



An tSeirbhís Phromhaidh
The Probation Service

PROBATION SERVICE ANNUAL REPORT

2019



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Foreword and Introduction

I am very pleased to present the Annual Report of the Probation Service for 2019 to Mr. Charles Flanagan TD, Minister for Justice and Equality. This report sets out the work and performance of the Service during 2019 against our key objectives and priorities.

2019 was another busy year for the Probation Service during which we worked with more than 16,500 offenders referred to the Service from courts nationwide. We completed over 12,500 Probation Assessment Reports and over 3,500 Community Service Assessment Reports.

Recognising that the reduction of re-offending requires a whole of society response, the Probation Service continued in 2019 to pursue a whole of criminal justice approach, ensuring our priorities and actions were aligned, informed and integrated with those of the broader justice system.

Rehabilitating offenders to achieve and maintain positive change is at the core of our work. We are committed to engaging with our service users to encourage them to make positive behavioural changes in their lives. We believe that offenders must accept responsibility for their behaviour and where possible make good the harm they do. Equally, we are committed to respecting the rights of victims of crime in all our work with offenders.

Probation practice is delivered, informed and underpinned by social work practice and our dedicated staff have a specific expertise in intervening with offenders and in assessing and managing risk. As in all services our staff are the core foundation on which our success is based. As a Service we constantly strive to remain effective and responsive to new and emerging needs, as well as keeping informed on developments in probation practice, which is essential. Our on-going commitment to continuous professional development is

demonstrated through our annual programme of staff learning and development.

2019 saw the inaugural Probation Service Staff Awards. The awards scheme was created to recognise and reward the effort and contribution that staff of all grades make to the Service across all facets of our work.

Working collaboratively, particularly with our criminal justice partners, to further improve outcomes in the management, rehabilitation and reintegration of offenders remained a priority for 2019.

Recognising the unique and added value the voluntary and community sector plays in supporting desistance from offending, in 2019 the Probation Service through the Department of Justice and Equality, provided funding of €17.532m to a range of Community Based Organisations to support the work of the Probation Service.

This year also saw the retirement of a number of officers including the Director, Mr. Vivian Geiran. Their contribution to the history and development of the Probation Service is recognised.

Finally, I would like to take this opportunity to once again acknowledge the on-going dedication and commitment of all our staff and stakeholders in delivering our services and the good work of 2019.

**Ita Burke,
Acting Director**

16,607

Offenders dealt with
in the Community



2,689

Prisoners
worked with

12,502

Probation Reports
Completed



783

Orders made for Post
Custody Supervision by
the Probation Service

3,5

Community
Assessments



63

Assessments for
Parole Board



791

Community Service
Orders managed,
totalling:

9,815

hours of
community service
work in lieu of,

47 years in prison,
resulting in

over €3.5 million

worth of unpaid work for the benefit
of communities nationwide



206

Offenders
commenced
Community
Return

103

Life Sentence
Prisoners
Supervised
in the
Community



407

Sex Offenders
Supervised in the
Community

3.8%

6.37%

2019 At a Glance

Strategic Priorities

Delivering our Strategy 2018- 2020

Throughout 2019, the Probation Service continued to deliver on commitments published in its Strategic Plan, 2018-2020, One Vision, One Team, One Standard. In 2019, we made excellent

progress on a clear programme of work across every aspect of the organisation. Themes of evidence-based practice, collaboration across the criminal justice sector and future focused service provision were at the forefront of work.

February

European Day for Victims of crime on 22nd February 2019, Seminar hosted at Probation Service Haymarket Headquarters.

April

Probation Service participated at the TED Talks event held in Mountjoy prison.

May

Outlook Women's programme, a partnership with Focus Ireland, Irish Prison Service and the Probation Service, opened in May 2019, providing support and accommodation for women.

Jan

Feb

Mar

Apr

May

Jun



FOCUS Ireland

The commitment of existing and newly recruited staff was a visible strength, revealed and acknowledged throughout the consultation processes resulting in the development of the newly designed Offender Supervision Framework. It was evident

throughout 2019 that “One Vision, One Team, One Standard” was taken on board by everyone in the organisation and upheld in the day to day business.

July

The inaugural Probation Service Staff Awards ceremony took place in Dublin, recognising staff contribution and celebrating the long service of many employees.

September

The first “Yellow Ribbon Run” in Ireland took place on the grounds of Loughan House, Cavan. Probation Service staff ran alongside colleagues and offenders for 5km

November

Probation Service Director, Vivian Geiran and Irish Prison Service Director General, Caron Mc Caffrey, sign a joint Memorandum of Understanding between the two services.

Jul

Aug

Sep

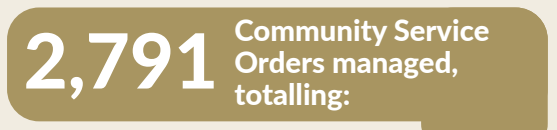
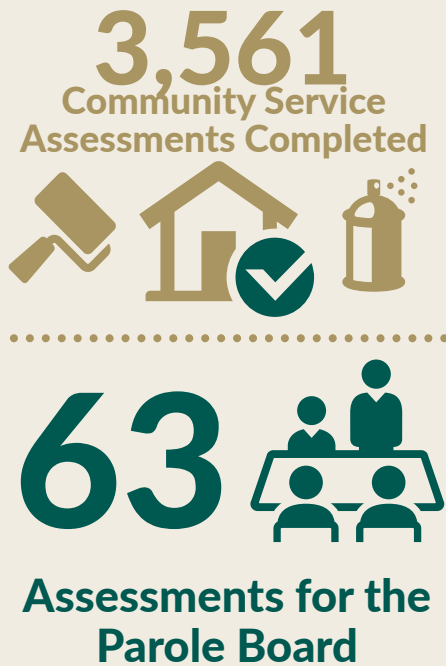
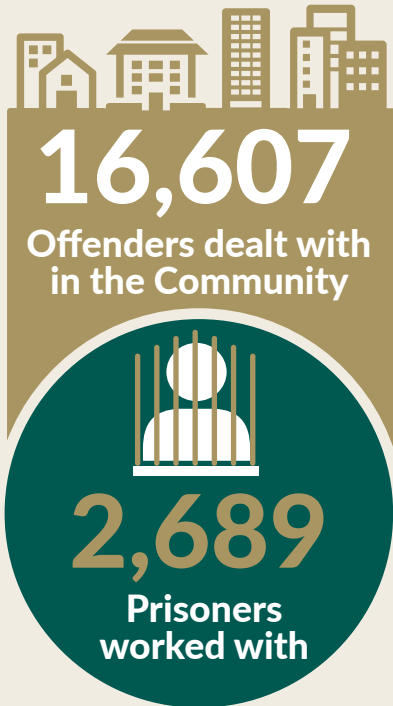
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Nov

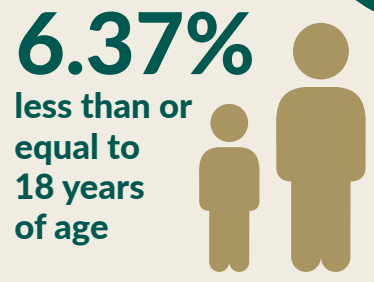
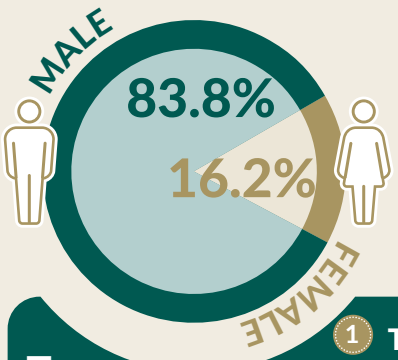
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2019 in Numbers



Over €3.5 million
worth of unpaid work for the benefit of communities nationwide



- Top 6 Offences** Resulting in Referrals to the Probation Service
- | | |
|-----------------|----------------|
| 1 Theft | 4 Public Order |
| 2 Drug Offences | 5 Road Traffic |
| 3 Assault | 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 Practice

Evidence Informed Practice

The Probation Service is committed to providing the best evidence informed interventions to reduce reoffending, protect the public and enable sustained desistance from offending. The core of what probation staff do in their day to day work is motivating offenders to change. This is achieved through the development of positive professional relationships, by thoroughly assessing each individual's risks and needs, combined with the application of interventions and tailored responses.

Risk Based Approach to the supervision of Offenders.

The Probation Service maintains a risk based approach in supervising offenders to ensure that interventions are appropriately and individually tailored for each person, and to maximise resources.

We know through research and empirical evidence that accurate risk assessment informs appropriate responses and interventions, in order to achieve the best outcomes. The following are living examples of what is working well in the criminal justice sector in Ireland. These initiatives are underpinned by principles of good practice and targeted responses that are informed by risk assessment and cross-sectoral collaboration.

Joint Agency Response to Crime (JARC)

2019 saw the continued delivery of interagency collaboration across key agencies including the Joint Agency Response to Crime (JARC) initiative. Now embedded in several locations across the country, this model clearly demonstrates joined up thinking and a collective response to tackling crime, proactively



supporting clients in their efforts to lead a law-abiding lifestyle. The infrastructure supporting the JARC initiative, including the Oversight Group, the National Co-ordination Team, Steering and Operational Groups provided ongoing support to deliver objectives ensuring its ongoing success.

Sex Offender Risk and Management (SORAM) model.

The Sex Offender Risk and Management (SORAM) model of working established in 2010, has continued with its important interagency work throughout 2019, addressing risks posed by convicted sex offenders and safeguarding the welfare of children. SORAM is an excellent example of cross agency collaboration, supported at national level by representatives from An Garda Síochána, the Probation Service, the Irish Prison Service, Tusla and local authorities. The National SORAM office continued to provide oversight and support of this initiative at operational level throughout communities in Ireland.

Working with Perpetrators of Domestic Violence

The Probation Service is the lead agency in the assessment and supervision of offenders in the community. It is committed to using the best evidence informed interventions in its work with perpetrators of domestic abuse whilst ensuring the victim perspective is integrated into offender risk assessment and ongoing case management.

In 2019, the Probation Service continued to meet its responsibilities under the Second National Strategy on Domestic, Sexual and Gender based Violence 2016-2021.

The following priority areas were actioned throughout the year.

- ▲ The Probation Service Domestic Violence Working group reviewed and updated the existing Probation Service Domestic Violence Policy and Guidelines 2016, holding regional focus groups with practitioners as part of a staff consultation exercise.
- ▲ Further to the introduction of the Domestic Violence Act 2018, staff were provided with specific training on the new offence of Coercive Control.
- ▲ In December, a “16 Days of Action” event opposing gender-based violence was held in Probation Headquarter, Haymarket, with contributions from Women’s Aid, St. Patrick’s Mental Health Services and Tusla who presented on the impact of Domestic violence on children.
- ▲ Further consolidated relationships with perpetrator programme providers MOVE Ireland and MEND, South East Domestic Violence Intervention Programme, through ongoing work and the implementation of agreed interagency protocols.



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

Risk Based Approach to Workload Management.

A risk based approach to workload management

pilot project was launched in 2018. Developed in partnership with the Probation Officers’ branch of the Forsa Trade Union, the pilot was extended to ten teams nationally in 2019. The Working Group prepared a report with recommendations for implementation which was accepted by the Service Director in December 2019.

A further supporting action was to review the existing service delivery model for the Assessment Team in Dublin to ensure greater effectiveness in delivery of the risk based approach to workload management and supervision of offenders.



Pictured: Olivia Keaveney Young Persons Probation Regional Manager

Young Persons Probation

In November 2019, Young Persons Probation (YPP) was further strengthened as a region of the Probation Service with the appointment of a new Regional Manager. YPP was originally established to meet the specific needs of young people and to fulfil statutory obligations under the Children Act 2001. Under the Act, a child is defined as anyone under the age of 18. However, YPP continue to work with young people into early adulthood.

There are four dedicated teams nationally – Dublin North, Dublin South, Limerick/Clare and Cork. In other areas, Probation Officers while working with both adults and children, have a distinct approach and tailored responses for young people and their families.

This response considers the developmental age, maturity and many needs of the young people, as well as their resilience, supports and individual strengths. The work is informed by trauma and attachment theories. Multidisciplinary and interagency working is at the core of YPP. As such, young people are supported in their communities and are referred for specialised services to one of YPP’s Community-Based Organisations funded by the Probation Service or other external services.

YPP also facilitates targeted interventions to address attitudes to offending and increase awareness of the victim perspective. A YPP Probation Officer working part time in Oberstown Detention Centre participates in pre-discharge planning and engages young people in offence focused work.

The Probation Service as a key stakeholder participated on the working group developing the Irish Youth Justice Strategy. They presented on the work of the Service at the open forum on the Irish Youth Justice Service (IYJS) new Youth Justice Strategy, which included a brief address from Minister of State, David Stanton T.D.

Exciting New Project: Offender Supervision Framework

2019 saw the design of a new project, the Irish Offender Supervision Framework, (OSF) come to fruition. The Probation Service recognised that there was a need to examine day-to-day practice with offenders, build on what was done well, yet also change aspects of the work in order to achieve better outcomes and a better experience for service users.

Having examined international best practice across the probation sector it was agreed that a bespoke model would be the best option. Velia Ltd, an international consultancy company was appointed to work in partnership with the Service and design the framework. Throughout 2019, extensive engagement



Pictured: Ioan Durnescu and John Stafford Velia Limited speaking at the Offender Supervision Framework Symposium

The design process so far -

- ✓ Met with about 170 staff
- ✓ Visited 14 offices
- ✓ Held 16 discussion workshops
- ✓ Observed client supervision sessions
- ✓ Interviewed a range of clients
- ✓ Met with partner organisations, the Trade Union, Judges
- ✓ Met with specialist staff – administrators – Community Service supervisors – Sex Offenders staff – Victim specialists – prison based staff
- ✓ Participated in meetings with senior probation officers, regional managers, Executive Leadership Team – 1:1 and in groups
- ✓ Meetings and regular liaison with Working Group

Design does the job beautifully



The research evidence behind

- ▶ **What works** – RNR model up dated – 15 principles
- ▶ **Desistance** – importance of identity, client understanding and participation, co-production, use of significant others, quality of relationship, 'generative activities', access to legitimate opportunities.
- ▶ **Who works** – hybrid supervision, core correctional skills, POs and supervision characteristics
- ▶ **Compliance literature** – substantive compliance
- ▶ **Restorative Justice** – victim impact and perspectives

occurred with staff across the organisation as well as several consultation interviews with partner organisations and key stakeholders, clearly demonstrating the positive commitment by colleagues to continuous improvement in services.

Once the Offender Supervision Framework design was complete, we then needed to examine in detail what was required to be in place before rolling it out. The Centre for Effective Services, (CES) was appointed to support the preparation phase and assist with implementation readiness for the framework.

One of the key objectives for the overall project is to promote and progress evidence into practice. We look forward to moving our practice, through the Offender Supervision Framework, to new levels of success and improved measurable outcomes. The Probation Service welcomes the opportunities and challenges ahead on this exciting journey.

Community Service and Community Return.

Throughout 2019, the Probation Service continued to successfully implement Community Service and Community Return schemes whereby offenders perform unpaid work in the community which benefits society. These schemes are valuable for communities and offenders alike, as opportunities are provided to make amends by those who have caused harm, learn new skills, work in a positive environment and see the benefits first hand through their personal contribution.

“In 2019, the Probation Service managed 2,781 Community Service Orders, totalling 379,815 hours work, in lieu of 1,247 years in prison.”

Below are some personal accounts and lived experiences of Community Service and Return in action.

Community Service

A day on the Community Service Bus-

9am and the Community Service Buses are parked up outside Haymarket ready to depart with Community Return and Community Service clients. Tom, one of the Community Service Supervisors for the last six years, notes that “the Bus” is a favourite of both clients and himself alike.

Clients on board are happy to hear they are heading to a nearby village and the mood is good humoured with plenty of banter. Tom parks up the bus and the job for the day is the clean-up of a housing estate. The clients are proud of the difference they are making. Members of the local community approach Tom and thank him for his and the teams’ work. “Fair play to you and ye are doing a great job”.

There are two Community Return clients on this site. John* has five weeks left, and Jim* has 20 weeks ahead of him. Both men are hardworking and are glad of the opportunity to complete Community Return. The calm, steady influence they bring to site and other clients is clear to see.

After lunch it is then it is off to another housing estate, this time to weed and edge pavements. Grass is cut back and the litter is picked up, a few hours hard work makes a world of difference.

A member of the public thanked the team, the path now accessible to him in his wheelchair. The benefit of this work was also noted by one of the community service participants who appreciated the opportunity given to him by the Court.

**Names have been changed to protect client’s identity.*



Pictured: Community Service Participants at work

Community Return

“Life is Different but Life is Better”

Paul*, a community return client, reflects on the experience of having been prosecuted, serving a custodial sentence and participating in the Community Return Programme as part of the management of his sentence.

Paul was in his thirties when he served a lengthy sentence for a conviction of drugs possession. This was Paul’s first conviction and he would ascribe difficult personal experiences as contributing factors to his addiction and offending.

Paul spent several months on remand in custody during which he engaged in educational services and availed of work opportunities within the prison setting. Following a period of time, he was transferred to an open prison. In the open prison setting, Paul completed an applied psychology qualification and also the Pathways Programme. During this period, Paul learnt about Community Return and was referred for assessment for the initiative.

The assessment, approval and release on Community Return took approximately 6 to 8 weeks to conclude. As Paul was also studying in University, this was taken into account as part of his individual plan. Paul claims that his participation on Community Return gave him the opportunity to “pay his dues” and “give something back” to his community under the supervision of probation staff. His work involved maintenance and grounds work in the community. Paul’s engagement with education assisted him further in developing prosocial friendships and opportunities.

He acknowledges that being on Community Return involved juggling a lot of different tasks, but that it provided him with a pathway into sustaining education in the community as well as the opportunity to make reparation for his offending behaviour.

