



An tSeirbhís Phromhaidh  
The Probation Service

# Probation Service

## Annual Report 2023





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# Foreword & Introduction

I am delighted to present the 2023 Annual Report of the Probation Service to the Minister for Justice, Helen McEntee, TD. This report highlights our efforts and achievements in meeting our primary objectives and priorities as an executive agency within the Department of Justice.

2023 was a year of challenges, growth and innovation for the Service as we continued with normal operations following a prolonged period of significant disruption and upheaval, whilst delivering on an ambitious work plan and making significant progress on our strategic commitments.

The Probation Service makes a unique contribution to the Criminal Justice System by implementing robust supervised community sanctions. As a national organisation with services delivered locally, our staff operate in more than 50 locations. We work in both the community and prisons, with adults and children, and at all levels of the criminal courts, and we are committed to supporting community organisations working for community safety across Ireland.

2023 marked the final year of our *Strategy Statement 2021-2023: Probation Works for Community Safety* and I am pleased that we continued to make significant progress in advancing the actions outlined across all areas of the Strategy Action Plan, placing us in a very strong position as we entered our final year of the strategy. To that end, towards the end of 2023 we commenced a month-long, wide ranging collaborative and consultative effort to collectively forge our next three-year strategy, guiding our actions up to and including 2026.

We continued to experience increasing demand for our services due to a surge in activity across the criminal justice sector post-pandemic.

In 2023, we worked with 16,989 people in the community, 3,175 in custody and completed nearly 11,000 assessment reports. I wish to commend the efforts of colleagues across the Service for rising to meet this challenge and demonstrating professionalism and dedication to their work.

I am pleased to share that having made concerted efforts throughout 2023 to address the notable reduction in community service assessments referrals in 2022, our staff completed 2,142 community service assessments, an increase of nearly 30% over 2022.

Likewise, I am pleased to share that in 2023 the Probation Service introduced the role of Probation Assistant, a brand new grade within the Service. Probation Assistants support the supervision and management of offenders and contribute to interagency work at an appropriate level. Furthermore, our new Probation Assistants play a crucial role in supporting Probation Officers in the delivery of front-line services. They assist probation teams in managing the supervision of offenders on community service orders, monitor low-risk offenders, and aid in the coordination of programme delivery. This is a new and innovative role, and I am confident that the diversity of our new recruits will strengthen the Service with their talents, experience, and enthusiasm as we grow and continue our mission of building safer communities.



Following significant progress enacted during 2022 on structural reform within the Service, 2023 was the first full year with our new management structure fully embedded across the leadership of our organisation. This will enable our organisation to continue to build strong and lasting partnerships across the criminal justice system and with our partners in the community as we continue on our mission to address offending behaviour and its causes.

Finally, like many public sector organisations, in 2023 the Service encountered significant challenges in recruiting talented staff due to the buoyant and highly competitive employment market. Despite this, we held several competitions throughout the year and were successful in attracting 64 new entrants to the Service; the total number of staff working in the Probation Service went from 421 in 2022 to 456 in 2023. There was a phenomenal response and interest in the first ever competition to recruit Probation Assistants attracting 592 applicants, which shows us the appetite to work in the Service and also in new and innovative positions. Five new Probation Assistants took up the role in November 2023. We will continue to innovate and recruit across 2024 as we strive to be an employer of choice.

We continued to support and invest in existing staff by delivering an innovative learning and development programme. We also made significant headway in the delivery of our Irish Probation Framework (IPF) with the development of a new practice manual which is planned for rollout to teams across the Service across 2024 and into the future.

In summary, I am confident that we enter 2024 in a stronger position as a Service to continue meeting our strategic objectives, delivering greater impact across the justice sector and most importantly, producing better outcomes for our clients, their families and wider communities.



A handwritten signature in black ink, appearing to read 'Mark Wilson'.

Mark Wilson  
Director

# 2023 In Numbers

16,989

Offenders dealt  
with in the  
community



Probation reports  
completed

10,891

Community Service  
assessments  
completed

2,142<sup>1</sup>



People worked  
with in prison

3,175



Orders made for Post  
Custody Supervision by  
the Probation Service<sup>2</sup>

920

56

Assessments for  
the Parole Board



Offenders  
commenced  
Community Return

213

581

People convicted of  
sexual offences  
supervised in the  
community



127

Life sentenced  
prisoners supervised  
in the community

<sup>1</sup> 1,290 Std. Reports + 391 Same Day Reports + 461 Fines Act reports

<sup>2</sup> 851 PSSSO + 69 PRSO

**1,614** Community Service Orders managed, totalling:

**209,311**

Hours of community service work in lieu of



**778**

Years in prison, resulting in



**€2M**

Over €2 million worth of unpaid work for the benefit of communities nationwide<sup>3</sup>

#### OFFENDER PROFILE



**18%**

Women

**82%**

Men

**8%**

Young Persons<sup>4</sup>

**92%**

Adults

#### 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 75% of all referrals

**12 months**

Duration of the most frequently imposed Probation Order



**40-70 hours**

Duration of the most frequently imposed Community Service Order

<sup>3</sup> Based on the minimum wage in 2023 (€11.30 an hour) and the total number of Community Service Hours, the amount is €2,365,214.30

<sup>4</sup> 8% is from 700 referrals for young persons out of the 9,227 referrals in 2023. These include persons under 18 and those managed by YPP teams

## Our Vision:

Safer and more inclusive communities where offending, and its causes, are effectively addressed.



## Our Mission:

To provide services to the courts and wider criminal justice system through the delivery of effective community sanctions.



## Our Guiding Principles

- Professional & Accountable
- Transparency & Openness
- Respect & Integrity
- Collaboration & Partnership
- Innovation & Creativity
- Evidence Informed & Data Driven



# Our Organisation

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

The Probation Service contributes towards this by:

- Ensuring court ordered supervision is implemented
- Reducing the likelihood of reoffending and risk of harm to the public
- Making good the harm done by crime through reparation and restorative justice.

The Probation Service delivers the following services:

- Offender assessment, supervision and sentence management
- Community Service and Community Return Schemes
- Young Peoples Probation (YPP)
- Community Partner Initiatives (including Community-Based Organisations funding).

Rehabilitating offenders to achieve and maintain positive change is central to the Probation Service’s work. The Probation Service believes that offenders can change their behaviour, and through rigorous assessment and effective supervision, probation staff can help make positive changes to avoid further offending. Probation practice is delivered, informed and underpinned by social work practice. Staff have specialised expertise in intervening with offenders and in assessing and managing risk.

The Probation Service has over 35 community-based offices nationwide, with a presence in every county, as well as staff based in all prisons. The Service is a national organisation, delivered locally, providing services to courts, custodial institutions, and communities across the country.

The Probation Service works in close collaboration with the Courts Service, the Irish Prison Service (IPS), An Garda Síochána, the Parole Board, and many organisations in the community. In 2023, the Probation Service also welcomed the opportunity to participate in the Department-led Local Community Safety Partnership pilots operating in Longford, Dublin North Inner City and Waterford and to contribute to the development of the innovative model ahead of its national roll-out.



# Who Are We and What We Do

## Our Management Team

In 2022, the Probation Service established a new executive management structure aimed at supporting the organisation’s capacity to meet the strategic priorities outlined in our Strategy Statement 2021-23. Following on from this, during 2023, areas of particular focus included community sanctions and community service, social inclusion, our work in prisons and with young persons, multi-agency and high risk offender management and effective practice with the further development and introduction of the Irish Probation Framework.

The **four pillars of strategic responsibility**, which are overseen by a corresponding Deputy Director or Principal Officer are:

- 1. Effective practice
- 2. Operations (Courts and Community)
- 3. Operations (Prisoners and Re-integration)
- 4. Corporate Affairs and Communication.

## Our Staff

The Probation Service is a service-led organisation and the expertise and dedication of our staff is our most valuable attribute. As of 31 December 2023, the Probation Service had a total employee headcount of 456. Recruitment remained a key priority for the Service, however attracting new staff, in particular qualified social workers, remained a challenge.

In 2023, the Probation Service initiated a number of competitions, including:

- Probation Officer
- Senior Probation Officer
- Higher Executive Officer, Communications
- Probation Assistant

The Probation Assistant’s (Executive Officer) role is an exciting new role that was introduced by the Probation Service in June 2023. The aim is to support in the supervision and management of offenders and in interagency work at an appropriate level. This position that will provide a crucial role in supporting probation officers in the delivery of front line services. The type of work that a probation assistant will carry out includes:

- Assisting in managing the supervision of offenders on Community Service Orders
- Assisting in monitoring low risk offenders
- Assisting in the co-ordination of Programme Delivery

Overall staffing levels increased by 35 in 2023. The total number of staff working at the Probation Service went from 421 end of 2022 to 456 in 2023. This included 64 new starters, 8 retirements, 12 promotions, and 19 staff leaving, with 9 of those transferring to other areas within the Civil Service.



# New Starters 2023

## **Amy Hibbitts, Probation Officer, Homeless Person's Probation Team, Haymarket**

Amy has been a Probation Officer on the Homeless Person's Probation Team since October 2023. A CORU registered Social Worker, Amy graduated from Trinity College as a mature student. Prior to joining the Probation Service, Amy worked in the Mater Hospital as a Medical Social Worker on the Infectious Diseases wards as well as working in the Post-Acute Care Unit. Amy also has extensive experience working in homeless services.



Amy Hibbitts, Probation Officer

"I've always had an interest in the Probation Service and was fortunate enough to complete my third year placement in the Criminal Courts of Justice under the mentorship of Probation Officer Geraldine O'Dwyer. Working in low threshold homeless and addiction, I was able to see first-hand the impact that the support of the Probation Service had on particularly vulnerable and complex clients. This is what gave me the push to apply for the Probation Service as I felt my ethics, morals and values aligned with the role and would ultimately support those living in difficult circumstances. Tapping in to my previous experience, I feel as though I have really settled in to my role on the Homeless Team and it is an added bonus to be working in an area that I am passionate about.

**"I really enjoy the work so far within the Probation Service and look forward to continuing to grow and develop as a Probation Officer and as a Social Work practitioner. It is both a challenging and incredibly rewarding role which is underpinned by the support of a great team"**

My work on the Homeless Team involves the assessment and supervision of those experiencing homelessness in the Greater Dublin Area. As the problems and barriers facing homeless clients are extremely complex and multifaceted, I have found that the approach to our clients requires a specialised and personalised response. Our team works closely with the local authorities and other community based resources to work collectively towards effective individualised intervention for each homeless person."



# Probation Assistants

## **Ronan McLoughlin, Assistant Principal Probation Officer, Young Persons Probation, Haymarket, Dublin**

Ronan is from Dublin but began his career in Australia, where he completed his degree and spent time working in forensic services. Since returning to Ireland, Ronan has worked on the forensic CAMHS team in the Central Mental Hospital, as well as the ACTS (Assessment Consultation Therapy Service) team in TUSLA for the Dublin North East Region where he was the clinical team manager. In April, Ronan was appointed as the new Assistant Principal Probation Officer with responsibility for Young Persons Probation in the Service.



Aga Bates, Probation Assistant

## **Agnieszka Bates**

Originally from Olesnica, in Poland, Agnieszka (Aga) Bates moved to Ireland in 2006. She completed a degree in banking before joining the Probation Service as a clerical officer in 2018, and later moving to the International Protection Office in 2023. When recruitment for the new grade of Probation Assistant opened last year, Aga applied as she was excited about the opportunity to return to the Service and work in a more hands-on role, especially one that ties in with her studies.

## **Describe a typical day like in your role as a Probation Assistant?**

“No two days are the same. I usually start by checking my emails, messages, and appointments for the day. In the office, I usually have supervision appointments. I have 12 clients on my caseload now. Every second Tuesday, I’m in SAOL, a Community Based Organisation we work with in Dublin’s North Inner City, for the day, linking in with our female clients. I attend a range of meetings and I’m part of the women’s strategy group and wellbeing committee.”

“On other days I might be in court. A significant part of my day involves linking in with homeless services, keeping in regular contact with our clients. I also help my Senior Probation Officer (SPO) with administrative duties, so it’s very much a complementary role.”

“I’ve always had an interest in why people offend, and I’ve been particularly interested in marginalised communities and how work can be done with these communities to bring about change, especially thinking long-term about what these groups of people need. I come from a family of social workers, so I’ve had an interest in social justice from a young age, whether I liked it or not, and it turns out I did.”



Ronan McLoughlin, APPO



### **Gerry Condon**

DUBLINER Gerry Condon brings 13 years of experience as a Community Service Supervisor to his new role with the Probation Service. Prior to joining the Service, Gerry gained a wealth of experience and insights from a lengthy career working in construction, both in Ireland and overseas. With the introduction of the Probation Assistant grade, Gerry knew it was time for a fresh challenge and he successfully applied. Based in Ballyfermot, he works alongside Probation Officers and supports Community Based Organisations on various projects, including an innovative new initiative focused on enhancing road safety for clients with road traffic offences.



Gerry Condon, Probation Assistant

**“I wanted the challenge that the new role brings, and I knew that the skills I have accumulated from both my Civil Service and volunteer experience would stand to me.”**

### **Why did you decide to become a Probation Assistant?**

“I worked in the Probation Service for almost 13 years as a Community Service Supervisor. I enjoyed the position and valued the experience and knowledge I gained. I thrive in a busy and challenging environment, and as a Supervisor in Community Service, this met my needs at the time. However, I have always aspired to take on more challenging roles. When I first learned about the Probation Assistant grade and that it was a completely new role, I knew I should apply.”

# Our Strategic Pillars:

This annual report is organised under 5 main headings, corresponding to the strategic themes identified in the Probation Service Strategy Statement **2021 – 2023**.

## 1 Enhancing Community Safety

We will enhance community safety by reducing the level of crime and victimisation in our communities through the implementation of high quality supervised community sanctions.



## 2 Strengthening Collaboration and Engagement

We will work to address the complex issues impacting criminal justice, in cooperation with our criminal justice partners, the broader statutory sector and voluntary and community organisations.



## 3 Promoting Inclusion

We will further strengthen an organisational culture that recognises and supports diversity, integration and human rights; which is reflected in all aspects of Probation Service policy and practice.



## 4 Empowering Our Team

We will invest in our team to promote innovation, learning and well-being, empowering our staff to deliver a high quality, professional service.



## 5 Modernising Our Approach

We will further develop the Service to attain the highest standards of organisational performance and governance.



# Pillar 1

## Enhancing Community Safety



# Working with Perpetrators of Intimate Partner Abuse

The Probation Service works with harmdoers and victims of intimate partner abuse. In line with the 3rd National Strategy on Domestic Violence, the Service continued to make available the 1-1 rehabilitation programme which was delivered by appropriately trained staff in that area. New staff to the Service received training in responding to victims of intimate partner abuse and coercive control.

## Move/Mend Protocols

In May 2023, the Probation Service launched new Referral and Information Exchange Protocols with perpetrator programme providers Men Overcoming Violence Ireland (MOVE) and Men Ending Domestic Abuse (MEND). These organisations deliver the Department of Justice approved CHOICES group work programme. These updated Data Sharing Agreements were put in place to ensure compliance with GDPR and evolving Data Protection obligations.

The protocols reflect best practice in interagency partnership and cooperation when working with perpetrators of domestic abuse, with the overarching aim being to increase the safety of women and children who have experienced abusive behaviour in their intimate relationships.

The sharing of information between the Probation Service and programme providers enables all concerned to work with the men referred in a more effective manner which, in turn, will optimise positive outcomes whilst challenging men to take responsibility for their behaviour, change their attitudes and ultimately develop non-abusive relationships. The revised protocols are an example of our continued collaboration with external stakeholders and strongly fostered relationships with the NGO sector.

## Intimate Partner Abuse

The Probation Service conducted a survey of all Probation Officers with active Intimate Partner Abuse (IPA) cases on October 31, 2023. The last such survey snapshot was conducted with respect to domestic violence cases active on November 30, 2021.

### Key finding from the survey were as follows:

1. The SARA (Spousal Risk Assessment) is a 24-item structured guide for spousal risk evaluations of individuals who are suspected of, or who are being treated for, spousal abuse. Eight items describe the nature of Intimate Partner Violence (IPV) in terms of the diversity, chronicity and escalation of behaviours as well as supervision violations.

Ten items are coded on the perpetrator's issues with social, interpersonal and psychological adjustments. Six items describe vulnerabilities that could interfere with a victim's ability, opportunity or motivation to engage in self-protective behaviour.

On 31 October 2023, the number of SARA-applicable cases was approximately 368. This compares with 341 active domestic violence cases (DV) identified in the November 2021 snapshot survey. Overall cases rose by 27 (or 8%).

2. The most common offences on probation caseloads were assault/assault causing harm/serious harm and breach of an Order e.g. safety/barring orders.

3. Ethnicity and ethnic details: The percentage that identified as white Irish was 78%, similar to the general population (77%). 5% were Irish Travellers. A further 12% also identified as white, taking the total identifying as white to 95%. About 4% were black, black Irish, Asian or Asian Irish.
4. Language needs: 15 offenders required an interpreter.
5. The vast majority of SARA-applicable offenders were male (94%) and the vast majority of intimate partners of perpetrators were female (94%). Among the 368 cases, there were 23 female perpetrators.
6. Among victims, 93% were former or current intimate partners. In the majority of cases, the victim was a former intimate partner but in a significant number of cases it was a current intimate partner.
7. There are some parts of the country where there is no perpetrator treatment programme availability and those referred may have to travel long distances in order to access a programme.
8. Treatment programme unsuitability reasons identified were mental health instability, substance misuse, transport difficulties and language barriers. However, the top issue preventing access to treatment programmes was perpetrator offence denial/non-acceptance of responsibility/ lack of motivation to engage.

## **Probation Service visit to the Latvian Consulate**

One of the highlights of 2023, in terms of international networking opportunities, took place in Latvia in November. Carmel Donnelly, Regional Manager from the North, North West and Westmeath Region with lead responsibility for domestic violence policy and practice was invited by the Irish Ambassador to Latvia to speak at an important conference on domestic violence. Carmel has since been selected to become a member of the newly-formed Confederation of European Probation gender-based violence expert group to commence in May 2024.

The conference is organised annually by a Latvian organisation, the Marta Centre, which provides support services to victims of domestic violence and also carries out advocacy and training work. The event was organised in cooperation with Latvia's Ministry of Welfare and Ministry of Interior and attracted practitioners such as those involved in law enforcement, judiciary services, social work, probation services and other stakeholders. The conference theme was *Community Coordinated Action in Cases of Family Violence*.

The Marta Centre has been working proactively with the Probation Services in Latvia and the Centre was very keen to bring Irish expertise to the conference to share on violence reduction, reducing re-offending and inter-agency/institutional cooperation. While at the conference, Carmel had the opportunity to attend additional meetings to share more information about the role of the Probation Service in Ireland as well as attending a reception at the Irish Embassy which was attended by other Latvia-based diplomats and members of the judiciary.

## 16 Days Event

In December, an awareness raising event was held to mark the *16 Days of Activism against Gender Based Violence* in the Richmond Education and Event Centre in central Dublin. The theme for the 2023 event was 'From Harm to Hope'. Throughout the event, enlightening presentations were given by various contributors:

- **The Davina Project:** Supports women living with domestic abuse while struggling with addiction.
- **Barnardos Childhood Domestic Violence Project:** Aims to increase understanding of the lived experiences of childhood domestic abuse by raising awareness of children and young people as victims in their own right.
- **MOVE Ireland:** Perpetrator programme providers explained the CHOICES programme work they deliver.

Most impactful of all was a fireside chat with a female service user who shared her experience of what it was like living with an abusive partner, the impact of this on her daily life and how she bravely positioned herself to move on from her traumatic experiences. This remarkable talk served to remind all in attendance of the need to stop the cycle of intimate partner abuse by empowering victims to break free and holding harm doers to account for their behaviour whilst supporting them to develop healthy relationships grounded in equality and mutual respect.

## Judicial Visit to the Oasis House Women's Refuge

The Oasis House Women's Refuge provides safe supported accommodation to women and children who are victims of intimate partner/domestic abuse. Oasis House also provides court accompaniment, support to children, parenting programmes, access to play therapy and free access to local childcare/ crèche facility.

