertaken in all regions. ▶ Establishment of dedicated Victims Service and Restorative Justice Unit complete. ▶ Engagement of service users through our Community Based Organisations including progressing the mentoring initiative with Care After Prison. ▶ Social Enterprise Seed Capital Dormant Account Fund advertised and evaluation of applications complete. Successful awardees to be notified early 2019.
CONNECTED AND TRUSTED	<ul style="list-style-type: none"> ▶ A range of high quality assessments provided to the courts nationwide. ▶ Fines (Payment & Recovery) Act 2014 - meetings with Courts Service in respect of Fines Act implementation ongoing and Probation Service representative on Department Fines Act Implementation working group. ▶ Continued delivery on Communication Strategy with the Judiciary. ▶ J-ARC & Y JARC National Conference held in the Law Society in September 2018. ▶ Launch By Minister for Justice & Equality Charles Flanagan T.D. of the third Joint PS/IPS Strategy 2018 – 2020 on 25 June 2018. ▶ Evaluation of tenders for the provision of a Step Down Womens Facility complete. ▶ Delivery of commitments under the Joint Strategy on the Management of Offenders 2016 – 2018. ▶ Continued to participate on the Criminal Justice Strategic Committee led by the Department of Justice & Equality. ▶ Continued to work with a network of Community Based Organisations towards the delivery of Probation Service strategic priorities nationwide. ▶ Revision of PSSO practice guidelines complete and circulated for implementation. ▶ Irish Probation Journal 2018 published and launched at the Public Protection Advisory Group (PPAG) conference November 2018. ▶ Continued facilitation of CEP Presidency. ▶ Continued work in partnership with PBNl on shared relevant cross border initiatives. ▶ Continued international links through the work of the international desk.

GOAL	PROGRESS
PEOPLE CENTRED	<ul style="list-style-type: none"> ▶ Continued engagement of service users in our work through Community Service, Integrated Community Service, Community Based Organisations and a range of programmes. ▶ Human Rights & Equality Public Sector Duty Pilot phase complete and action plan in draft. ▶ Delivery of actions in the Mental Health Strategy including holding a Mental Health Awareness Event in October 2018. ▶ SAOR model implementation progressing across all regions. ▶ STORM train the trainers complete. ▶ Principles of probation practice in working with substance misusers complete. ▶ Continued with staff recruitment and promotion campaigns and deployment of staff in accordance with service delivery requirements and identified priorities. ▶ Establishment of Probation Service Staff Awards Scheme. ▶ Communication Strategy 2018-2020 complete and circulated.
LEARNING ORGANISATION	<ul style="list-style-type: none"> ▶ Ongoing linkages with European probation colleagues and a number of learning opportunities facilitated. ▶ Radicalisation Awareness Network (RAN) delivered train-the trainer programme to Probation staff and partner organisations in December 2018. ▶ Staff training schedule delivered in accordance with the training programme. ▶ Rollout of Children First on line module for all staff in progress. ▶ Probation Service Research Strategy 2018-2020 complete and circulated. ▶ Participation and sponsorship of the International Social Work Conference July 2018. ▶ Participation at the 5th Annual Irish Criminal Justice Agencies Conference 'Toward a Trauma-Responsive Criminal Justice System: Why, How, What Next?' in Dublin Castle July 2018. ▶ Established the professional social work qualification as the minimum entry requirement for all new Probation Officers. ▶ Probation Special Interest Group, IASW, re-established March 2018.
EFFICIENT AND ACCOUNTABLE	<ul style="list-style-type: none"> ▶ Continued to work with Managed Service to ensure Probation Service ICT supports business needs. ▶ Audit recommendations arising from a number of audits complete/in progress within agreed timeframes. ▶ Group established to scope the move from a manual to an electronic filing system. ▶ Group established to scope policy development and document management. ▶ Continued to work with the Department of Justice and Equality in relation to implementation of GDPR milestones. ▶ Proposal to conduct a review and update of risk management systems complete. ▶ Child Protection Policy and Safeguarding Statement complete and circulated. ▶ Actions identified in Estate Review Implementation plan progressing.

Update on Year 1 of the Joint Irish Prison Service & Probation Service Strategic Plan 2018-2020

1

Sentence Management

We will continue to work collaboratively to improve formation and delivery of coherent multi-disciplinary sentence plans and supports for individuals from committal to post-release:

- ▶ The Irish Prison Service Psychology, the Probation Service, and ETBS continue to deliver offence focused programmes in our prisons.
- ▶ There is a significant increase in recording consistent information on prisoner progression.
- ▶ Prisoners continue to be released into the community in a structured manner with appropriate supports, providing payback to the community.
- ▶ Temporary medical cards are being issued to eligible applicants pre-release
- ▶ With the expansion of J-ARC to new geographical areas, it is managing in excess of 130 prolific offenders leading to positive critical reviews.

2

Maximise Joint Working

We will continually improve our systems for working together in delivering services to offenders, in order to achieve greater cohesion in our work to reduce offending:

- ▶ A new system of electronic referrals between services in prisons is now operational
- ▶ Review of largest co-funded organisation completed. Recommendations implemented or significantly enhanced.
- ▶ Information sharing protocol completed and implemented.
- ▶ The Building Better Lives Programme is jointly delivered between the Probation and Psychology Services.
- ▶ Senior Psychologist seconded to Probation Service by Irish Prison Service. Role includes case consultation and formulation, training in mental health and service evaluation research
- ▶ A model of service delivery for life sentence prisoners is being implemented.

3

Responses for Female Offenders

We will work together to build on existing gender informed practice, expand options and focus on effective through care and resettlement into communities:

- ▶ The Outlook Women's programme: A new facility providing accommodation and supportive services has been developed for women leaving custody or who are on Probation supervision in the community.
- ▶ A continual partnership approach with De Paul Ireland is ongoing. The 15 bedded unit in Tus Nua at the Abigail Centre Finglas is well utilised with high occupancy levels.
- ▶ Opportunities for women are promoted through programmes including BRIO (Building Recovery Inwards & Outwards) a peer led recovery programme delivered by the SAOL women's project. BRIO continues to deliver programmes both in the community and the Dóchas centre, is linked with community based education and other services which support the women's recovery and progression.
- ▶ Probation Service staff trained across prison community teams in the use of the SARA Risk Assessment Instrument and the supervision of perpetrators of domestic violence
- ▶ Information exchange protocols developed with NGO's MOVE and MEND.

4

Engagement with Victims

In keeping with the requirements of the Criminal Justice (Victims of Crime) Act 2017, EU Victims Directive (2012/29/EU) establishing minimum standards on the rights, support and protection of victims of crime:

- ▶ Joint Protocol operational since 2017. The protocol was reviewed in 2018 and no modifications required. Further review in July 2019.
- ▶ The staff of the Restorative Justice and Victims Unit in the Probation are working with colleagues in the prisons to support the effective delivery of restorative justice interventions initiated in the context of programmed work or arising from a request from victims.
- ▶ The joint protocol maps out the process to be followed by all relevant parties once a request for Restorative Justice has been made. This is continuing to operate on a satisfactory basis.

5

Specific Groups of Offenders

We will continue to engage with specific cohorts in custody, ensuring that initiatives are based on best national and international evidence based best practice:

- ▶ Service agreement with Integrated Sentence Managers, the Probation Service and the Psychology Service on the engagement of 18-24 year olds committed to prison.
- ▶ Irish Prison Service joined the National SORAM Office.
- ▶ National Violence Reduction Unit opened to meet complex needs of high risk violent and disruptive prisoners. Jointly led by Operations and Psychology. Probation attended monthly Steering Committee.
- ▶ Traveller in Prison Initiative continues to be jointly funded by Irish Prison Service and Probation Service to support the development of services for travellers in prison.
- ▶ Probation Service Domestic Violence Working Group ongoing.
- ▶ Explanatory Information Sharing meeting held between Psychology and Probation.

6

Employability

We will work together in order to increase the numbers of ex-offenders who secure sustained employment:

- ▶ Social Enterprise Kickstart fund launched in June 2018. Assessment of application completed. Categories A and B approvals for funding identified and informed.
- ▶ Review of IASIO completed. Recommendations implemented. Workplan and targets agreed. New case management system introduced leading to greater focus on employer engagement.
- ▶ Implementation of Social Enterprise Strategy has been progressed with regular Steering Group meetings. Midterm review of Strategy completed.
- ▶ Social Enterprise Project Manager in place. Contract extended to 2019. Workforces in place for delivery of strategic actions.
- ▶ Ongoing engagement with INTREO Employment Services to improve transition to employment services on release

7

Engaging Service Users

We will work in partnership with service user organisations to provide opportunities for peer led improvements to our service delivery:

- ▶ The Irish Prison Service and Probation Service have concluded a Service Level Agreement with the Red Cross allowing stakeholders to maximise the potential of the CBHFA programme within an appropriate governance structure.
- ▶ Co-ordinator appointed to progress the Prison to Community initiative, facilitating programmes in three community Probation locations.
- ▶ Co-facilitated programmes within the Dochas Centre for service users under the BRIO Programme have been undertaken.
- ▶ Joint funding to community based organisations, e.g. Care After Prison, has enabled peer mentoring programmes be established to provide support, advocacy and reparative opportunities.