**Name has been changed to protect client’s identity.*

Restorative Justice and Victim Services Unit

The Restorative Justice and Victim Services Unit completed its first full year of operation in 2019.

Staff in the Unit provide:

- ▲ Leadership and support for the consistent and integrated provision of restorative justice interventions across the Service
- ▲ A central point of contact to respond effectively to requests and queries from victims.



Pictured: Ursula Fernëe, Regional Manager, Darren Broomfield, Senior Probation Officer and Áine Morris, Probation Officer who joined the Unit in May 2019

Restorative Justice in Probation Practice:

2019 has seen the wider application of a range of restorative justice (RJ) models as part of probation assessment and supervision seeking to address and give voice to the needs of victims and to develop pathways of desistance for offenders. In addition to engaging with the Judiciary, the Unit has developed a range of resource materials for Probation staff that outline the pathways for intervention and the methods of implementation. The focus for training in 2019 was on the model of “conferencing” which was delivered in conjunction with community-based partners, Céim ar Chéim and Le Chéile. The International Institute for Restorative Practices accredits all participants for Restorative Practices.

2019 saw the launch of the cross European project on Restorative Justice: Strategies for Change 2019-2023. The project has core members from ten countries. The purpose of the

project is to identify, inform and guide activities that will support implementation of Council of Europe Recommendation CM/Rec (2018)8. Staff from the Unit were delighted to attend and address the symposium “From Penal Mediation to Restorative Justice Policies and Practices in Transition” hosted by the European Forum for Restorative Justice in Bilbao in June 2019. Their presentation focused on the development of restorative justice in Probation practice in Ireland, engagement with victims and victim advocacy groups and future opportunities and challenges in the context of recent legislative change.

The Probation Service co-hosted a National Symposium “Implementing Restorative Justice in Law, Policy and Practice” with the Centre for Crime, Justice and Victim Studies in the University of Limerick in November 2019. A range of international and national speakers presented and included those from the Czech Republic, Finland, Norway and England.



Pictured: Ursula Fernee, Regional Manager, speaking at the Restorative Justice Symposium in Bilbao in June 2019



Pictured: Vivian Geiran (Director of the Probation Service), Alice Brislane (Chairperson of Board of Management of RJC), Emily Sheary (Project Manager) and Sarah Treacy (Senior Caseworker)

Restorative Justice in the Community –Celebrating 20 years of Service.

The Director of the Probation Service paid tribute to the role played by “Restorative Justice in the Community” as one of the earliest dedicated Community-Based Organisation to engage in Restorative Justice Interventions. First established in Nenagh and working with modest numbers, the project has now extended from Tipperary in to Laois and Offaly, working with up to 150 court based referrals annually.

The main aims of the project are (i) empowering victims, offenders and communities to come together to consider how to repair the harm caused by criminal offending through a process of restorative dialogue and reparation and (ii) minimising repeat offending by addressing the factors leading to the offence to aid the rehabilitation of the offender within the community.

Victim Services:

The Probation Service recognises that different victims will want different services. They may want

- ▲ Information about the Probation/Criminal Justice system
- ▲ To know about support services and how and where they can access them
- ▲ To explore possibilities in relation to restorative justice.

During 2019, the unit engaged directly with thirty victims, responding to a range of queries, by telephone or on a face-to-face basis. The Probation Service hosted a seminar for European Victims of Crime Day on 22nd February 2019, with representatives from Victim Services organisations presenting on their work, including the National Advocacy Service, Victim Support at Court, Crime Victims Helpline and the Irish Tourist Assistance Service. There was a large attendance of probation staff at the seminar which contributed to good dialogue, information sharing and awareness raising on the day.



Pictured: Ursula Fernee, Regional Manager, speaking at the European Victims of Crime Day Seminar in Haymarket in February 2019

SECTION

2

Connected and Trusted

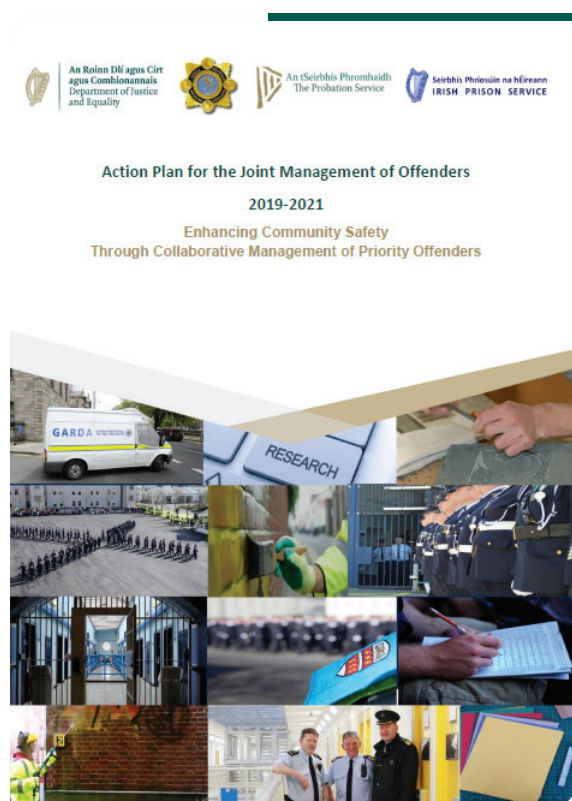
Connected and Trusted

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.

Developing cross-sectoral collaborative approaches remained a key focus for the Probation Service in 2019. Successful interagency initiatives, including the Joint Agency Response to Crime (JARC) and the Sex Offender Risk and Management (SORAM) model continued. Other important areas of work across agencies included supporting those in vulnerable situations where domestic abuse prevails. These collective approaches have continued to exemplify inter-agency co-operation at its best.

The Probation Service remain committed to a more integrated approach to offender management and were represented on the cross sectoral group which developed and published the “Action Plan for the Joint Management of Offenders 2019 to 2021.” This group was chaired by the Department of Justice and Equality with senior management representatives from the Probation Service, the Irish Prison Service and An Garda Síochána. The Action Plan, published in December 2019 is intended as a concise and focused framework to build on the productive partnerships across the sector and to enhance public safety.

The action plan can be accessed here: <http://www.justice.ie/en/JELR/action-plan-for-the-joint-management-of-offenders.pdf/Files/action-plan-for-the-joint-management-of-offenders.pdf>



Report on Pre-sanction Assessment Reports to the Criminal Justice Strategic Committee.

– An interagency group comprising of key stakeholders across the justice sector was established in January 2019 to focus on improved efficiencies and effectiveness covering the arrangements in the area of Pre-sanction assessments. In progressing the task the Group considered a broad range of issues and made proposals which will be progressed through the various workplans.



Outlook Women's Programme

In May 2019, a new facility opened in Dublin city centre, developed through partnership work between the Probation Service, the Irish Prison Service and Focus Ireland following a successful procurement process led by the Office for Government Procurement. The Outlook programme, providing support services with accommodation for women post custody or on

Probation Supervision was welcome, offering opportunities to support their re-integration in the community and safely rebuild relationships with family and children.

The project is another excellent example of interagency partnership resulting in a positive community-based alternative and pathways for women.



Pictured: Vivian Geiran, Director and Caron McCaffrey, Irish Prison Service Director General signing the Prisons, Probation MoU.

Prisons Probation Memorandum of Understanding (MoU) signed

Probation Service Director, Vivian Geiran, and Irish Prison Service Director General, Caron McCaffrey, signed an interagency Memorandum of Understanding (MoU) Irish Prison Service and The Probation Service, November 2019. This MoU builds on the Joint Irish Prison Service & Probation Service Strategic Plan 2018-2020, which sets out the shared objective of building “a multi-agency approach to offender management and rehabilitation, from pre- to post-imprisonment in order to reduce reoffending and improve prisoner outcomes.” The MoU specifically provides clarity on the actions to be taken to underpin the contribution of the two organisations to prisoner sentence management and reintegration in the community. This framework of supporting actions include information sharing, and access to prisoners, as well as how specific groups will be prioritised.



Our work and commitment to improve what we do, involves collaboration and sharing of knowledge, experience and practice not only across the island of Ireland but also with colleagues and partner organisations internationally.

Public Protection Advisory Group

The 10th annual Public Protection Advisory Group (PPAG) seminar was held on November 29th 2019 in the beautiful surroundings of Parliament Buildings on the Stormont estate, Belfast. The event was hosted jointly by the Probation Board for Northern Ireland and the Irish Probation Service in the Long Gallery. Speakers from all the justice agencies shared best practice on how to reduce re-offending by adopting a trauma informed approach. The presentations were excellent in content with plenty of opportunities for thought provoking discussion and debate about the issues through the “Q & A” and panel sessions as well as throughout the day’s informal networking.

Irish Probation Journal

The sixteenth edition of Irish Probation Journal was launched at the annual seminar of the North/South “Public Protection Advisory Group”. The Journal continues to provide an important forum for sharing theory and practice and increasing co-operation and learning between the two jurisdictions. There are a wide range of stimulating articles from authors in the field of criminology, in academia and in practice with both national and international perspectives.



Pictured: Vivian Geiran, Director, Gail McGurnaghan PBNI, Lena Timoney Probation Service and Cheryl Lamont Chief Executive PBNI at the PPAG Seminar

Subject areas in this year's edition include Mental Health, Restorative Justice, Victim Services, Human Trafficking, Data Analytics, an exploration of Culture in the Criminal Justice sector and other themes that will promote reflection and stimulate debate. The Journal is available on www.probation.ie.

Judicial Studies Board Northern Ireland Cross Border Conference

The Judicial Studies Board Northern Ireland hosted a cross border conference in Belfast on Saturday March 2nd 2019. This prestigious event was attended by Judiciary from both

jurisdictions. The Probation Board Northern Ireland and the Irish Probation Service presented a paper on "Probation Services working collaboratively, the North/South experience".

It covered a range of topics including; Probation on the island of Ireland, sharing knowledge and best practice, joint initiatives, the Public Protection Advisory Group and the Irish Probation Journal.

Probation Service / Probation Board Northern Ireland Meeting

The annual senior management meeting between The Probation Service and Probation Board Northern Ireland took place in Haymarket on Thursday 25th and Friday 26th of July. A full agenda that allowed sharing of practice and policy developments in both jurisdictions was explored under the alternating chairs of Vivian Geiran and Cheryl Lamont. The meeting further enhanced and strengthened the ongoing collaborative partnership between the two services.

The Criminal Justice (Mutual Recognition of Probation Judgements and Decisions) Act 2019, commenced on September 25th 2019. This legislation allows for the transfer of community



Pictured: From left to right, Presiding District (MC) Judge Fiona Bagnall, NI, Ailish Glennon, Probation Service, Ireland, Sir Declan Morgan, Lord Chief Justice, Northern Ireland, Her Honour Judge Rosemary Horgan, President of the District Court and Dr Geraldine O'Hare, Probation Board Northern Ireland.

sanctions across the European Community with the exception of the United Kingdom. The mutual recognition of orders allows for the transfer of supervision of probation orders made in another European jurisdiction (and vice versa) with these orders holding the same legal status as an order made in our Courts. The Probation Service is the designated competent authority for the Department of Justice and Equality.



Pictured: Gerry McNally CEP President with CEP Committee

Working With Our Partners Abroad Confederation of European Probation (CEP)

Throughout 2019, the Probation Service continued to play an active role in the CEP participating in and contributing to CEP working groups and attendance at workshops and conferences.

The Confederation of European Probation (CEP) is the established European organisation for probation and the voice and leader for probation in Europe. CEP members come from the 47 Member States of the Council of Europe, and comprise organisations working in the field of probation, research and education bodies, researchers and interested individuals. On 23rd and 24th October 2019, the Probation Service



Pictured: William Rentzmann (Denmark) CEP Board Member, Andrew Montague (Strive Ballymun) and Gerry McNally (CEP President)

with the Confederation of European Probation (CEP) hosted the 13th CEP General Assembly at the Richmond Centre, North Brunswick Street, Dublin.

As part of the Dublin event, at the CEP General Assembly, Gerry McNally, Assistant Director in the Probation Service, was re-elected as President of CEP for a further three years.

CEP Awards

During the Confederation of European Probation (CEP) General Assembly and Directors General Conference, CEP presented awards in five categories celebrating outstanding contributions to probation work in Europe.

The winner of the **CEP Public Protection Award** was STRIVE Ballymun, a community-based multi-agency project supported by the Probation Service.

STRIVE, operating since 2015, focuses on high-risk persons identified as causing the most harm in their community using a coordinated approach and resources local stakeholders and services. These include local justice agencies (the Probation Service, Irish Prison Service, An Garda Síochána), governmental agencies (Dublin City



Pictured: CEP Award Participants on behalf of The Probation Service with Director Vivian Geiran and CEP President Gerry McNally

Council, Department of Social Protection, Health Service Executive) and NGOs (Job Centre, Local Drugs Task Force).

The overall aim of STRIVE is to reduce the offending of these individuals through multi-agency pathway treatment programmes, delivering an effective and sustained improvement in the quality of life for themselves, but most importantly for local residents and for all citizens.

The winner of the **CEP Social Inclusion Award** was the Social Enterprise Project supported by the Probation Service and the Irish Prison Service.



Social Enterprise

Social Enterprises create a pathway out of the penal system, empowering and supporting full community reintegration. With the unemployment rate in Ireland at its lowest level in over a decade, the rollout of this initiative works toward ensuring that no one is left behind because of their criminal record.

Key achievements for Social Enterprise in 2019:

2019 saw the Social Enterprise (SE) initiative continue to grow with a number of key achievements including:

- ▲ Social Enterprise Initiative: Winner of the Confederation of European Probation Social Inclusion Award.
- ▲ In excess of fifty SE's nationwide now training or employing people with convictions and growing with over one hundred people employed or on training in these SEs.
- ▲ Two Social Enterprise Meet and Greet events were hosted in Dublin and Mayo attracting thirty six SEs as well as other support organisations maximising awareness of recruiting from an untapped source of talent

Supporting Sentence Management and Rehabilitation of Those Who Serve Prison Sentences

Probation Officers provide a service to clients in all the prisons with a probation team based in each. During 2019, we continued to deliver on our three year joint Strategy (2018-2020) with the Irish Prison Service. The MoU signed off between the two Services in November 2019, further strengthens our ongoing commitment to collaborative working.

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



Pictured: Minister for Justice and Equality Charlie Flanagan T.D. with Social Enterprise Awardees at Kickstart Awards Ceremony in Haymarket in May 2019



Pictured: Lisa Anderson, Senior Probation Officer, Probation Service with speakers at the TEDx Event in Mountjoy Prison

This work includes completing assessments on life-sentenced prisoners and home circumstances reports for the Parole Board. Probation staff conduct offence-focused and resettlement work with offenders who will be subject to court-mandated supervision orders upon their release from custody and conduct assessments for prisoners who are being considered for the Community Return Scheme.

Probation Officers and the SAOL Project, which includes peer mentors among its workers, facilitated three group-work programmes during the year for women in the Dóchas Centre, bringing an innovative community response directly into a custodial setting and addressing issues including addiction, mental health and domestic abuse.

In April 2019, the Probation Service participated in a TEDx event which was held in Mountjoy Prison.

TEDx Mountjoy was a collaboration between the Probation Service, the Irish Prison Service and SOLAS. The theme for the evening 'Beyond Walls: from Custody to Community,' focused on

the barriers that offenders face leaving prison and the supports required as they try to re-integrate successfully into society.

A range of speakers contributed to this innovative event, including representatives from Probation Service, Mountjoy Prison, UCD, Irish Prison Service Psychology and Education services, the Bridge Project, Social Enterprise, (We Make Good) and Dublin GAA,. The Probation Service focused on the critical work undertaken by the Probation staff with offenders, in supporting the throughcare process as well as the need for optimism in sometimes challenging circumstances.

PACE 50th Year celebration.

PACE, a community-based organisation funded by the Probation Service celebrated 50 years by hosting a conference in City Hall, Dublin on the 6th November 2019. The conference was opened by President Michael D Higgins. The theme of the conference was "That's my story" working with people with convictions. The keynote speech was provided by Tom Gash, the prominent researcher and writer, and the author of "The Truth about Why People do Bad

Things". The conference highlighted the valuable work carried out by PACE with regard to the re-integration of life sentenced prisoners and those with convictions related to harmful sexual behaviour. The conference also outlined the challenges faced in the delivery of these services and those of the client group due to economic, social and housing issues.



Pictured: President Michael D Higgins speaking at the PACE conference, City Hall, Dublin November 2019.

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 2019.

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 prosocial 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.



Yellow Ribbon Run

On 28th September the first 5km "Yellow Ribbon Run" in Ireland took place in the grounds of Loughan House, Cavan. The Yellow Ribbon Prison Run is a distance of courage and determination in support of the ex-offenders, organised by the Probation Service in conjunction with the Irish Prison Service, The Probation Board for Northern Ireland and the Northern Ireland Prison Service. Staff in each of the four services, community-based organisations and offenders participated in the run replacing their normal Saturday morning Parkrun. The Yellow Ribbon Run has a number of goals which promote offender integration to the community with a focus on employment of ex-offenders whilst also promoting a second chance at making good. IASIO, (community-based organisation jointly funded by the Probation Service and Irish Prison Service) were present on the day and accepted donations for their client contingency fund, which facilitates ex-offender employment as part of community engagement.



Pictured: Probation Service staff participating at the Yellow Ribbon Run.

SECTION

3

People Centred

People Centred

The Probation Service is a people-centred organisation. It believes that with the assistance of our knowledgeable, skilled and committed staff, acting as change agents, our service users have the capacity to change their behaviour and become better citizens.