Sharon Kennedy, a senior probation officer on the Prisons Team, based in Waterford, along with a colleague from the MEND Services Network identified a gap during the pandemic in relation to women availing of partner support outside of the home and children availing of play therapy. Sharon and the MEND team discussed the gap with Judge Kevin Staunton and identified a possible solution - a pilot programme funded through the court poor box. Judge Staunton agreed to the proposal and this project allowed for these women and children to continue availing of vital supports safely.

Judge Staunton also visited MEND and he continues to refer those convicted of intimate partner violence for assessment and counselling. Furthermore, Judge Staunton visited Oasis House where he met with staff working on both projects.

Judge Staunton continues to support both these vital services in Waterford and acknowledged that the visits have helped to inform his decision making. He expressed his sincere gratitude for being afforded the opportunity to visit both programmes. The pilot programme was nominated for an Epic Award from the Probation Service and demonstrates the power of inter-agency collaboration as well as supporting positive outcomes for victims.



Judge Kevin Staunton visits Oasis House

# Working with People Convicted of Sexual Offences

Sex Offender Risk Assessment and Management (SORAM) was established in 2010 to support the co-operation and co-ordination between key statutory organisations involved in managing the risk posed to the community by those convicted sex offenders in the community who are under the supervision of the Probation Service and who are assessed as posing a higher risk of reoffending.

SORAM is led jointly by the Probation Service and An Garda Síochána, with the active involvement of Tusla Child and Family Agency, Local Authorities and the Irish Prison Service.

SORAM provides a structure for local joint working arrangements to manage higher risk convicted sex offenders on a multi-agency basis. It ensures that convicted sex offenders who are subject to SORAM are appropriately risk assessed and effective joint management plans are prepared and implemented. It provides a consistent model of management nationally.

There are 28 local Sex Offender Risk Assessment and Management (SORAM) teams currently operating in every area of Ireland. One Senior Probation Officer is assigned to the National SORAM office and Sex Offender Resettlement Team managing a team of Probation Officers who have particular responsibility for working with Sex Offenders.

The enactment of the Sex Offender Act 2023 places these arrangements on a statutory footing and allows a joint approach to all sexual offenders who are subject to Part 2 of the Sex Offenders Act 2001.

In 2023, the Probation Service supervised 581 persons convicted of a sexual offence in the community and 463 sexual offenders had contact with the Probation Service.

## Working with People in Prison

### Prison's Region 2023

2023 was another very busy year for the Prison's Region as The Probation Service continued to engage in statutory obligations, including risk assessment, pre-release planning, completing Pre-Sanction Reports for the District Courts and managing complex releases.

An important change to the Probation Service Prison's Region occurred in 2023. In recognition of the geographic spread, the increasing number of clients, and the prison's related policy and

procedure demands, on 31 October 2023, the Prison's Region adopted a new structure with the creation of Prison's Region North and Prison's Region South.

The division of the Prison's Region developed naturally from the establishment of the new Prisoners and Reintegration Directorate in 2022. This new structure will help strengthen probation services to clients in prisons and better support their successful resettlement into the community>



### **Eoin Ryan**

Eoin Ryan was appointed as Assistant Principal Probation Officer (APPO) for the Prison's Region South which includes management of operations in Cork and Limerick prisons, Portlaoise, Midlands and Arbour Hill, whilst also retaining primary liaison with the Parole Board.

### **Kerry Quinn**

Kerry Quinn took up a new role as Assistant Principal Probation Officer (APPO) over the Prison's Region North, which includes Castlerea and Loughan House, Dóchas Prison and Shelton Abbey, Mountjoy, Wheatfield, and Cloverhill, whilst also taking on responsibility for the women's projects, Outlook and Tús Nua.

Senior Probation Officers from the respective prisons report to either Kerry or Eoin, depending on the structure outlined above. In addition, 2023 saw the assignment of an Executive Officer, to the Prison's Region earlier in 2023 with a national remit and oversight of the clerical officers throughout the Prison's Region.

## **Work with the Irish Prison Service**

The number of people imprisoned in Ireland in 2023 reached unprecedented levels. This led to a number of changes in relation to the management of reviewable temporary release as well as eligibility timeframes for both the Community Return and the Community Support schemes. This in turn brought about a significant review of the Probation Service's protocols on the management of Section 99 PSSSO (Part Suspended Sentence Supervision Orders) and CRS (Community Return Scheme) cases, and joint protocols being agreed by the Probation Service and Irish Prison Service (IPS) for the management of PSSSO and CR (Community Return) cases. In 2023, 213 people were released from custody onto CR sites. The two Prison's Regions are: Prison's Region North and Prison's Region South:

### **Prison's Region North**

Mountjoy  
Dóchas  
Shelton Abbey  
Wheatfield  
Cloverhill  
Castlerea  
Loughan House

### **Prison's Region South**

Midlands  
Portlaoise  
Arbour Hill  
Training Unit  
Limerick  
Cork

This division is reflective of the ever increasing number of people imprisoned who are subject to post-custodial supervision orders, increasing numbers of life sentence prisoners, increasing demands for various temporary release programmes, increasing requests for remand-in-custody reports from the District Courts and the increasing complexity of many cases in the Prison's Region.



# Working with the Parole Board

The Parole Board was established under the Parole Act 2019 and became operational in late 2021. It is an independent, statutory body that considers application from prisoners serving life sentences. Prisoners become eligible to apply for parole once they have served twelve years of their life sentence.

The Probation Service works closely with the Parole Board, and the Service is one of several agencies that provide reports to the Parole Board. When the Parole Board request a report from the Probation Service (under Section 13 of the Parole Act 2019), the Service conducts an in-depth assessment on the applicant, addressing areas such as attitude, victim insight considerations, offending history, risk factors, social history and potential pre-release planning.

In 2023, across the two Prison's Regions, 91 reports were submitted by the Probation Service to the Parole Board. Of these, 68 were Section 13 (full) reports and 23 were Addendum Reports. In 2023, four people serving life sentences were released into community supervision on Parole Orders by the Parole Board.

Leah McCormack, Assistant Principal Officer with lead responsibility for the Probation Service Legal and Quality Assurance Unit, is the Probation Service nominee on the Parole Board. Leah is also a qualified barrister, mediator and social worker and has worked with the Probation Service since 2007 having previously worked with the Probation Board in Northern Ireland for four years. Leah has worked throughout the Probation Service as a Probation Officer and Manager and is part of the Probation Service Senior Management Team.

# Unlocking the Potential of Community Service in Ireland

In 2023, Community Service further strengthened its operational practices and expansion of sites nationwide with a focus on giving back to communities. It was both an innovative and progressive year in terms of policy and practice. Following an evidence review which examined community service policy, models of practice, research and innovation, an Operational Review was subsequently concluded in 2023. Recommendations from both of these complementary reviews culminated in the development of the *New Directions* – Community Service Implementation plan 2024-2026. The three year plan aims to increase the use of Community Service for those who do not pose a risk of harm and consequently reduce the use of custodial sentences for under 12 months.

New Directions was also a key theme at the first Community Service Conference held in the Midlands Park Hotel over two days in November 2023. The conference provided an opportunity to bring staff together to share ideas and experiences and to showcase both innovative and best practice in community service. The event included breakout sessions on different themes - site safety, enforcement, restorative practice in Community Service, mental health and wellbeing, and site seeking - as well as an innovation panel featuring Community Service Supervisors and other speakers discussing innovative ideas that they have put into action.



Attendees at the first Community Service Conference in the Midland Park Hotel in November

At the end of 2023, Community Service developed a pilot to integrate client feedback on their experience of community service. Feedback included:

***"After I finish this I'm cut loose... A few years ago I'd be out of work and back stealing. There needs to be work placements after. . I have a job already and didn't need help even though it was offered."***

***"Supported by IASIO and Community Service to get back into college. Great supervisors."***

This pilot will be continued and will be expanded into 2024.

A **Community Service Manual** was published in 2023 to support the effective and consistent management of Community Service operations by the Probation Service. The manual was developed by the Community Service Working Group in consultation with staff at various levels across the Service. It also includes information on appropriate systems of engagement with community partners in respect of Community Service.

Our partnership with the Irish Red Cross has continued to develop. This year we delivered 28 workshops on the Culture of Peace and Non-Violence and Overdose Preventions.

In 2023, the Probation Service managed a total of 1,614 Community Service orders.

## Community Service Spotlight – Supervisor Ian Kelly, Galway.

Ian Kelly, Community Service Supervisor in Galway, joined the team in early 2023. He settled in quickly, having previously worked with Tuam Community Training Centre, a probation-funded Community Based Organisation.

**“It’s a great job, it’s very interesting. You’re out and about every day with great people. We work with Galway City Council mainly, as well as Galway County Council and other local organisations. We get to meet lots of different people and we get to do lots of different jobs which are of benefit to local communities – everybody is getting something out of it.”**

Ian meets clients Tuesday through to Saturday, bringing them out on his bus to different Community Service Sites around Galway.

As Galway is a coastal county, the coastline plays a big part in the jobs done by clients completing their Community Service hours. Ian linked in with Dara Dever from Clean Coasts Ireland to add the local beaches to the list of sites. Dara said, “Different parts of the coasts need extra help so it’s great to be linked in with Community Service and have groups go out and look after the coast where additional sets of hands make a great impact. Without a doubt, I’d recommend for organisations to become Community Service hosts. It’s been a great experience and we’re really excited to see how it develops into the future.”



Ian Kelly, Community Service Supervisor, Galway



The coastline is an area of particular focus for Community Service teams in Galway



# Partnering to Deliver Community Return

Community Return is a supervised and structured scheme that supports persons subject to it during an initial period of release from prison. This is a critical period of time where they adjust to community based living. Community Return involves the person making reparation through community work which is of benefit to both the community and to themselves. Engagement in the scheme offers these people an opportunity to avail of early release from prison, reintegration opportunities with their families, improved resettlement outcomes, structure and routine in daily life, development and maintenance of a work ethic and improved sense of self, and allows for skills development that supports future employability.

As part of our commitment to continuous improvement and learning, the Probation Service and the Irish Prison Service approved and issued an updated and revised joint service procedure document on Community Return during 2023. These procedures outline the role played by both organisations in the operation of the scheme in a clearer and more transparent manner. These procedures are supported by internal management processes and administrative arrangements within each of the respective organisations.

This year saw an increase in the number of persons granted structured release on to the scheme. There were 213 releases, 187 completions and compliance rates for the year ran at 93%.

The continued partnership between the Irish Prison Service and the Probation Service to manage all stages of the Community Return scheme has been critical to ensuring its efficient, effective and safe management.

## A Participant's Perspective

'John' received a three-year sentence for fraud-related offences. He was originally imprisoned in Mountjoy but moved to Loughan House Open Prison within the first year of his sentence.

John said he found the open prison beneficial and that he had a sense of greater opportunity there. Having been a chef for many years, John took up a job in the prison kitchen in Loughan House. John said that he "kept his head down" and worked hard in the prison. He said that he knew very little about the Community Return Scheme until it was discussed at one of his review meetings and the prison based Probation Officer discussed it with him.

Having been in Loughan House for seven months, John was released from custody to the Community Return Scheme, on the condition that he engage in work in the community for a five-month period. He said that he enjoyed the variety of the work on Community Return. John was assigned to one of the mobile bus projects in Dublin. Work undertaken included working in a large Community College, a football club, a motor cross track, a community garden and other maintenance projects throughout Dublin. John said he liked the work and felt a sense of accomplishment after each day.

**"I didn't feel like a prisoner when on the bus. It's like a group of lads going to work"**

John spoke of the importance of grasping the opportunity to engage in Community Return, recommending it to all prisoners, while emphasising the need to take it seriously. He identified it as an opportunity for prisoners to change, but stressed that it is up to the individual to change themselves.

**“People should take the opportunity and do it right - give it all you can”**

***“The lads on Community Return are great. They are grateful for the opportunity to be on site and are great role models for everyone else”***

***“Community Return is the best thing to happen during my time in the Probation Service”***

***“So much work can be done for the community when some Community Return lads are assigned to my site”***

# 2

## Pillar 2 Strengthening Collaboration & Engagement



# Addressing the Harm Caused by Crime through Restorative Justice

Throughout 2023, the Service continued to embed restorative justice principles and interventions into supervision practice via the work of the dedicated Restorative Justice and Victim Services Unit (RJVSU).

The unit provides leadership and support for the consistent and integrated provision of a range of restorative justice models, including family/ restorative conference, offender reparation panel, victim offender mediation (VOM) and bespoke restorative interventions.

## Establishment of the Community Based Organisation (CBO) Restorative Justice Network

As with previous years, training continued to be a key focus area of the Unit throughout 2023.

Last year, the Probation Service provided funding to four Community Based Organisations to provide dedicated restorative justice programmes. These included:

- Restorative Justice Services (RJS): Dublin, Kildare, Meath and Wicklow
- Restorative Justice in the Community (RJC): Laois, Offaly, Tipperary
- Cornmarket Project: Wexford
- Le Chéile (16-24 years old): Clare, Limerick, Cork.

Other Probation Service funded CBOs use restorative approaches in their work with clients to promote respectful relationships and address the harm caused by their offending.

In June 2023, with the support of Dr Ian Marder of Maynooth University School of Law and Criminology, the first strategic meeting of restorative justice service managers (RJS, RJC, Le Chéile, Cornmarket Project and staff of RJVSU) was convened.

In November 2023, the Service convened a meeting on the development of restorative justice provision in Ireland with service managers and practitioners in Maynooth University.

This event aimed to strengthen communication and collaboration between restorative justice providers and to contribute towards increased accessibility of high-quality, safe restorative justice for all persons who might benefit from participation. This is being achieved by building relationships and breaking down barriers across the sector, facilitating conversations on how services can collaborate to maximise accessibility and supporting discussions on new policies and the future direction of implementation. The RJ CBO Network continues to meet on a quarterly basis.

## Launch of New Policy Paper on Restorative Justice

In August 2023, Minister for State with responsibility for Law Reform and Youth Justice, James Browne TD, published a new policy paper entitled *"Promoting and supporting the provision of Restorative Justice at all stages of the criminal justice system."*

The paper responds to commitments outlined in the Programme for Government and The Justice Plan 2023 to build capacity to deliver restorative justice safely and effectively and will set out a roadmap for present and future attainment of the highest standards in relation to the area of restorative justice nationally.

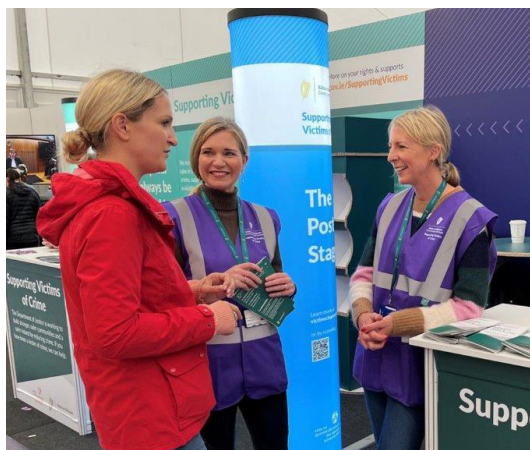
## New Connections

Following new connections made at a European Forum for Restorative Justice in Spain in 2023, Europe's foremost network and organisation dedicated to promoting restorative justice practices throughout the continent, the University of Gloucestershire coordinated a meeting with Estonian colleagues and the Probation Service's RJVSU in October 2023. This two-day event was a chance to share knowledge and discuss the continued development and implementation of Restorative Justice (RJ).

While in Gloucestershire, the Service visited RJ Gloucestershire, which has a well-established service funded by police and crime commissioners as well as partaking in round table discussions covering RJ models, training, standards, and measuring success.

The three-way strategic partnership will continue to grow and develop and further meetings are planned on the run up to the European Forum for Restorative Justice Conference in Tallinn, Estonia in 2024.

Closer to home, the Probation Service was represented by the RJVSU and Service colleagues at the National Ploughing Championships, which took place in September in Ratheniska, Co. Laois. The Service was part of the Justice marquee – *Supporting Victims of Crime*. The premier ploughing event provides an invaluable platform for Staff to connect with the public and explain more about the Restorative Justice and Victim Services Unit, as well as what services are available and how to access them.



Rachel Lillis and Emma Gunn from RJVSU with the Minister for Justice Helen McEntee TD, at the Ploughing Championships

## Working with Young People

Young Persons Probation (YPP) experienced a dynamic and productive year throughout 2023 marked by a renewed emphasis on equipping our staff to handle increasingly complex and challenging cases, and strengthening our collaborative efforts with other agencies.

Addressing the systemic nature of children's needs and risks within the youth justice system requires a comprehensive and integrated approach. YPP, in collaboration with colleagues across the youth justice sector, contributed to the development of a new Youth Joint Agency Response to Crime (Y-JARC) in Dublin 1, known as 'The Diamond'. This initiative aims to enhance existing inter-agency responses and align services to address the needs of young people causing the most harm in the area.

In partnership with Tusla, YPP also focused on delivering evidence-based responses to juvenile offending. By identifying areas of needs and secondment of staff, we supported the establishment of three new National Inter-Agency Prevention Programme (NIAPP) across the country, including a new programme within Oberstown Children Detention Centre.

A significant milestone in 2023 was the commencement of a review of the Children Act 2001 by the Department of Justice. YPP, represented by a broad range of staff, provided valuable insights on potential amendments to the Act. The expertise and experiences of our Probation Officers were evident as they shared views on the operational strengths and challenges of various aspects of the Act.



The year saw a rise in the number of young people appearing before the courts on sexual offence charges, posing a challenge for YPP to deliver high-quality, evidence-based assessments across the region. To address this, YPP trained dedicated teams and additional Probation Officers from other regions in the use of the AIM 3 (Assessment, Intervention and Moving on) assessment tool. This ensures that any child before the courts on sexual offences receives a standardised assessment, informing the courts of risk and need areas. To support this process, YPP, in conjunction with the Learning & Organisational Development Unit (L&OD), developed a mentoring group to ensure adherence to the tool and promote practice development.

### **Exemplary Practice: Avril Hegarty's Dedication**

Exemplary practice was evident across YPP in 2023, with Probation Officers demonstrating expert understanding of needs and risks, coupled with a commitment to exceed the demands of the role. Children and young people under supervision often show reluctance to engage with their Probation Officers, necessitating persistence, innovation, and resilience.

Avril Hegarty, from the South Dublin YPP team, exemplified this dedication in her work with a particularly challenging young person throughout 2023. Avril's commitment to supporting this child on his journey of desistance was unwavering, often in the face of growing risks. She worked tirelessly with community based organisations, the young person, and his family, often under very challenging circumstances, to address his substance misuse issues.



Avril Hegarty from the South Dublin Young Persons Probation Team

Over several months, Avril supported him in moving away from illicit substances, exploring new life directions, and ultimately attending residential rehabilitation. Although he relapsed after completing treatment, Avril remained steadfast in her support, advocating for his re-engagement. Through her persistence and encouragement, sourcing funding, advocating to services, encouraging the young person and his family, he was accepted for a second round of treatment. He is now substance-free for over six months, participating in an aftercare program, and setting his sights on a life free from substances.

# Working to Change Strategy

In late 2020, Minister for Justice Helen McEntee, TD, launched the Department of Justice's *Working to Change – Social Enterprise and Employment Strategy 2021–2023*. This strategy aimed to support employment for individuals with convictions by addressing systemic barriers and enhancing sustainable change. The Strategy was a collaborative effort involving the Probation Service, the Irish Prison Service, and the Department of Justice, building on existing employment supports in the criminal justice sector.

The strategy included 46 interconnected actions across three focus areas:

- Social Enterprise Employment Options
- General Employment Options
- Entrepreneurship
- Role of the Probation Service

## Kickstart Scholarship

In January 2022, the first KickStart scholarship fund was launched with the aim of supporting people with a criminal justice history to access third level education.

The scholarship fund was administered by the Probation Service via the Maynooth University Access Programme (MAP) on behalf of the MEND (Midlands, the East, and North Dublin) Cluster of Higher Education Institutions (HEIs) which comprises Dublin City University, Dundalk Institute of Technology, Maynooth University and Technological University of the Shannon, Athlone Campus.

The KickStart Scholarship funding enabled the provision of bursaries to eight students in the 2022/23 academic year and a further five students in the 2023/24 academic year.

A Working to Change Strategy Steering Group, which was created to ensure the implementation of the strategy, was chaired by the Probation Service Director, Mark Wilson.