8

Promoting Research & Evaluation

We will continue to promote research and evaluation to ensure evidence informed practice in our joint work:

- ▶ Researcher from University Limerick appointed and currently conducting literature review on models of working with life sentenced prisoners.
- ▶ Researcher appointed and commenced work on violent disruptive offenders and sexual offender treatment programmes.
- ▶ Research completed as part of Master's Dissertation by U.C.D. students on the impact of the CBHFA model in prisons and in the community.

9

Improve the provision of Drug & Alcohol Services in Prison and the Community

We will work together to increase equity of access, choice and person-centred treatment and intervention options. Co-ordination of services will enhance clear treatment pathways. The experience of prison will be seen as an opportunity to address addictions with a focus on outcomes:

- ▶ The experience of and response to novel psychoactive substances (NPS) is being monitored and clinical advice remains consistent with international best practice.
- ▶ As part of the joint response to "Review of Drug and Alcohol Treatment Services for Adult Offenders in Prison and in the Community 2016" the Probation Service/ Irish Prison Service are working in tandem with developments on national basis with the HSE.
- ▶ Probation Service has implemented the SAOR Model supporting evidence-based practice for clients with substance misuse issues.

Section 6

Reporting on our Performance

Finance

FINANCIAL STATEMENT INCOME & EXPENDITURE 2018

		BUDGET ESTIMATE	SUPPLEMENTARY ESTIMATE	ESTIMATE AND SUPPLEMENTARY	PROVISIONAL OUTTURN	SAVINGS	EXCESS
		€000	€000	€000	€000	€000	€000
VOTE 24	JANUARY- DECEMBER 2018						
B.4	Salaries, Wages and Allowances	23,643	(2,500)	21,143	20,775	2,868	
B.5	Operating Expenses (Travel, Postal & Telecom, Office Premises, Office Machinery)	3,375	550	3,925	3,975	-	600
B.6	Services to Offenders	16,732	-	16,732	16,466	266	
	Assistance to Voluntary Bodies (Current)	-	-	-	-	-	-
B.7	Community Service Order Scheme	2,971	(600)	2,371	2,138	833	-
	TOTALS	46,721	(2,550)	44,171	43,354	3,967	600

FINANCIAL STATEMENT INCOME & EXPENDITURE 2017

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

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 2018:

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.

Invoice Amount	No. of Invoices	Amount of Interest Paid €
Under €317	1	40.01
Over €317	0	0
Total	1	40.01

Statistics – Annual Report – 2018

Statistics – Overall

Overall	2016	2017	2018
Total number of Offenders dealt with in Community over year*	14,885	15,269	15,777
Total court referrals to the Probation Service	8,847	9,004	9,546
Total number of persons referred from courts to the Service.	7,638	7,799	8,105

New Referrals From Court	2016	2017	2018
Referral for Probation (Pre-Sanction) Reports	5,342	5,404	5,992
Referral for Community Service Reports	1,773	1,853	1,828
Pre-Sanction Reports to consider Community Service	783	854	865
Orders without prior report	929	870	839
Family Conference	20	23	22
Total Court Referrals	8,847	9,004	9,546

Completed Reports	2016	2017	2018
Probation (Pre-Sanction) Reports**	10,157	11,070	11,579
Community Service Reports (Standard)**	1,532	1,588	1,697
Community Service Reports (Same Day)	778	903	971
Community Service Reports (Fines Act)	-	-	384
Parole Board - Assessment and Home Circumstances Reports	62	72	66
Repatriation Reports provided to the Department	8	0	19
Victim Impact Reports - Total number of reports Completed	64	27	35
Reports on Life Sentence Prisoners to IPS	75	73	68
Total Completed Reports	12,676	13,722	14,819

*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)	2016	2017	2018
Orders for Supervision during year (Probation Orders)	1,850	1,743	1,701
Orders for Supervision During Deferment of Penalty	1,667	1,894	1,997
Community Service Orders	2,067	2,215	2,499
Fully Suspended Sentence with Supervision	591	610	732
Part Suspended Sentence Supervision Orders	437	541	518
Post Release Supervision Orders Made	48	56	39
Other Orders	89	13	23
Total Supervision Orders made during year	6,749	7,072	7,509
Number of life sentence prisoners supervised in the community*	83	93	98
Number of sex offenders supervised in the community*	375	376	393

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

Statistics – Community Service

Community Service	2016	2017	2018
Referral for Community Service Reports	1,773	1,853	1,828
Pre-Sanction Reports to consider Community Service	783	854	865
Total Reports considering Community Service	2,556	2,707	2,693
Community Service Reports (Same Day)	778	903	971
Community Service Orders made	2,067	2,215	2,499
Total number of Community Service Hours ordered in lieu of custodial sentence	326,967	336,573	355,404
Total alternative sentence in years that would otherwise have been served	1,006	973	1,054

Statistics – Community Return and Prisons

Community Returns	2016	2017	2018
Number of offenders on Community Return on December 31st	66	60	56
Number of offenders that commenced over the year	301	221	218
Number of successful completions over the year	270	206	197

Prisons	2016	2017	2018
Total number of prisoners dealt with over the year	2,518	2,930	2,524
Number of prisoners on PSSSO's in prison on December 31st	626	659	712
Number of sex offenders in prison on December 31st that have been in contact with the Probation Service	329	270	287
Number of new prisoners in contact with Probation Service	436	436	477

Age / Gender breakdown of new court referrals

Age_Category	Gender			%
	Female	Male	Total	Female
12-17	63	522	585	10.8%
18-24	331	2,342	2,674	12.4%
25-34	655	2,659	3,314	19.8%
35-44	403	1,485	1,888	21.3%
45-54	165	609	774	21.3%
>54	54	257	311	17.4%
Total	1,671	7,875	9,546	17.5%

Statistics – Female offenders

New Referrals From Court	2016	2017	2018
Referral for Probation (Pre-Sanction) Reports	1,013	1,006	1,188
Referral for Community Service Reports	201	195	213
Pre-Sanction Reports to consider Community Service	105	116	113
Orders without prior report	150	127	155
Family Conference	1	2	3
Total Referrals Female Offenders	1,470	1,446	1,672

Supervision (Female Offenders)	2016	2017	2018
Probation Orders	428	402	371
Orders for Supervision During Deferment of Penalty	266	352	360
Community Service Orders	215	218	291
Fully Suspended Sentence with Supervision	82	78	137
Part Suspended Sentence Supervision Orders	17	29	45
Other Orders	7	2	2
Total	1,015	1,081	1,206

Statistics – Young Persons

New Referrals From Court	2016	2017	2018
Referral for Probation (Pre-Sanction) Reports	671	646	700
Referral for Community Service Reports	11	8	2
Pre-Sanction Reports to consider Community Service	8	4	4
Orders without prior report	15	9	12
Family Conference	20	23	22
Total Referrals Young Persons	725	690	740

Supervision	2016	2017	2018
Probation Orders	210	233	290
Orders for Supervision During Deferment of Penalty	264	264	289
Community Service Orders	24	19	15
Fully Suspended Sentence with Supervision	12	25	27
Part Suspended Sentence Supervision Orders Made	3	11	3
Deferment of Detention Orders	5	0	0
Detention & Supervision Orders	27	8	23
Other Orders*	50	12	1
Total Supervision Orders Young Persons	595	572	648

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

Statistics – 18 to 21 year olds

New Referrals From Court	2016	2017	2018
Referral for Probation (Pre-Sanction) Reports	1,045	943	979
Referral for Community Service Reports	226	214	221
Pre-Sanction Reports to consider Community Service	135	167	136
Orders without prior report	145	105	114
Family Conference	0	0	1
Total Referrals Young Adults	1,551	1,429	1,451

Supervision	2016	2017	2018
Probation Orders	372	300	314
Orders for Supervision During Deferment of Penalty	362	350	359
Community Service Orders	274	284	334
Fully Suspended Sentence with Supervision	106	94	95
Part Suspended Sentence Supervision Orders Made	12	17	18
Other Orders	21	8	1
Total Supervision Orders Young Adults	1,147	1,053	1,121

Flow of Persons on Supervision during 2018

Order Type	Active Jan 1 2018	Orders Commenced	Orders Closed	Active Jan 1 2019
Probation Order	1,556	1,547	1,446	1,611
Community Service Order	2,095	2,252	2,242	2,090
Fully Suspended Sentence with Supervision	946	692	692	915
Part Suspended Sentence with Supervision	973	457	467	953
Community Return	60	215	219	56
Life Sentence Prisoner Supervision	89	7	7	89
Temporary Release Supervision	3	4	3	4
Post Release Supervision	129	38	38	128
Family Conference	13	22	27	8
Deferment of Penalty	679	1,869	1,951	597
Other	39	19	15	43
Total	6,582	7,122	7,107	6,494

Offence Breakdown of all Referrals and Orders made 2018

Offence Category	Referrals During 2018	Probation Type Supervision	Community Service Orders
Theft	21.8%	25.4%	17.2%
Drug Offences	16.2%	16.1%	14.2%
Assault Offences	14.9%	14.7%	11.5%
Public Order Offences	11.0%	9.8%	15.9%
Road Traffic Offences	10.0%	5.4%	22.3%
Burglary	7.5%	9.2%	5.0%
Property Offences	4.1%	4.3%	3.2%
Dangerous Acts	3.8%	3.2%	5.3%
Weapons & Explosives	2.7%	3.3%	2.2%
Robbery	2.4%	2.6%	0.5%
Offences against Justice	2.2%	2.9%	1.3%
Sexual Offences	1.9%	1.8%	0.1%
Fraud Offences	0.9%	1.0%	1.0%
Homicide Offences	0.2%	0.0%	0.1%
Miscellaneous Offences	0.2%	0.2%	0.2%
Kidnapping	0.1%	0.1%	0.0%
Total	100%	100%	100%