Recruitment

Recruitment continued during the year with a further intake of eleven staff from the 2018 Probation Officer competition, a further six staff were promoted to Senior Probation Officer grade, and four positions were filled from the competition for Assistant Principal Probation Officer. Seven new Community Service Supervisors were recruited for key locations nationwide during the year.

A new role of Deputy Director with responsibility for Business Support and Development was filled following a competitive process.

A number of promotions and mobility opportunities for corporate and administrative staff also took place throughout 2019.

The Probation HR Unit liaises with HR Division within the Department of Justice & Equality on an ongoing basis, and contributes to the Department's Work Force Plan.

Retirements

A total of eleven staff retired from the Probation Service during 2019. This included Assistant Director Brian Dack and Director, Vivian Geiran.

Our annual function for retired colleagues took place on 10th April 2019, and was well attended, as always, with a wonderful performance from the "JustSing" Choir.

This event is one that our retired colleagues look forward to, and enjoy every year, which gives them the opportunity to catch up with their former colleagues for a great afternoon of 'ceol, caint agus craic'!

Retirement of Service Director

In December 2019 we bade farewell to the Director Vivian Geiran, as he retired after a long and distinguished career. Vivian joined the Probation Service in 1987 as a Probation Officer, working in a variety of roles in the Dublin area. He was promoted to Assistant Principal Probation Officer in 2002, and to Deputy



Pictured: Ita Burke, Oonagh McPhillips, Deputy Secretary General of the Department of Justice and Equality, Ailish Glennon, Vivian Geiran, Paula Geiran and Una Doyle at the Director's retirement event, Probation Service Headquarters, Haymarket.



Pictured: (Left) Ita Burke making a speech at Vivian Geiran's Retirement, (Right) Vivian Geiran, Liz Byrne and Paula Geiran

Director in 2006, before taking the reins as Director in August 2012.

Under Vivian's direction, the Probation Service consolidated its position as an integral part of the Irish criminal justice system. His concentration and focus on inter-agency co-operation and collaboration across the sector leaves a strong legacy for the Probation Service.

Vivian's (re)election to the Council of Europe Council for Penological Co-operation (PC-CP) in 2019 will ensure his passion and commitment to the sector is sustained into the future.

Wellbeing

The first meeting of the newly established Wellness Committee took place in December 2019. Staff on the Committee represent all grades and a number of offices throughout the Probation Service.

The purpose of the Committee is to raise awareness and promote wellbeing in the organisation.



Pictured: The Probation Service Tag Rugby Team

Earlier in the year, staff were encouraged to organise events in their area to mark National Workplace Wellbeing Day. Some staff took part in the 'Lunchtime Mile' walk or run initiative, with the main event being a Wellbeing Breakfast held in the headquarters in Haymarket.

Throughout the year, staff organised activities for their colleagues, such as a Tag Rugby Summer League, football, basketball, and learn at lunchtime events, from talks on mental health to gardening tips. The "JustSing" Choir continued

their weekly practice and performed wonderfully for their colleagues at a number of events.

As part of the Probation Service commitment to staff wellbeing, all staff have access to a free and confidential counselling and Employee Assistance Programme, operated on our behalf by the VHI.



Pictured: The Just Sing Choir performing in Haymarket

Staff Awards

The inaugural Probation Service Staff Awards ceremony took place in July 2019. The awards

scheme was created to recognise and reward the efforts of Probation Service staff across all grades nationwide. Firstly there were nominations for 'a job well done' or for 'going the extra mile' in a number of categories such as services to offenders and teamwork. Secondly, long service of thirty years plus in the Probation Service and / or the Department of Justice and Equality was also recognised.

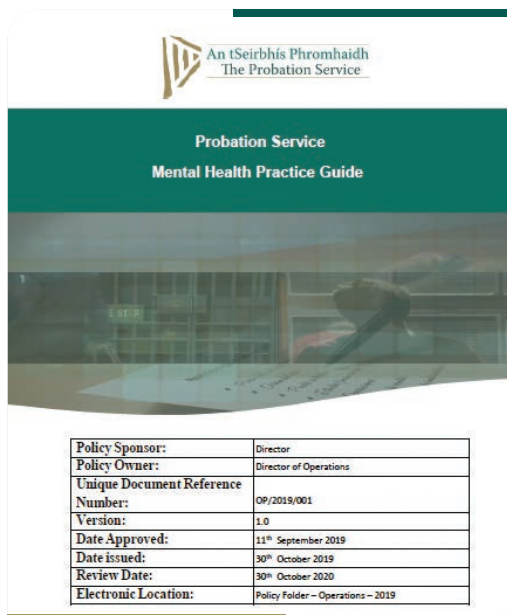
Finalists in the individual categories and those with long service were invited to attend with a guest. The event commenced with a welcome and opening remarks from Vivian Geiran, Director, Probation Service and Aidan O'Driscoll, Secretary General, who presented the awards. The presentation commenced with the long service awards - three staff with over forty years' Service and thirty nine with over thirty years' Service were recognised.

Out of the Special Category nominations one overall 'Probation Champion' was selected. It was a great opportunity to have long service and commitment acknowledged, as well as a great social event for staff to meet with many of their colleagues from around the country.





Aidan O'Driscoll, Secretary General, Department of Justice and Equality, presenting awards to winners of the individual categories.



Pictured: Brian Santry, Regional Manager, Probation Service, Dr Conor O' Neill Consultant Forensic Mental Hospital, Dervella Mc Nee Associate Director & Therapeutic Space Co-Ordinator in Haymarket.

Mental Health

The Probation Service Mental Health Working Group continued to deliver further actions identified in the Service's Mental Health Implementation Plan 2017.

The Probation Service second World Mental Health Day event took place in Haymarket in October 2019, with presentations from various experts working in the area of mental health and mental illness. Events to mark the day were also held locally across the regions. A practice guide in mental health awareness for Probation Officers, was launched at the Haymarket event.

The Learning and Development Unit continued to train Probation Officers in STORM, which is a model of practice which supports staff to intervene more effectively with clients who present with ideation of self-harm or suicide.

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 2019, forming an integral part of our strategic planning process, a Public Sector Duty Action Plan was developed and published on the Probation Service website. The Action Plan is incorporated into work planning processes and integrated into the day-to-day business.

Several actions were progressed in 2019. The Human Resources unit continued to promote equality in the workplace for all employees through facilitating flexible working arrangements, promoting the role of the Disability Officer and upskilling staff by attending training that focused on equality issues.

Regarding service user experiences, the newly designed Offender Supervision Framework, incorporated several new elements to improve on existing practices to enhance the service user journey while on probation. In promoting human rights and a client centered focus, levels of risk and interventions were matched appropriately, in accordance with best practice. Much work has continued in addressing areas of gender inequality to develop a distinct approach, underpinned by best practice, in the area of female offending.

SECTION

4

Learning Organisation

Learning Organisation

We will remain informed about the best empirical evidence of what is effective probation practice, and take appropriate measures to incorporate new learning into our work, creating a culture of continuous learning and reflective practice.

Learning and Development



Pictured: Geraldine Broderick, Assistant Principal Probation Officer, Staff Learning and Development unit, Probation Headquarters, Haymarket.

In 2019, the Learning and Development (L&D) Team re-located to a dedicated space in Haymarket headquarters. The space facilitates an interactive and dynamic learning environment and welcomes staff engagement and interaction.

In 2019, the Unit provided an annual programme of training and facilitated attendance at several conferences and interagency events for staff of all grades.

Seventy-eight training events took place in the Probation Service covering diverse and stimulating topics including Coercive Control, Adolescent Mental Health, Motivational Interviewing, Understanding Sexual Offending, Self-Care in Probation and Social Work, Risk Assessment and Case Management and Understanding Risk in Criminal Justice.

Training in 2019 included:

<i>General and Specific Offender Intervention Training</i>	
ASSIST (Suicide Prevention)	Coercive Control (Domestic Violence)
GDPR	Understanding Sexual Offending (Human Sexuality)
Always Children First	Motivational Interviewing Skills
Writing Skills	Understanding Risk in Criminal Justice Module
STORM (Self Harm and Suicide Prevention Skills Training)	An Introduction to Trauma
Full Staff Induction and Call back	Victim Awareness
Customer Service Skills	A-Z of Adolescent Mental Health

<i>Training in Standardised Risk Assessment Tools in 2019</i>	
LSI-R (Generic Offender Adult Only)	YLS CMI- (Offenders Under 18)
Risk Matrix 2000 (Sex Offender Adult Only)	Stable and Acute 2007 (Sex Offenders - Adult Only)
Spousal Assault Risk Assessment (SARA)	

Brunch & Learn Events:

The learning & development team hosted a number of informal “Brunch & Learn” events throughout 2019 which were well received. Guest speakers covered a wide range of topics from working with clients with intellectual and

learning difficulties, stress management and self-care in Probation and Social Work settings. Colleagues from An Garda Síochána delivered talks focusing on sexual offending, changes to Domestic Violence legislation and working with young people involved in crime.

Mandatory Training:



In 2019 the Unit continued to roll out mandatory training to all staff grades, in relation to Data Protection and Always Children First. This training aims to ensure that all staff are fully informed and aware of their role and responsibilities in relation to the management of information and in respect of child safeguarding.

Practitioner Trainer programme:

In December 2019, three Probation Officers undertook training to achieve their SAOR II

trainer status which equips them to deliver SAOR Training to their peers going forward. SAOR II is an evidence based screening and brief intervention framework for use with clients who are engaging in problematic alcohol and substance use. It is envisaged that this initiative will further support interagency collaboration and sharing of resources across organisations into the future.

The Criminal Justice Cross Sector Leadership Programme:

The Criminal Justice Strategic Committee, in partnership with Criminal Justice agencies across the Justice Sector, launched the first Criminal Justice Cross Sector Senior Leadership Programme in 2017. The third iteration of this programme commenced in Autumn 2019 with two members of the Probation Service Senior Management team selected. The Probation Service has been an active supporter of this innovative learning opportunity since it began and were delighted to have ongoing participation by our staff members in the class of 2019.



Pictured above: Cross Sector Leadership Programme graduates 2018/ 2019



Pictured: Staff from Probation and Mediation Service of the Czech Republic in November 2019

New Modular Training Programme:

A particular focus for 2019 was the implementation of a new modular training programme – ‘Understanding Risk in Criminal Justice’. This programme provided staff with a comprehensive understanding of the concept of risk and risk assessment, interpreting and reporting on risk and developing the confidence of participants in speaking about risk in a court setting. Training methods employed were participatory and involved role play in a simulated court room scenario, kindly facilitated by the Law Society, Black Hall Place, Dublin.

International Collaboration:

As part of our ongoing commitment to share our experience and assist practice development in other jurisdictions, the Probation Service, during 2019 hosted three groups of staff from the Probation and Mediation Service of the Czech Republic. This involved several familiarisation

visits to Mountjoy Prison, Shelton Abbey and the Bridge Project with inputs from the Irish Prison Service Psychology and the Parole Board Secretariat. They also met with service users in several settings.

Presentations were made by staff from Young Person’s Probation (YPP) and the Restorative Justice and Victims Unit, as well as the Irish Youth Justice Service and An Garda Síochána. The group visited the Children’s Court, the Candle Project and Oberstown Campus.

In November 2019 Learning & Development staff travelled to Slovenia to facilitate training for their emerging Probation Service. The training programme included the probation journey for the offender, understanding risk assessment tools and core skills for probation officers. The training was highly interactive and was delivered over a four day period.

The CSO Probation Service Reoffending Statistics Studies

The CSO Probation Service Reoffending Statistics Studies provide information on the level of recorded reoffending by persons supervised by the Probation Service. During 2019 two new Reoffending Statistics Studies were published.

The Central Statistics Office (CSO) published the Reoffending Statistics Study for the 2011 and 2012 cohorts on June 26, 2019. The Study found that persons sentenced to a Community Service Order (44% in 2011, 42.3% in 2012) were less likely to reoffend than those sentenced to a Probation Order (50% in 2011, 52.3% in 2012).

A further Reoffending Statistics Study was published on December 6, 2019 relating to persons who were subject to Probation Service Supervision in 2013, 2014 and 2015. There is a significant drop of 9% points in reoffending between 2008 and 2013.

The December 2019 Reoffending Statistics Study featured, for the first time, one and two year reoffending data in respect of the 2014 and 2015 cohorts. The analysis of 2015 data includes regional distribution patterns in addition to offence frequency as well as age and gender reoffending.

Both studies have highlighted similar variations between different demographic groups. Males are more likely to reoffend than females (In the 2013 cohort, 45.9% compared to 41%), but the gap between them is decreasing. The reoffending rate also reduces according to the age of offenders: 73.6% of offenders under 18 reoffended compared to 27.5% of those aged 45 – 64 in 2013.

The Probation Service Reoffending Statistics Studies can be accessed at https://www.cso.ie/en/statistics/crimeandjustice/probation_recidivism/

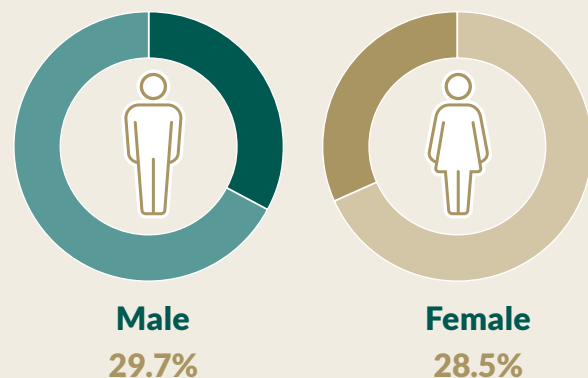
The below relates to the 2013 cohort which is the most recent cohort for which the 3 year reoffending study has been published.

Reoffending Rates for Young and Old:



There is an inverse relationship between age and reoffending levels.

Reoffending Rates for Men vs Women:



The gap between male and female reoffending rates is decreasing.

6 in 10
of those who
reoffend commit
their first re-offence
within 12
months
(60.8% of the 2013 cohort)



Research

The Probation Service Research Strategy and Action Plan 2018-19 reflects the Service's commitment to being a learning organisation and affirms the valuable contribution that research and evaluation makes in helping the Probation Service work better, enhance our engagement with the research community and contribute to the criminal justice knowledge base. Projects facilitated covered a broad range of topics including through-care and resettlement after prison, youth justice issues and probation practice.

During 2019, the Probation Service conducted a short series of small-scale preliminary studies with Probation Officers on Mental Health and Wellbeing among persons subject to probation supervision. These studies will inform further research planned on the theme.

The Probation Service Research Committee worked closely with researchers, research bodies and third level education institutions to facilitate post-graduate research proposals and projects. The Committee continued to meet throughout 2019 to consider applications to conduct research in the Probation Service.

The Probation Service has also contributed to research meetings and planning in the Department of Justice and Equality supporting the objectives and actions of the Department of Justice and Equality Data and Research Strategy 2018-2020.

SECTION

5

Efficient and Accountable

Efficient and Accountable

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

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 a Performance Delivery Agreement).

This Oversight Agreement, which is published on the Department's website, sets the broad Governance framework within which the Probation Service operate and defines key roles and responsibilities that underpin the relationship between the Department and the Probation Service.

The Probation Service's compliance with the requirements of the Agreement is monitored through biannual Governance 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. Appendix A sets out the Statement on the Probation Service System of Internal Controls for 2019.

The Probation Service has its own risk management policy which is aligned with



Pictured: Vivian Geiran, Director, Probation Service and Michael Flahive, Assistant Secretary, Department of Justice & Equality, signing The Oversight Agreement in June 2019

the Department of Justice and Equality's corresponding policy. The Probation Service has a risk register which is reviewed on a quarterly basis by the ELT as well as a Risk Management Committee, chaired by the Director of Corporate Affairs, newly established in 2019. This Risk Register sets out the Services assessment of principal risks and associated measures and management actions and controls to mitigate these risks. The outcome of these assessments are used to plan and allocate resources to ensure risks are managed to an acceptable level.

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 2019 these were complied with.

Business Support and Development.

In June 2019, the Probation Service underwent re-structuring with the establishment of the Business Support and Development Directorate within the organisation to build capacity and focus on emerging priorities. The Business Support and Development's areas of responsibility include communications, data and information management, ICT development, research and the organisation's Learning and Development unit alongside the preparation for and implementation of the newly designed Offender Supervision Framework.

A central point of contact co-ordinates and manages information requests relating to Freedom of Information (FOI), Data Protection, and other information requests. The unit works closely with the Data Protection Compliance and Support Unit, of the Department of Justice and Equality, in terms of guidance, policies and procedures.

The management and preparation of responses as required to Parliamentary Questions, Ministerial Representations and other information requests continued across Directorates in partnership with the Department of Justice and Equality's Transparency section.

2019 Information Requests

Information Access Requests Received 2019

Freedom of Information	24
Data Protection	10
Third Party Requests	16
Other Requests outside of FOI / DP	09
Total	59

Information Requests coordinated centrally

Press Queries	15
Dáil Questions	53
Other*	161
Total	229

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

Information Management and Technology (IM & T)

Information Management and Technology (IM & T) 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 continued on the core applications which include the Case Tracking System, the Document Library, the Community Projects database and the Community Service mobile application.

In Quarter four 2019, In conjunction with an IM & T business analyst, several development workshops were facilitated with Probation staff from various roles to complete a process mapping exercise, looking at future proofing the existing Case Tracking System.

During 2019, a pilot commenced to extend the use of iPad's to Community Service Supervisors to facilitate communication and to reduce the level of paperwork on site. This pilot is scheduled for review in early 2020.

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

Data Management

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

In 2019, point in time statistics continue to be available on the Probation Service website www.probation.ie on the 1st of 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 2019 (SPACE II questionnaire) which sought data on persons under supervision of Probation Agencies at the 31st January 2019 whilst also looking at the flow of data for 2018. Statistics were also provided as required for response to Parliamentary Questions and Press Queries.