Dormant Accounts Funding was approved to progress a number of initiatives under the Strategy. This included the €1 million KickStart Fund which is managed by the Probation Service and administered by Pobal. The fund supported social enterprises that enhance employment opportunities within the criminal justice sector.

*"I finally feel included with no judgements, boosting my self-esteem. I hope one day more people like me get this wonderful opportunity."*

*(KickStart Scholarship Recipient, MU)*

The funding continues for up to four years of participants' degree programmes. This scholarship has greatly helped participants across the four HEIs in affording day to day college expenses including food, electricity, living supplies, and funding transport to college. It has also allowed the HEIs, through the application process, to identify students with criminal justice histories. By identifying these students proactively, the four HEI Access Offices reached out to all KickStart Scholarship applicants to engage with the available supports and other funded opportunities. Supports are designed to help students reach their full academic potential.

These initiatives reflect the Probation Service's commitment to reducing re-offending and fostering better citizenship through education and employment opportunities.

# Dormant Account Funds

The Dormant Accounts Fund enables unclaimed funds from accounts in credit institutions in Ireland to be used to support the development of persons who are economically or educationally disadvantaged, or those affected by a disability, within the meaning of the Equal Status Act.

Dormant Accounts funding was approved for WHAD (We Have A Dream), a Young Person's Probation project based in Cherry Orchard in Dublin 12. The project works with young males between the ages of 15 and 20 and supports a group of young persons, who are particularly hard to reach.

The funding allowed procurement of suitable transport for the project and to expand the project team from a staff of two up to four staff members. This enabled WHAD to expand its support for particularly vulnerable young people in some of the most disadvantaged areas of Dublin, addressing issues related to their behaviour and helping them reach their potential

## CEP Updates & International Visits

### CEP in Ireland

Collaborating with international partners is an instrumental way in which we share and develop best practice around all areas of probation. Over the course of 2023, staff from the Probation Service partook in a number of projects, conferences and networking events designed to bolster connections and increase awareness of the work of the Service, and colleagues across the globe are undertaking to drive overall effectiveness in probation. One of the key organisations we interact with on a continual basis is the Confederation of European Probation (CEP).

In September, Jana Špero, Secretary General of the CEP, was in Ireland to meet with the Probation Service and to attend a meeting of the CoPPER project in Cork. CEP represents and promotes the interests of probation services and organisations involved in probation and community sanctions across Europe.

As Jana outlined, there are so many connections between Ireland and the CEP, that a visit to Ireland was a logical first step.

"As an umbrella organisation, we want to connect all our members and we want to be sure that everybody shares the same values when working with the offenders in the community," Jana said on his visit to Ireland where he met with staff from the Service.



Jana Špero, Secretary General of CEP, visiting the Probation Service in Dublin in September



The CoPPER Project Team, February 2023

## CoPPER Project

In early February 2023, the kick-off meeting took place of the CoPPER Project (The Cooperation to Promote a European Volunteering Programme in Probation Services), designed to actively engage citizens and civil society as supporters in the social inclusion of offenders. The main idea of CoPPER is to increase community participation, which is a vital element for enhancing the work of probation staff in supporting adults to pursue education, training and employment opportunities once outside prison or while serving community sanctions.

The meeting was held in Utrecht, Holland as well as online with Olivia Keaveney, Director of Operations – Courts and Community, and Gerry McNally, Assistant Director – Policy and Research, both in attendance.

The CoPPER project proposes to train volunteers in the community to provide informal support, advice and guidance to people subject to probation. They can act as a stepping-stone for the clients' social reintegration by motivating them for behaviour change, helping them to enhance their competencies, access adult education opportunities, look for a job, or to represent a pro-social model. Running for a period of three years until 2025, the CoPPER Project consists of partners drawn from across Europe, including the Probation Service, Confederation of European Probation, University College Cork and stakeholders drawn from across Europe.



# The International Desk: Facilitating Cross-Border Probation and Supervision

The International Desk is a long established system within the Probation Service for dealing with queries regarding the movement of clients between jurisdictions. The work undertaken in 2023 by the International Desk may be broken down into two main areas. These are:

1. Probation Board of Northern Ireland (PBNI)
  - completion of assessment reports and caretaking of supervision orders
2. Council of Europe Framework Decision (CFD 2008/947/JHA) regarding the transfer of community sanctions between Member States

Ensuring the timely notification and completion of reports for those living in one jurisdiction whilst their offence is being dealt with by a court located in the other jurisdiction is key, as is the processing of requests for one jurisdiction to the supervision of a court order made in the other jurisdiction.

The work is not without its challenges but with good will on both sides as well as open dialogue it runs smoothly which is to the benefit of offenders, victims and communities.

The Council of Europe Framework Decision (CFD 2008/947/JHA) was transposed into Irish legislation in 2019 through the Criminal Justice (Mutual Recognition of Probation Judgements and Decisions) Act. Effectively this allows the transfer of a community sanction from one member state to another. Applications under this legislation come regularly through the International Desk. Each application into Ireland is carefully checked and any matters clarified before applications are processed. These applications go to the Department of Justice who request the Chief State Solicitor's Office to bring them before the Court before the order can be ratified and enforced. In addition to these matters, the International Desk also deals with requests for repatriation reports from the Irish Prison Service, provides risk management information to assist our colleagues in other jurisdictions and deals with internal queries of all kinds.

## Collaborating with PBNI – An All-Island Approach to Community Safety

### Collaborating with PBNI – An All-Island Approach to Community Safety

The Probation Service continued to work very closely with our colleagues in the Probation Board for Northern Ireland (PBNI) throughout 2023. This included a joint management meeting where mutual areas of interest and challenges faced in each jurisdiction were considered with a view to shared problem solving, increased professional practice and better outcomes across the island of Ireland.

### Public Protection Advisory Group (PPAG)

The North/South Intergovernmental Agreement (IGA) on Criminal Justice Co-operation was established in 2005 and provides a structured cooperation mechanism in which the Northern Ireland Executive and the Government of Ireland can co-operate and co-ordinate on criminal justice matters.



The 14th Annual PPAG Seminar in Belfast

Amanda Stewart, Chief Executive of the PBNi and Mark Wilson, Director of the Probation Service, co-chair a committee under the IGA, the Public Protection Advisory Group (PPAG) that brings together senior representatives from police, prison, probation and criminal justice policy units from the north and south of Ireland. In 2023, significant progress was made in respect of the work plan to support inter-agency and cross jurisdictional cooperation.

The 14th annual PPAG Seminar took place in early December in Belfast. The PPAG is a committee under the Intergovernmental Agreement,

This year the PPAG centred on the theme of “Opportunities and Challenges for delivering Criminal Justice in a Changing Environment”. The event provided an opportunity for staff working in public protection and community safety across the island of Ireland to come together to enhance collaboration and share learning between criminal

justice partners. This year’s seminar covered a range of important issues surrounding policing sexual offending, domestic violence, human trafficking, prisoner work training programmes and cross-border partnership.

Commenting on this year’s Seminar, Mark Wilson, Director of the Probation Service, said:

***“Collaborative work has always been essential to what we do in probation. The annual PPAG Seminar is a time to reflect on and celebrate how we work together, North and South, as well as with our other partner Justice organisations. It also gives us a unique opportunity to further build on our existing interagency initiatives, to create safer, fairer and more inclusive communities.”***

# Celebrating a Milestone for the Irish Probation Journal

In December 2023, the Probation Service and the Probation Board of Northern Ireland launched Volume 20 of the Irish Probation Journal (IPJ), marking a significant milestone for the joint partnership.

The IPJ is a joint initiative of both jurisdictions and is a forum for sharing theory and practice, increasing cooperation and learning across the island of Ireland. The publication is aimed at stimulating debate about working with people who have offended.

Topics in the 20th edition cover a variety of relevant and important themes including youth justice, sexual offending, lived experiences and social enterprise, as well as a reflective piece on the two decades of All-Ireland co-operation to publish the IPJ.

As always, staff from across the Service were encouraged to contribute to the Journal, a call out which is extended annually. The IPJ is an opportunity to support career development and for staff to share their varied practise experiences with a wide and interested audience.



Amanda Stewart, PBNI and Mark Wilson at the Irish Probation Journal launch

## Irish Criminal Justice Agencies Conference

The 9th Annual Irish Criminal Justice Agencies Conference took place in mid-October in the Printworks, Dublin Castle. The Probation Service acted as lead collaborator for the 2023 Conference.

The theme for this year's conference was *"Penal Policy Reform: Putting Community at the Heart of the Criminal Justice System"*, focusing on the role and value of community sanctions as a measure in its right within overall penal policy and the criminal justice system.

This annual one-day conference is a collaboration of the Department of Justice, The Department of Children, Equality, Disability, Integration and Youth, Office of the Director of Public Prosecutions, The Irish Prison Service, An Garda Síochána, The Probation Service, The Policing Authority, The Courts Service, Garda Síochána Inspectorate, Office of the Revenue Commissioners, The Parole Board, King's Inns, as well as many academic partners. The conference is organised by the ACJRD, on behalf of the criminal justice agencies.

# 3

## Pillar 3 **Promoting Inclusion**





# Working with Women

## International Women's Day (March)

An important date in the calendar each year, International Women's Day (IWD) is an opportunity to celebrate the achievements of women, especially those in the criminal justice system who are striving to meet personal and social challenges in order to make positive changes in their lives.

For International Women's Day 2023, the Probation Service hosted a webinar which showcased women's empowerment and personal development in the community with more than 50 online participants gathered for the special webinar organised by the Service. The event was moderated by Ursula Fernée, Assistant Principal Probation Officer, for what was her final IWD engagement before her retirement. Ursula has been tireless in her dedication to events such as IWD, as well as so many other projects.

## Spotlight on PALLS

In a world where second chances are often hard to come by, PALLS (Probation and Limerick Prison Linkage Scheme) stands as a beacon of hope and transformation.

Founded in 2009, PALLS provide a unique opportunity for those over the age of 23 to embark on a transformative journey towards purposeful change, and personal development through education and training. It is one of 60 Community Based Organisations funded by the Probation Service.

Through a range of specialised programmes from ETB trainers, and a nurturing environment, PALLS empowers its participants to break free from the cycle of crime and addiction, opening doors to a brighter future.

Participants such as Mags, who first arrived to PALLS in 2018, have found immense stability and support.

**"They have helped me unlock a talent I didn't know I had," Mags shared proudly.**

Having taken it upon herself to begin her empowering journey, confidence is the characteristic Mags values most, which she has grown, nurtured, and maintained during her time at PALLS.

***"You just have to work with the women where they're at. I always say to them when they come into me – don't feel any shame when you're in here, I'm not here to judge you, you have been judged. But let's see what we can change"***

***Probation Officer, Caitriona Dennen***



Caitriona Dennen, Probation Officer



Rachel Lillis at the 26th Annual Conference of the ACJR

## ACJR 26th Annual Conference

In June, the Association for Criminal Justice Research and Development (ACJR) held its annual conference. The focus of the 2023 conference was *'Accountability and Monitoring in the Criminal Justice System?'*

Rachel Lillis, Assistant Principal Probation Officer, co-presented on *'Collaborating with Communities to Respond to Offending.'* Rachel was joined by a BRIO Peer Support Worker from the Probation Service-funded SAOL Project for their presentation. BRIO is a peer education and training programme for women designed by SAOL Project in 2015.

## Coz You're Worth It!

The PACE (Prevention, Accommodation, Community, Enterprise) programme, developed by the SAOL Project for women who have been to prison or are under probation supervision, Coz You're Worth It! was designed for women who are hard to reach and demotivated about participating in therapy, education, training, or employment.

The programme emerged from feedback indicating a need for innovative approaches to motivate women in the criminal justice system, to participate in training, education and employment, especially those who present with low confidence, low self-esteem and feelings of self-worth. The goal of the programme is to give women who feel excluded or feel that they have nothing to offer, an opportunity and space to build confidence and to consider next steps while having lots of fun.

The pilot programme ran three mornings a week over 11 weeks, concluding with a graduation ceremony and included exploring new skills in hair-styling skill, inner peace tips through art, and an interactive goal-setting component. Lunch and travel expenses were provided throughout the programme and sessions ran from 10am to 2pm, with a half-hour break for clinics, appointments, and school pick-ups.

# Working with the Traveller Community

The Probation Service works extensively with the Traveller Community both through the work of our Probation Officers and via our national network of 60 funded Community Based Organisations.

During 2023 we continued to work with the Irish Prison Service and St. Stephen's Green Trust as part of the Travellers in Prison Initiative (TPI) on a number of important initiatives to address some of the key challenges faced by the Traveller community engaged with the criminal justice system.

## Highlights included:

- Working with Travellers and Roma Clients training was provided in March 2023, in conjunction with Pavee Point, with additional training in quarter four.
- In 2023, the Probation Service and the Travellers in Justice Initiative had initial discussions on how best to progress the potential development of culturally sensitive pre-sanction reports.

## Mark Wilson presented at the Citizens' Assembly on Drugs Use

In September, Mark Wilson, Director of the Probation Service, presented to the Citizens' Assembly on Drugs Use. The Assembly was established to consider the legislative, policy and operational changes Ireland could make to significantly reduce the harmful impacts of illicit drugs on individuals, families, communities and wider Irish society.

In his address to the Assembly, composed of 100 people, including 99 members of the general public and one independent chairperson, Mark presented an overview of the work of the Probation Service, detailing the prevalence of drug and alcohol misuse among probation clients, and what the Probation Service sees as the primary issues for the Assembly to consider.

***"Drug use is ever present in the work of the Probation Service and any recommendations by the Assembly that strengthens the health-led response and reduces the number of individuals coming before the courts would be welcome."***

***Mark Wilson, Citizens Assembly***

The Citizens' Assembly on Drugs Use is an important citizens-led institution as it can make an invaluable contribution to inform the Oireachtas and Government on possible approaches to drugs use in Ireland. The Citizens' Assembly can also make a valuable contribution to a wider societal debate on drug policy.

# Collaborating with the Central Statistics Office

## CSO updates: Reoffending Statistics

In early November, the Probation Service in conjunction with the Central Statistics Office (CSO) published a new statistical release entitled *Circumstances of People Linked to Justice Sanctions 2015 -2021*. This was the second release from the CSO since the partnership with the Service commenced in 2022. The comprehensive data on the earnings and paid employment of people on probation provides valuable insights that informs probation practice.

### Key Findings:

- The weekly earnings of former probationers (€509) in 2018 was just over four-fifths that of the total population of employees (€620) in 2021.
- In 2021, three years after receiving a probation order, women (€343) earned an average of €177 less per week than men (€520) who also had served probation in 2018.
- Re-offenders consistently earned less than non-re-offenders. In 2019, a year after receiving probation, re-offenders earned €405 per week compared with €457 for non-re-offenders.
- Overall, the number of former probationers (+14%) and former prisoners (+19%) that were engaged in paid employment increased at a comparable rate with all employees (+14%) between 2019 and 2023.
- Comparable indices showing the levels of paid employment for former probationers in employment fell by 23% when compared with 13% for all employees in 2020, following the outbreak of COVID-19.

## Probation Re-offending Statistics 2019

This was followed by a second report in December which provided an in-depth statistical analysis for the re-offending rates of those placed on Probation, Community Service and Post Release Supervision Orders in the year 2019. The report revealed that the majority of people under the supervision of the Probation Service do not re-offend within three years of receiving their probation order.

Key highlights from the study include:

# 1 Year

Re-offending



# 75%

of people who received a probation order in 2019 did not re-offend within one year



Re-offending was at the lowest rate since 2008 and dropped significantly, from 36% to 25%

# 2 Years

Re-offending



# 61%

of people who received a probation order in 2018 did not re-offend within two years



Re-offending was the joint lowest rate since 2008

# 3 Years

Re-offending



# 53%

of people who received a probation order in 2017 did not re-offend within three years



Re-offending was the second lowest since 2008



of young adult males who received probation orders re-offended during the same period<sup>5</sup>

# 30%

# 33%

of young adult females who received probation orders re-offended during the same period<sup>6</sup>



# 15%

Persons with Post Release Supervision Order (15%) in 2019 were the least likely to re-offend within the same period<sup>7</sup>

<sup>5</sup> Young Adults refers to those aged under 25 years. This was a significant decline of 6% on the previous year.

<sup>6</sup> Young Adults refers to those aged under 25 years. This was an increase in 6% on the previous year and is the only age group by sex for which there was a notable increase in the one-year re-offending rate.

<sup>7</sup> This was followed by Community Service Orders (21%) and then Probation Orders (28%)



# Community Based Organisations in Action In 2023

The Probation Service is aware that alone it cannot address all of the needs of individuals who have come into contact with the criminal justice system. Recognising the unique and added value the voluntary and community sector plays in supporting desistance from offending, the Probation Service provided €18.532m to fund the provision of services and programmes in the community. The funding represents approximately 36% of the overall Probation Service budget allocation.

Community Based Organisations (CBOs) support the work of the Probation Service in working with adults and young persons who are under supervision by the Probation Service or at risk of becoming involved in crime.

CBOs provide a range of services to offenders in local communities, including training and education, offender management programmes, residential accommodation, drug and alcohol treatment programmes. These initiatives have been developed and supported to meet the local needs and enhance the work of the Probation Service in changing offender behaviour. These services and programmes are also a very important step in the re-integration of an offender back into their local community.

This Annual Report provides an opportunity for the Probation Service to formally acknowledge the work of all its funded organisations for their work and support over the last year and to highlight some of the important work and activities in the community sector in 2023.

## CBO Review

In March 2023, the Probation Service contracted Crowe Ireland to conduct an evaluation and review of its funding policy programme for Community Based Organisations. As part of their consultative process, they engaged with a diverse range of stakeholders, including community organisations, Probation Service senior managers, service users, the Department of Justice and other funding agencies to seek their perspectives and insights, and to inform the report's findings and recommendations.

As part of the evaluation process, a full analysis of the funding programme was conducted, including gathering information and data from community organisations involved. The final report was submitted to the Probation Service in late 2023 for review.

## CBO Summit

In late April, the Probation Service hosted the inaugural Community Based Organisations (CBO) Summit in Croke Park. The title of the conference was **CBO Summit: Changing Lives in Our Communities**. Some 150 delegates attended the event, including representatives from the Community Organisations, the Probation Service and other stakeholders, including Department of Justice agencies, local communities and the judiciary.

This was the first national conference of its kind. The main aim of the conference was to provide a platform for collaboration between community organisations and the Probation Service, and to provide an opportunity for organisations and participants to network and share ideas.

It was also a chance for the Probation Service and the Department of Justice to acknowledge the important work being carried out by these organisations. Both the then Minister for Justice Simon Harris TD, and Minister of State James Browne TD, attended and spoke at the event.

The conference included a number of breakout sessions, where participants discussed challenges and issues in the sector. It also included presentations on performance and outcomes, governance, Gaisce - the President's Award, and potential collaboration opportunities with the Department of Rural and Community Development. The Probation Service has already progressed several ideas suggested at the conference.



Director Mark Wilson and the then Minister for Justice Simon Harris TD, at the CBO summit in Croke Park

## Consultative Forums

The Probation Service has set up two distinct consultative forums aimed at bolstering collaboration between community organisations and the Service. These forums, tailored specifically and separately for adult and youth organisations, are designed to enhance outcomes for individuals under our supervision.

The concept for these forums emerged from the CBO Summit, where participants identified the need for improved collaboration. As a result, it was decided that these forums would convene quarterly, facilitating ongoing dialogue between community organisations and the Probation Service.

The inaugural sessions were held at the Probation Service headquarters in Haymarket in November 2023. Both sessions saw strong attendance from project managers representing the various community organisations funded by the Probation Service.

These forums are providing a valuable platform for meaningful dialogue and feedback. Attendees receive updates from the Probation Service and engage in discussions around key themes, focusing on improving facilitation, enhancing collaboration, and defining success metrics.



Delegates at the CBO Summit in Croke Park



# Key Highlights from Probation Service -funded projects throughout 2023

## Coolmine Therapeutic Community celebrates 50 years

2023 marked a momentous milestone for Coolmine as it celebrated its 50th year of providing addiction treatment and recovery services in Ireland.

Coolmine's journey began with a love story in the 1970s when Paddy Rossmore, deeply concerned about the prevailing approach to addiction treatment that involved administering more drugs, sought alternatives. Inspired by the Therapeutic Community (TC) model he discovered through international research, and with crucial support from the Eastern Health Board, Dublin County Council, and Professor Ivor Browne, Coolmine was born in April 1973.