Referrals by Court Venue – 2018

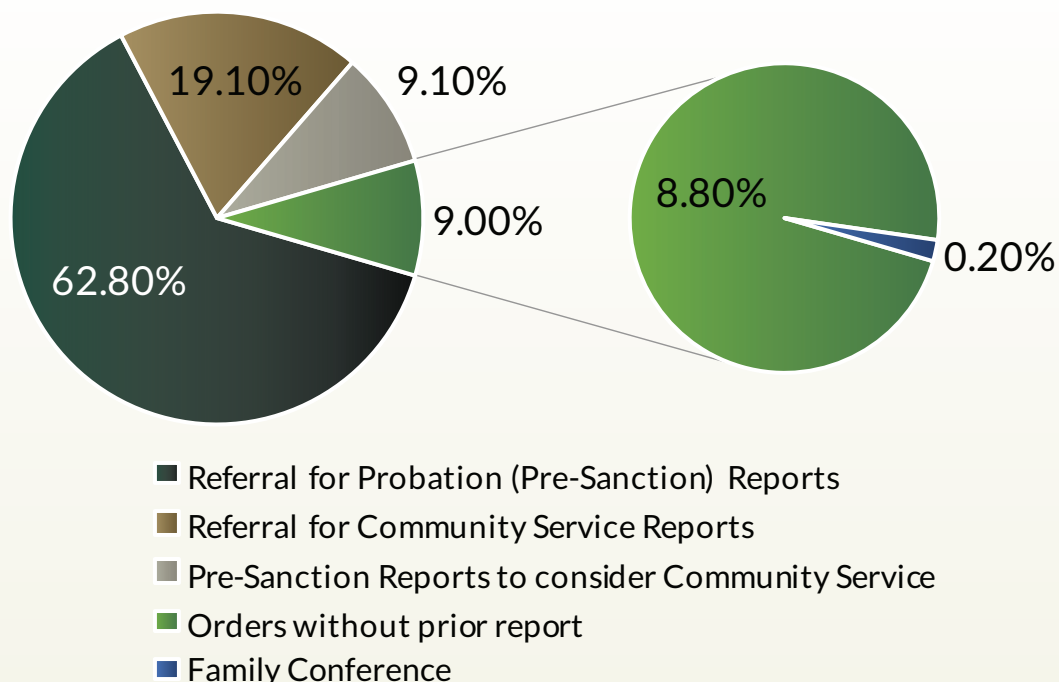
	Jurisdiction			
	Circuit Court and Higher Courts	Circuit Court Appeals from District Court	DC District Court	Total
Dublin (CCJ)	493	158	1102	1753
Smithfield	.	.	284	284
Tallaght	.	.	252	252
Dunlaoghaire	.	.	230	230
Blanchardstown	.	.	218	218
Swords	.	.	102	102
Cloverhill	1	.	59	60
Drug Treatment Court	.	.	52	52
Balbriggan	.	.	28	28
Four Courts	.	.	24	24
Total Dublin (City and County)	494	158	2,351	3,003
Cork	117	14	573	704
Limerick	47	4	385	436
Kilkenny	37	24	197	258
Portlaoise	42	8	202	252
Galway City	72	32	147	251
Naas	43	12	158	213
Waterford City	68	28	115	211
Dundalk	57	26	127	210
Tullamore	36	9	162	207
Cavan	29	7	159	195
Bray	.	.	184	184
Carlow	22	14	133	169
Ennis	16	15	135	166
Midleton	.	2	152	154
Letterkenny	26	6	122	154
Wexford	35	10	94	139

	Jurisdiction			
	Circuit Court and Higher Courts	Circuit Court Appeals from District Court	DC District Court	Total
Longford	23	2	113	138
Mullingar	50	6	80	136
Monaghan	17	3	108	128
Mallow	1	1	114	116
Trim	54	8	48	110
Drogheda	.	.	107	107
Tralee	36	2	66	104
Wicklow	31	3	53	87
Clonmel	40	.	46	86
Castlebar	44	2	39	85
Fermoy	.	.	85	85
Gorey	.	.	83	83
Athlone	.	.	73	73
Sligo	22	.	50	72
Nenagh	17	.	55	72
Virginia	.	.	68	68
Arklow	.	.	57	57
Clonakilty	.	1	51	52
Bandon	.	.	52	52
Carrickmacross	.	2	48	50
Macroom	.	.	46	46
Newcastlewest	.	.	46	46
Thurles	.	.	44	44
Kinsale	.	.	41	41
Ballinasloe	.	.	40	40
Bantry	.	.	39	39
Dungarvan	.	4	33	37
Roscommon	13	2	20	35

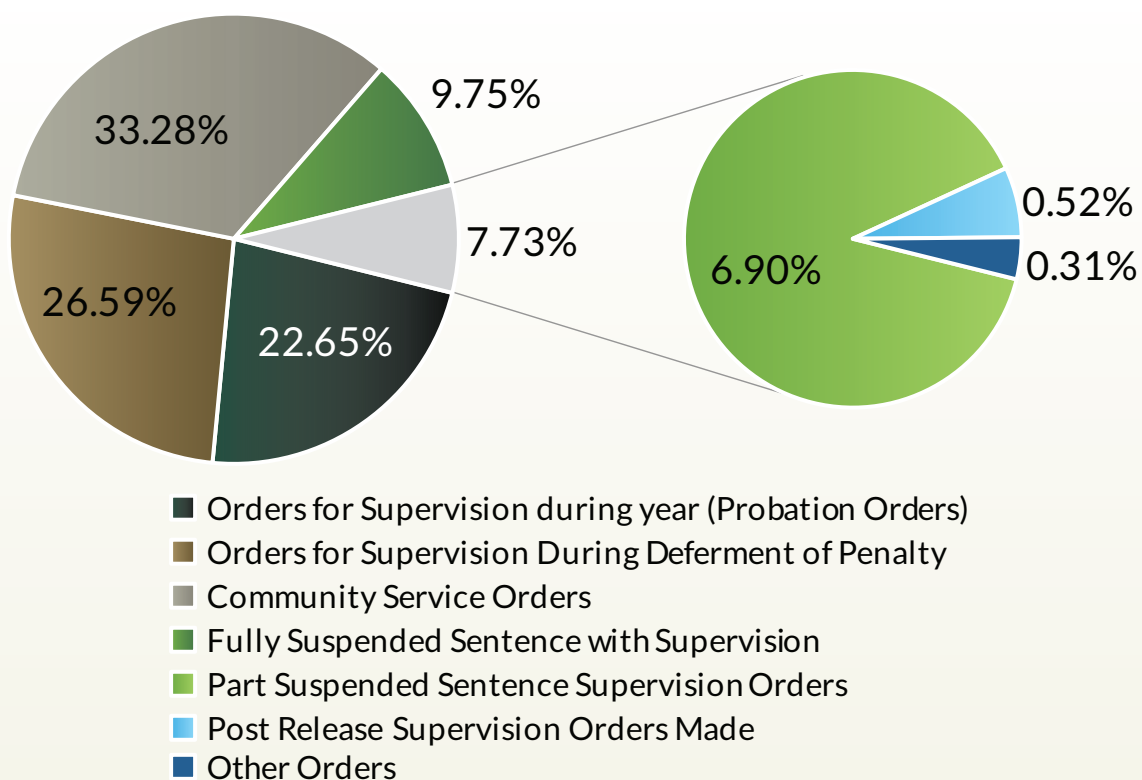
	Jurisdiction			
	Circuit Court and Higher Courts	Circuit Court Appeals from District Court	DC District Court	Total
Tuam	.	.	34	34
Cashel	.	.	31	31
Loughrea	.	3	27	30
Carrick-on-Shannon	11	2	15	28
Ballina	.	2	23	25
Castlerea	.	.	24	24
Skibereen	1	1	19	21
Donegal	12	3	5	20
Kilcock	.	.	19	19
Ballaghaderreen	.	.	18	18
Kilrush	.	1	16	17
Youghal	.	1	16	17
Ardee	.	.	16	16
Tipperary	.	.	16	16
Athy	.	.	15	15
Killarney	.	1	12	13
Buncrana	.	1	11	12
Listowel	.	.	12	12
Westport	.	.	12	12
An Clochan Liath	.	.	11	11
Ballyshannon	.	.	10	10
Carrick -on-Suir	.	.	10	10
Gort	.	.	10	10
Overall Total	1,557	421	7,568	9,546

All other courts have made 10 or less referrals in 2018. The total figures include all referrals, some not shown in table.