Communication

In 2019, the Probation Service Communication group met on a regular basis to continually review and have oversight of our Communication Strategy. The Probation Service publishes Newsletters on a monthly basis. In 2019, six internal and six external newsletters were produced. These newsletters provided an insight into the work of the Probation Service during 2019 highlighting key achievements and events.

In addition the Probation Service receives publications from the Courts and the Department of Justice and Equality which are published on the internal portal.

Ongoing work continued in 2019 to develop the Probation Service website, and the Twitter account was maintained to enhance communication with the public and key stakeholders. These are important platforms to highlight the ongoing important work and key achievements of the Probation Service throughout the year and help ensure maximum engagement with all Probation Service stakeholders.

Estate

The Probation Service has over thirty five 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 2019 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.

The construction of new Probation Service facility in Mulgrave Street, Limerick was significantly progressed in 2019. The building project is being managed by the Irish Prison Service, as part of a bigger building programme, which includes a major refurbishment and extension to the prison. The Probation Service building is the main part of phase 1 of the building project and is on schedule for completion in early Summer 2020. The new facility, which will accommodate the Limerick Probation Service team, will provide the most modern accommodation for our staff and clients, in what will be the first ever purpose-designed and built Probation Service building in the country.

Energy Awareness

The Service continued to promote Energy Awareness in 2019. All required data was submitted to the SEAI (Sustainable Energy Authority of Ireland) on time. By the end of 2018 a savings of 13% was achieved on the 2009 baseline figure. We continued to work with the OPW in managing our energy consumption for our Haymarket Office. The energy report for December 2019 in respect of Haymarket shows a decrease of 22% since December 2015 with CO2 emissions for the same period decreasing by 13.3%.



The Probation Service Green Team had its inaugural meeting in December 2019. The aim of the Green Team is to reduce energy consumption and waste and promote recycling, across the Probation Service nationally.

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 2019 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.

Health and Safety

Health and Safety (H&S) is a priority for the Probation Service. During 2019 we worked to promote Health and Safety awareness among all staff of the Service. The



Health & Safety folder on the portal was kept up to date at all times with staff having easy access to protocols and standard operating procedures. Health & Safety committees met regularly throughout the year whilst Health & 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 & Safety weeks as a means to encourage and raise awareness on statutory checks and office risks assessments

Work commenced on the Review of The Service Health and Safety Statement and Quick Guide/ Manual with a view to finalising early in 2020. The Service continued to report all incidents/ accidents in a timely fashion to the State Claims Agency and maintained links with the Network attending the various Network meetings during the year.

During the year Health & Safety training provided included Fire Warden, First Aid (PHECC), Manual Handling, Access Tower, Safepass, Site Risk Assessment, as well as Signing, Lighting and Guarding

Meeting Our Children First Requirements

As a Relevant Service under Children First child safeguarding remained a priority for the Probation Service throughout 2019. The Service's Child Safeguarding Statement was revisited and updated in early 2019, and re-issued. The Probation Services Child Safeguarding Statement is available [here](#)

In 2019 the Learning and Development Unit continued to roll out Children First Training to all staff grades. This training is mandatory and delivered by Probation Service staff who are approved Children First trainers. The training aims to ensure that staff are fully informed and aware of their roles and responsibilities

in respect of child safeguarding. By the end of 2019, the majority of staff had successfully completed the Children First training programme.



Protected Disclosures

The Probation Service has been signed up with the Integrity



**An Roinn Dlí agus Cirt
agus Comhionannais**
Department of Justice
and Equality

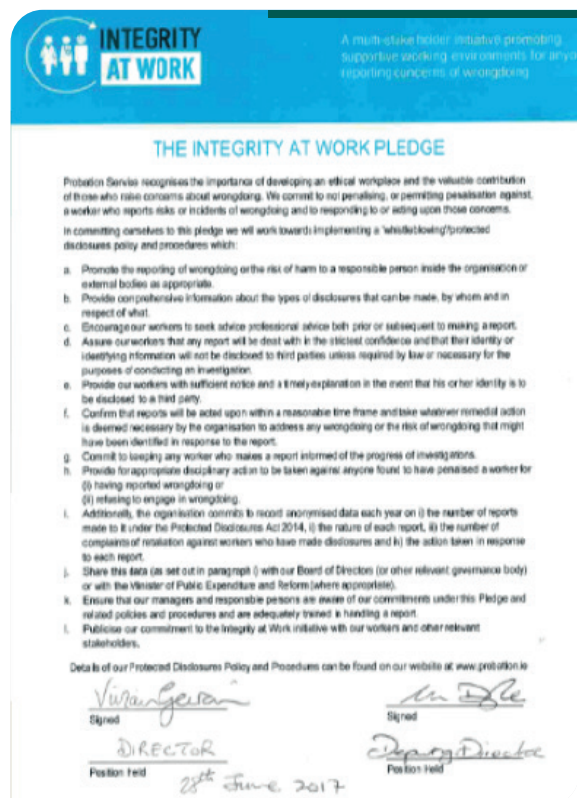
at Work Programme, which is operated by Transparency International (TI) Ireland since 2017. This membership arrangement was put in place to support compliance with the Protected Disclosures Act, 2014 and ensure a consistent approach to protected disclosures.

A training event on protected disclosures was delivered by Transparency International in

Probation Service Headquarters in October for all newly promoted management grades.

Vivian Geiran, Director, participated on behalf of the Probation Service at the 2019 Integrity at Work Conference which was held in November 2019. The theme of the event was 'Leading with Integrity- How to Foster Ethical Behaviour in the Workplace'. Representatives from over seventy organisations in the public, private and non-profit sectors attended the conference to share experiences and insights on supporting staff to act with integrity.

During 2019, there was one confirmed protected disclosure related to the Probation Service.



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 2019:

GOAL	PROGRESS
EVIDENCE INFORMED PRACTICE	<ul style="list-style-type: none"> ▲ Offender Supervision Framework design complete. ▲ Risk based approach to workload management finalised and signed off. ▲ Continued development of Community Service with all stakeholders. ▲ Eligibility criteria for Community Return Scheme extended. ▲ European Victims of Crime Day, 22 February, marked with services for Probation staff and other stakeholders including victim representative organisations. ▲ Probation Service continued to participate and drive European Restorative Justice Project, Strategies for Change. ▲ Revised staffing structure for Young Persons Probation to strengthen service delivery to youth justice system. ▲ Revised service delivery arrangements for Dublin District Courts to increase efficiencies and support ongoing engagement with offenders. ▲ Dedicated Court liaison service delivery functions extended to Limerick. ▲ Kickstart Funding distributed to 14 social enterprises to support the development of social enterprises operating in the criminal justice system.
CONNECTED AND TRUSTED	<ul style="list-style-type: none"> ▲ A Memorandum of Understanding, further detailing how the Probation Service and Irish Prison Service would deliver on joint commitments, was signed off by the Heads of both organisations. ▲ Outlook accommodation and support facility for women leaving custody and on community sanction opened in May. ▲ Continued delivery on Communication Strategy with the Judiciary. ▲ Ongoing delivery and support of JARC initiative in seven operational areas, 140 offenders managed accordingly. ▲ Continued participation on the Criminal Justice Strategic Committee (and relevant sub-groups), led by the Department of Justice and Equality. ▲ Continued to work with a network of Community-Based Organisations towards the delivery of Probation Service strategic priorities nationwide. ▲ Irish Probation Journal 2019 published and launched at the Public Protection Advisory Group (PPAG) Conference, November 2019. ▲ Collaboration with PBNI on shared cross border initiatives continued. ▲ Continued facilitation of CEP Presidency and hosted the 13th CEP General Assembly and the 8th Directors General Conference in Dublin in November 2019.

GOAL	PROGRESS
PEOPLE CENTRED	<ul style="list-style-type: none"> ▲ Staff recruitment and promotional competitions, all grades, ongoing during 2019. ▲ Inaugural Probation Service Staff Awards Scheme held. ▲ Staff Well-being Committee established to further drive staff well-being initiatives. ▲ Mental Health Working Group continued to meet and raise awareness of issues for service users and staff. ▲ Mental Health Practice guidelines completed and disseminated to all staff. ▲ Human Rights and Equality Public Sector Duty action plan finalised. ▲ Communications Oversight group implemented actions from Probation Service Communications Strategy.
LEARNING ORGANISATION	<ul style="list-style-type: none"> ▲ Staff training schedule delivered in accordance with the training programme. ▲ Roll out of Children's First Training continued. ▲ Recidivism studies published in collaboration with the Central Statistics Office. ▲ IASW special interest group (Probation) continued to meet. ▲ Supported European probation organisations, including the Czech Republic and Slovenia, further develop community sanctions. ▲ Participated in the 6th Annual Irish Criminal Justice Agencies Conference "Sexual offences: The challenge of balancing rights in the Criminal Justice System". ▲ Internship facilitated for criminal justice colleague from Poland for a 6 week period.
EFFICIENT AND ACCOUNTABLE	<ul style="list-style-type: none"> ▲ Business Support and Development directorate established, creating greater organisational capacity and capability to support critical areas. ▲ Commenced arrangements for Probation Service to act as the critical authority, on behalf of DJE for the implementation of the Framework Decision 2008/947, on the transfer of probation sanctions between states in the European Union. ▲ Policy development and document management process established. ▲ Continued to work with Managed Service to ensure Probation Service ICT supports business requirements. ▲ Data Sharing Agreements issued, as part of funding agreements, to over 60 community-based organisations. ▲ Risk Management Committee established to drive risk management process across the organisation. ▲ Information Management Unit continued to process requests, ensuring compliance with GDPR. ▲ Revised Probation Service Health & Safety Statement. ▲ Audit recommendations implemented within agreed timeframes. ▲ Building Project for new Limerick Probation Service office commenced with the support of the Irish Prison Service and Office of Public Works. ▲ Probation Service Environmental Group established to deliver on legislative requirements as well as a better working environment for staff and service users.

Joint Irish Prison Service /Probation Service Strategy

No.	Strategic Objective	Strategic Outcomes 2019
1	<p>Improved Sentence Management</p> <p>We will continue to work collaboratively to improve formation and delivery of coherent multidisciplinary sentence plans and supports for individuals from committal to post-release</p>	<ul style="list-style-type: none"> ▲ Irish Prison Service Psychology, the Probation Service, and ETBs continue to deliver offence focused programmes in our prisons. ▲ Prisoners continue to be released into the community in a structured manner with appropriate supports, providing payback to the community. ▲ Eligibility criteria for the Community Return Scheme extended, August 2019. A total of 206 offenders participated in the scheme in 2019. ▲ 140 prolific offenders successfully managed under the J-JARC initiative. ▲ Funding secured to implement a collaborative criminal justice specific Housing First initiative between the Probation Service, Irish Prison Service and DRHE. Initiative expected to be operational early 2020.
2	<p>Maximise joint working between the Irish Prison Service and Probation Service</p> <p>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.</p>	<ul style="list-style-type: none"> ▲ A Memorandum of Understanding, detailing how both organisations would deliver on our joint commitments was agreed and signed by the heads of both organisations, November 2019. ▲ A new system of electronic referrals between services in prisons is now operational, with enhancements to the IT systems to capture relevant prisoner engagement data, to better inform sentence planning and progression. ▲ The Building Better Lives Programme continues to be jointly delivered between the Probation and Psychology Services.
3	<p>Develop a range of responses for female offenders to afford them more opportunity and help realise their potential.</p> <p>We will work together to build on existing gender informed practice, expand options and focus on effective through care and resettlement into communities.</p>	<ul style="list-style-type: none"> ▲ The Outlook Women’s Programme: A new facility to provide accommodation and supportive services for women leaving custody or who are on Probation supervision in the community, opened May 2019, catering for up to eight women at any one time. ▲ A continual partnership approach with De Paul Ireland is ongoing. The 15 bedded unit in Tus Nua at the Abigail Centre is well utilised with high occupancy levels through the year. ▲ Opportunities for women continue to be 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, supporting the women’s recovery and progression.

No.	Strategic Objective	Strategic Outcomes 2019
4	<p>Enhance engagement with victims of crime</p> <p>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.</p>	<ul style="list-style-type: none"> ▲ Joint Protocol operational since 2017 was further reviewed to take into account the requirements of the EU Directive. Arrangements between both organisations continues to work well. ▲ Regular contact is maintained between the Probation Service Restorative Justice and Victim Service Unit and the Irish Prison Service Victims Services Unit.
5	<p>Developing innovative responses for specific groups of offenders</p> <p>We will continue to engage with specific cohorts in custody, ensuring that initiatives are based on best national and international evidence based best practice</p>	<ul style="list-style-type: none"> ▲ Service agreement in place with Integrated Sentence Managers, the Probation Service and the Psychology Service in the engagement of 18-24 year olds, continues to be implemented in prisons. ▲ The National Violence Reduction Unit continues to operate to meet the complex needs of high risk violent and disruptive prisoners and is jointly led by Operations and Psychology, the Probation Service attends regular Steering Committee meetings. ▲ The Traveller in Prison Initiative continues to be jointly funded by the Irish Prison Service and Probation Service to support the development of services for travellers in prison. ▲ Regular meetings between IPS Psychology Service and Prison-based Probation Officers to review the model of working with life sentence prisoners continues. ▲ Training & Employment and the Resettlement Services extended to support prisoners serving between 3 and 12 month sentences.
6	<p>Enhancing the Employability of Offenders</p> <p>We will work together in order to increase the number of ex-offenders who secure sustained employment.</p>	<ul style="list-style-type: none"> ▲ Funding in excess of €250,000 secured under Kickstart Seed Fund Programme, Dormant Accounts Disbursement Scheme, was distributed to 14 Social Enterprises in 2019, to support the development of social enterprises operating within the criminal justice sector ▲ New case management system, operational by IASIO, with a greater focus on employer engagement working well. ▲ Implementation of Social Enterprise Strategy has been progressed with regular Steering Group meetings held. ▲ A joint inter-agency protocol between Department of Social Protection & Employment Affairs, IASIO, the Irish Prison Service and the Probation Service was agreed, December 2019, to enhance the delivery of employment supports to those subject to supervision and / or upon release from prison.

No.	Strategic Objective	Strategic Outcomes 2019
7	<p>Engaging service users.</p> <p>We will work in partnership with service user organisations to provide opportunities for peer led improvements to our service delivery</p>	<ul style="list-style-type: none"> ▲ The IPS and PS have continued to work with the Red Cross allowing stakeholders to maximise the potential of the CBHFA programme within an appropriate governance structure. ▲ The Prison to Community initiative, facilitating programmes in three Probation Service community locations continued. ▲ Co-facilitated programmes within the Dóchas Centre for service users under the BRIO Programme continued to be delivered. ▲ On-going joint funding to community based organisations, e.g. Care After Prison, has enabled peer mentoring programmes to continue, providing support, advocacy and reparative opportunities for participants.
8	<p>Promoting research and evaluation.</p> <p>We will continue to promote research and evaluation to ensure evidence informed practice in our joint work.</p>	<ul style="list-style-type: none"> ▲ Research commenced in relation to models of working with life sentenced prisoners ▲ Research on-going in relation to violent disruptive offenders and sexual offender treatment programmes.
9	<p>Improve the provision of Drug & Alcohol Services in Prison and the Community.</p> <p>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</p>	<ul style="list-style-type: none"> ▲ As part of the joint response to “Review of Drug & Alcohol Treatment Services for Adult Offenders and in the Community 2016” the Irish Prison Service and Probation Service continue to work in tandem with developments on national basis with the HSE.