Over the past five decades, Coolmine has steadfastly adhered to the TC approach, transforming countless lives, and strengthening communities. Their commitment to providing residential, educational, therapeutic, and lifelong recovery supports has allowed them to grow from assisting a handful of clients in their early years to supporting over 2,400 individuals in 2023 alone.

This anniversary was not just a celebration of their history but also a reaffirmation of their vision to equip individuals with the tools necessary to overcome addiction and lead fulfilled, productive lives.

The 50th anniversary celebrations were highlighted by a special visit from President of Ireland, Michael D. Higgins, to our Coolmine Lodge residential centre in Dublin on May 19th. President Higgins met with graduates, clients, staff, and volunteers, underscoring the significance of their work. The day was made particularly significant as graduates from over fifty years came together, reuniting with old friends and serving as wonderful ambassadors for recovery. Funders, corporate friends, and supporters also joined in the celebration, recognising, and applauding the achievements of the remarkable graduates.

The celebration highlighted the positive outcomes of the sustained health-led approach, demonstrating the enduring success of Coolmine's mission over the past fifty years.

## Kafé Konnect at the Cornmarket Project

In February 2023, The Minister of State at the Department of Justice, James Browne TD, officially opened a new café named Kafé Konnect in the Spawell Centre, Wexford Town. However, this is not just your average café. Kafé Konnect was established by the Cornmarket Project, a Probation funded CBO, and is giving employment to people who have managed to move away from the clutches of addiction and criminality and who are now building a stable, rewarding and productive life as responsible members of their communities. The café is providing training and work experience in a range of roles, such as cooks, chefs, waiters, baristas etc. which are all designed to help people find employment in the hospitality industry.



Coolmine Therapeutic Community celebrates 50 years

Speaking at the event, Cillian Smith, Principal Officer for Corporate Affairs and Communications at the Probation Service, outlined how research shows that giving people with previous convictions meaningful employment can significantly lower reoffending rates, thereby helping to create safer communities. He went on to emphasise that offending behaviour is often connected to the personal or societal difficulties faced by an individual, stating that the Probation Service is pleased to work in partnership with the Cornmarket Project to tackle these issues as they contribute to crime, including: homelessness, drug or alcohol addiction and social deprivation.

Also in February 2023, the Cornmarket Project sponsored a two-day training course in Wexford on “*Restorative Justice - Dealing With Complex Cases.*” The event brought together representatives involved in restorative justice work from the Probation Service, An Garda Síochána, and the Cornmarket Project, all united in their commitment to advancing restorative justice practices. This collaborative training emphasised the critical role of working in partnership, highlighting how the combined efforts of these key organisations can more effectively address complex cases and deliver restorative justice throughout County Wexford. By fostering a spirit of cooperation and shared learning, the training underscored the collective strength and community impact achievable through such integrated approaches.



Minister of State James Browne TD officially opened Kafé Korrect in Wexford



Treo Port Lairge

## Treo Port Lairge

Renew Enterprises, a social enterprise operated by Treo Port Lairge, scooped the overall award at the 19th Annual Waterford PPN Community & Voluntary Awards in November, at the Gala Awards Ceremony in The Park Hotel, Dungarvan. Renew Enterprises will represent Waterford at the 2024 Pride of Place Awards, a national competition. This prestigious award was presented to the group, demonstrating excellence in Community Participation and Involvement; the judges said that the quality of the Social Enterprise nominations was extremely high this year, and all groups should be very proud of what they have achieved and their plans for the future. Treo, however, stood out from the rest.

Treo embraces social inclusion while leading the way in sustainability. Ultimately, it creates high-quality products that are recycled or upcycled while giving people who may need the chance to gain employment and training through other channels the opportunity to do so.

# 4

## Pillar 4 **Empowering Our Staff**



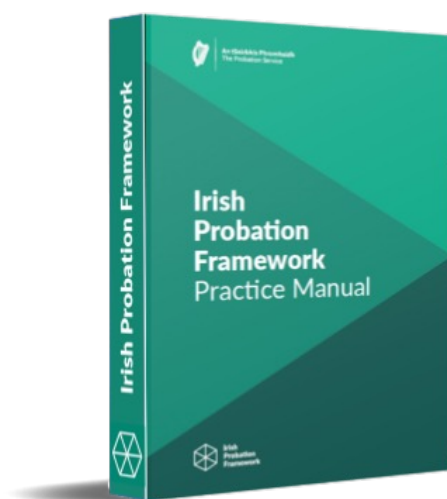
# Implementing the Irish Probation Framework

2023 was a very busy and productive year for the Probation Service in progressing the development of the Irish Probation Framework. Significant milestones include:

## Introducing the Irish Probation Framework Brand

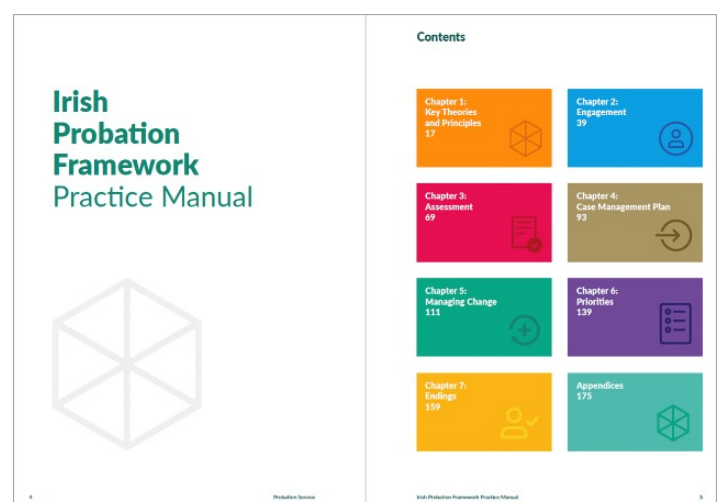
In 2023, we engaged a design expert to help us develop a new brand, logo and name for the framework. The aim was to develop a unique brand that would deliver impact in a simple and consistent manner, whilst complementing our focus on desistance paradigms.

As part of this process, we have made the decision to move to a new name: **The Irish Probation Framework (IPF)**. The new brand complements our existing Probation Service parent brand and also tells a story about the Framework. It is anchored around a simple but effective hexagon emblem with six segments, accounting for the six stages of the clients' journey with the Probation Service.



## LS/CMI Migration

In March 2023, we commenced the roll out of an upgrade of our main risk assessment tool, the LSI-R to the LS/CMI. This was required to ensure that our Service continued to utilise the most recent evidence-informed risk assessment tools to assess and address offending behaviour. In total, more than 250 Probation Officer grade staff completed this training. The migration to the LS/CMI assessment tool is an important upgrade for the Service and is aligned with our commitment to evidence based practice.



# Introducing the new Irish Probation Framework (IPF) Practice Manual

In September 2023, we published the IPF Practice Manual, a critical resource that will enable Probation Officers to translate and operationalise the IPF into their everyday practice.

Designed as a user-friendly resource for Probation Officers, the Practice Manual consolidates and builds upon existing good practice with clients so that all our contact with clients is planned, consistent and purposeful.

Taking a similar approach to the development of the Framework, the Practice Manual was developed by Velia Ltd in collaboration with Probation Service staff in a process driven by the principle of co-production, with approximately 30 staff directly involved in its development, ensuring the manual is uniquely rooted in Irish probation practice while informed by international best practice.

**Maebh Brannigan,**  
Probation Officer, Dublin South West

*"I was very impressed with the manual and how easy it is to follow and understand. The language and layout is simple, which makes it convenient for reading it and referring to it. I liked how it is evidence-based which assures me that I am doing my job correctly. The Manual will provide me with a general guide that can be adapted depending on who is in front of me in the room. It will set a standard for my practice which for me is important to make sure I don't fall into certain habits. It will also give me some confidence in what I'm doing, which in turn makes me a more effective Probation Officer, which then enhances my practice and in turn people's lives. I enjoyed the IPF workshop and how interactive it was. I felt like I was heard and felt part of the organisation."*

**Ciara O'Connor,**  
Senior Probation Officer, Dublin South

*"I feel the IPF Practice Manual is very user-friendly and comprehensive and will be an excellent resource for new staff, as well as those of us in the Service for many years. It is important to consider it as a resource that can be added to and this will enhance the resource further."*

**Mark Rock,**  
Probation Officer, Dublin North

*"The workshop was a fantastic idea to launch the IPF Manual. The venue allowed for colleagues to reconnect away from the work environment which demonstrated the importance of staff staying connected and working together. I really believe the focus group was a morale booster for staff and the professionalism of the speakers was so refreshing. This method of learning should be used more often."*

**AnneMarie Geary,**  
Senior Probation Officer, Galway

*"I think the Practice Manual looks great. It's laid out well and gives clear and easy to follow guidance. I think it will help give structure to the assessment and supervision process, as well as create consistency in the service delivered. The Manual will also be a brilliant resource for new POs/SPOs joining the service."*



# Young Ireland – Jessie Flood

Jessie Flood, a Probation Officer with the Dublin Homeless Team, won an award at the prestigious Young Ireland Programme 2023 for her piece entitled 'The Revolving Door'.

The Young Ireland Programme 2023 took place in Ayr, Scotland in late June. Thirty-two participants from various Government Departments engaged in the programme which was jam-packed with lively discussions, debates, activities and guest speakers. The programme aims to develop talent in the workplace and the community by developing communication skills, building confidence, stretching minds and broadening horizons. The innovative programme is targeted at staff at all levels, particularly those in the formative years of their career; delegates may be young in years, or in terms of professional development, or both.

"For me, presenting my piece 'The Revolving Door' and engaging with all aspects of the programme during the week was an experience I will never forget," Jessie recalled.

"Not only did the programme offer us the opportunity to share our views in a public speaking environment, it provided an opportunity to improve on our presentation skills whilst (slightly) reducing our nerves around public speaking. Standing at the podium at the start of the week, my voice was quivering, my hands were shaking and everyone in the crowd was a blur.

By the end of the week, I could deliver my views whilst making eye contact across the room and my shaking hands subsided just a little. I learned so much from the other participants and met some incredible people. It was a wonderful experience from start to finish."



Jessie Flood, Probation Officer with the Dublin Homeless Team at the Young Ireland Programme in Ayr, Scotland, in June



# Addressing the Learning Needs of our Organisation

In 2023, The Learning & Development Unit (L&OD) delivered an ambitious training and development calendar for staff, through a combination of online and in-person formats.

## Key highlights include the delivery of:

- LS/CMI (Level of Service/Case Management Inventory) e-version training for all Probation Officers and Senior Probation Officers launched in January 2023 and over 250 staff completed their training and successfully passed their post training requirements by September. Access to an LS/CMI e-version tool was granted on a gradual basis to staff who successfully passed their training competency from November 2023 onwards facilitating staff to consider strengths, non-criminogenic needs and screen for a history of perpetration for the first time within the assessment tool.
- In February 2023, the Probation Service subscribed to the SAGE database, to facilitate all staff to access relevant literature and research to support their professional practice. The capacity to research and access thousands of academic journal articles is a welcome and timely initiative, with all staff provided with a source to develop and enhance their knowledge of topics relevant to their areas of work.
- Senior Probation Officers /New Managers induction programme was completed in April 2023 and consisted of a call back date for newly appointed Senior Probation Officers focusing on effective staff supervision.

- A suite of short, Brunch and Learn style hybrid sessions were facilitated by guest speakers in March, August and September which featured Dr Sarah Jane Winders, Psychologist from the Irish Prison Service which focused on Young People, Identity, Anxiety and Development.
- In November, L&OD hosted a three-day training event in the AIM 3 Risk Assessment Process for Young People Engaged in Sexually Harmful Behaviour. Sixteen Probation Officers were trained in the AIM 3 Risk Assessment Process for young people who have engaged in sexually harmful behaviour. This training was delivered and facilitated by internationally recognised expert on sexual harm, Ms Marcella Leonard.

## Irish Probation Framework update:

In August, September and October 2023, The IPF Steering Group in conjunction with the L&OD team, facilitated 4 staff engagement workshops to support the Steering Group to identify enablers and barriers to effective implementation of the IPF manual and framework. A total of 260 staff from all regions of the Service attended the 4 in person workshops. Overall the workshops were well attended and staff engaged positively with the Steering Group members to collaboratively develop the implementation plan for the Irish Probation Framework.



Probation Staff celebrating Pride activities in 2023

## LGBT & Staff Network Committee

The Probation Service plays an active role supporting the work of The Department of Justice LGBT+ Staff Network Committee. The Probation Service was represented on the Network by Gráinne Jones, Network Secretary (Administrative Officer, Communications Unit) and Daragh Bailey, Pride Officer (APPO Multi-Agency and High Risk Offender Management).

In June, staff from the Probation Service proudly marched alongside over 1,100 civil and public sector colleagues in the Dublin Pride Parade.

In October, the Staff Network was nominated for an award in the Employee Resource Group category of the GALA Awards, which recognises the important role that LGBTQ+ Employee networks have in the workplace. While we did not win the award this time, it was a tremendous honour to have our network acknowledged and our hard work made clear to all present, including multinational businesses, charities, NGOs, and the Irish LGBT+ community at large.

# Launch of JAM Card Initiative

In the summer of 2023, the Probation Service in a special partnership with the NOW Group proudly became a JAM Card friendly organisation.

The JAM Card is a simple, discreet yet extremely effective card or app that allows those with learning difficulties, autism or any communication barrier to ask for “Just A Minute” in any social situation, in a non-verbal way.

Developed by the NOW Group, a multi-award-winning social enterprise committed to getting those with learning difficulties and autism into sustainable jobs for the future, the JAM Card is part of the Service’s Public Sector Duty Action Plan 2022-23 designed to **remove** communication barriers in the workplace in order to create a more inclusive environment for our staff, clients and members of the public.

The launch coincided with a specially designed JAM awareness e-Learning module for all staff.



The JAM card is part of the Service's Public Sector Duty Action Plan 2022 - 2023





Probation Officer Maebh Brannigan at the Phoenix Park Staff Relay Series

## Health and Wellbeing Initiatives

2023 saw a number of Health and Wellbeing initiatives at the Probation Service. Listed below are some of the highlights that took place.

### The Staff Relay

The Staff Relay took place in May. There was a great turn out from staff across the Service at the Phoenix Park Staff Relay Series. The Staff Relay Series is a simple and fun concept: five people enter as a team, each member runs one leg of a 5km circular route passing the baton to their teammate who continues the next 5km in traditional relay fashion.

We're very pleased to report that this year the Probation Service fielded four teams which was the Service's largest representation since taking part in the series.

A particularly memorable performance was from Maebh Brannigan, Probation Officer in Tallaght, South Dublin, who was not only the fastest Probationer, but was also the fastest woman to finish in a time of 18 minutes.

## Wellbeing Committee

The Wellbeing Committee met regularly to plan wellbeing initiatives and events throughout the year. In 2023, the Wellbeing Committee supported initiatives including the Book Club, Steps Challenge and also the staff quiz. The Wellbeing continues to promote wellbeing initiatives and health committee initiatives.



**Name:** Anna Martin

**Role and Team:** Clerical Officer, Human Resources

### Why did you join the Wellbeing Committee?

As part of the HR unit, one of my responsibilities is to facilitate and minute take for the Wellbeing Committee meetings. Wellbeing plays an important role in our day to day life so I am happy to be a part of a committee that aims to deliver a mental break from work life!

### What's your hidden talent?

Not sure if this counts as a "hidden talent" but I have a knack for winning radio competitions (consistency is key!) Now, if I could just win the lottery that would be ideal.



**Name:** Deirdre Delaney

**Role and Team:** Probation Officer, Kerry

### Why did you join the Wellbeing Committee?

I joined the Well-being Committee during the Covid-19 pandemic to see if I could help promote well-being among staff in my office at a time when a lot of us were working from home and facing new challenges in our lives.

### What's your hidden talent?

I drive a CBR1000 motorcycle.



**Name:** Gráinne Jones

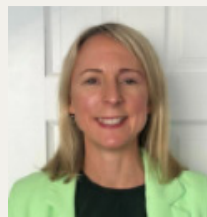
**Role and Team:** Administrative Officer, Communications Unit

### Why did you join the Wellbeing Committee?

I think wellbeing at work is very important because we spend a large part of our day at work. I joined the committee to help promote wellbeing initiatives in the Service and to organise new initiatives.

### What's your hidden talent?

Before joining the Civil Service, I was a bridal mehendi (henna) artist for Asian and Muslim weddings. Whether I'm still any good at this point is another question!



**Name:** Emma Gunn

**Role and Team:** Senior Probation Officer, Restorative Justice and Victim Services Unit

### Why did you join the Wellbeing Committee?

I have a big interest in health and wellbeing. I think it is important as an organisation to put a focus on the wellbeing of their staff. I wanted to contribute to healthy initiatives as well as inclusive interests for all staff.

### What's your hidden talent?

Well I recently discovered I could run long distances so this is a personal goal I am working on! Let's see how it goes!



**Name:** Ciarán Hogg

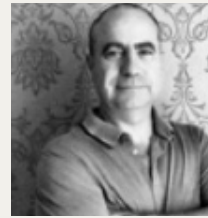
**Role and Team:** Higher Executive Officer, Human Resources

**Why did you join the Wellbeing Committee?**

I joined the Wellbeing Committee as I feel wellbeing plays a really important and beneficial role in our work life. Being part of the Wellbeing Committee gives is the chance to introduce new ideas and initiatives around wellbeing for all our colleagues at the Probation Service.

**What's your hidden talent?**

My hidden talent is hiding my hidden talent!



**Name:** Gerard Condon

**Role and Team:** Community Service Supervisor, Probation & Community Service Team

**Why did you join the Wellbeing Committee?**

I joined the health and wellbeing group to advocate for mental health and general wellbeing.

**What's your hidden talent?**

I am an Emergency Medical Technician with Dublin/Wicklow Mountain Rescue Team and the Order of Malta Ambulance Corp.



**Name:** Bryan Gallagher

**Role and Team:** Probation Officer, Dublin Circuit Court Assessment Team

**Why did you join the Wellbeing Committee?**

After participating in the relay run in the Phoenix Park earlier this year and really enjoying this event, I joined the Wellbeing Committee as I could see the fantastic work being carried out by the team and I wanted to assist/contribute to future events.

**What's your hidden talent?**

Outside of work I am a rugby coach and unfortunately, I am still deluded enough to think I can play rugby at my age.



**Name:** Eadaoin Ryan

**Role and Team:** Probation Officer, Tipperary Team

**Why did you join the Wellbeing Committee?**

I joined the Wellbeing Committee to share what is happening across the service in terms of Wellbeing with my team locally.

**What's your hidden talent?**

My hidden talent is that I have baked four wedding cakes for friends in recent years and they have all lived to tell the tale!



## Staff Spotlight: Irene Murray, Probation Officer, Donegal Team

*"Growing up as a child, I liked helping older people in the community; I would have dyed their hair, I would have went to the shop for them. I also had a very close relationship with my paternal grandmother, so if there was anything that needed to be done, I always liked to be there to help them do it."*

Irene Murray is a Probation Officer with the Donegal team. She joined the Service in 2022, first working with the Dublin Court Liaison team before moving to work with the team in Letterkenny in early 2023. Prior to joining the Service, she worked with Tusla and with the Probation Board for Northern Ireland.

Irene has been interested in social work from an early age, having experienced adversity growing up. "I come from a big family and due to addictions, four of my siblings have passed. I would have been very supportive of my older siblings. As addiction is in my family, I can see where a lot of my clients are coming from and the impact upon their lives. I think I have a good understanding about what my clients are experiencing and that's why I like to support them the best I can. I think it's the nature of the job."

Irene recognises that everyone faces adversity in their life and that Probation Service clients tend to have more challenges than others. "I've only started with supervision here in Donegal in the last couple of months and I have to say that for a lot of the clients, it's not just doing the probation work. It's about helping out in other ways possible and the clients have thanked me for it."

Irene says that some of her clients are surprised at the lengths she goes to help them. "They didn't think anyone would help them but I told them that I'm here to support them in any way that I can. It's not just about helping someone to stop reoffending; it's the social aspect, it's about everything in a client's life that needs to be addressed or supported."