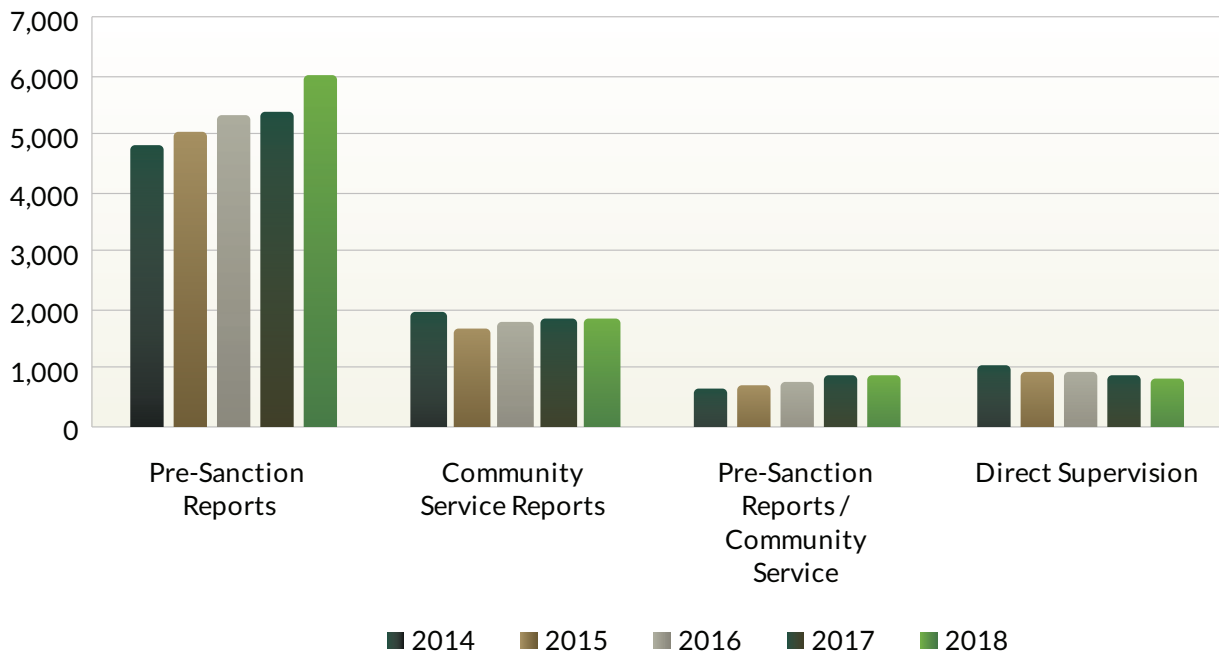
Breakdown of New Referrals (2018)



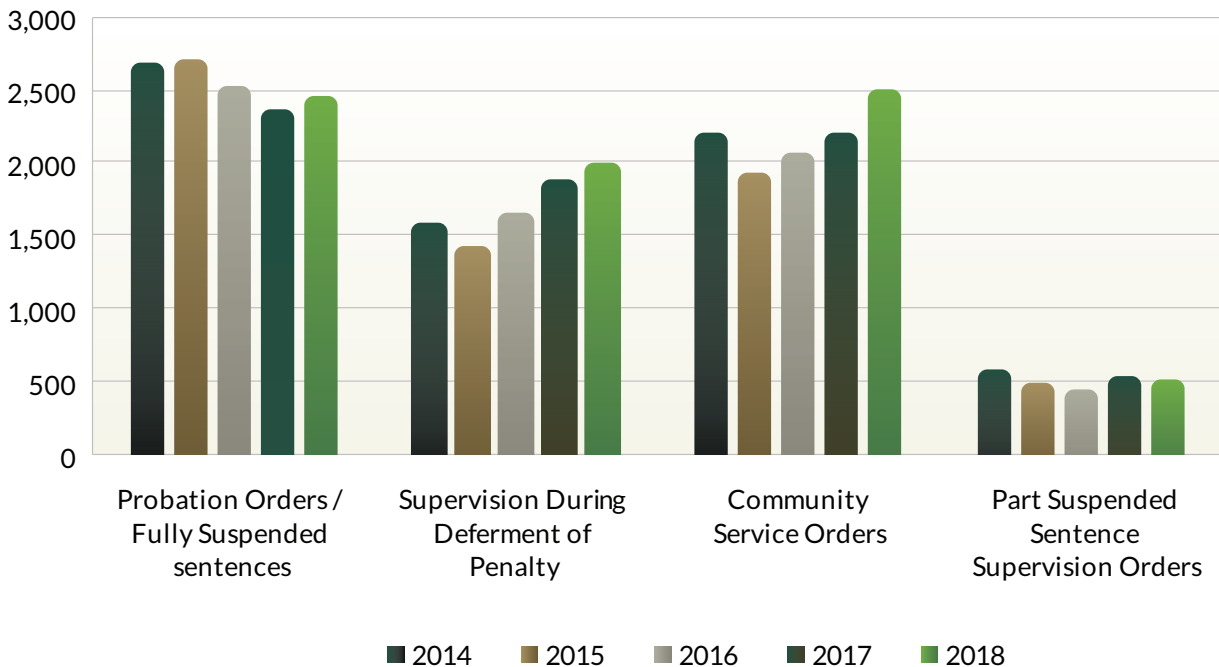
Breakdown of Court Orders (2018)



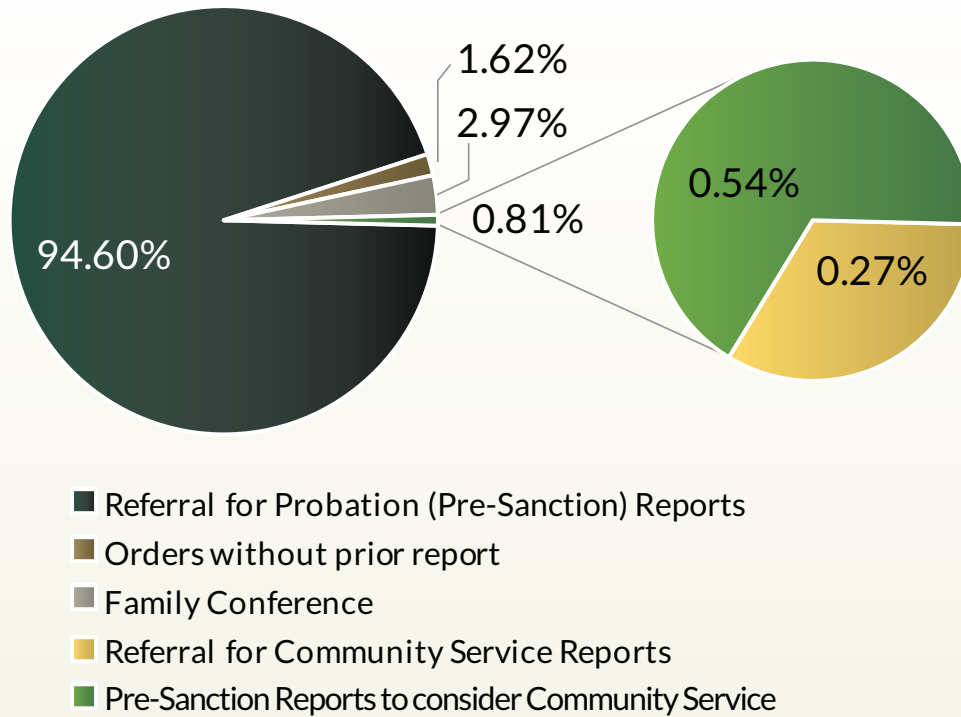
Trend of Offender Assessment Reports Requested 2014 to 2018



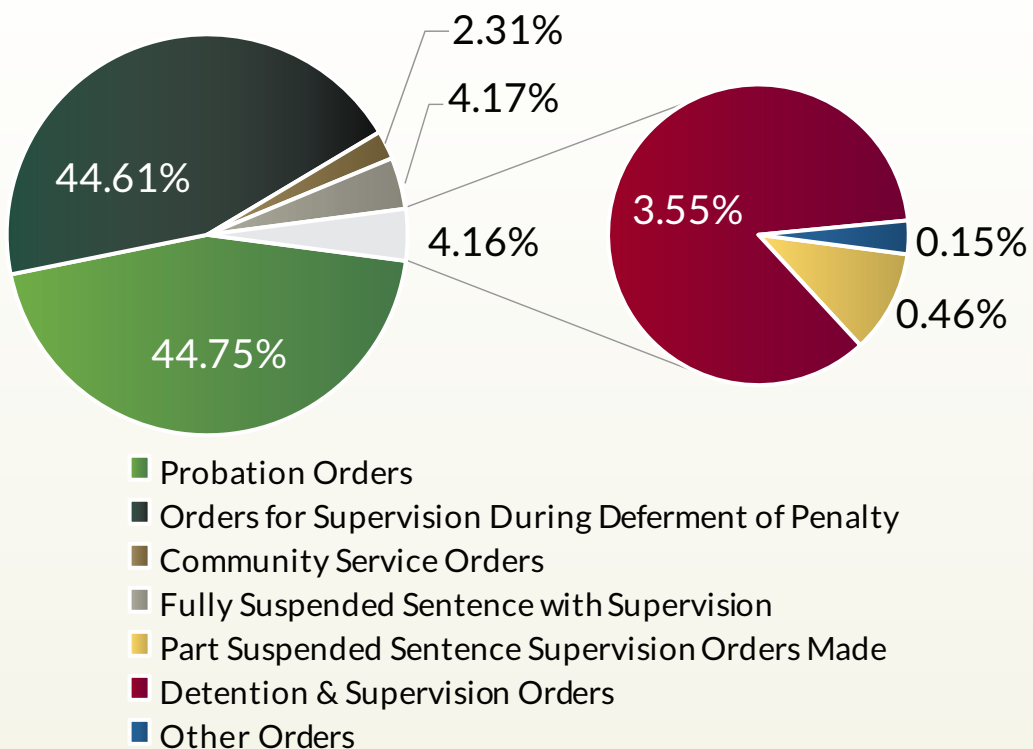
Trend of Orders Made by Year 2014 to 2018