<i>Acronyms</i>	
ETBs	▲ Education and Training Boards
J-ARC	▲ Joint Agency Response to Crime
IASIO	▲ Irish Association for Social Integration Opportunities
BRIO	▲ Building Recovery Inwards and Outwards
SAOL	▲ Seasmhacht Abaltacht Obair Leann
MOVE	▲ Men Overcoming Violent Emotions
MEND	▲ Men Ending Domestic Violence
RJ	▲ Restorative Justice
NPS	▲ Novel Psychoactive Substances

SECTION

6

**Reporting
on our
Performance**

Reporting on our Performance

Finance

		FINANCIAL STATEMENT INCOME & EXPENDITURE 2019					
		BUDGET ESTIMATE	SUPPLEMENTARY ESTIMATE	ESTIMATE AND SUPPLEMENTARY	PROVISIONAL OUTTURN	SAVINGS	EXCESS
		€000	€000	€000	€000	€000	€000
VOTE 24	JANUARY-DECEMBER 2019						
B.4	Salaries, Wages and Allowances	23,905	(2,700)	21,205	21,042	2,863	
B.5	Operating Expenses (Travel, Postal & Telecom, Office Premises, Office Machinery)	3,375	700	4,075	4,120		745
B.6	Services to Offenders Assistance to Voluntary Bodies (Current)	17,532	(800)	16,732	16,629	903	
B.7	Community Service Order Scheme	3,002	(700)	2,302	2,220	782	
	TOTALS	47,814	(3,500)	44,314	44,011	4,548	745

		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 Assistance to Voluntary Bodies (Current)	16,732	-	16,732	16,466	266	-
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

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 2019:

Payment Practices

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

Late payments:

Invoice Amount	No. of Invoices	Amount of Interest Paid €
Under €317	15	603.36
Over €317	3	624.11
Total	18	1,227.47

Statistics – Annual Report – 2019

Statistics – Overall

Overall	2017	2018	2019
Total number of Offenders dealt with in Community over year*	15,269	15,777	16,607
Total Court referrals to the Probation Service	9,004	9,546	10,574
Total number of persons referred from Courts to the Service.	7,799	8,105	9,009

New Referrals From Court	2017	2018	2019
Referral for Probation (Pre-Sanction) Reports	5,404	5,992	6,762
Referral for Community Service Reports	1,853	1,828	1,898
Pre-Sanction Reports to consider Community Service	854	865	864
Orders without prior report	870	839	1,043
Family Conference	23	22	7
Total Court Referrals	9,004	9,546	10,574

Completed Reports	2017	2018	2019
Probation (Pre-Sanction) Reports**	11,070	11,579	12,502
Community Service Reports (Standard)**	1,588	1,697	1,939
Community Service Reports (Same Day)	903	971	996
Community Service Reports (Fines Act)	-	384	626
Parole Board - Assessment and Home Circumstances Reports	72	66	63
Repatriation Reports provided to the Department	0	19	12
Victim Impact Reports - Total number of reports Completed	27	35	19
Reports on Life Sentence Prisoners to IPS	73	68	77
Total Completed Reports	13,722	14,819	16,234

*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)	2017	2018	2019
Orders for Supervision during year (Probation Orders)	1,743	1,701	1,732
Orders for Supervision During Deferment of Penalty	1,894	1,997	2,275
Community Service Orders	2,215	2,499	2,791
Fully Suspended Sentence with Supervision	610	732	1,068
Part Suspended Sentence Supervision Orders	541	518	726
Post Release Supervision Orders Made	56	39	57
Other Orders	13	23	12
Total Supervision Orders made during year	7,072	7,509	8,661
Number of life sentence prisoners supervised in the community*	93	98	103
Number of sex offenders supervised in the community*	376	393	407

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

Statistics – Community Service

Community Service	2017	2018	2019
Referral for Community Service Reports	1,853	1,828	1,898
Pre-Sanction Reports to consider Community Service	854	865	864
Total Reports considering Community Service	2,707	2,693	2,762
Community Service Reports (Same Day)	903	971	996
Community Service Orders made	2,215	2,499	2,791
Total number of Community Service Hours ordered in lieu of custodial sentence	336,573	355,404	379,815
Total alternative sentence in years that would otherwise have been served	973	1,054	1,247

Statistics – Community Return and Prisons

Community Returns	2017	2018	2019
Number of offenders on Community Return on December 31st	60	56	87
Number of offenders that commenced over the year	221	218	206
Number of successful completions over the year	206	197	159
Prisons	2017	2018	2019
Total number of prisoners dealt with over the year	2,930	2,524	2,689
Number of prisoners on PSSSOs in prison on December 31st	659	712	835
Number of sex offenders in prison on December 31st that have been in contact with the Probation Service	270	287	340
Number of new prisoners in contact with Probation Service	436	477	567

Age / Gender breakdown of new court referrals

Age Category	Gender			%
	Female	Male	Total	Female
12-17	37	516	553	6.7%
18-24	323	2,401	2,724	11.9%
25-34	648	3,113	3,761	17.2%
35-44	461	1,754	2,215	20.8%
45-54	188	762	950	19.8%
>54	59	312	371	15.9%
Total	1,716	8,858	10,574	16.2%

Statistics – Female offenders

New Referrals From Court	2017	2018	2019
Referral for Probation (Pre-Sanction) Reports	1,006	1,188	1,220
Referral for Community Service Reports	195	213	219
Pre-Sanction Reports to consider Community Service	116	113	120
Orders without prior report	127	155	158
Family Conference	2	3	0
Total Referrals Female Offenders	1,446	1,672	1,717

Supervision (Female Offenders)	2017	2018	2019
Probation Orders	402	371	356
Orders for Supervision During Deferment of Penalty	352	360	356
Community Service Orders	218	291	352
Fully Suspended Sentence with Supervision	78	137	181
Part Suspended Sentence Supervision Orders	29	45	47
Other Orders	2	2	0
Total	1,081	1,206	1,292

Statistics – Young Persons

New Referrals From Court	2017	2018	2019
Referral for Probation (Pre-Sanction) Reports	646	700	641
Referral for Community Service Reports	8	2	3
Pre-Sanction Reports to consider Community Service	4	4	7
Orders without prior report	9	12	15
Family Conference	23	22	7
Total Referrals Young Persons	690	740	673

Supervision	2017	2018	2019
Probation Orders	233	290	275
Orders for Supervision During Deferment of Penalty	264	289	254
Community Service Orders	19	15	16
Fully Suspended Sentence with Supervision	25	27	20
Part Suspended Sentence Supervision Orders Made	11	3	5
Deferment of Detention Orders	0	0	0
Detention & Supervision Orders	8	23	11
Other Orders*	12	1	0
Total Supervision Orders Young Persons	572	648	581

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

Statistics – Young Persons – 18 to 21 year olds

New Referrals From Court	2017	2018	2019
Referral for Probation (Pre-Sanction) Reports	943	979	1,042
Referral for Community Service Reports	214	221	186
Pre-Sanction Reports to consider Community Service	167	136	123
Orders without prior report	105	114	112
Family Conference	0	1	0
Total Referrals Young Adults	1,429	1,451	1,463

Supervision	2017	2018	2019
Probation Orders	300	314	291
Orders for Supervision During Deferment of Penalty	350	359	407
Community Service Orders	284	334	291
Fully Suspended Sentence with Supervision	94	95	123
Part Suspended Sentence Supervision Orders Made	17	18	33
Other Orders	8	1	1
Total Supervision Orders Young Adults	1,053	1,121	1,146

Flow of Persons on Supervision during 2019

Order Type	Active Jan 1 2019	Orders Commenced	Orders Closed	Active Jan 1 2020
Probation Order	1,611	1,601	1,458	1,754
Community Service Order	2,090	2,501	2,209	2,382
Fully Suspended Sentence with Supervision	915	1,026	631	1,310
Part Suspended Sentence with Supervision	953	534	392	1,095
Community Return	56	206	175	87
Life Sentence Prisoner Supervision	89	12	2	99
Post Release Supervision	128	22	25	125
Family Conference	8	0	5	3
Deferment of Penalty	597	2,119	2,068	648
Other	43	16	3	56
Total	6,494**	8,037	6,968	7,559

Offence Breakdown of all Referrals and Orders made 2019*

Offence Category	Referrals During 2019	Probation Type Supervision	Community Service Orders
Theft	21.1%	24.8%	15.0%
Drug Offences	17.6%	19.1%	14.2%
Assault Offences	14.5%	15.2%	10.5%
Public Order Offences	10.9%	10.3%	14.5%
Road Traffic Offences	10.8%	5.5%	26.6%
Burglary	6.8%	7.6%	4.6%
Dangerous Acts	4.2%	3.4%	5.6%
Property Offences	3.7%	3.4%	3.3%
Weapons & Explosives	2.9%	3.3%	2.3%
Robbery	2.2%	2.0%	0.3%
Sexual Offences	2.0%	1.8%	0.4%
Offences against Justice	2.0%	2.6%	1.4%
Fraud Offences	0.9%	0.7%	1.1%
Homicide Offences	0.2%	0.0%	0.0%
Miscellaneous Offences	0.1%	0.2%	0.1%
Kidnapping	0.1%	0.1%	0.0%
Total	100%	100%	100%

*The percentage in the table is rounded to one decimal place and the total of the table is rounded to the nearest 100.

**This Total includes 4 for Temporary Release Supervision not shown in the table

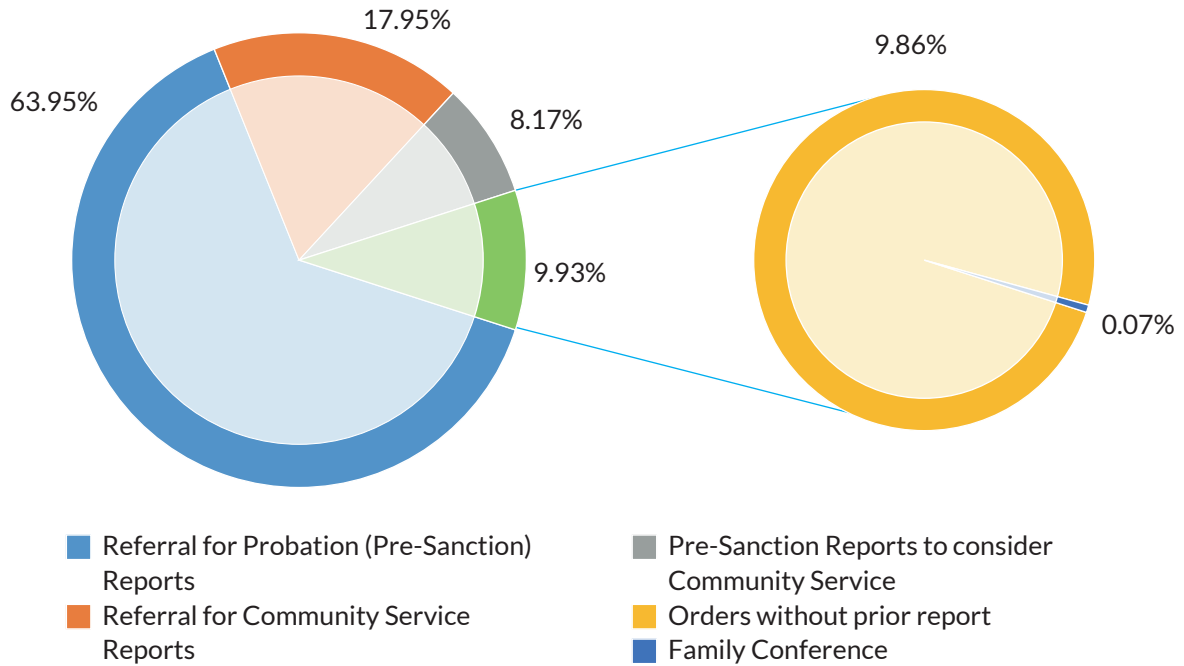
Referrals by Court Venue - 2019

	Jurisdiction			Total
	Circuit Court and Higher Courts	Circuit Court Appeals from District Court	District Court	
Dublin (CCJ)	704	205	1,522	2,431
Blanchardstown	.	.	282	282
Smithfield	.	.	262	262
Dunlaoghaire	.	.	258	258
Tallaght	.	.	178	178
Swords	.	.	82	82
Cloverhill	.	.	62	62
Drug Treatment Court	.	.	39	39
Balbriggan	.	.	27	27
Four Courts	.	.	5	5
Total Dublin (City and County)	704	205	2,717	3,626
Cork	125	19	653	797
Limerick	48	6	450	504
Kilkenny	53	21	205	279
Galway City	94	23	160	277
Waterford City	64	37	170	271
Portlaoise	51	10	162	223
Cavan	42	18	161	221
Dundalk	67	18	126	211
Carlow	28	13	157	198
Tullamore	30	3	154	187
Bray	1	.	176	177
Ennis	17	4	142	163
Wexford	51	8	102	161
Mallow	.	.	161	161
Midleton	.	1	154	155
Naas	49	4	101	154
Letterkenny	27	5	120	152
Longford	20	5	110	135
Castlebar	26	2	101	129
Mullingar	48	7	69	124
Trim	44	7	67	118
Wicklow	38	24	53	115
Monaghan	21	2	85	108
Clonmel	48	2	54	104
Fermoy	.	2	102	104
Nenagh	26	.	72	98

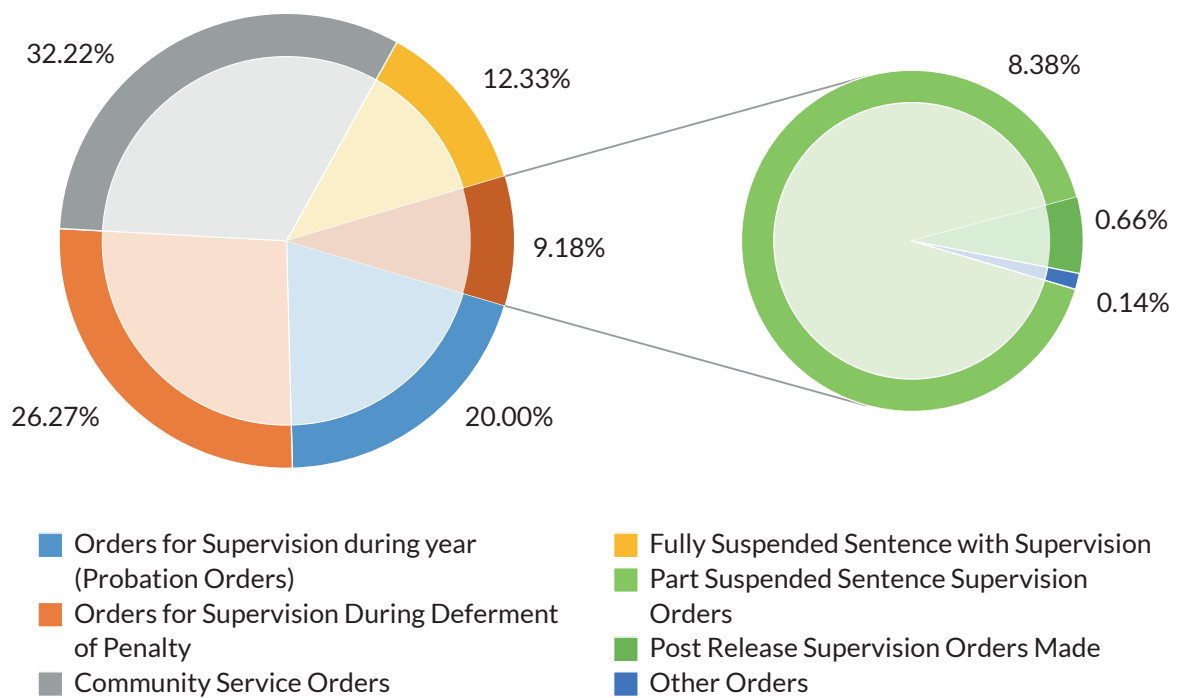
	Jurisdiction			Total
	Circuit Court and Higher Courts	Circuit Court Appeals from District Court	District Court	
Drogheda	.	.	92	92
Newcastlewest	.	.	91	91
Sligo	27	2	47	76
Carrickmacross	.	9	62	71
Athlone	.	.	69	69
Bandon	.	2	59	61
Thurles	.	.	61	61
Ballina	.	.	59	59
Virginia	.	.	57	57
Tralee	18	3	35	56
Roscommon	23	.	32	55
Clonakilty	.	1	51	52
Gorey	.	.	48	48
Arklow	.	.	45	45
Ballinasloe	.	1	43	44
Macroom	.	.	43	43
Tipperary	1	.	41	42
Bantry	.	4	32	36
Cashel	.	.	36	36
Dungarvan	.	1	33	34
Tuam	.	.	34	34
Castlerea	.	.	34	34
Youghal	.	1	32	33
Loughrea	.	.	29	29
Ardee	.	.	28	28
Skibbereen	.	5	20	25
Carrick-On-Shannon	6	2	16	24
Athy	.	.	24	24
Donegal	8	2	10	20
Killaloe	.	.	18	18
Killarney	1	4	12	17
Kilrush	.	.	16	16
Westport	.	.	15	15
Kinsale	.	.	14	14
Kilcock	.	.	14	14
Buncrana	.	1	12	13
Clifden	.	.	11	11
An Clochán Liath (Dungloe)	.	.	10	10
Overall Total	1,825	487	8,262	10,574

All other District Courts have made 10 or less referrals in 2019. The total figures include all referrals, some not shown in table.

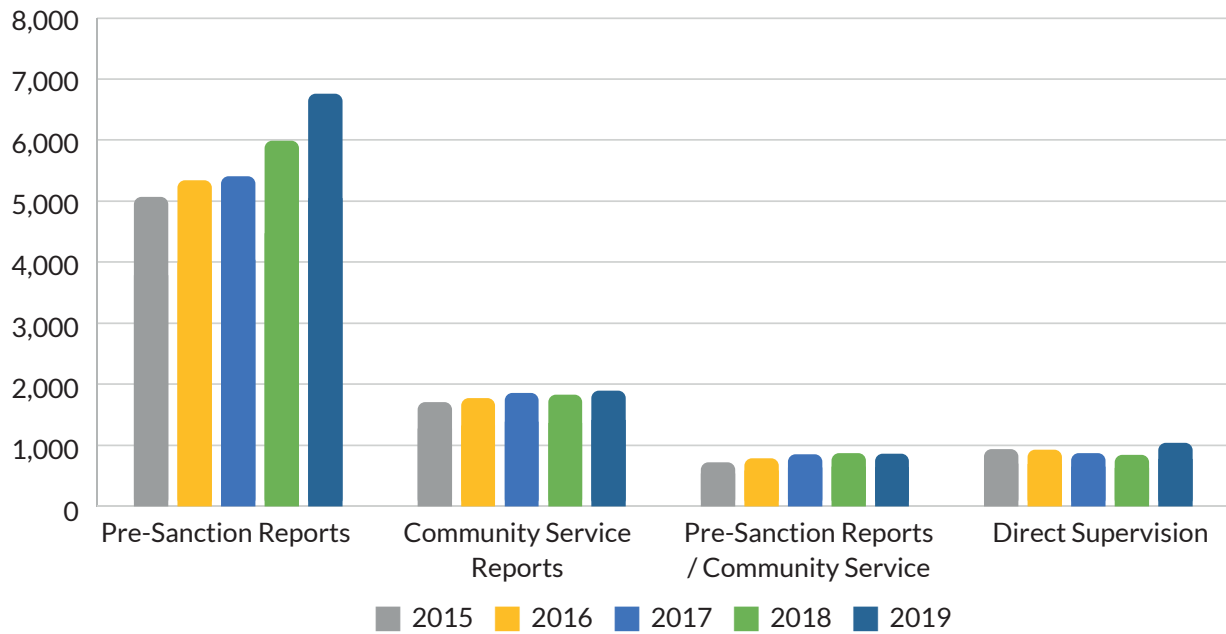
Breakdown of New Referrals 2019



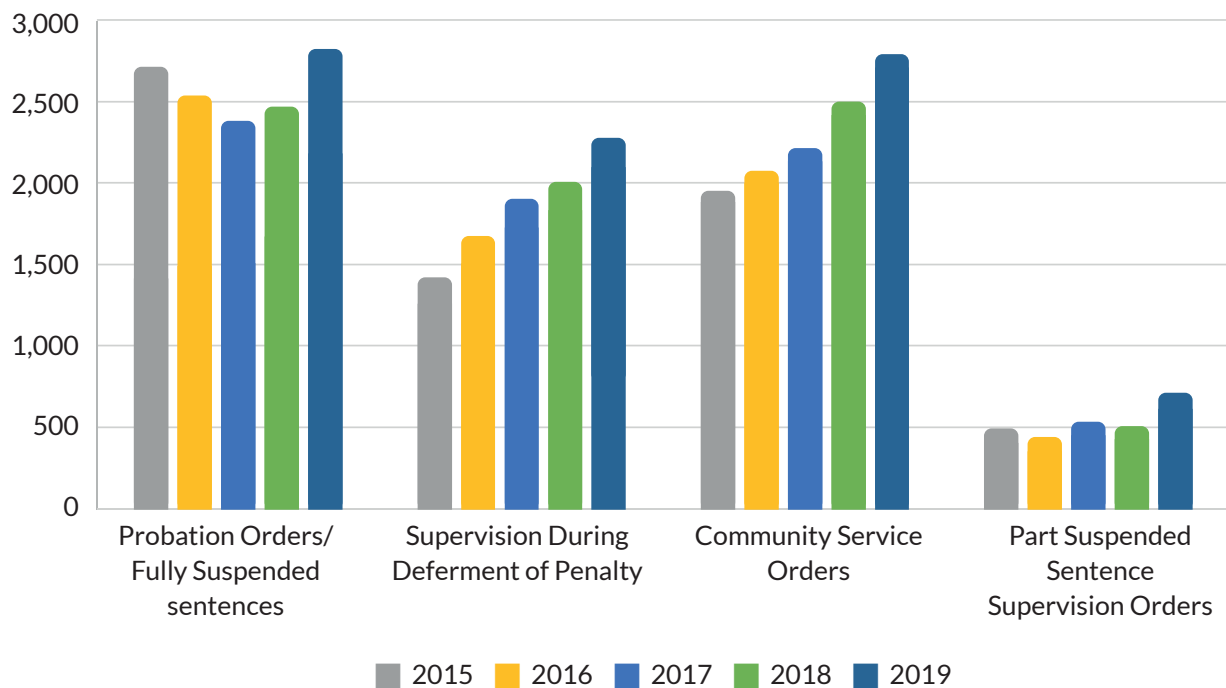
Breakdown of Court Orders (2019)