*"A client asked for help to try to get a dentist – I got that achieved which was great! Another client recently asked to get a doctor; it's so difficult to be able to get a doctor so I'm supporting them to do that. I don't think the clients realise that there's a social work aspect to my role, it's not just the probation, I like to think that I go the extra mile."*



Irene Murray, Probation Officer

## **Civil Service Employee Engagement Survey**

In 2023, Probation Service staff completed the Civil Service Employee Engagement Survey. The surveys are developed and run by the Central Statistics Office and are used to implement various initiatives across the civil service.

## **Customer Service**

The Probation Service is committed to enhancing the quality of engagement with all our customers. During the year we worked to develop and improve processes and systems to ensure we deliver a quality service. It is envisaged that a new Policy will be published in 2024.

During 2023, seven customer complaints and one appeal were received from individuals; all were managed accordingly.

The Probation Service Customer Service Officer oversees customer service matters and can be contacted through [customerservice@probation.ie](mailto:customerservice@probation.ie)

## **Irish Language Commitment**

The Probation Service is committed to meeting its obligations under the Official Languages Act as amended.

In accordance with legislation, we reply in Irish to correspondence received in Irish and publish our Annual Reports and Key Policy Documents in Irish and English.

In January 2023, the Probation Service rebranded to incorporate the Governments United Identity system. The brand change included updating all email signatures and out of office messages to include the translated Irish message.

# 5

## Pillar 5 **Modernising Our Approach**



# Research & Data

## Expanding Collaboration and Promoting a Data Culture

In 2023, the Probation Service continued to place a high priority on improving the quality and use of data in the Probation Service, through consultation, investigation, analysis, and promotion of a data culture throughout the organisation.

The Probation Service also further developed its external collaborations. In September, the Service hosted a research event, *Evidence-based policy-making in the Department of Justice*, with national and international speakers, and attendees from academia and across the criminal justice system. We continue to support external researchers that wish to conduct research on probation in Ireland. We support the dissemination of such research through the Irish Probation Journal and in-house events, such as the UCC Research Presentation: Social Media Abuse, Online Harassment and Social Work. Staff also participated in a range of external research events.

As part of the Probation Service's recently expanded partnership with the Central Statistics Office (CSO), and in addition to *Probation Re-offending Statistics 2019* published in December, November 2023 saw the launch of a new statistical release entitled *The Circumstances of People Linked to Justice Sanctions 2015 – 2021*, which built on the previous year's release on earnings.

## Key Findings:

- 40% of people who received probation orders were active in the labour market as employees, while a further 5% were self-employed.
- People who had been under probation supervision earned almost one fifth less than the general public.
- There is a significant earnings gap between men and women engaged in the criminal justice system.
- People engaged with the criminal justice system were disproportionately disadvantaged as result of the COVID-19 pandemic due to less stable employment conditions.
- Reoffenders consistently earned less than those who did not reoffend.

Also in 2023, the Probation Service joined the Criminal justice Open Research Dialogue (CORD), which is a new network of practitioners and academics that aims to promote interdisciplinary open research in criminal justice in Ireland.

# Data Protection & ICT

## Information updates and development on new CTS System

The Information Unit is responsible for the co-ordination and management of requests for information made under the Freedom of Information Act, 2014, requests made under the Data Protection Act, 2018, requests made under the General Data Protection Regulation (GDPR) and other requests. The Unit is also responsible for the oversight and monitoring of Data Protection compliance across the Service.

During 2023, the following numbers of requests for information were received and responded to:

Requests for Information Managed in 2023	
Requests made under the FOI Act	28
Subject Access Requests made under the GDPR	17
Third Party Requests – e.g. An Garda Síochána or Tusla	63
Miscellaneous queries and requests the Information Unit assisted with and/or advised on	47

During 2023, the Information Unit also handled or, were involved in, the following:

Information Unit Managed in 2023	
Data Breaches	12
Data Sharing Agreements put in place by end of year	99
FOI Decision-Makers Training for Senior Probation Officers by AllOne Corporate Solutions, an approved FOI trainer	4
Induction Talks were delivered to new staff or new managers	3
An Online Data Protection Course was made available for all staff and advertised on the Intranet.	1

During 2023 the Service continued to engage with the Department of Justice, Change Innovation and Technology Team to advance a replacement Case Management System for the Service. This project will continue into 2024.

## Communicating the Impact of the Work of the Service

Throughout 2023, the Communications Unit continued to lead on raising awareness of the work of the Probation Service and building its reputation both regionally, nationally and with partner agencies across the globe. As a relatively new unit, 2023 was another important year in growing the team and meeting strategic targets.

### The Portal: Read all about it!

The updated Portal, which was refreshed in the summer of 2023, continues to be a key and dynamic was in which we share news from across the country and organisation. It's also an easy access point for a suite important of tools that help staff in their day-to-day work. In 2023, we published over 220 articles on the Portal, an effort that was greatly helped by input from staff from across the Service.

## Expanding the Team

In 2023, the Service appointed Danny Wilson to the Communications Unit as the Internal Communications Lead.

"I joined the Probation Service Communications Unit having previously held a number of writing and social media management positions for variety of different arts festivals and institutions. It's fair to say, that upon entering the Service I quickly realised how little I knew about the work done by my colleagues in the Service. In this regard, I was in a similar position to that of many people.

The lack of public understanding surrounding the role of probation presents both a challenge and an opportunity in my new position. Ultimately, it is the role of the Communications Unit to grow public understanding of the work our colleagues do in building safe communities, but also the value that probation has to the community at large. It has been a pleasure to face this challenge head-on, with no small amount of support from the rest of the Communications Unit and colleagues across the Service.



Danny Wilson, Internal Communications Lead

Aside from working to raise greater public awareness of the work done by the Probation Service, I also have a specific responsibility for internal communications. This part of my role has been invaluable for deepening my understanding of the many different facets of the work we do here at the Probation Service. Liaising with my various colleagues - each with their own distinct roles and responsibilities - and discussing how best to express messages pertaining to their specific area has provided me with much keener insights into the diverse work each of them do.

There is great pleasure to be found in working with so many colleagues that are so dedicated in their mission of improving the lives of our clients and, by extension, the lives of the broader community as a whole. I consider myself very lucky to be working where I am."

## Media Relations

The Communications Unit has a central role in conveying the work of the Probation Service to the wider public through our work with journalists and the media. In 2023, the Communications Unit, led by Thomas Redmond, made significant progress with substantial coverage in local, regional and national news.

### Some highlights include:

- [RTÉ Radio 1 interview on Restorative Justice with Rachel Lillis, APPO for Social Inclusion and Reintegration.](#)
- [RTÉ Radio 1 interview on Community Based Sanctions with Fíona Ní Chinnéide, Director of Operations \(Prisoners and Reintegration\).](#)
- [Treo Port Láirge CLG Featured in Popular Waterford Podcast - Colman Power Organic Fitness.](#)



# Sustainability

## Climate Action Roadmap: Achieving Our 2030 Targets

Operating under the Climate Action and Low Carbon Development (Amendment) Act 2021 and the Climate Action Plan 2021, the Public Sector Climate Action Mandate requires public sector bodies to show leadership in climate action by taking, and reporting on, the actions set out in the Mandate.

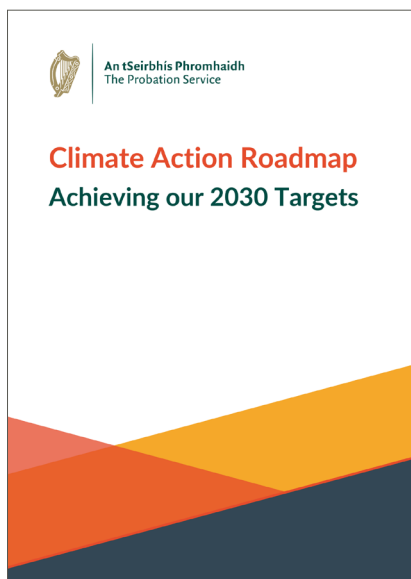
This requires public sector bodies to put in place a Climate Action Roadmap to reduce greenhouse gas (GHG) emissions by 51% by 2030 and increase the improvement in energy efficiency from the 33% target in 2020 to 50% by 2030. The Probation Service was delighted to finalise and submit its own Climate Action Plan in April of 2023 to both the Department of Justice and the Sustainable Energy Authority of Ireland (SEAI).

As an organisation that deals with some of the most vulnerable members of society, it is imperative that we in the Probation Service play our part in creating a more sustainable planet; the impacts of climate change will be felt by all, but they will not affect everyone equally.

The Probation Service has been called on by the Government to lead by example on climate action, which we will achieve by focusing on several key areas within our organisation, namely our targets, our people, our way of working and our buildings. By driving change, innovation and improvement in these areas, we aim to inspire the necessary climate action within our organisation to reduce our Greenhouse Gas (GHG) emissions by 51% by 2030.

## Optimising Power @ Work

The OPW has been running a state-wide staff energy conservation campaign, entitled Optimising Power @ Work, in Central Government buildings since 2008.



The core principle of Optimising Power @ Work is to intensively work with staff to encourage behavioural change with regard to energy usage, with the overall aim of identifying and eliminating energy wastage.

Using our Haymarket office as our flagship building for energy improvement, monthly reports provided by the OPW and our energy partner Aramark show that:

- Energy consumption in the Haymarket building has reduced by 47% since joining the Optimising Power @ Work campaign in 2010, with the total annual unit consumption of energy decreasing from 1,538,953 kWh to 810,606 kWh;
- Electricity consumption on site has reduced by 57%, with the number of units of electricity used decreasing from 865,535 kWh to 373,156 kWh.
- Gas consumption on site has reduced by 35%, with the number of units of Gas used decreasing from 673,418 kWh to 437,450 kWh (HDDC).

<i>Description</i>	<i>Electricity</i>	<i>Gas</i>	<i>Total</i>
Benchmark Year	865,535	673,418	1,538,953
Previous 12 Months	373,156	437,450	810,606
% Difference	-56.9%	-35.0%	-47.3%
% Difference Dec 2022	-59.7%	-58.7%	-59.2%

#### Annualised energy use figures for Haymarket office, provided by OPW

Through ongoing collaboration with our colleagues in the OPW, we continue to make positive changes to the energy usage, systems and practices in our Haymarket office, and subsequently to our regional

offices nationwide. The chart below shows gradual improvement in our energy usage from July to December 2023.

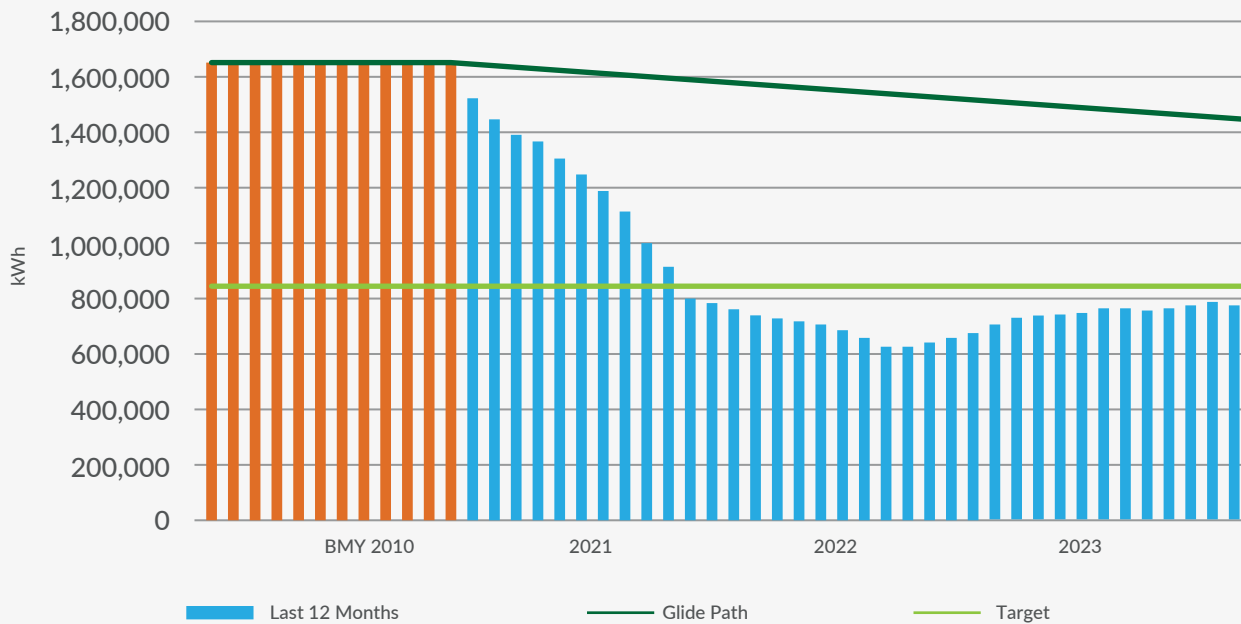
<i>Month</i>	<i>Electricity</i>	<i>Gas</i>	<i>Total</i>	<i>% Change</i>
Predicted Annualised Consumption - Key Metric used: kWh/HDD				
Dec 2023	363,695	348,035	711,730	-53.8%
This month				
Dec 2023	373,156	437,450	810,606	-47.3%
Previous Months				
Nov 2023	373,515	430,531	804,045	-47.8%
Oct 2023	367,343	439,565	806,907	-47.6%
Sep 2023	364,281	423,212	787,492	-48.8%
Aug 2023	360,955	411,168	772,122	-49.8%
Jul 2023	362,419	402,655	765,074	-50.3%

#### Annualised energy use figures for Haymarket office for last 6 months of 2023, provided by OPW

The Optimising Power @ Work campaign presents its participant Departments and Agencies with the task of reducing overall energy consumption by 50% by the end of 2030, through behavioural change and the elimination of energy wastage. The Probation Service

has rose to this challenge and is happy to report total energy savings of 47% for its Haymarket building, putting us just 3% away from our 50% target. The graph below provides a visual representation of our progress since joining the programme in 2010.

## Annualised Performance to Target



Graph showing Annualised Performance to Target for Haymarket office, provided by OPW

It is hoped that the organisation can reach this 50% target in 2024, by working towards achieving key goals and actions from its Climate Action Roadmap with the help of our staff nationwide.

### Energy actions going forward

Our Climate Action Roadmap focuses on several key areas within our organisation: Our Targets, Our People, Our Way of Working and Our Buildings. Key strategic actions have been created for each of these areas with the objective of meeting our targets under the Climate Action Plan 2023, and also improving our position under Pillar 5 of the Probation Service's Strategy Statement 2021-2023

While all of the actions listed in the Climate Action Roadmap are important, a few will be prioritised in 2024 due to the potential large-scale positive effect they will have on the organisation. These key actions include:

- Create an Energy Officers Network throughout our organisation consisting of nominated Sustainability Champions in each of our regions;
- Endeavour to add more of our buildings to the Optimise Power @ Work programme so that detailed energy consumption data can be obtained;
- Carry out an audit of its estate by the end of 2023, which will take into account amenities for staff such as secure bicycle racks;
- Include Probation Service Green Team and Energy Officer Network in energy and sustainability-related strategy formulation, discussion and implementation.

We believe that making progress in the above areas will allow us to significantly improve our ability to monitor, manage and improve energy systems and behaviour across our estate portfolio, and collaborate with staff nationwide to bring regional offices closer to the central sustainability conversation.

# Oversight and Governance Arrangements



# Oversight and Governance Arrangements

## Oversight and Governance Arrangements

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 our governance practice the Probation Service, with the Department of Justice, put in place an Oversight Agreement 2023 – 2025 and Performance Delivery Agreement 2023. Both agreements are published on the Department's website. The Performance Delivery Agreement (PDA) sets out the Probation Service's key targets for 2023 (in the context of the resource inputs provided) and how their delivery will be measured in terms of performance targets/indicators. It also highlights any potential risk factors.

The Probation Service's compliance with the requirements of the PDA is monitored through at least three formal Governance meetings per year (or more if required) between the Department and the Probation Service. These meetings consider, as required:

- Implementation of the Strategy Statement and annual business plan.
- Progress against the targets set out in the annual PDA.
- Financial management, budgetary and resource issues.
- The Service's oversight of funded bodies.
- Data governance and protection.
- Risk management and other internal controls.
- Adherence to the Service's obligations and commitments regarding the environment and the reduction of energy consumption.
- Equality, diversity and inclusion issues and initiatives.
- Any other matter comprehended in, or arising from, this Agreement.

The Service also provide quarterly written updates on progress against its PDA targets, data protection/governance and other items as agreed with Performance & Compliance.

In line with Appendix A of the 'Code of Practice for the Governance of State Bodies – Business & Financial Reporting Requirements' and the Oversight Agreement 2023 – 2025, reporting requirements are as follows:

1. The Probation Service confirms that there were no derogations from the applicable provisions of the Code of Practice
2. The Probation Service Risk Management Committee has responsibility for assessing and reviewing principal risks included in the Probation Service Risk Register in accordance with the Probation Service Risk Management Policy 2023. The risk register is also reviewed as part of normal business monitoring and planning arrangements. This ongoing and embedded monitoring of the risk management process is supported by management reports to the Director of the Probation Service and the Executive Management Team.
3. The Probation Service confirms that it adheres to the relevant aspects of the Public Spending Code and has procedures in place to ensure compliance with current procurement policy and guidelines and confirms that during 2023 these were complied with.

4. A Compliance Statement for 2022, 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, NDP Delivery and Reform, was submitted to Minister Helen McEntee August 2023. Appendix 2 sets out the Statement on the Probation Service System of Internal Controls for 2023.

The following are the key performance targets and outputs for 2022 with 2021 comparatives. These targets were set at the beginning of the year to assess the performance of the Probation Service in terms of output, efficiency and effectiveness:



## Quantitative Targets

Output area or initiative	Target	2023 Outturn	2023 Target	2022 Outturn	2022 Target
Court-ordered Pre-Sanction Assessment Reports	% of adult PSARs submitted within 8 weeks	62%	70%	54%	70%
	% of total young person reports submitted within 28 days	100%	100%	100%	100%
Assessments of offenders for the Parole Board	% of assessment reports submitted to the Parole Board within 12 weeks	43%	80%	58%	100%
Efficient & effective delivery of the Community Service	% of Community Service assessments completed as Same Day Assessments	18%	20%	16%	15%
Delivery of services through Community Based Organisations (CBOs)	Probation Service clients engaged with by core funded Adult and all Young Persons Probation (YPP) CBO's: % of SLA target numbers met.*	96%	90%	87%	80%
Supporting sentence management and reintegration of imprisoned offenders	Engage with Prisoners in custody	3,033	2,700	2,880	2,500
	Community Return successful completion rate	89%	90%	91%	90%

<i>Output area or initiative</i>	<i>Target</i>	<i>2023 Outturn</i>	<i>2023 Target</i>	<i>2022 Outturn</i>	<i>2022 Target</i>
Risk Based Approach to Supervision	Use of SORAM to manage sex offenders who are assessed as moderate or high risk	100%	100%	100%	100%
Victim services	% of victim queries responded to within 2 working days	100%	100%	100%	100%
Staff Induction Training and ongoing professional development	Internal training events delivered to front line staff*	111	97	97	75
	% of new Probation Officers inducted within 4 months of commencing employment	98%	95%	95%	90%

## Other Targets

<i>Action</i>	<i>Associated Strategic Pillar</i>	<i>Target Timeframe</i>	<i>Qtr 4 2022 Update</i>
Complete 31 actions as set out in the Communications & Engagement Strategy 2022 – 2023	Modernising our Approach	Q4	Partially Complete
Prepare an action plan arising from the community service operational review	Enhancing Community Safety	Q1	Complete
Offender Supervision Framework Manual of Practice:	Promoting Inclusion	Q2	Complete
<ul style="list-style-type: none"> <li>All frontline staff trained in new risk assessment LS/CMI (Level of Service/Case Management Inventory)</li> <li>25 % of frontline staff trained in the Irish Offender Supervision Framework</li> </ul>		Q4	Changed Approach – new programme agreed

Action	Associated Strategic Pillar	Target Timeframe	Qtr 4 2022 Update
Produce an options paper on mechanisms to engage the voice and lived experience of service users in the work of the Probation Service and progress the preferred option(s).	Strengthening Collaboration and Engagement	Q2	Complete
Develop roadmap with key milestones to ensure the Service maximises its use of data	Modernising our Approach	Q2	Partially Complete
Commission independent evaluation and review of Community Based Organisations funded by the Probation Service	Strengthening Collaboration and Engagement	Q1	Complete
Produce a report and recommendations for consideration		Q4	Complete
Develop diversity-sensitive guidance document for staff in relation to marginalised populations who are disproportionately represented among those who offend or may be at risk	Promoting Inclusion	Q3	Partially Complete – new approach agreed
Publish a three year mental health action plan (2023-2025) to deliver on relevant recommendations of the High Level Task Force on Mental Health and Addiction Challenges and the Probation Service research 'Moving Forward Together: Mental Health among people supervised by the Probation Service	Empowering our team	Q2	Complete
Workforce Planning Strategy 2023 produced	Empowering our team	Q1	Complete
In partnership with the Irish Prison Service undertake a review of the Community Return Programme to include a focus on measuring the key outcomes for participants.	Enhancing Community Safety	Q4	Complete

\* Core funded Adult and all Young Persons Probation (YPP) Community Based Organisations represents 77% of the Services to Offenders 2023 budget allocation (subhead A9) of €18,532,000.