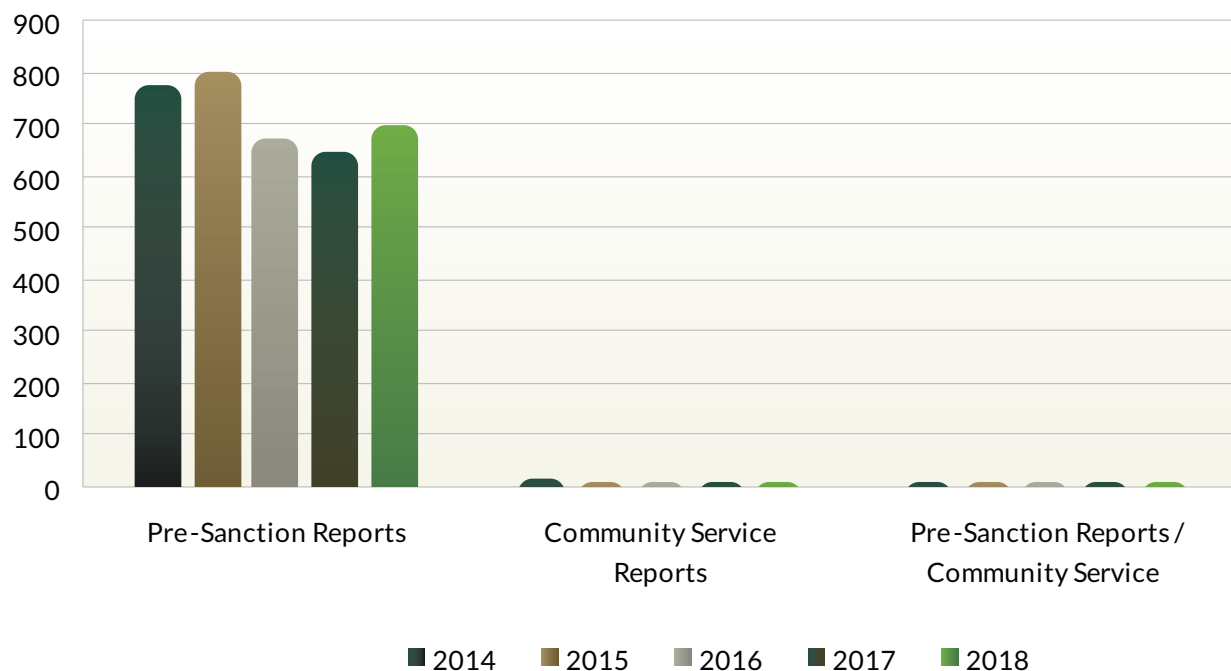
New Referrals (Young Persons) 2018



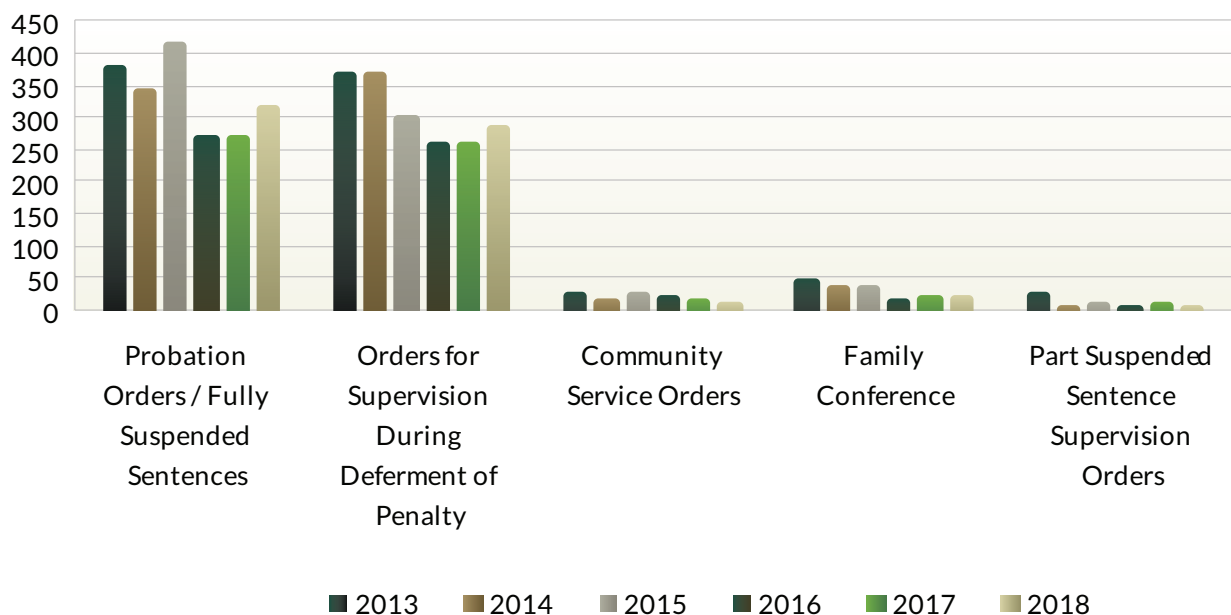
Court Orders (Young Persons) 2018



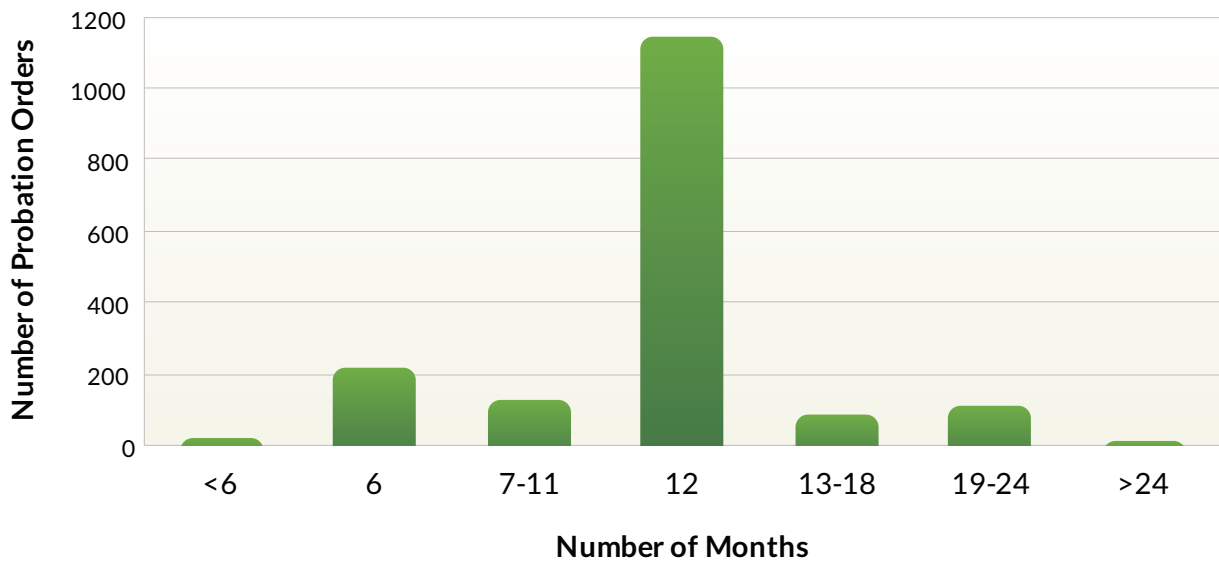
Trend of Offender Assessment Reports Requested (Young Persons) 2014 to 2018



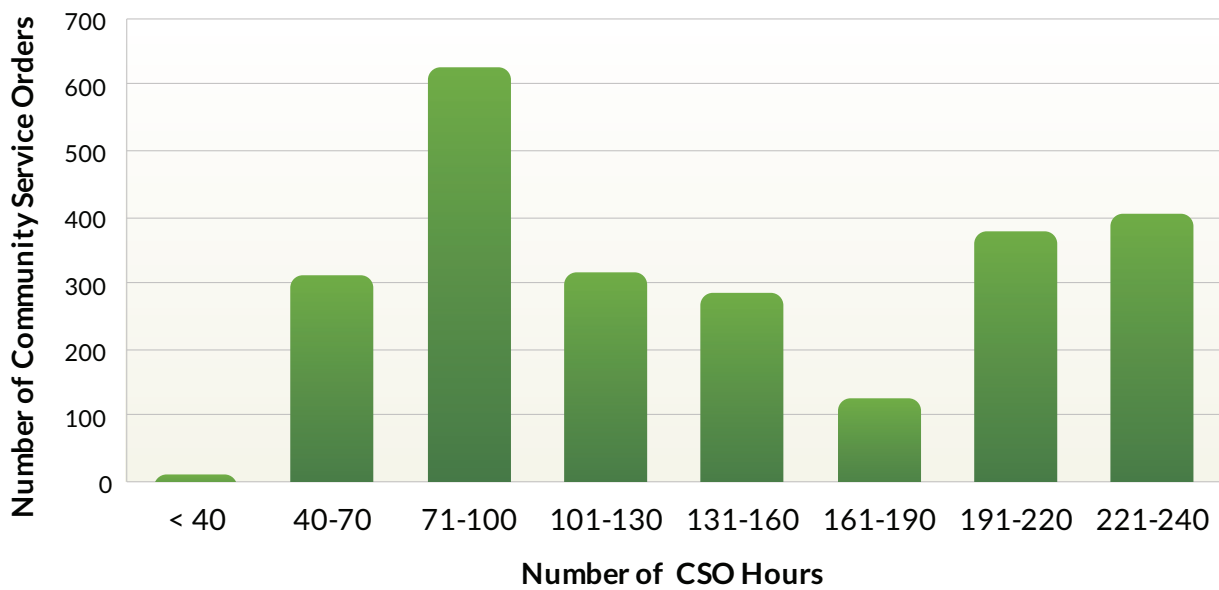
Trend of Orders Made by Year (Young Persons) 2013 to 2018