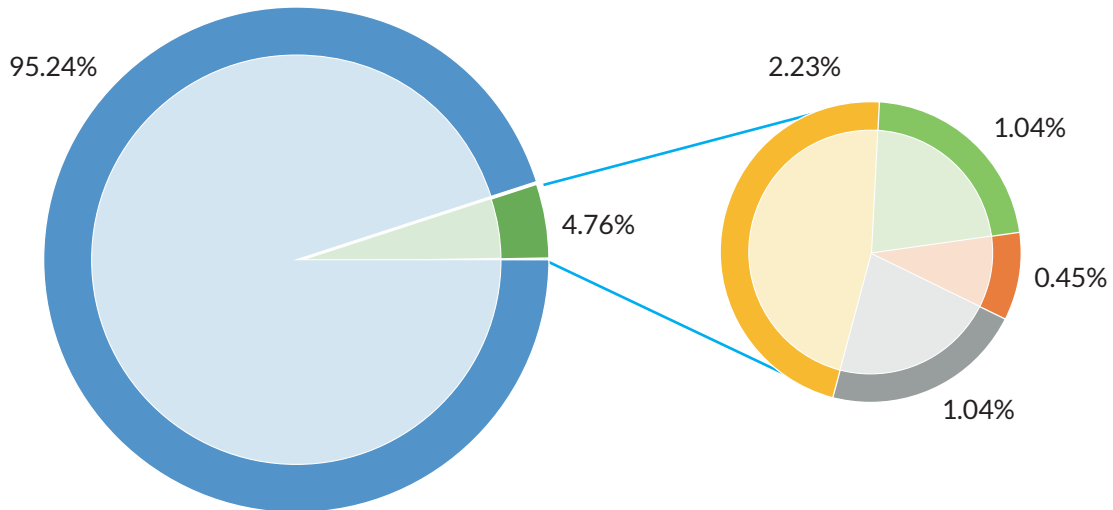
Trend of Offender Assessment Reports Requested 2015 to 2019



Trend of Orders Made by Year 2015 to 2019

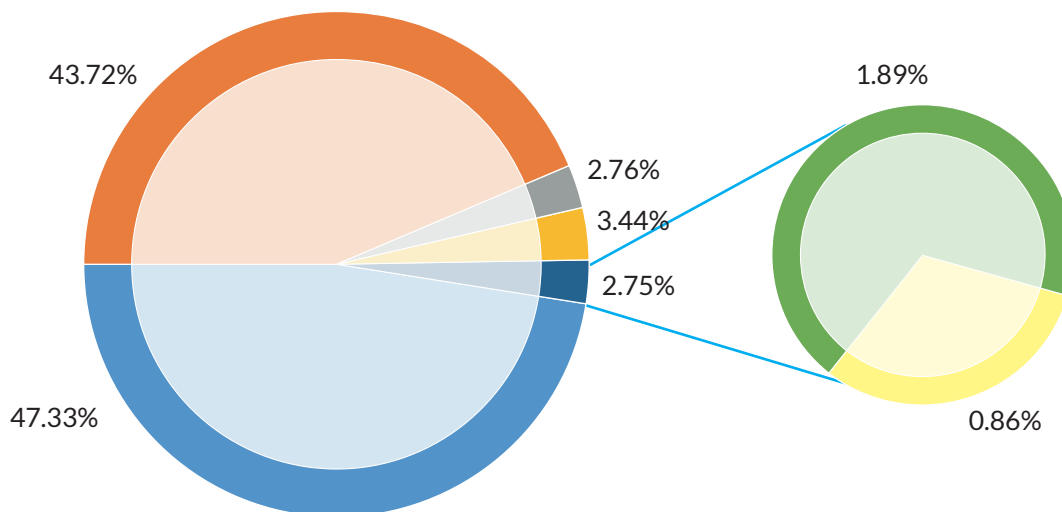


New Referrals (Young Persons) 2019



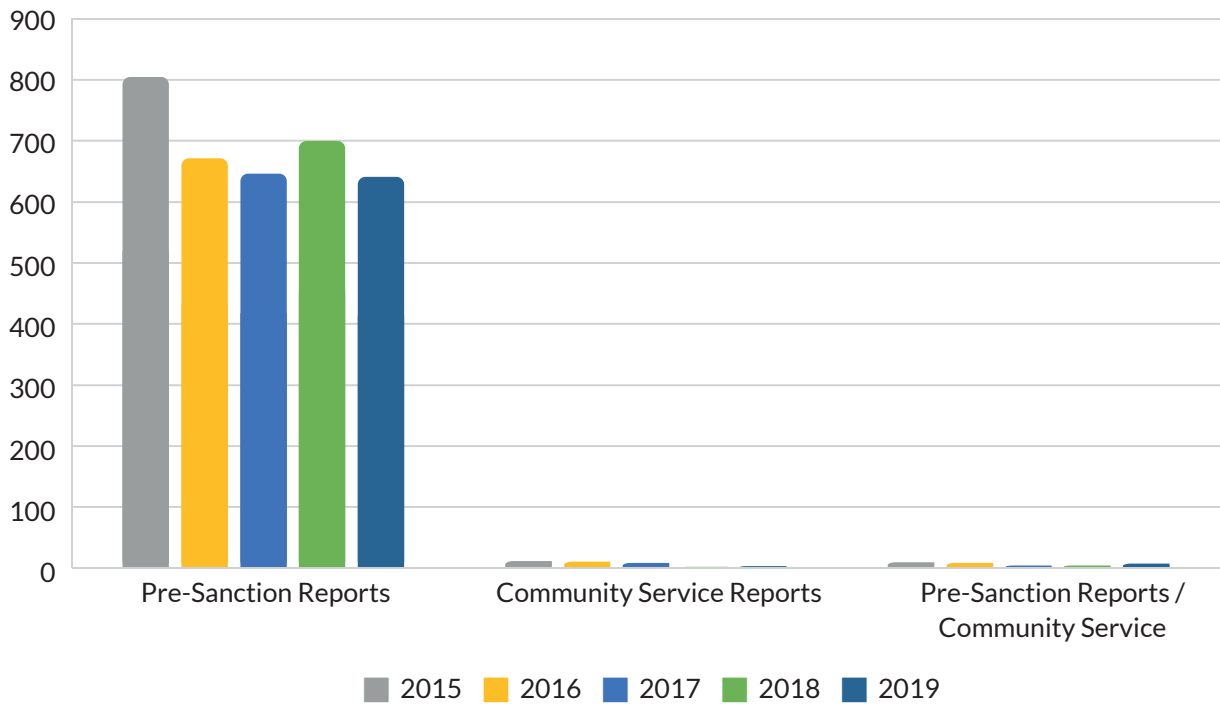
- Referral for Probation (Pre-Sanction) Reports
- Orders without prior report
- Family Conference
- Referral for Community Service Reports
- Pre-Sanction Reports to consider Community Service

Court Orders (Young Persons) 2019

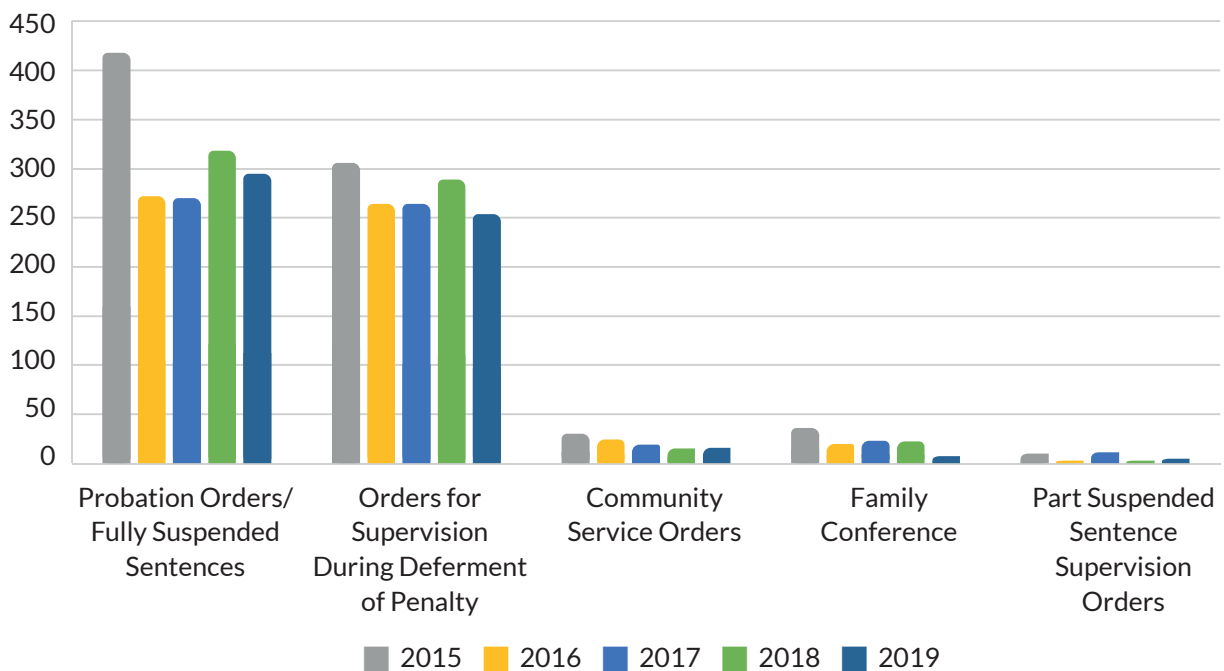


- Probation Orders
- Community Service Orders
- Part Suspended Sentence Supervision Orders Made
- Orders for Supervision During Deferment of Penalty
- Fully Suspended Sentence with Supervision
- Detention & Supervision Orders

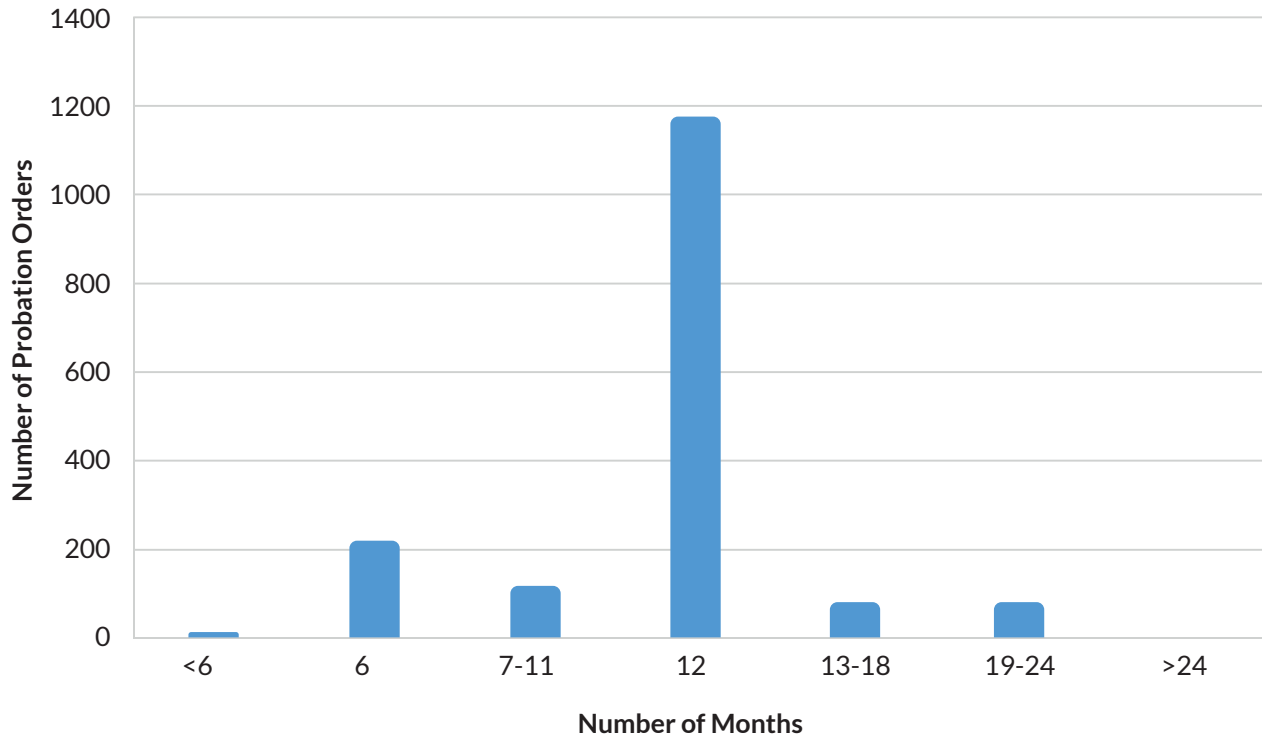
Trend of Offender Assessment Reports Requested (Young Persons) 2015 to 2019



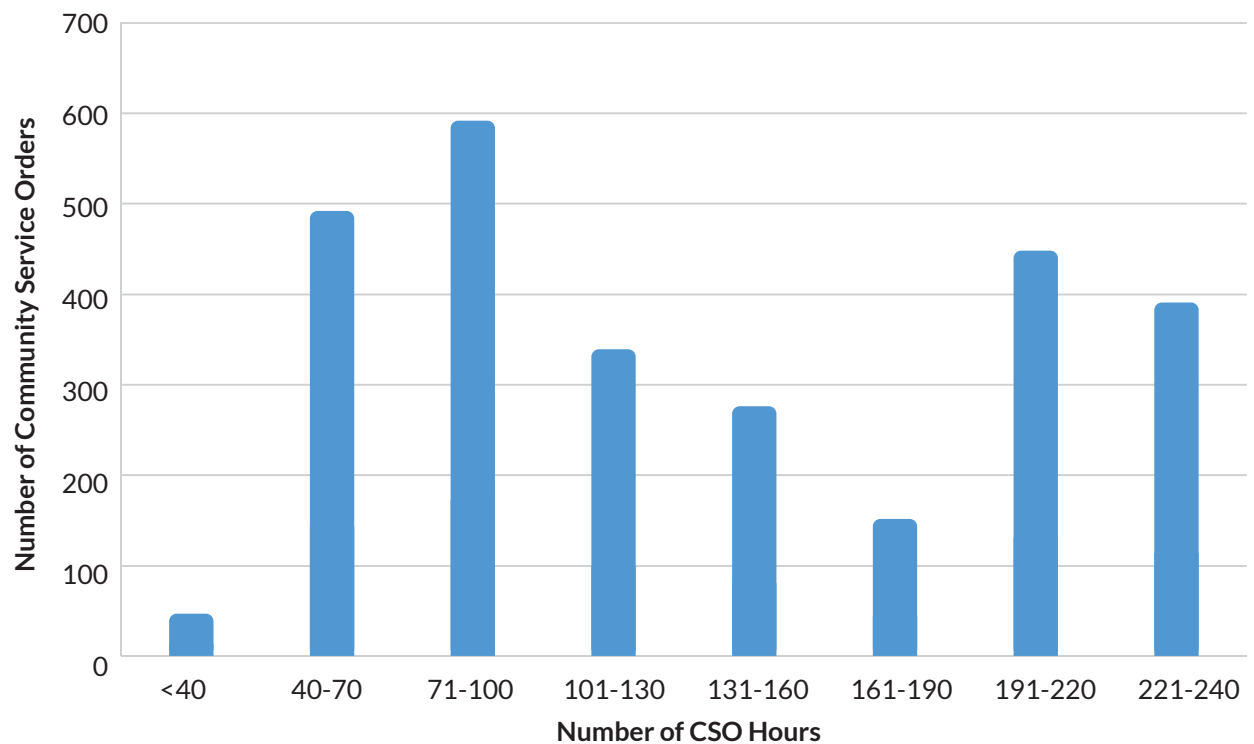
Trend of Orders Made by Year (Young Persons) 2015-2019