\*\* Includes training in Risk Assessment, Core Probation Skills, Domestic Violence, Sexual Offending, Mental Health, Cultural Awareness, Substance Misuse and Probation practices/ policies.

# 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 2023:

## 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	5	209.14
Over €317	2	126.41
Total	7	335.55

# Reporting On Our Performance





# Finance Statements 2023

## Financial Statement Income & Expenditure 2023

		<i>Budget Estimate</i> €000	<i>Budget including Supplementary</i> €000 €000	<i>Provisional Outturn</i> €000	<i>Savings</i> €000	<i>Excess</i> €000
<b>VOTE 24</b>	<b>JANUARY- DECEMBER 2023</b>					
A7	Salaries, Wages and Allowances	27,014	26,514	26,432	582	
A8	Operating Expenses (Travel, Postal & Telecom, Office Premises, Office Machinery)	4,785	4,785	4,983		198
A9	Services to Offenders Assistance to Voluntary Bodies (Current)	18,532	17,532	18,531	1	
A10	Community Service Order Scheme	3,257	2,757	2,731	526	
	<b>TOTALS</b>	<b>53,588</b>	<b>52,588</b>	<b>52,677</b>	<b>1,109</b>	<b>198</b>

## Financial Statement Income & Expenditure 2022

		<i>Budget Estimate</i> €000	<i>Budget including Supplementary</i> €000	<i>Outturn</i> €000	<i>Savings</i> €000	<i>Excess</i> €000
<b>VOTE 24</b>	<b>JANUARY- DECEMBER 2022</b>					
A7	Salaries, Wages and Allowances	24,855	24,855	24,330	525	
A8	Operating Expenses (Travel, Postal & Telecom, Office Premises, Office Machinery)	4,885	4,885	4,305	580	
A9	Services to Offenders Assistance to Voluntary Bodies (Current)	17,532	17,532	17,503	29	
A10	Community Service Order Scheme	3,105	3,105	2,524	581	
	<b>TOTALS</b>	<b>50,377</b>	<b>50,377</b>	<b>48,662</b>	<b>1,715</b>	

# 2023 Statistics



# Overview

As part of our effort to continuously improve data quality, we have revised some figures for 2019, 2020 and 2021, where reports for Community

Service under the Fines (Payment & Recovery) Act 2014 had been counted under Pre-Sanction Reports rather than Community Service Reports.

## Overview of Referrals to the Probation Service

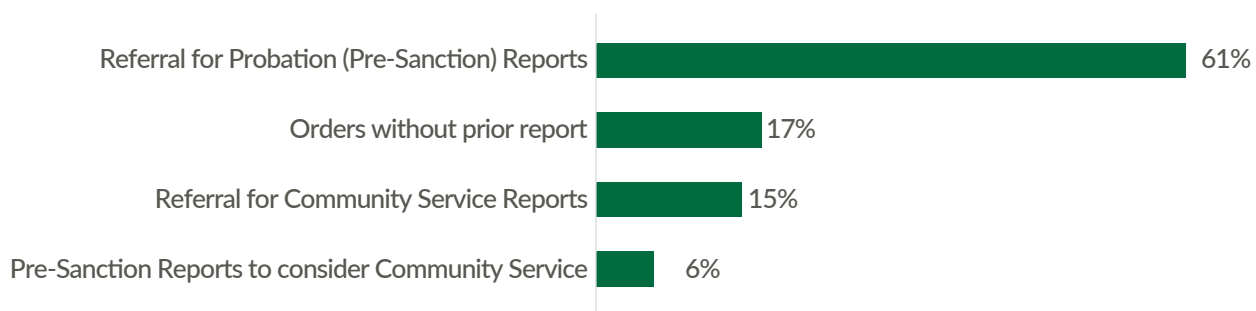
	2021	2022	2023
Total number of Persons dealt with in Community over year*	15,448	16,347	<b>16,989</b>
Total court referrals to the Probation Service	8,201	8,616	<b>9,227</b>
Total number of persons referred from Courts to the Service.	7,277	7,508	<b>7,858</b>

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

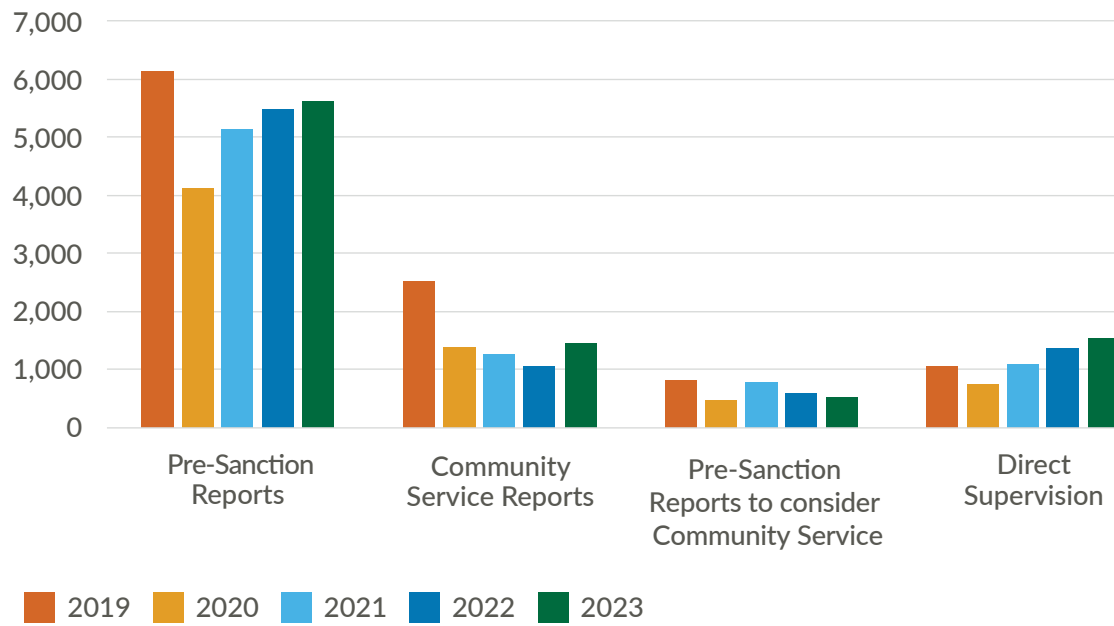
## New Referrals from Court

	2021	2022	2023
<b>Total Court Referrals</b>	<b>8,201</b>	<b>8,616</b>	<b>9,227</b>
Referral for Probation (Pre-Sanction) Reports	5,121	5,592	<b>5,647</b>
Orders without prior report	1,059	1,331	<b>1,577</b>
Referral for Community Service Reports	1,192	1,016	<b>1,406</b>
Pre-Sanction Reports to consider Community Service	822	676	<b>597</b>
Family Conference	7	1	-

## New Referrals from Court 2023 % of Total



## Assessment Reports Requested 2019 to 2023



## Completed Reports

	2021	2022	2023
<b>Total Completed Reports</b>	<b>12,219</b>	<b>13,708</b>	<b>13,230</b>
Probation (Pre-Sanction) Reports*	10,013	11,814	<b>10,891</b>
Community Service Reports (Standard)*	1,615	1,105	<b>1,290</b>
Community Service Reports (Fines Act)	237	292	<b>461</b>
Community Service Reports (Same Day)	192	273	<b>391</b>
Reports on Life Sentence Prisoners to IPS	107	159	<b>129</b>
Parole Board - Assessment and Home Circumstances Reports	44	51	<b>56</b>
Repatriation Reports provided to the Department	8	12	<b>9</b>
Victim Impact Reports	3	2	<b>3</b>

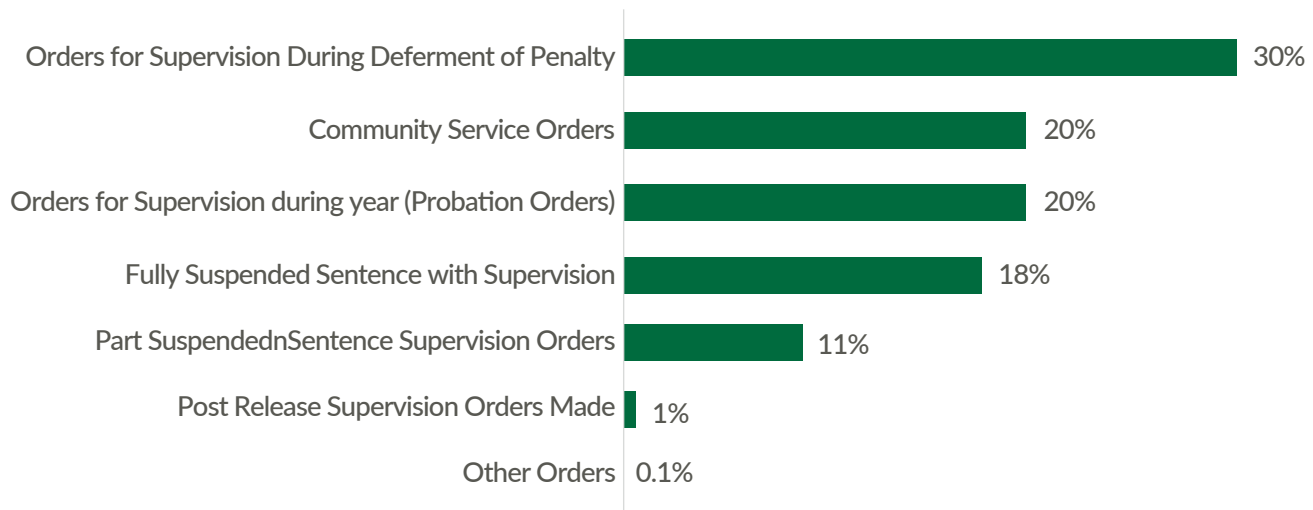
\* This includes all progress reports requested from court in addition to initial assessment reports. In the case of Community Service, this does not include Same Day Reports.

# Supervision

Supervision (Orders)	2021	2022	2023
<b>Total Supervision Orders made during year</b>	<b>6,677</b>	<b>7,496</b>	<b>7,879</b>
Orders for Supervision During Deferment of Penalty	1,964	2,503	<b>2,348</b>
Community Service Orders	1,360	1,288	<b>1,614</b>
Orders for Supervision during the year (Probation Order)	1,453	1,451	<b>1,580</b>
Fully Suspended Sentence with Supervision	1,213	1,355	<b>1,411</b>
Part Suspended Sentence Supervision Orders	618	828	<b>851</b>
Post Release Supervision Orders Made	52	61	<b>69</b>
Other Orders	10	9	<b>6</b>
Family Conference	7	1	-
Number of persons convicted of a sexual offence supervised in the community*	461	535	<b>581</b>
Number of persons serving a life sentence, supervised in the community*	128	122	<b>127</b>

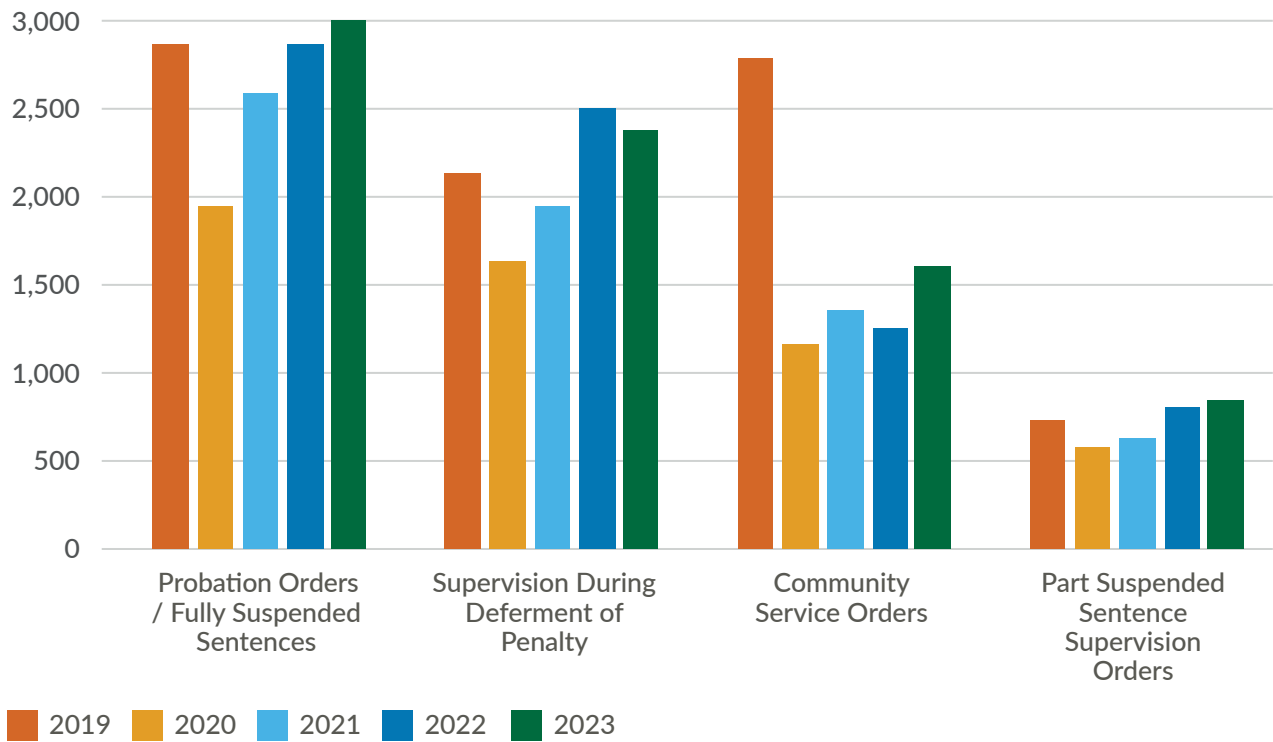
\* Figure is for the total persons supervised over the year

## Supervision in 2023 % of Total

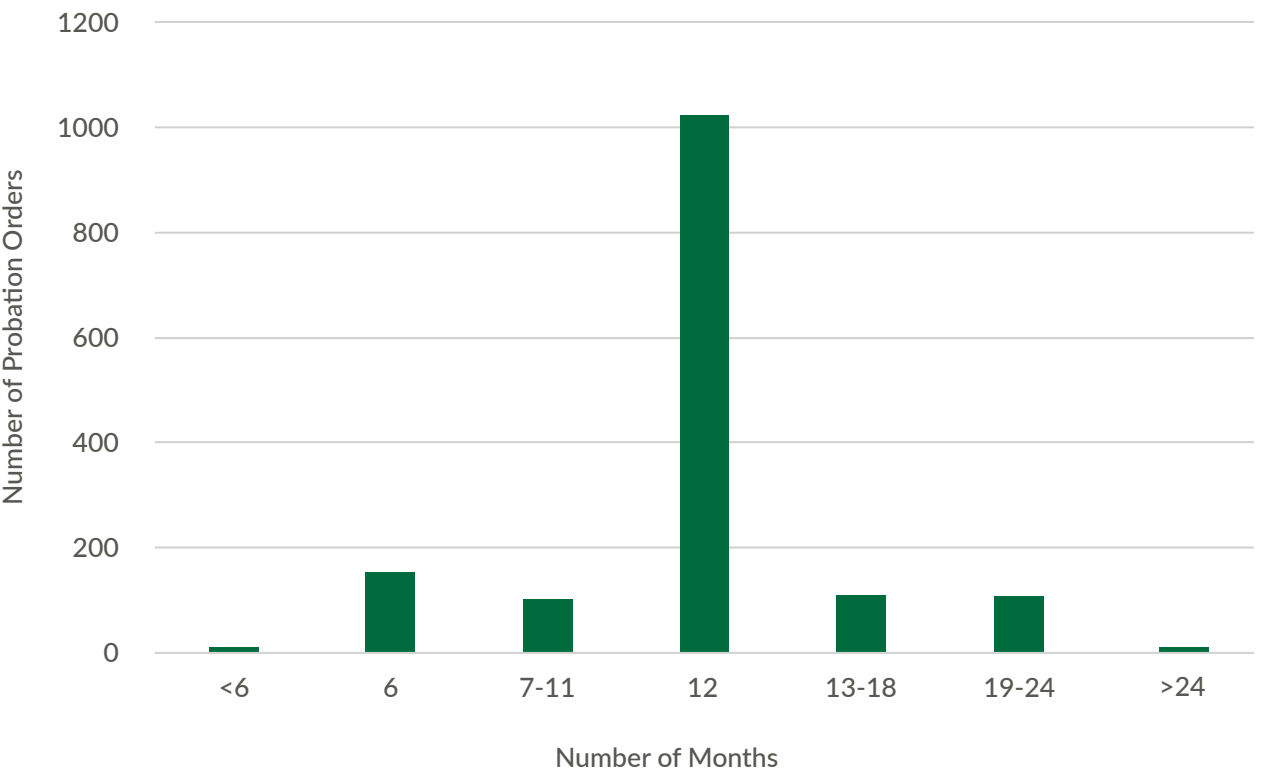




Orders Made by Year 2019 to 2023



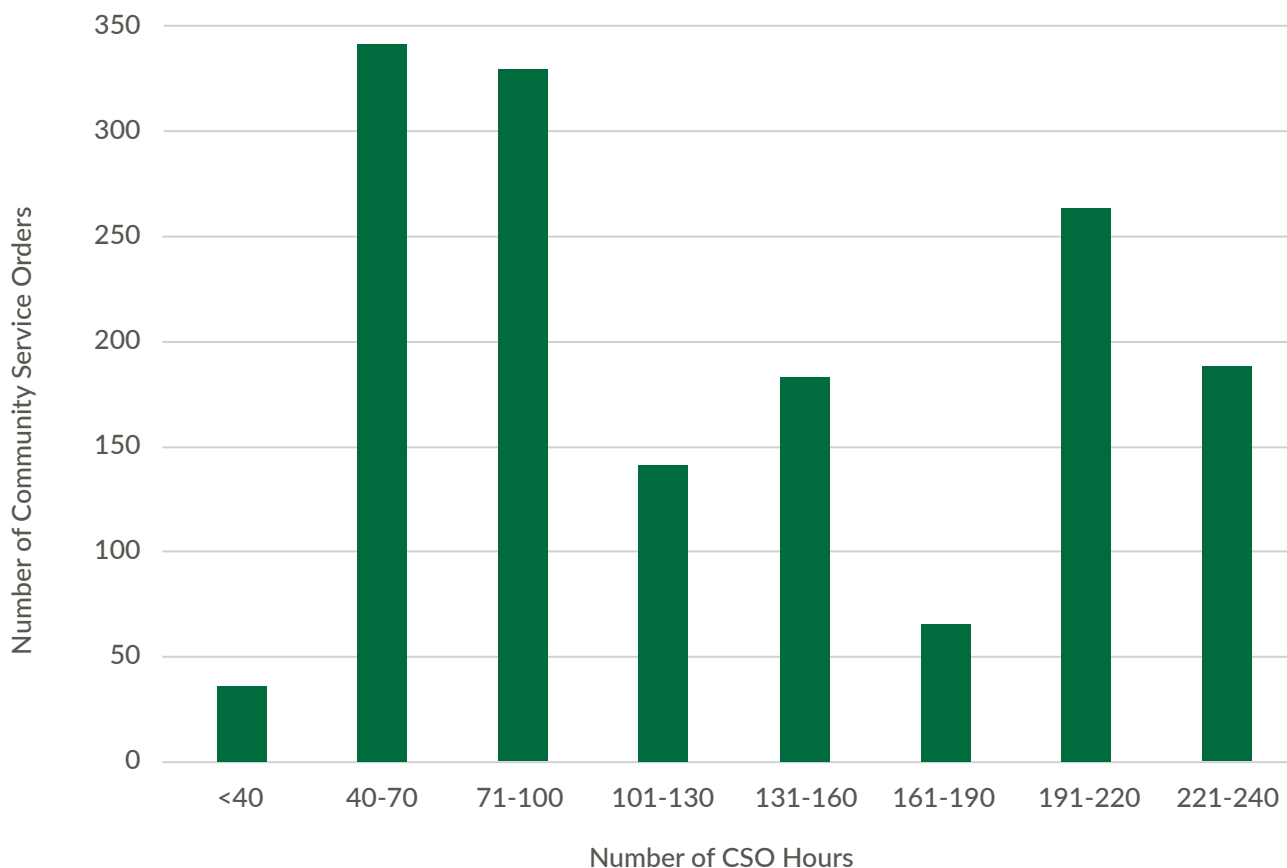
Durations of Probation Orders made in 2023 (months)