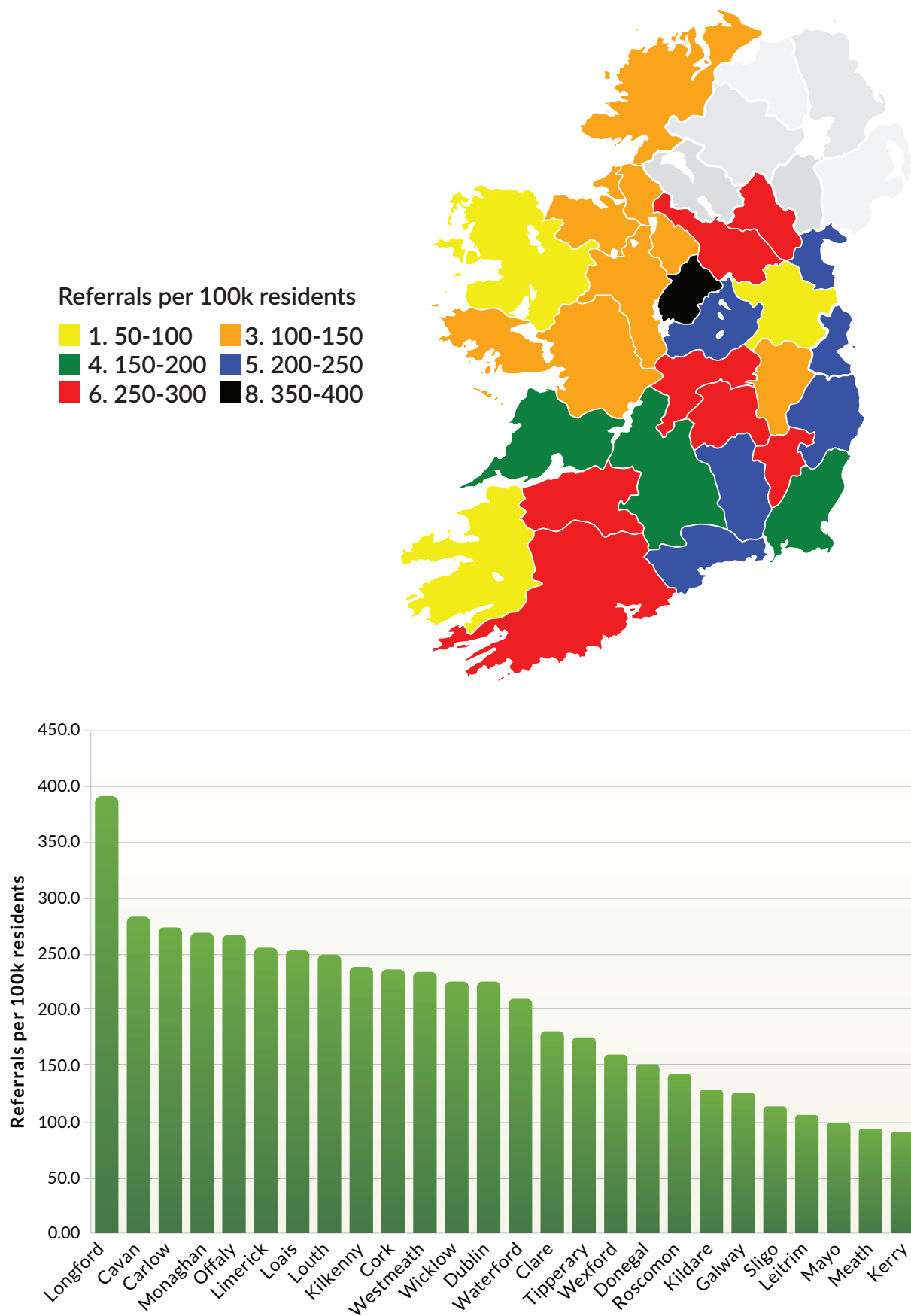
Distribution of Probation Orders made in 2018



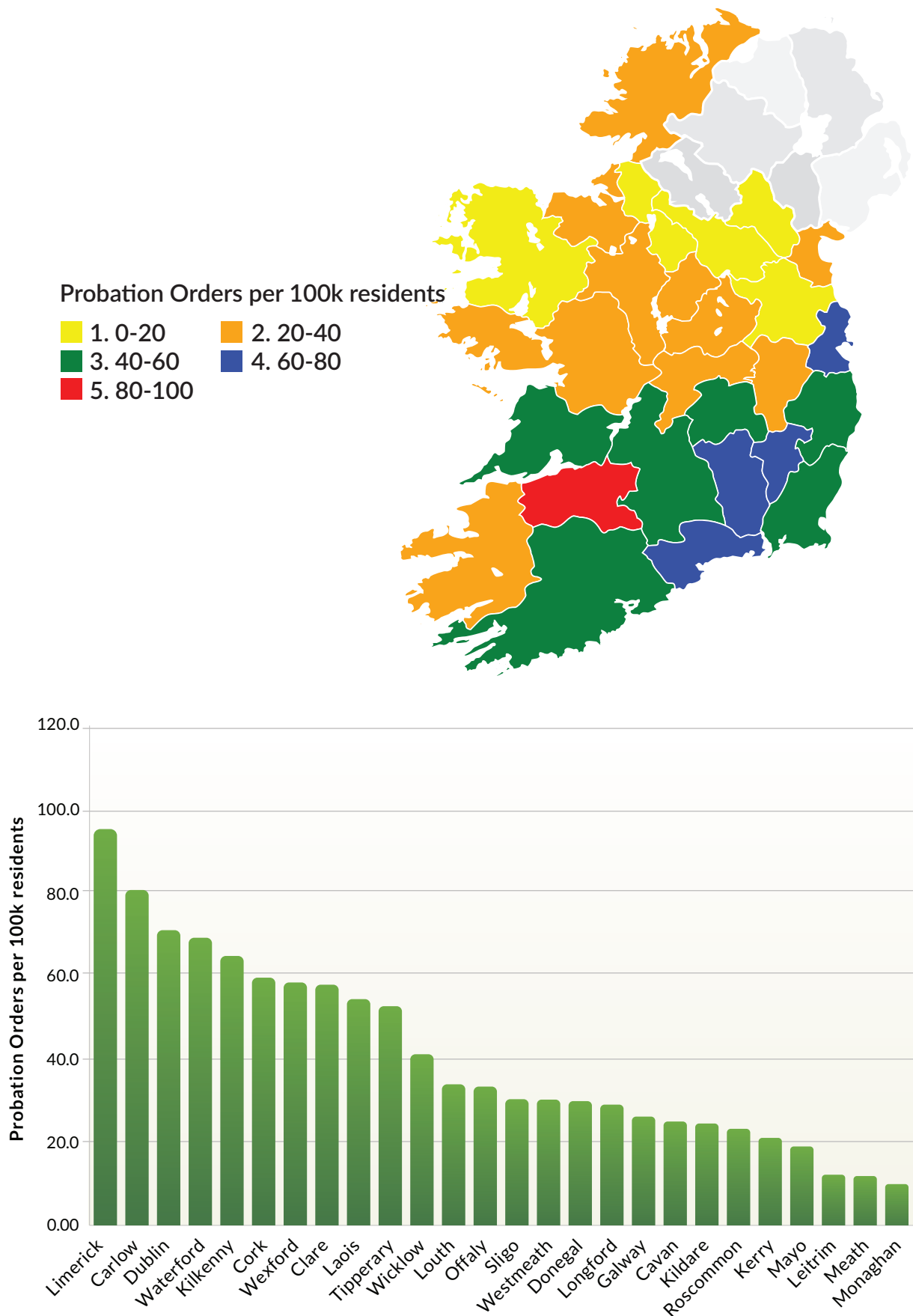
Distribution of Community Service Orders made in 2018