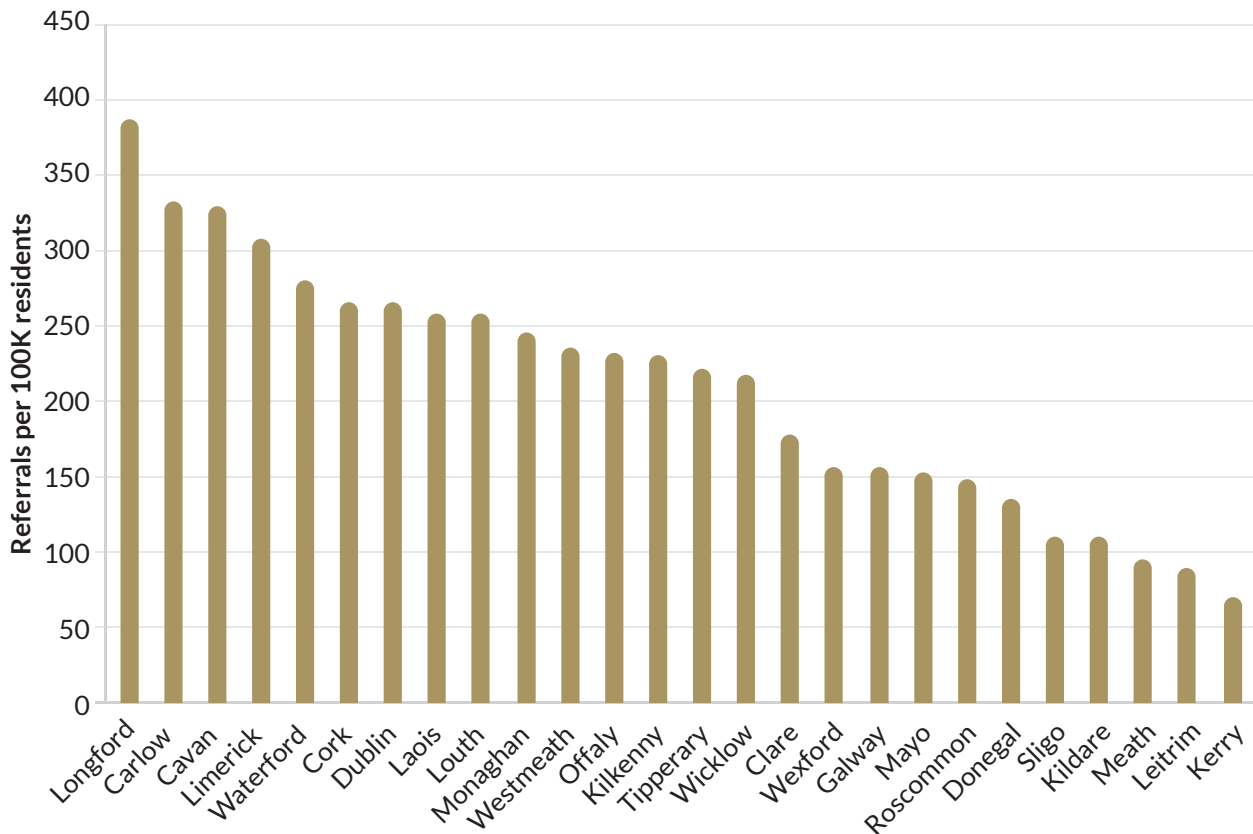
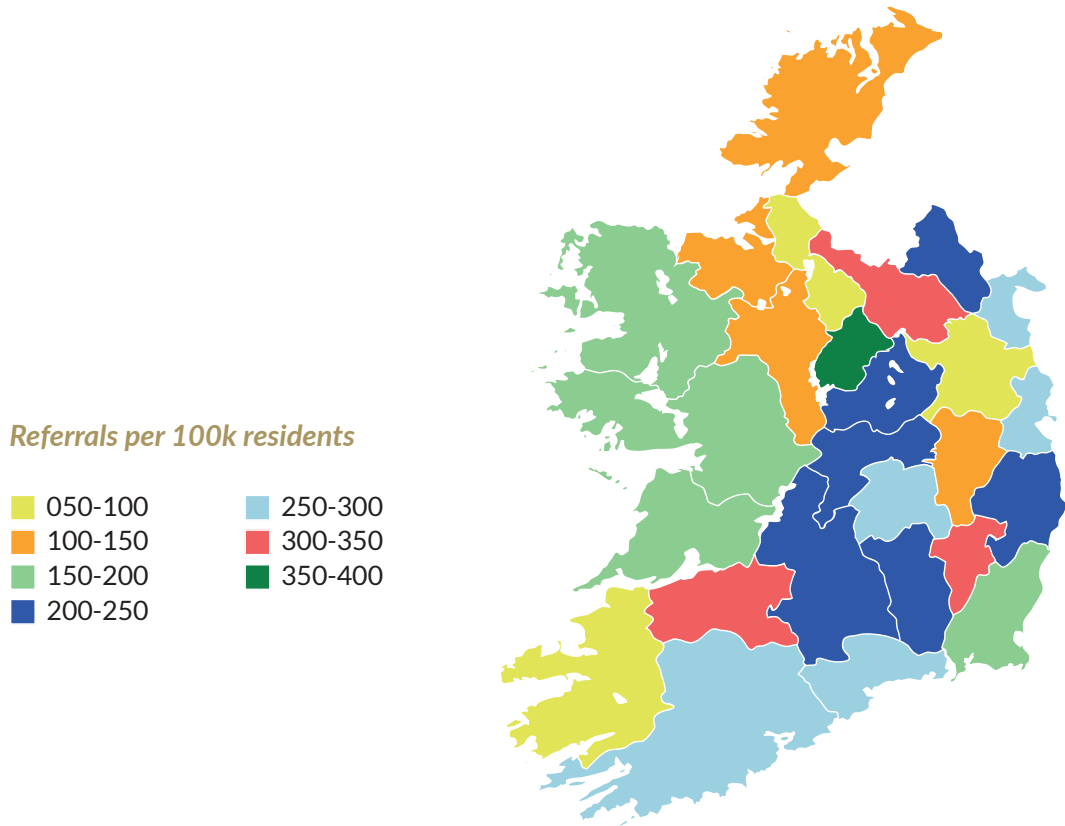
Distribution of Probation Orders made in 2019



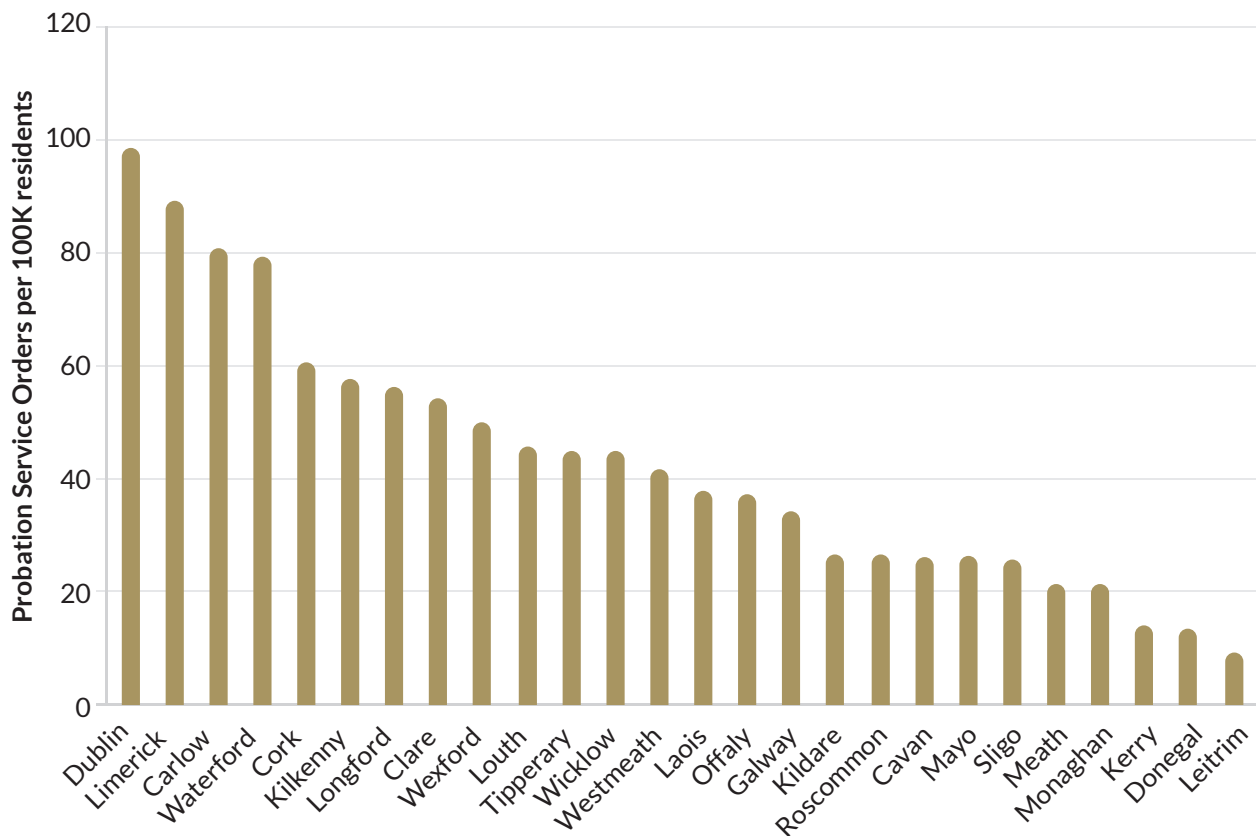
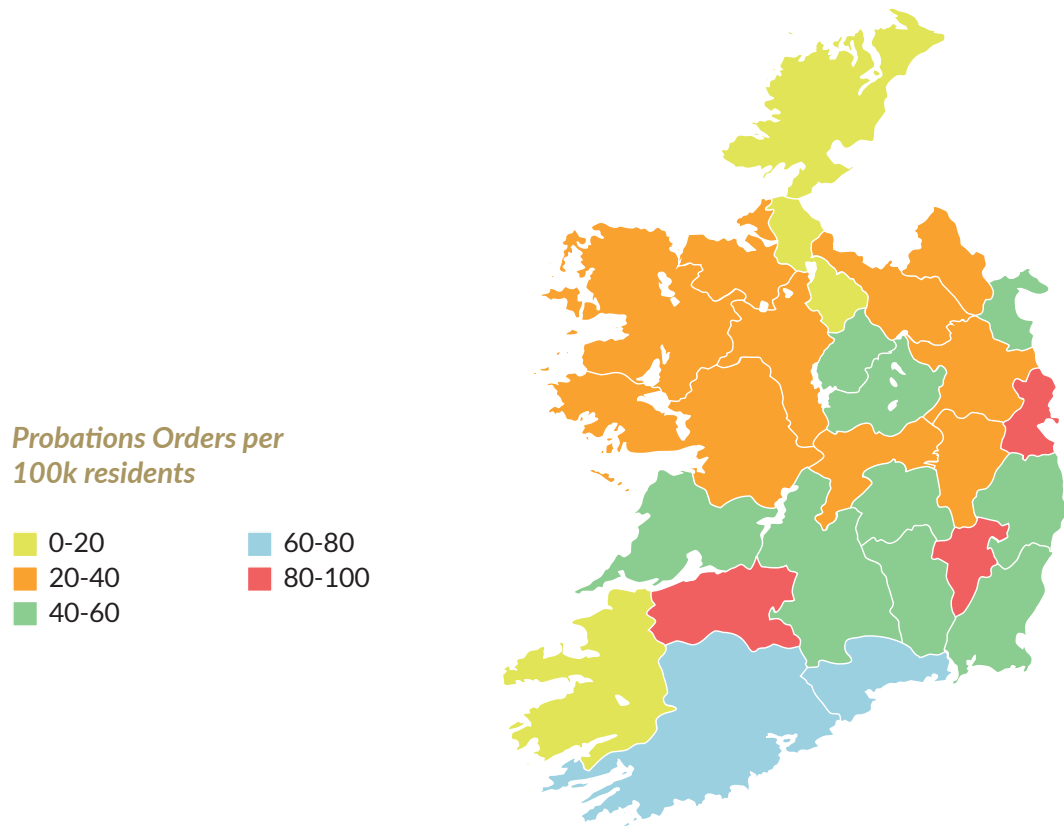
Distribution of Community Service Orders made in 2019



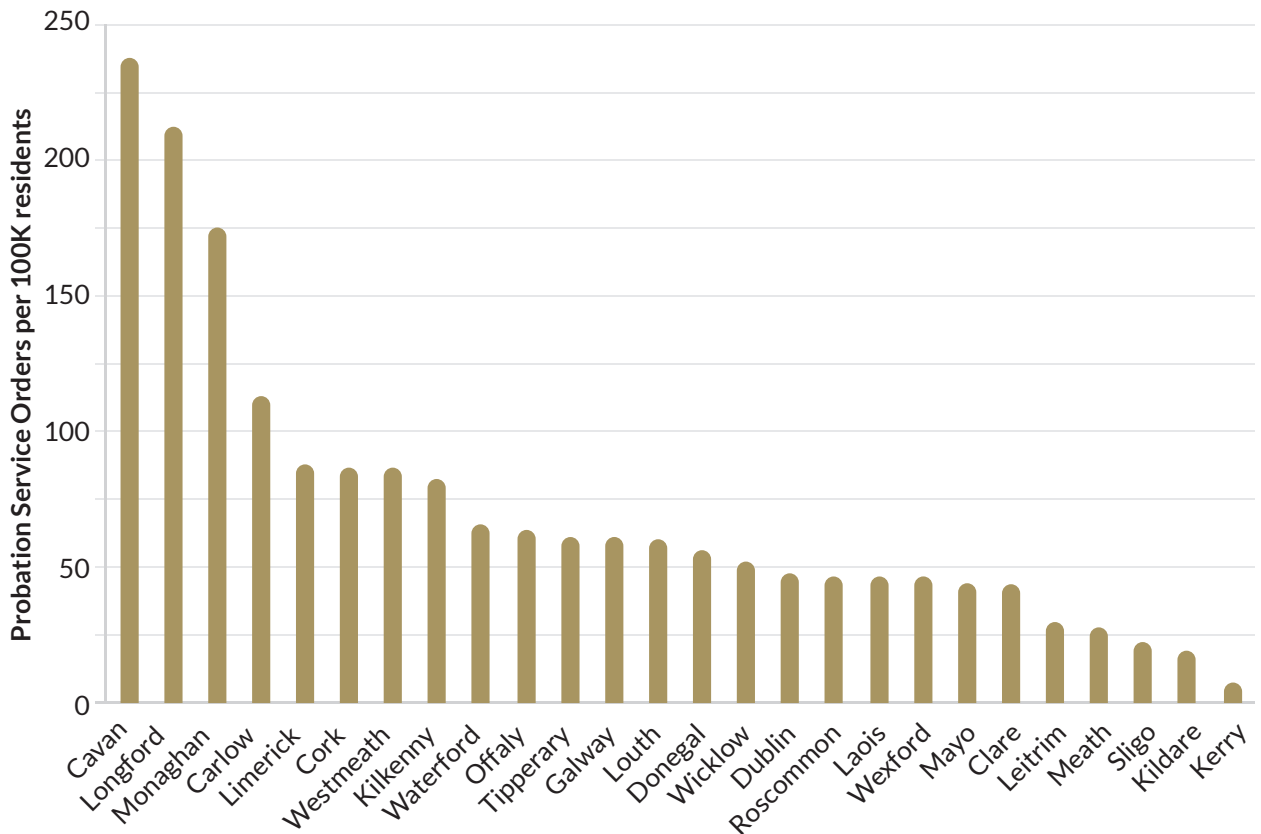
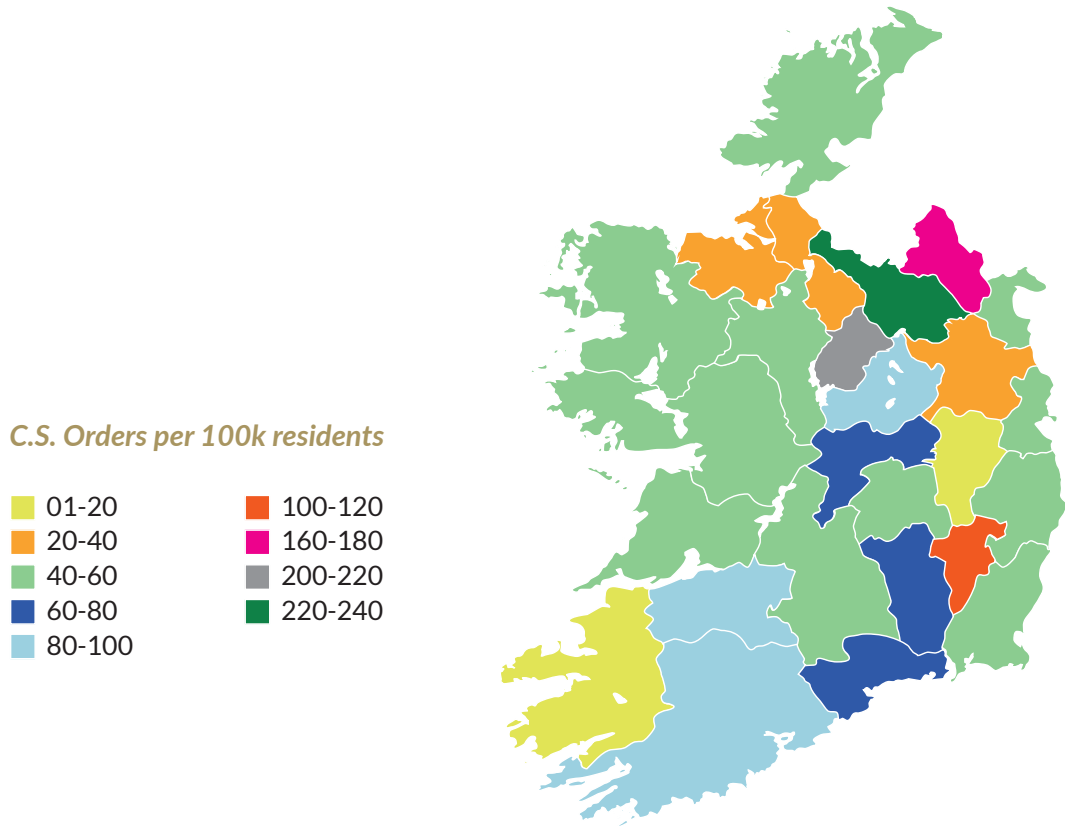
New Referrals by County in 2019 per 100,000 residents



Probation Orders by County in 2019 per 100,000 residents



Community Service Orders by County in 2019 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 Conferencing

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.