# Community Service

	2021	2022	2023
<b>Total Reports considering Community Service</b>	<b>2,014</b>	<b>1,692</b>	<b>2,003</b>
Referral for Community Service Reports	1,192	1,016	<b>1,406</b>
Pre-Sanction Reports to consider Community Service	822	676	<b>597</b>
<i>Of the Referrals for Community Service Reports</i>			
Community Service Reports (Fines Act)	237	292	<b>461</b>
Community Service Reports (Same Day)	192	273	<b>391</b>
Community Service Orders made	1,360	1,288	<b>1,614</b>
<i>Includes Community Service Orders (Fines Act)</i>	195	206	<b>386</b>
Total number of Community Service Hours ordered in lieu of custodial sentence	203,306	174,287	<b>209,311</b>
Total alternative sentence in years that would otherwise have been served	713	566	<b>778</b>

## Durations of Community Service Orders made in 2023 (hrs)



# Community Return and Prisons Work

## Community Return

	2021	2022	2023
Number of persons that commenced over the year	218	176	213
Number of successful completions over the year	226	153	187
Number of persons on Community Return on December 31st	66	73	75

## Prisons

	2021	2022	2023
Total number of persons dealt with over the year	2,730	2,880	3,175
<i>Includes:</i>			
Number of new persons serving a sentence in contact with Probation Service	435	475	483
Number of persons on PSSSO's in prison on December 31st	843	1,026	1,206
Number of persons in prison for a sexual offence on December 31st that have been in contact with the Probation Service	382	424	463

## Age / Gender breakdown of New Court Referrals

		Gender		
Age Category	Total	Male	Female	Female %
<b>Total</b>	<b>9,227</b>	<b>7,609</b>	<b>1,618</b>	<b>18%</b>
12-17	566	520	46	8%
18-24	2,074	1,849	225	11%
25-34	2,985	2,425	560	19%
35-44	2,149	1,672	477	22%
45-54	997	766	231	23%
>54	456	377	79	17%

# Females Referred to the Probation Service

## New Referrals from Court

	2021	2022	2023
<b>Total Female Referrals</b>	<b>1,273</b>	<b>1,384</b>	<b>1,618</b>
Referral for Probation (Pre-Sanction) Reports	790	915	<b>1,017</b>
Referral for Community Service	168	164	<b>259</b>
Orders without prior report	184	219	<b>252</b>
Pre-Sanction Reports to consider Community Service	131	86	<b>90</b>
Family Conference	-	-	-

## Supervision (Female Offenders)

	2021	2022	2023
<b>Total</b>	<b>996</b>	<b>1,128</b>	<b>1,299</b>
Orders for Supervision During Deferment of Penalty	320	400	<b>413</b>
Probation Orders	270	282	<b>359</b>
Community Service Orders	162	179	<b>258</b>
Fully Suspended Sentence with Supervision	193	205	<b>213</b>
Part Suspended Sentence Supervision Orders	51	59	<b>56</b>
Other Orders	-	3	-

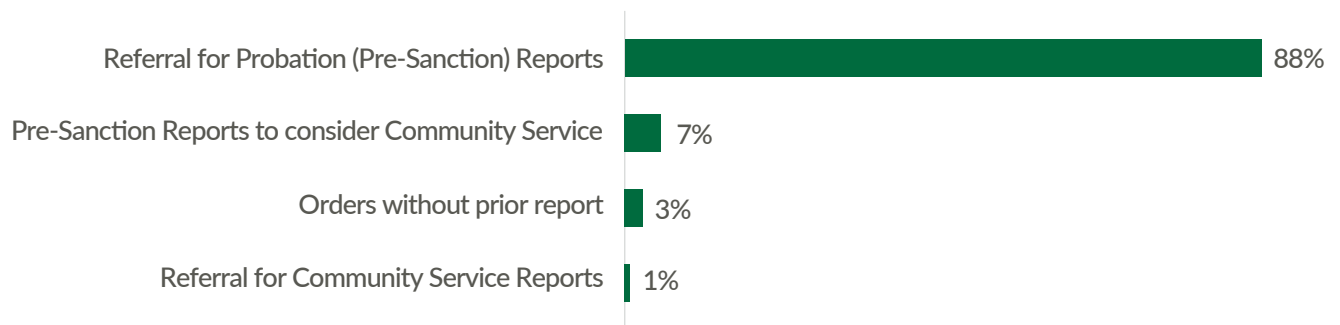
# Young Persons<sup>1</sup> Referred to the Probation Service

## New Referrals from Court

	2021	2022	2023
<b>Total Referrals Young Persons</b>	<b>621</b>	<b>702</b>	<b>700</b>
Referral for Probation (Pre-Sanction) Reports	583	665	<b>614</b>
Pre-Sanction Reports to consider Community Service	*	*	<b>52</b>
Orders without prior report	15	23	<b>24</b>
Referral for Community Service Reports	*	*	<b>10</b>
Family Conference	*	*	-

\* From 2020, Data for some categories are not displayed in accordance with Statistical Disclosure control to ensure that individuals are protected against disclosure

## New Referrals from Court (Young Persons) 2023 % of Total



<sup>1</sup> For the purpose of Reporting, 'Young Persons', refers to all persons less than 18 years of age referred to the Probation Service and those aged 18 and over who were allocated to Young Persons Probation to ensure an age/ need appropriate response.

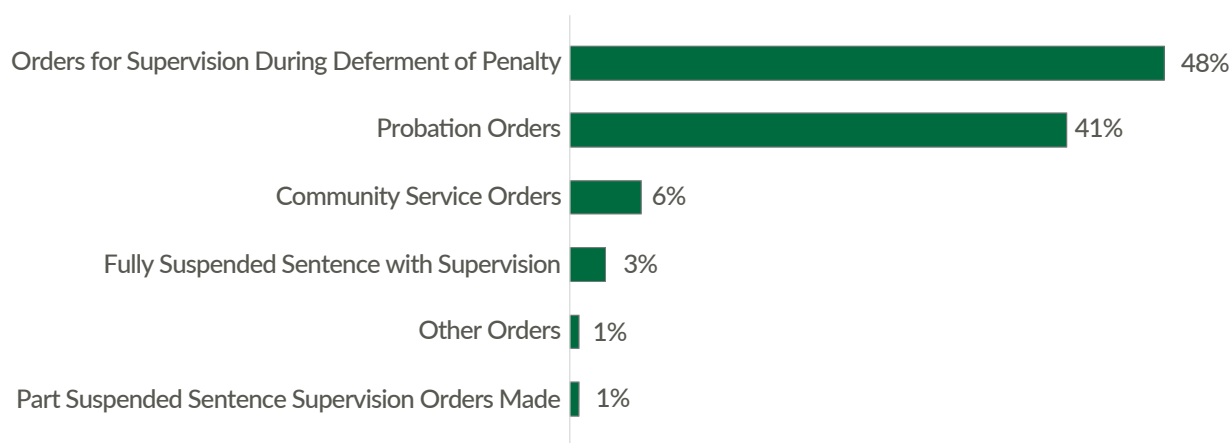
## Supervision

	2021	2022	2023
<b>Total Supervision Orders Young Persons</b>	<b>566</b>	<b>645</b>	<b>619</b>
Orders for Supervision During Deferment of Penalty	243	271	<b>298</b>
Probation Orders	260	292	<b>252</b>
Community Service Orders	8	27	<b>37</b>
Fully Suspended Sentence with Supervision	27	39	<b>19</b>
Part Suspended Sentence Supervision Orders Made	12	*	*
Detention & Supervision Orders	9	9	-
Family Conference	7	*	-
Deferment of Detention Orders	-	-	-
Other Orders**	-	*	*

\* From 2020, Data for some categories are not displayed in accordance with Statistical Disclosure control to ensure that individuals are protected against disclosure

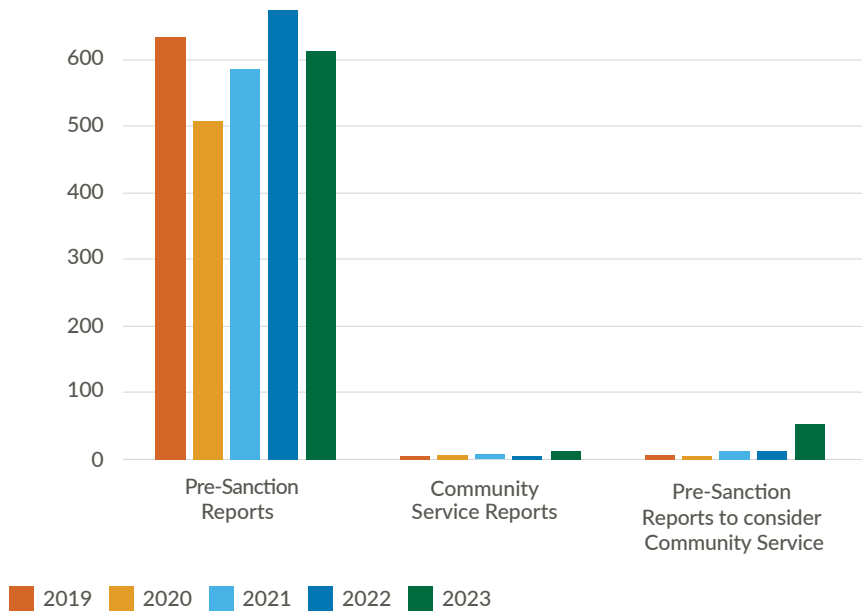
\*\* Other Orders includes various disposals under the Children Act, 2001.

## Supervision (Young Persons) 2023 % of total

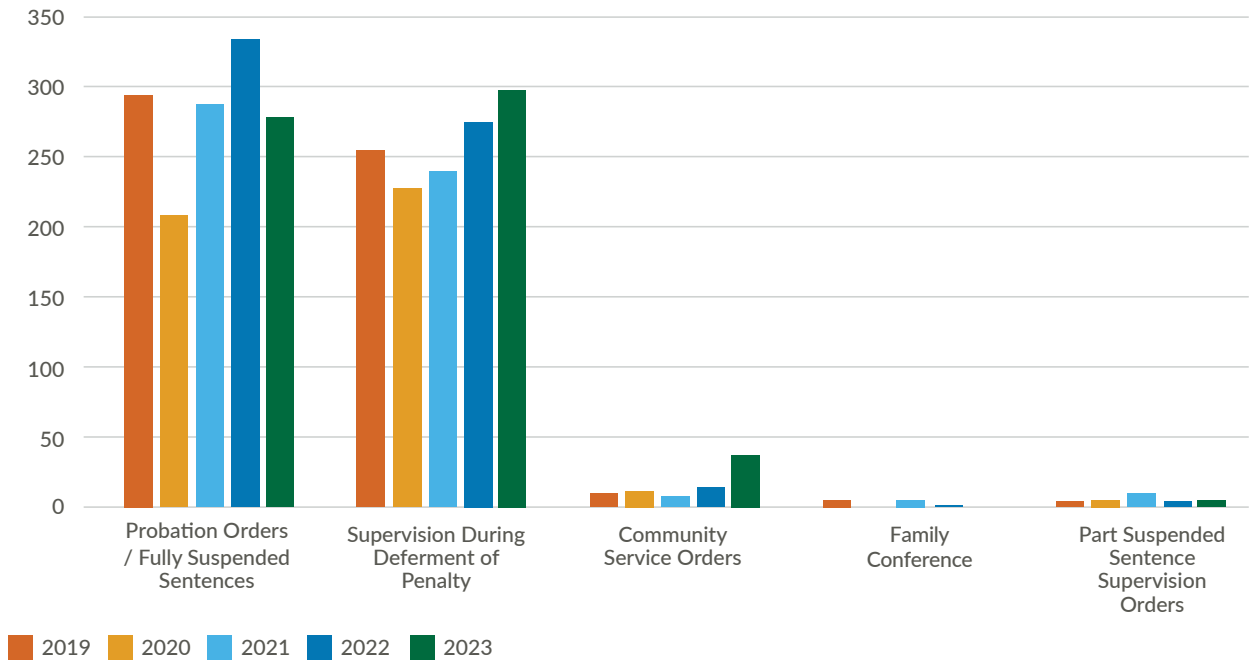




## Assessment Reports Requested (Young Persons) 2019 - 2023



## Orders Made by Year (Young Persons) 2019 to 2023

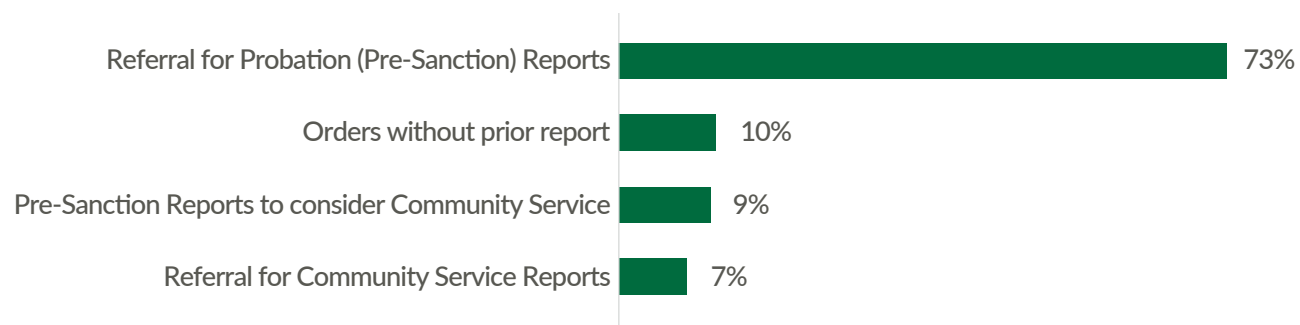


# Young Adults (18 to 21 year olds) Referred to the Probation Service

## New Referrals from Court

	2021	2022	2023
<b>Total Referrals Young Adults</b>	<b>1,141</b>	<b>1,099</b>	<b>1,158</b>
Referral for Probation (Pre-Sanction) Reports	841	854	<b>850</b>
Orders without prior report	94	91	<b>120</b>
Pre-Sanction Reports to consider Community Service	120	99	<b>108</b>
Referral for Community Service Reports	86	55	<b>80</b>
Family Conference	-	-	-

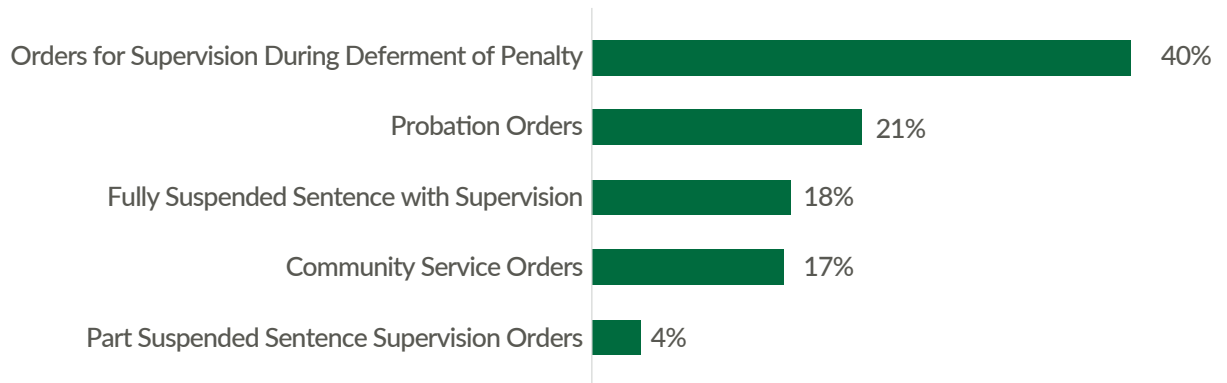
## New Referrals From Court (Young Adults) 2023 % of total



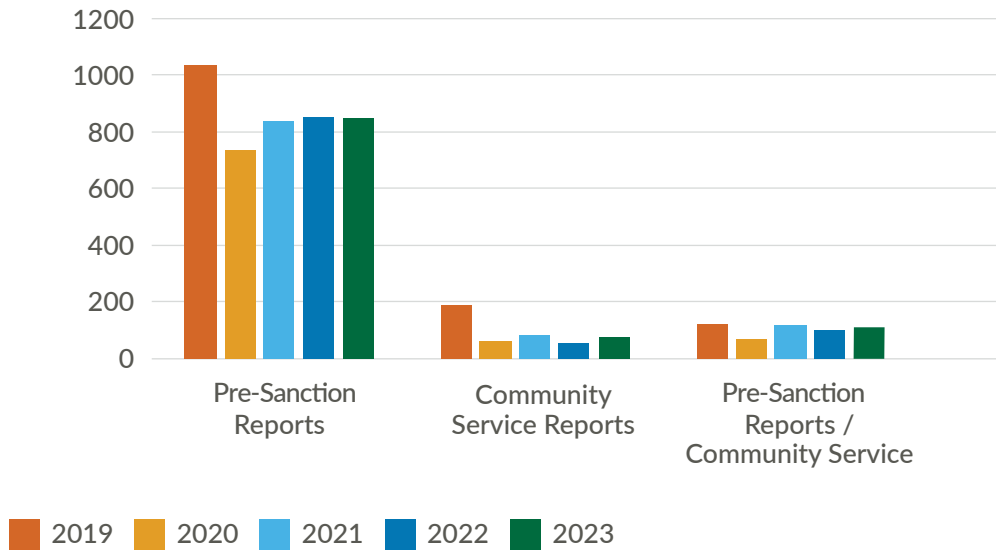
## Supervision

	2021	2022	2023
<b>Total Supervision Orders Young Adults</b>	<b>939</b>	<b>987</b>	<b>953</b>
Orders for Supervision During Deferment of Penalty	336	409	385
Probation Orders	250	242	<b>203</b>
Fully Suspended Sentence with Supervision	164	151	<b>169</b>
Community Service Orders	162	146	<b>159</b>
Part Suspended Sentence Supervision Orders Made	27	37	<b>37</b>
Other Orders	-	2	-