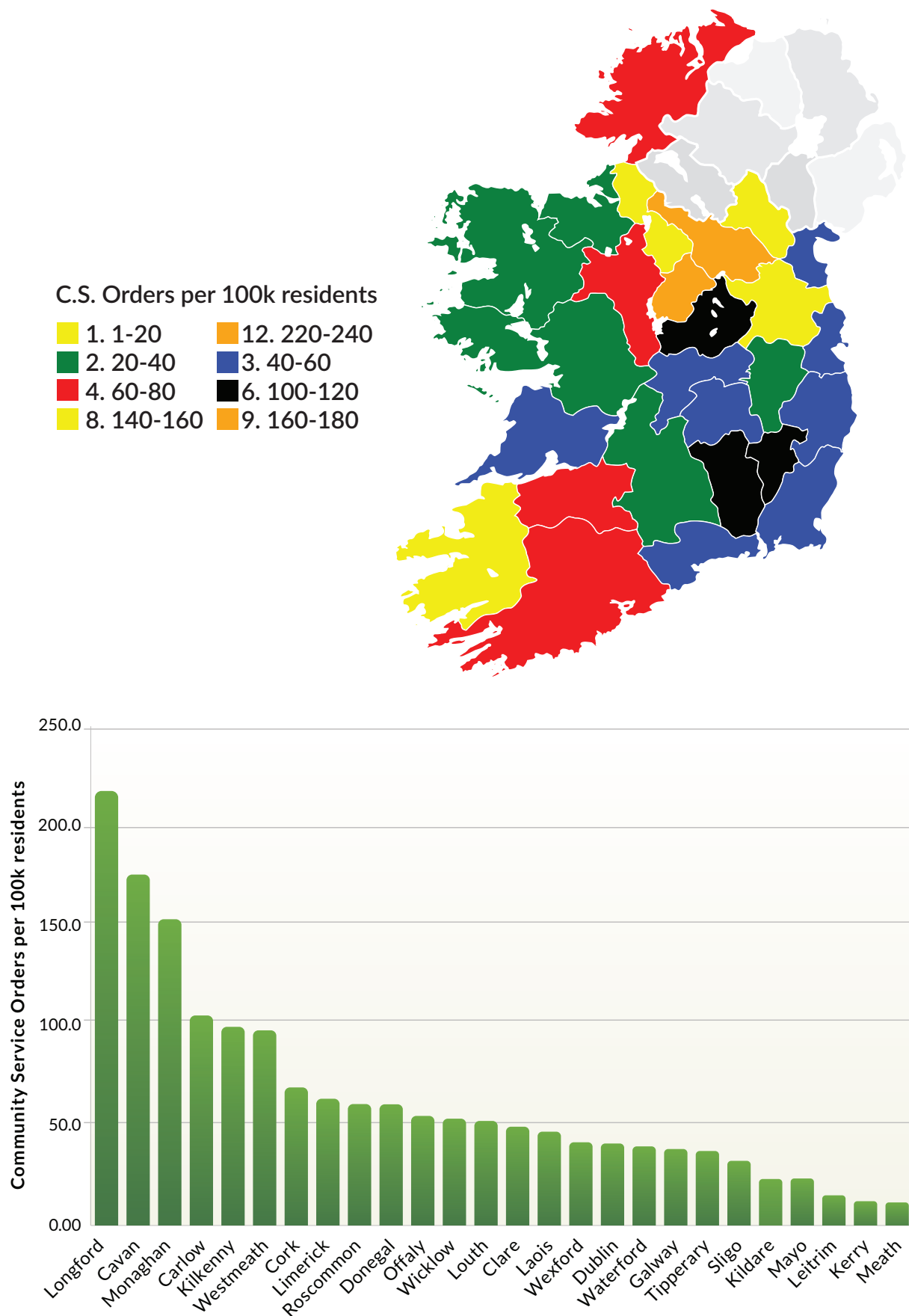
New Referrals by County in 2018 per 100,000 residents



Probation Orders by County in 2018 per 100,000 residents



Community Service Orders by County in 2018 per 100,000 residents



Section 7

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.

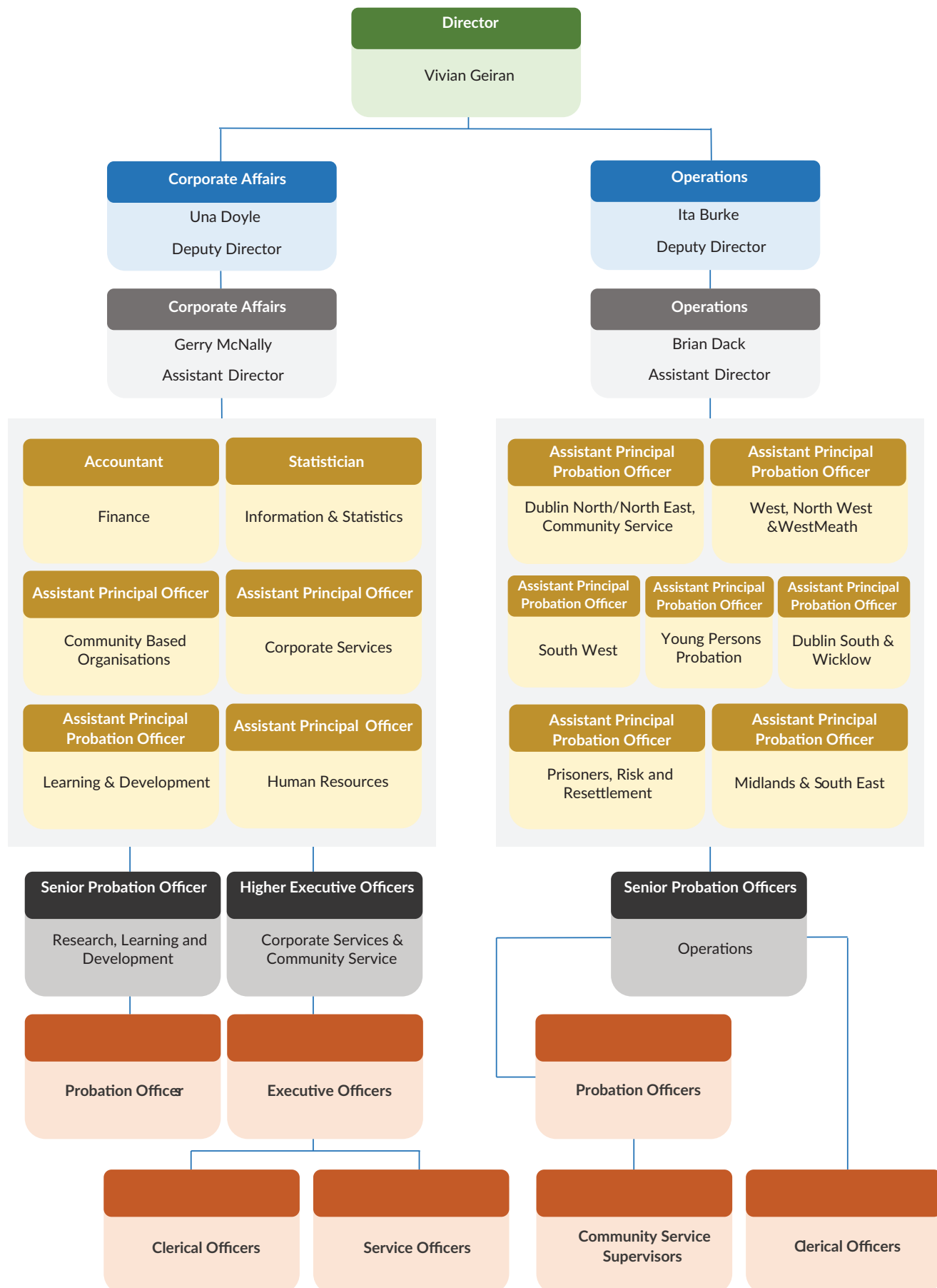
FAMILY CONFERENCE: In addition to the above, there are a variety of disposals managed by the Probation Service specific to young persons who offend, as outlined under the Children Act 2001, as amended. These include Family Conferencing. A Family Conference is based on principles of restorative justice 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.