OFFENDER SUPERVISION FRAMEWORK (OSF):

The Offender Supervision Framework, designed in 2019, describes the model and methods used by the Irish Probation Service with clients, from the initial point of engagement until contact is completed. It draws on “what works” and “who works” principles and desistance theories.

It is underpinned by research and empirical evidence.

Appendix A

STATEMENT ON THE PROBATION SERVICE SYSTEM OF INTERNAL CONTROL

Scope of Responsibility

I along with senior management acknowledge responsibility for ensuring that an effective system of internal control is maintained and operated. This responsibility takes account of the requirements of the Code of Practice for the Governance of State Bodies (2016).

Purpose of the System of Internal Control

The system of internal control can provide only reasonable and not absolute assurance that assets are safeguarded, transactions authorised and properly recorded, and that material errors or irregularities are either prevented or would be detected in a timely manner. Maintaining the system of internal controls is a continuous process and the system and its effectiveness are kept under ongoing review.

The system of internal control, which accords with guidance issued by the Department of Public Expenditure and Reform, has been in place in the Probation Service for the year ended 31 December 2019.

Capacity to Handle Risk

There is a non-statutory Senior Management Team (Executive Leadership Team) in place, which comprises the Director, Deputy Directors, Assistant Director and the Accountant. Any major strategic matters, which arise for the Probation Service, are considered by this Team, which meets monthly. The Department's Internal Audit Unit provides support to the Probation Service in monitoring and reviewing the effectiveness of its arrangements for governance, risk management and internal control. I have put procedures in place to ensure the reports of the Internal Audit function are followed up.

As the Probation Service falls under the Justice Vote (Vote 24), the Department's Audit Committee supports the Probation Service in order to provide oversight, ensuring that the interests of Government and other stakeholders are protected in relation to business and financial reporting and internal control.

Risk and Control Framework

The Probation Service has its own Risk Management Policy in place, which is aligned with the Department of Justice and Equality's policy. This Risk Management System identifies and reports key risks and management actions being taken to address and, to the extent possible, to mitigate these risks. A Risk Register is in place. The register is reviewed and updated by the senior management. The outcome of these assessments is used to plan and allocate resources to ensure risks are managed to an acceptable level.

I confirm that a control environment containing the following elements is in place:

- ▲ Financial responsibilities have been assigned at management level with corresponding accountability
- ▲ A budgeting system with an annual budget which is kept under review by senior management
- ▲ Formal procedures have been established for reporting significant control failures and ensuring appropriate corrective action
- ▲ There are systems aimed at ensuring the security of the information and communication technology systems, the IM & T Division of the Department of Justice and Equality provide the Probation Service with ICT services through the Managed Service.
- ▲ The HR Division of the Department of

Justice and Equality provides a Human Resource Management Service not limited to recruitment involving employee relations, workforce development, performance management and liaison with (HR) shared services.

Ongoing Monitoring & Review

Formal procedures are in place for monitoring control processes and control deficiencies are communicated to those responsible for taking corrective action and to management, where relevant, in a timely manner. I can confirm that the following ongoing monitoring systems are in place:

- ▲ Key risks are related controls have been identified and processes have been put in place to monitor the operation of those key controls and reports any identified deficiencies
- ▲ There is an appropriate budgeting system with an annual budget which is kept under review by the Probation Service's senior management team
- ▲ There are regular reviews by the Probation Service's senior management team of periodic and annual financial reports which indicate financial performance against forecasts
- ▲ Reporting arrangements have been established at all levels where responsibility for financial management has been assigned
- ▲ Audits of financial and other controls are carried out by the Department's Internal Audit Unit.

Procurement

The Probation Service ensures that there is an appropriate focus on good practice in purchasing and that procedures are in place to ensure compliance with all relevant guidelines and procurement policy.

Review of Effectiveness

The Probation Service in monitoring and reviewing the effectiveness of its risk management and control procedures is informed by the reports of the Department's Internal Audit Unit and the reports and comments of the Comptroller and Auditor General. The Department of Justice and Equality Internal Audit Unit applied a rotation system therefore an annual audit of the Probation Service was not conducted in 2019.

Internal Control Issues

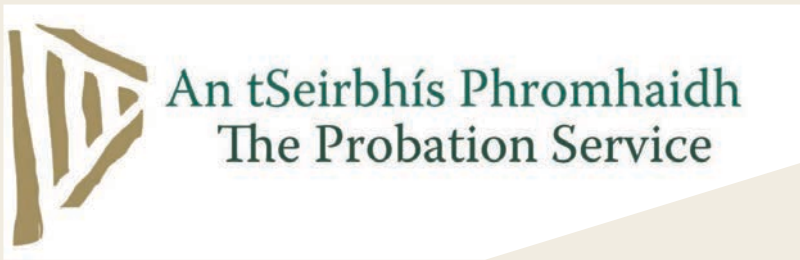
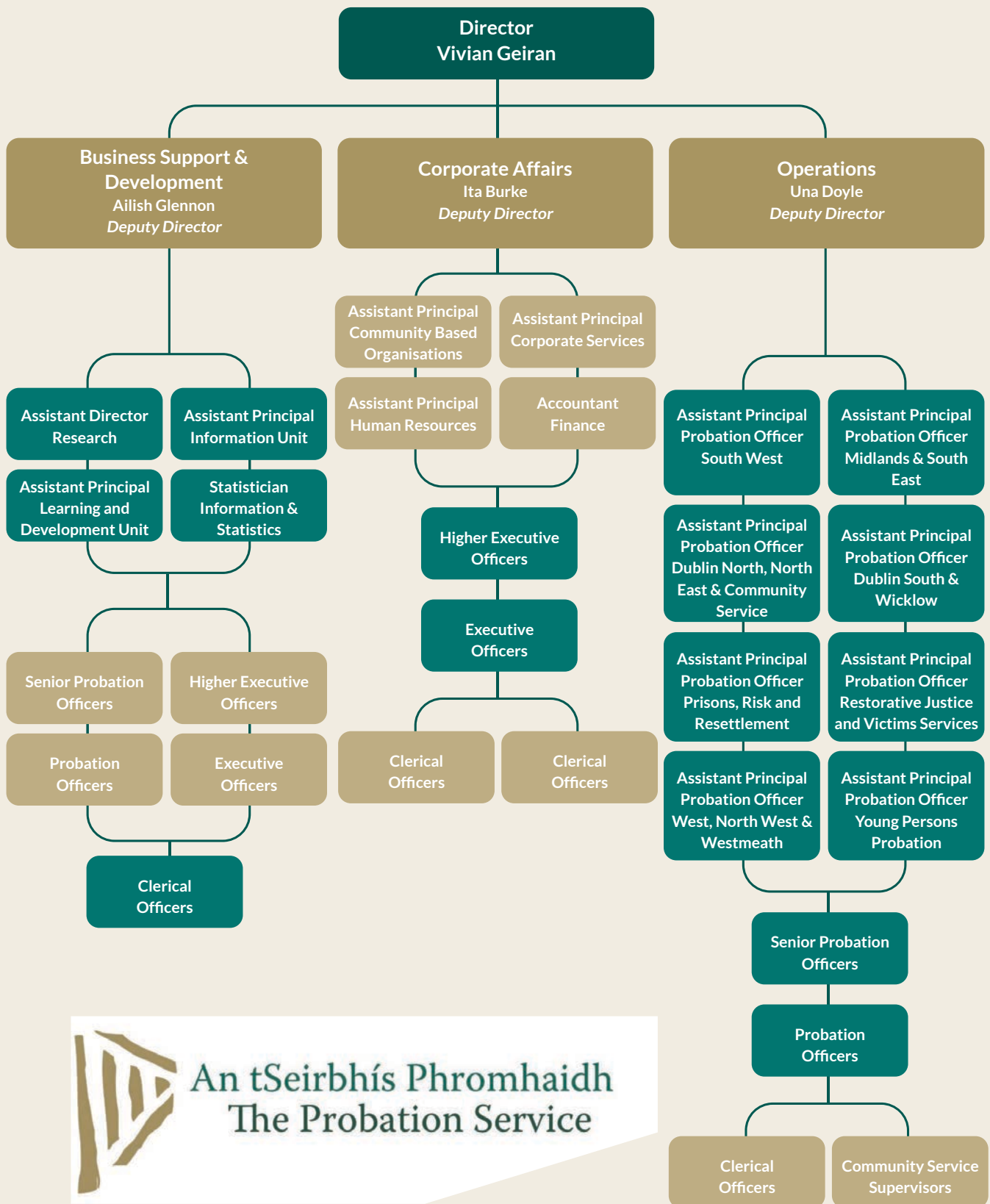
None.

DPER Public Spending Code

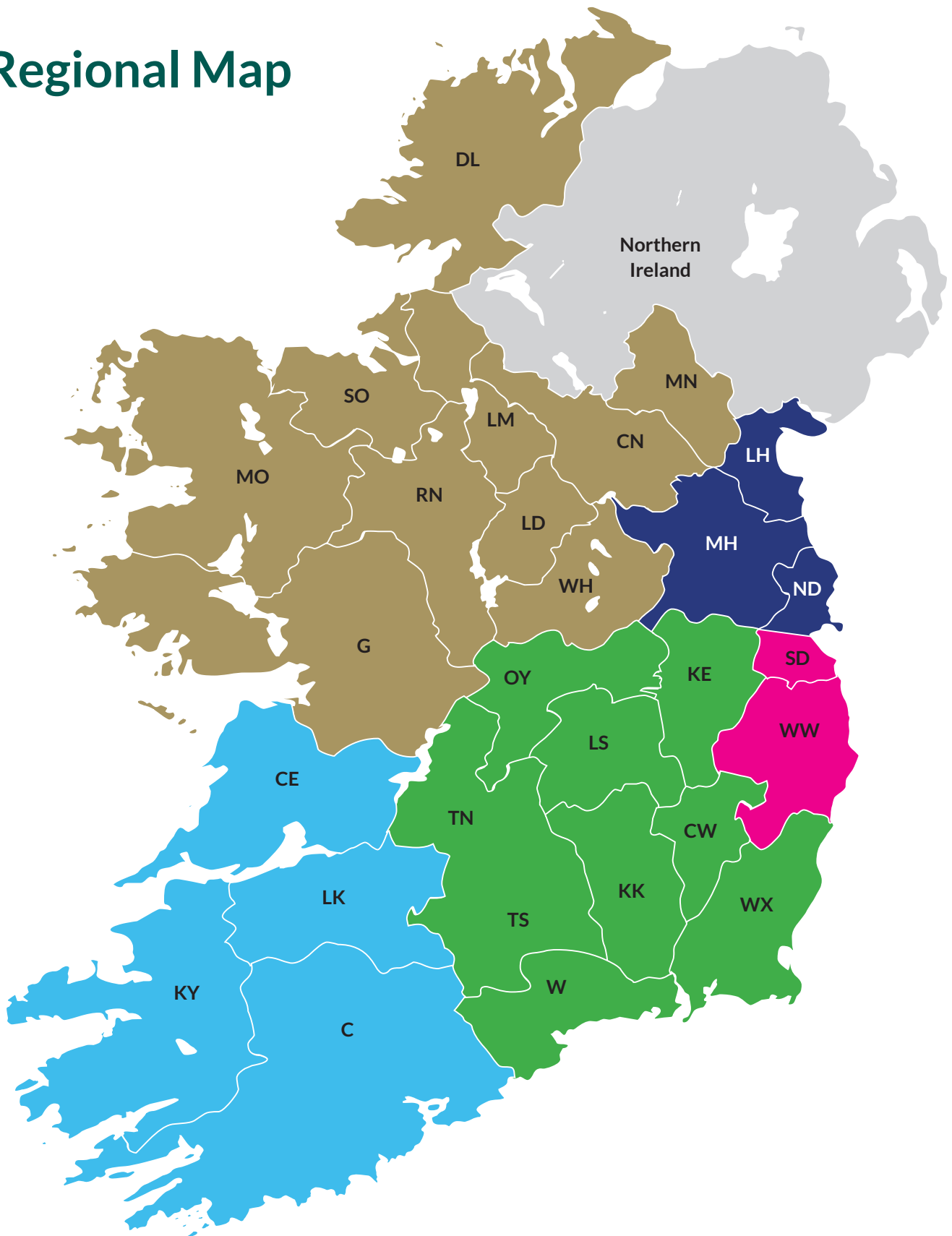
I confirm that the appropriate requirements of the Department of Public Expenditure and Reform's Public Spending Code are being complied with.

Ita Burke
Acting Director

Organisational Chart

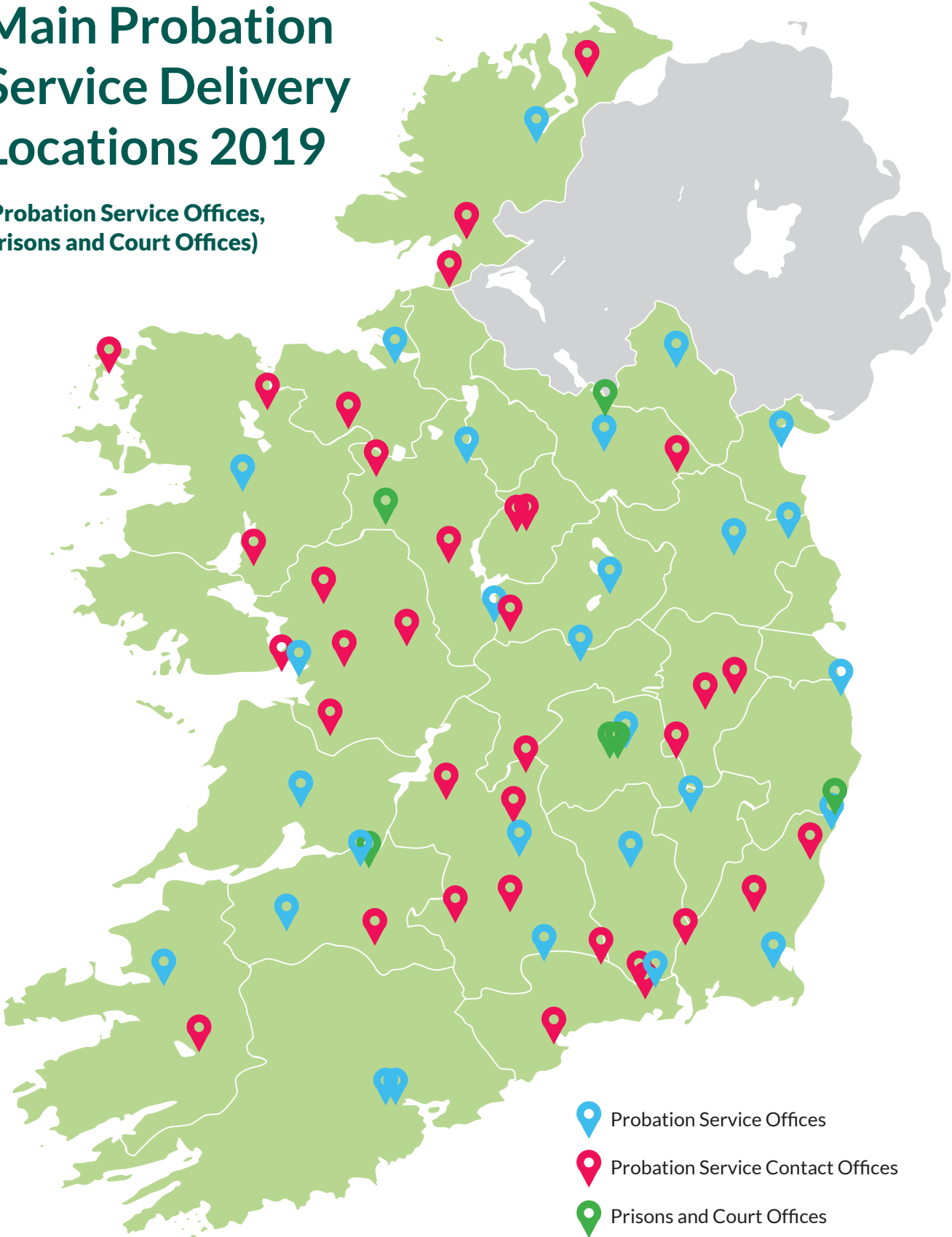


Regional Map



Main Probation Service Delivery Locations 2019

(Probation Service Offices, Prisons and Court Offices)



Community Based Organisations

In receipt of funding support through the Probation Service

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

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