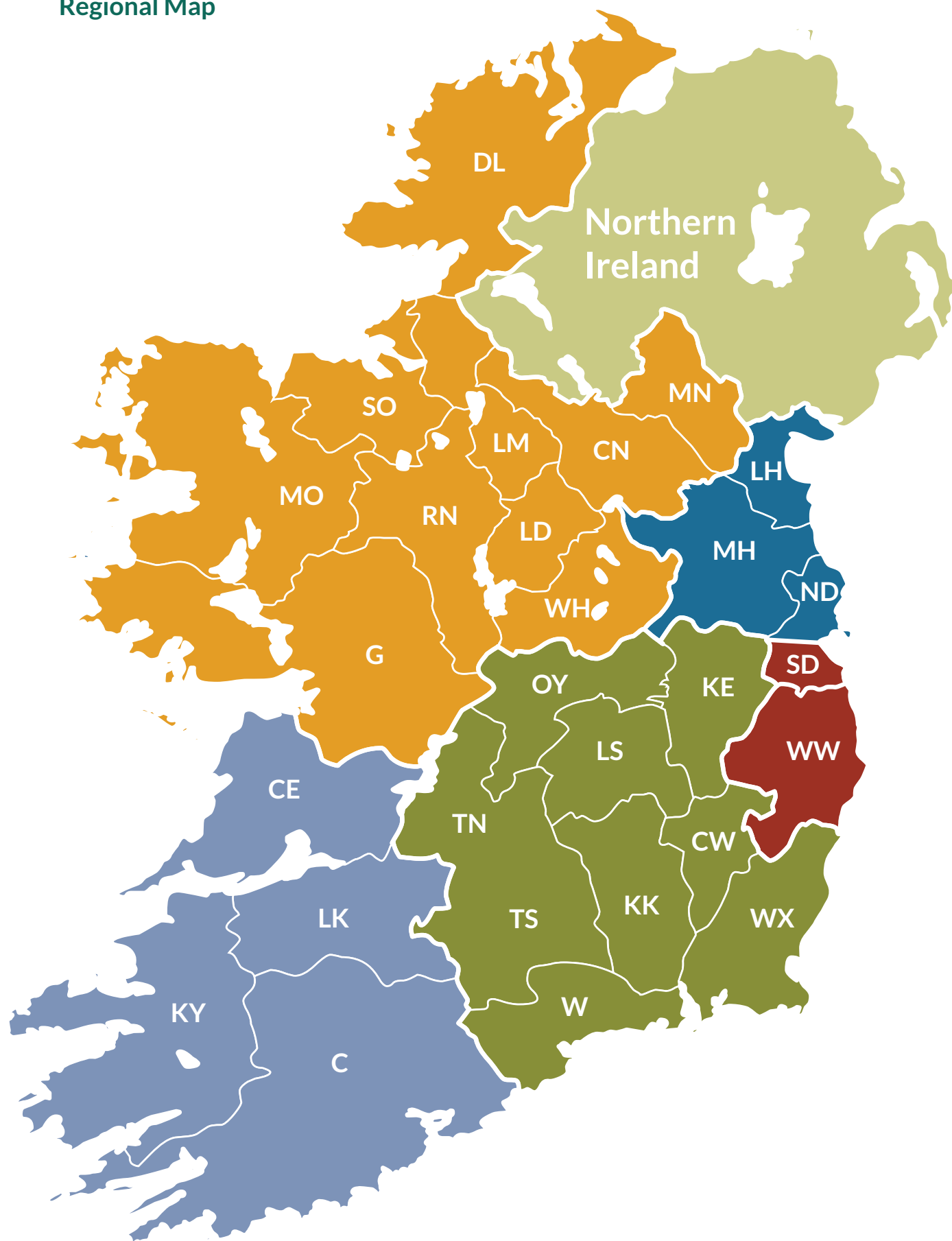
JOINT AGENCY RESPONSE TO CRIME (J-ARC): J-ARC is a joint strategy developed and agreed by An Garda Síochána, the Probation Service and the Irish Prison Service in 2015. It aims to provide a strengthened and visible inter agency approach in the management of identified recidivist offenders in order to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



Main Probation Service Delivery Locations 2018

(Probation Service Offices, Prisons and Court Offices)



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

Community Based Organisations

In receipt of funding support through the Probation Service

- | | |
|--|--|
| <p>(1) Adventure Sports Project (YPP), School on Stilts, Rutland Street, Dublin 1</p> <p>(2) Aftercare Recovery Group, 48 Seville Place, Dublin 1</p> <p>(3) Aiséirí Cahir, Townspark, Cahir, Co Tipperary</p> <p>(4) Aiséirí Wexford, Roxborough, Wexford, Co. Wexford</p> <p>(5) Aislinn (YPP), Ballyragget, Co Kilkenny</p> <p>(6) Ana Liffey Project, 48 Middle Abbey Street, Dublin 1</p> <p>(7) Athy Alternative Project, Community Service Centre, Nelson Street, Athy, Co Kildare</p> <p>(8) Ballinasloe Training Workshop, Canal House, Harbour Road, Ballinasloe, Co Galway</p> <p>(9) Ballymun Youth Action Project, Horizons Centre, Balcurris Road, Ballymun, Dublin 11</p> <p>(10) Ballyrunners, Ballymun Town Centre, Ballymun, Dublin 11</p> <p>(11) Bridge Project, Unit 3, 131-133 Francis Street, Dublin 8</p> <p>(12) Bushypark (Clarecare), Bushypark Treatment Centre, Bushypark, Ennis, Co Clare</p> <p>(13) Candle Community Trust (YPP), PO Box 1145, Lynch's Lane, Ballyfermot, Dublin 10</p> <p>(14) Care After Prison, 56 Aungier Street, Dublin 2</p> <p>(15) Céim ar Chéim (YPP), Moyross Youth Academy, The Bays, Knockalisheen, Moyross, Co Limerick</p> <p>(16) Céim Eile (Aiseiri), 1 Glencarra, Ballybeg, Waterford, Co Waterford</p> <p>(17) Churchfield Community Trust, 107-109 Knockfree Avenue, Churchfield, Cork City, Co Cork</p> | <p>(18) Coolmine Therapeutic Community, Ashleigh House, Damastown Walk, Damastown, Dublin 15</p> <p>(19) Cork Alliance Centre, Robert Scott House, 6 Patrick's Quay, Cork City, Co Cork</p> <p>(20) Cornmarket Project – Wexford Local Development, Old County Hall, Spawell Road, Wexford, Co Wexford</p> <p>(21) Cox's Demesne (YPP), The House, 15-16 Oakland Park, Dundalk, Co Louth</p> <p>(22) Crinan, 72 Sean McDermott Street, Dublin 1</p> <p>(23) Carlow Regional Youth Services, Montgomery House, Athy Road, Carlow</p> <p>(24) Cuan Mhuire Athy, Milltown, Athy, Co. Kildare</p> <p>(25) Cuan Mhuire Bruree, Bruree, Co Limerick</p> <p>(26) Cuan Mhuire Coolarne, Coolarne, Turloughmore, Athenry, Co Galway</p> <p>(27) Cuan Mhuire Farnanes, Merri Heits, Farnanes, Co Cork</p> <p>(28) Daughters of Charity Community Services (YPP), 8/9 Henrietta Street, Dublin 1</p> <p>(29) Dóchas don Óige (YPP), Liosban Industrial Estate, Tuam Road, Galway, Co Galway</p> <p>(30) Fellowship House, Spur Hill, Doughcloyne, Togher, Cork City, Co Cork</p> <p>(31) Fusion CPL, Cherry Orchard Health Centre, Cherry Orchard Grove, Ballyfermot, Dublin 10</p> <p>(32) GROW, National Support Office, 6 Forrest Mews, Forrest Road, Swords, Co Dublin</p> <p>(33) Guild of St Philip Neri, St Vincent De Paul, 91-92 Sean McDermott Street, Dublin 1</p> |
|--|--|

- (34) Job Sampling Initiative, St Brigid's Family and Community Centre, 37 Lower Yellow Road, Waterford, Co Waterford
- (35) Kerry Adolescent Counselling (YPP), Balloonagh, Tralee, Co Kerry
- (36) Kilkenny Employment for Youth, Garden Row, Off High Street, Kilkenny, Co Kilkenny
- (37) IASIO (Linkage Programme), Block 3, Grove Court, Grove Road, Blanchardstown, Dublin 15
- (38) Le Chéile (YPP), 24 Tivoli Terrace South, Dun Laoghaire, Co. Dublin
- (39) Matt Talbot Adolescent Services (Residential) (YPP), Rockview, 7 Trabeg Lawn, Douglas, Co Cork
- (40) Matt Talbot Adolescent Day Services (YPP), Cara Lodge Residential Treatment Centre, Ahiohill, Enniskeane, Co Cork
- (41) Matt Talbot Community Trust, Rear of Assumption Church, Kylemore Road, Ballyfermot, Dublin 10
- (42) Merchants Quay Project, 24 Merchants Court, Merchants Quay, Dublin 8
- (43) Pro-Social Ireland, 18 Celtic Apartments, Pearse Road, Letterkenny, Co. Donegal, F92 YF57
- (44) PACE, Block 3, Grove Court, Grove Road, Blanchardstown, Dublin 15
- (45) PALLS, Unit 2, Docklands Business Park, Dock Road, Limerick City, Co Limerick
- (46) Restorative Justice in the Community, Annbrook Business Centre, Cleary's Garage, Nenagh, Co Tipperary
- (47) Restorative Justice Services, Marshalsea Court, 23 Merchants Quay, Dublin 8
- (48) SAOL Project, 58 Amiens Street, Dublin 1
- (49) SOLAS, 40 Marrowbone Lane, Dublin 8
- (50) Southill Outreach (YPP), The Factory, Southside Youthspace, Galvone Industrial Estate, Limerick, Co Limerick
- (51) Stepping Out Athlone, National Learning Network, Belhavel, Golden Island, Athlone, Co Westmeath
- (52) Tabor Lodge, Ballindeasig, Belgooly, Co Cork
- (53) Tallaght Probation Project, Courthouse Square, Westpark, Tallaght, Dublin 24
- (54) Tivoli Training Centre, 24 Tivoli Terrace South, Dun Laoghaire, Co Dublin
- (55) Tower Programme, Cusack House, St Mark's Lane, Neilstown Road, Clondalkin, Dublin 22
- (56) TRAIL, Peter McVerry Trust, 29 Mountjoy Square, Dublin 1
- (57) TREO, Unit 2, Block 4, Lacken Road Business Centre, Kilbarry, Waterford
- (58) Tuam Community Training Workshop, Vicharschoraland, Tuam, Co Galway
- (59) Tus Nua, Abigail Centre, Kildonan Road, Finglas, Dublin 11
- (60) U-Casadh Project, Solas Building, Belmont Park, Ferrybank, Co Waterford
- (61) Westview Day Centre (YPP), Westview House, 17 Audley Place, Patricks Hill, Cork
- (62) Wexford Centre Project (YPP), Unit 7, Liberty Corner, Off James Joyce Street, Dublin 1
- (63) WHAD (YPP), Cherry Orchard Equine and Training Centre, Cherry Orchard Green, Ballyfermot, Dublin 10
- (64) WRENS (YPP), Kilinarden Enterprise Park, Killinarden, Tallaght, Dublin 24

Notes