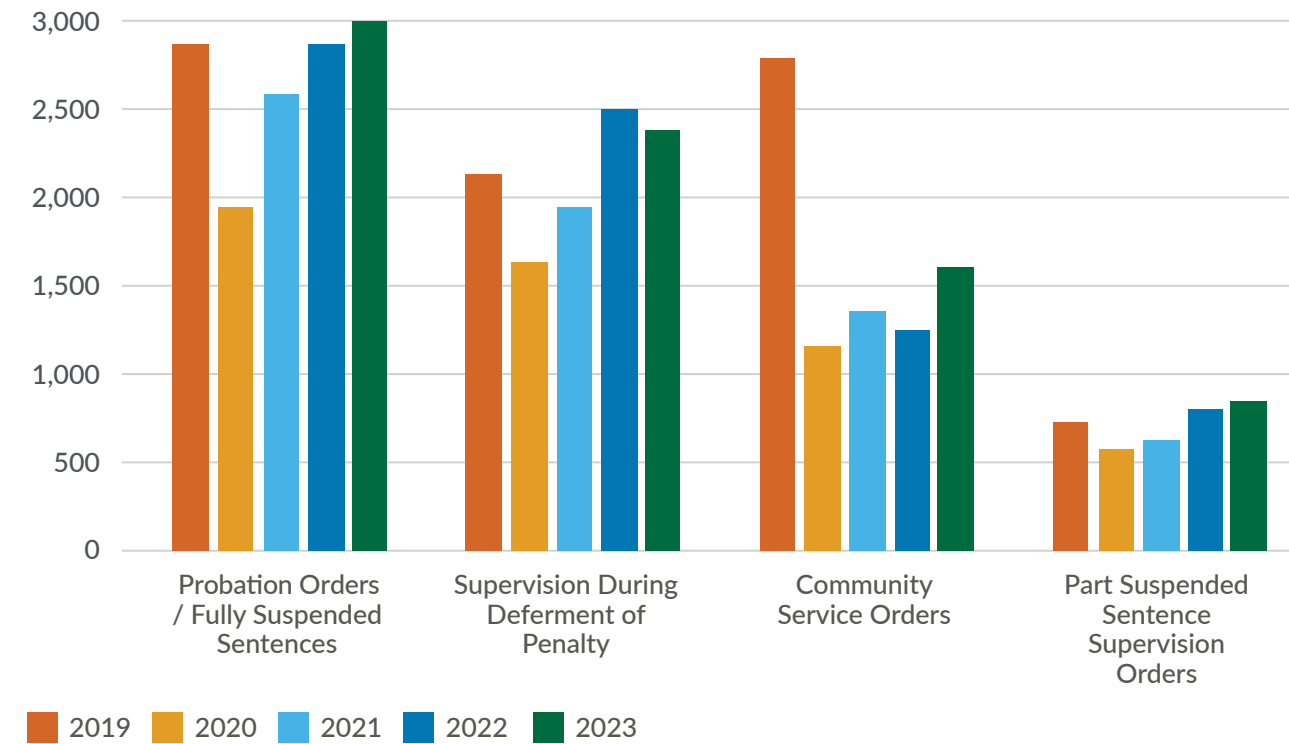
### Supervision (Young Adults) 2023 % of total



## Assessment Reports Requested (Young Adults) 2019 - 2023



## Orders Made by Year (Young Adults) 2019 to 2023



# Flow of Persons on Supervision during 2023

## Order Type

	Active Jan 1 2023	Orders Commenced	Orders Closed	Active Jan 1 2024
<b>Total</b>	<b>7,596</b>	<b>7,262</b>	<b>6,881</b>	<b>7,950</b>
Fully Suspended Sentence with Supervision	1,909	1,356	1,180	<b>2,085</b>
Community Service Order	1,736	1,509	1,363	<b>1,882</b>
Probation Order	1,444	1,450	1,268	<b>1,626</b>
Part Suspended Sentence with Supervision	1,425	603	645	<b>1,383</b>
Deferment of Penalty	684	2,102	2,153	<b>633</b>
Post Release Supervision Order	134	17	43	<b>108</b>
Life Sentence Prisoner Supervision	118	6	1	<b>123</b>
Community Return	73	213	211	<b>75</b>
Other	44	6	15	<b>35</b>
Family Conference	2	-	2	-

# Offence Breakdown of all Referrals and Orders made 2023

## Offence Category

	Referrals During 2023	Probation Type Supervision	Community Service Orders
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Theft	<b>18.2%</b>	19.4%	<b>12.2%</b>
Drug Offences	<b>18%</b>	19.7%	<b>18.1%</b>
Assault Offences	<b>17.3%</b>	18.9%	<b>11.6%</b>
Public Order Offences	<b>9.4%</b>	9.9%	<b>11.9%</b>
Road Traffic Offences	<b>6.8%</b>	4.0%	<b>20.1%</b>
Burglary	<b>5.4%</b>	5.9%	<b>2.2%</b>
Sexual Offences	<b>4.1%</b>	3.3%	<b>0.6%</b>
Dangerous Acts	<b>3.6%</b>	4.1%	<b>4.1%</b>
Property Offences	<b>3.4%</b>	3.9%	<b>2.7%</b>
Fraud Offences	<b>3.1%</b>	2.2%	<b>5%</b>
Weapons & Explosives	<b>2.9%</b>	3.0%	<b>1.8%</b>
Offences against Justice	<b>2.9%</b>	3.8%	<b>0.9%</b>
Miscellaneous Offences	<b>2.3%</b>	0.3%	<b>8.2%</b>
Robbery	<b>2.2%</b>	1.5%	<b>0.5%</b>
Homicide Offences	<b>0.4%</b>	0.1%	<b>0.1%</b>
Kidnapping	<b>0.0%</b>	0.0%	<b>0.0%</b>

# Referrals by Court Venue – 2023

## Court Venue

Jurisdiction				
	Circuit Court and Higher Courts	Circuit Court Appeals from District Court	District Court	Total
<b>Overall Total</b>	<b>2,278</b>	<b>326</b>	<b>6,623</b>	<b>9,227</b>
<b>Total Dublin (City and County)</b>	<b>639</b>	<b>72</b>	<b>1,760</b>	<b>2,471</b>
Dublin (CCJ)	615	70	760	<b>1,445</b>
Dun Laoghaire	1	.	358	<b>359</b>
Smithfield	.	.	305	<b>305</b>
Tallaght	.	.	118	<b>118</b>
Clover Hill	.	.	73	<b>73</b>
Blanchardstown	.	.	65	<b>65</b>
Swords	.	1	56	<b>57</b>
Drug Treatment Court	50	.	1	<b>51</b>
Non-specified Dublin	.	.	32	<b>32</b>
Balbriggan	.	.	24	<b>24</b>
Cork	223	16	840	<b>1,079</b>
Limerick	123	11	430	<b>564</b>
Waterford City	74	28	196	<b>298</b>
Kilkenny	38	37	196	<b>271</b>
Ennis	34	-	202	<b>236</b>
Dundalk	86	5	117	<b>208</b>
Galway City	86	1	120	<b>207</b>
Portlaoise	60	13	122	<b>195</b>
Castlebar	68	13	98	<b>179</b>
Mallow	.	3	166	<b>169</b>
Naas	92	19	57	<b>168</b>
Midleton	.	1	167	<b>168</b>
Letterkenny	31	1	128	<b>160</b>
Carlow	28	8	114	<b>150</b>
Clonmel	82	17	33	<b>132</b>
Tullamore	38	3	91	<b>132</b>
Tralee	57	2	72	<b>131</b>



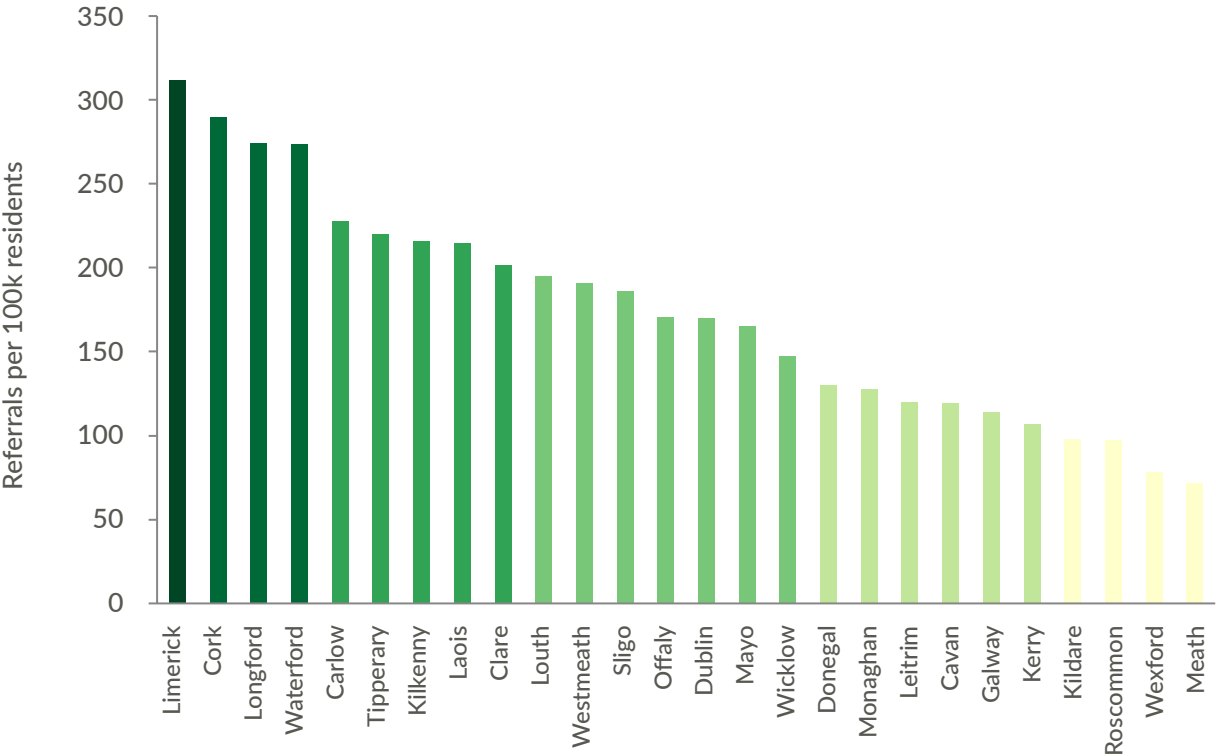
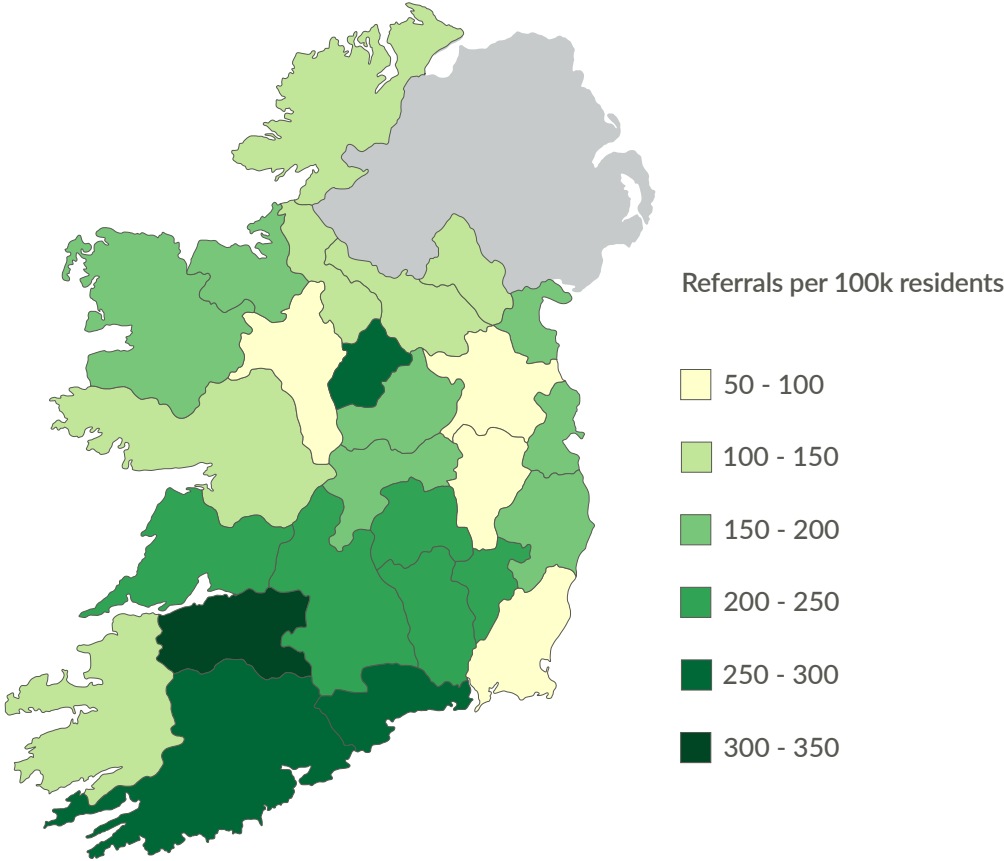
<i>Jurisdiction</i>				
	<i>Circuit Court and Higher Courts</i>	<i>Circuit Court Appeals from District Court</i>	<i>District Court</i>	<i>Total</i>
Sligo	42	5	76	<b>123</b>
Mullingar	56	1	64	<b>121</b>
Trim	62	3	56	<b>121</b>
Bray	.	3	118	<b>121</b>
Longford	47	4	62	<b>113</b>
Nenagh	31	1	76	<b>108</b>
Fermoy	.	.	105	<b>105</b>
Cavan	45	16	32	<b>93</b>
Athlone	.	.	86	<b>86</b>
Wexford	34	3	47	<b>84</b>
Wicklow	78	5	.	<b>83</b>
Monaghan	47	1	32	<b>80</b>
Bandon	.	6	70	<b>76</b>
Drogheda	.	.	74	<b>74</b>
Thurles	.	.	62	<b>62</b>
Ballina	.	2	55	<b>57</b>
Newcastle West	.	.	54	<b>54</b>
Carrick-On-Shannon	21	1	31	<b>53</b>
Bantry	.	4	42	<b>46</b>
Clonakilty	.	2	43	<b>45</b>
Dungarvan	.	10	30	<b>40</b>
Roscommon	27	.	12	<b>39</b>
Macroom	.	1	31	<b>32</b>
Ballinasloe	.	.	32	<b>32</b>
Buncrana	.	.	30	<b>30</b>
Tipperary	.	.	29	<b>29</b>
Kilrush	.	1	25	<b>26</b>
Loughrea	7	.	18	<b>25</b>
Arklow	.	.	25	<b>25</b>
Skibbereen	.	4	20	<b>24</b>
Gorey	.	.	22	<b>22</b>
Tuam	.	.	20	<b>20</b>
Killarney	.	.	17	<b>17</b>
Cashel	.	.	16	<b>16</b>

<i>Jurisdiction</i>				
	<i>Circuit Court and Higher Courts</i>	<i>Circuit Court Appeals from District Court</i>	<i>District Court</i>	<i>Total</i>
Donegal	6	1	7	<b>14</b>
Gort	.	.	14	<b>14</b>
Tubercurry	.	.	13	<b>13</b>
Killaloe	.	.	11	<b>11</b>

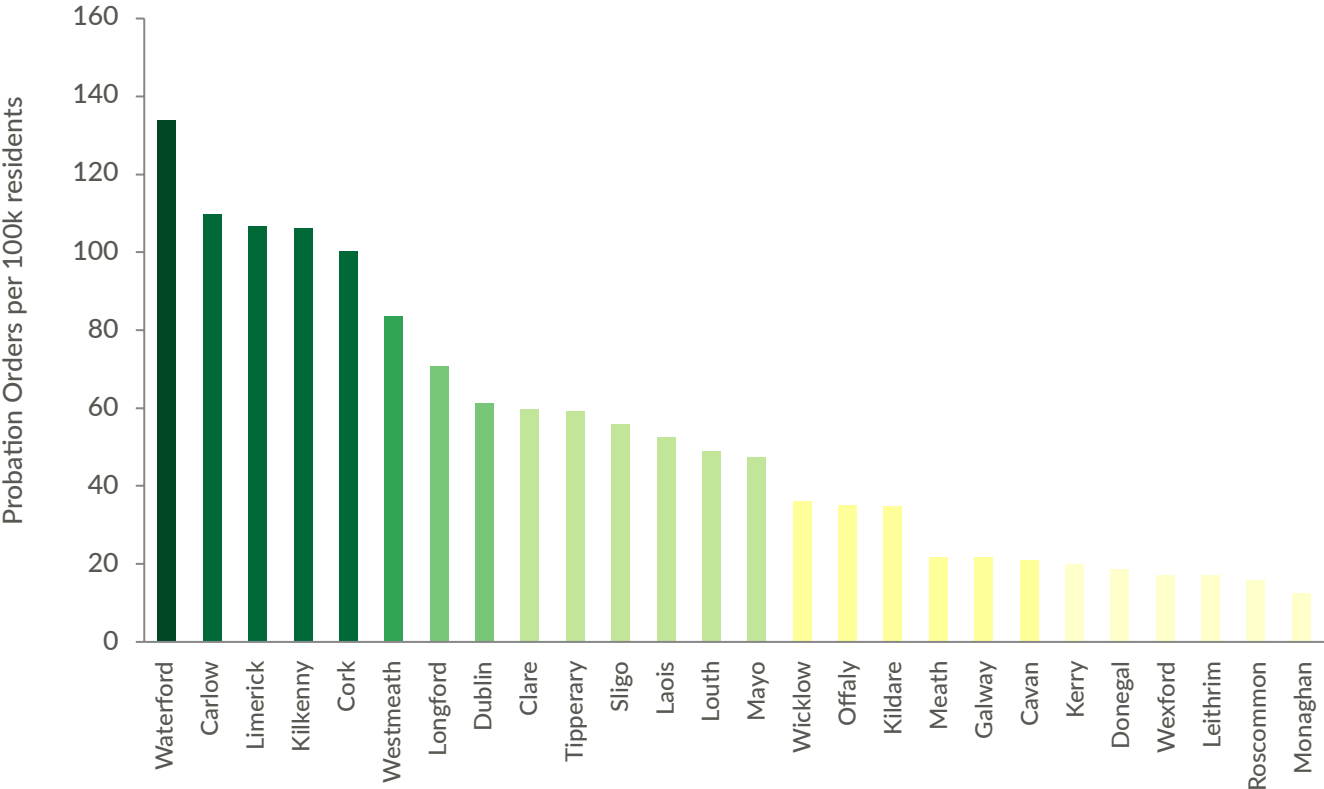
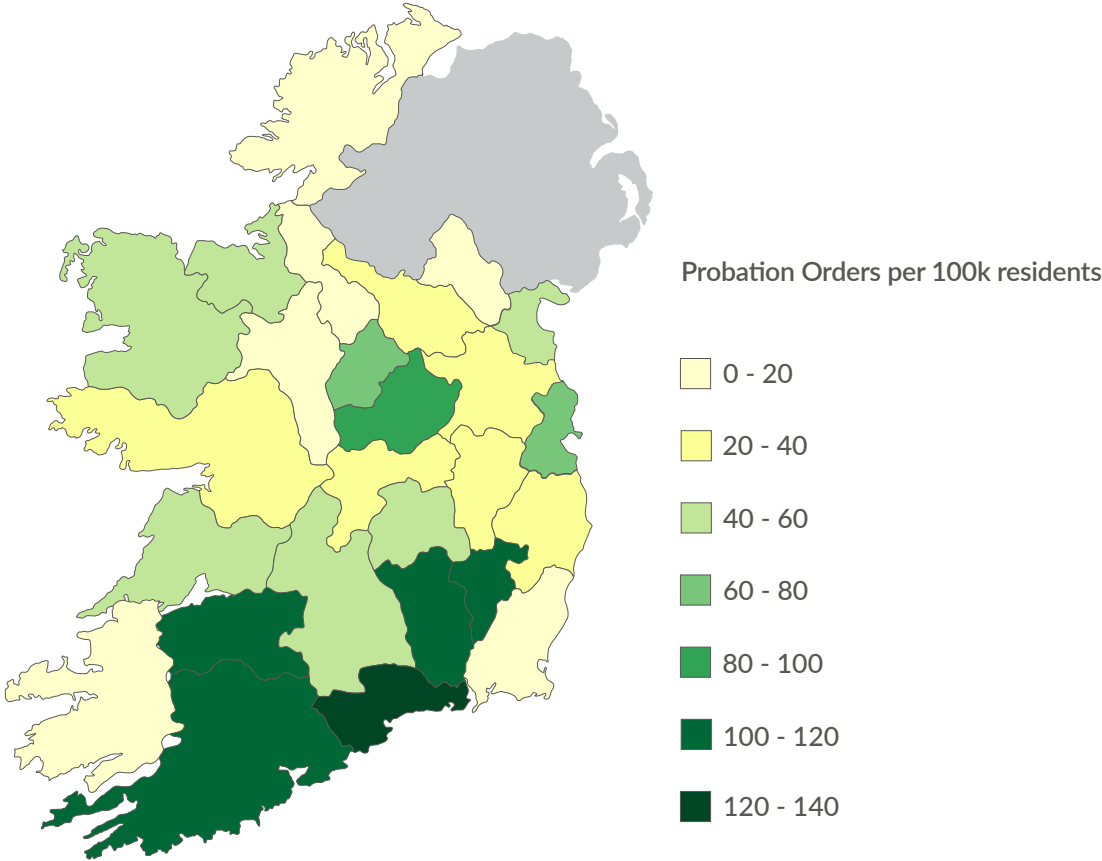
All other courts have made 10 or less referrals in 2023.

The total figures include all referrals, some not shown in table.

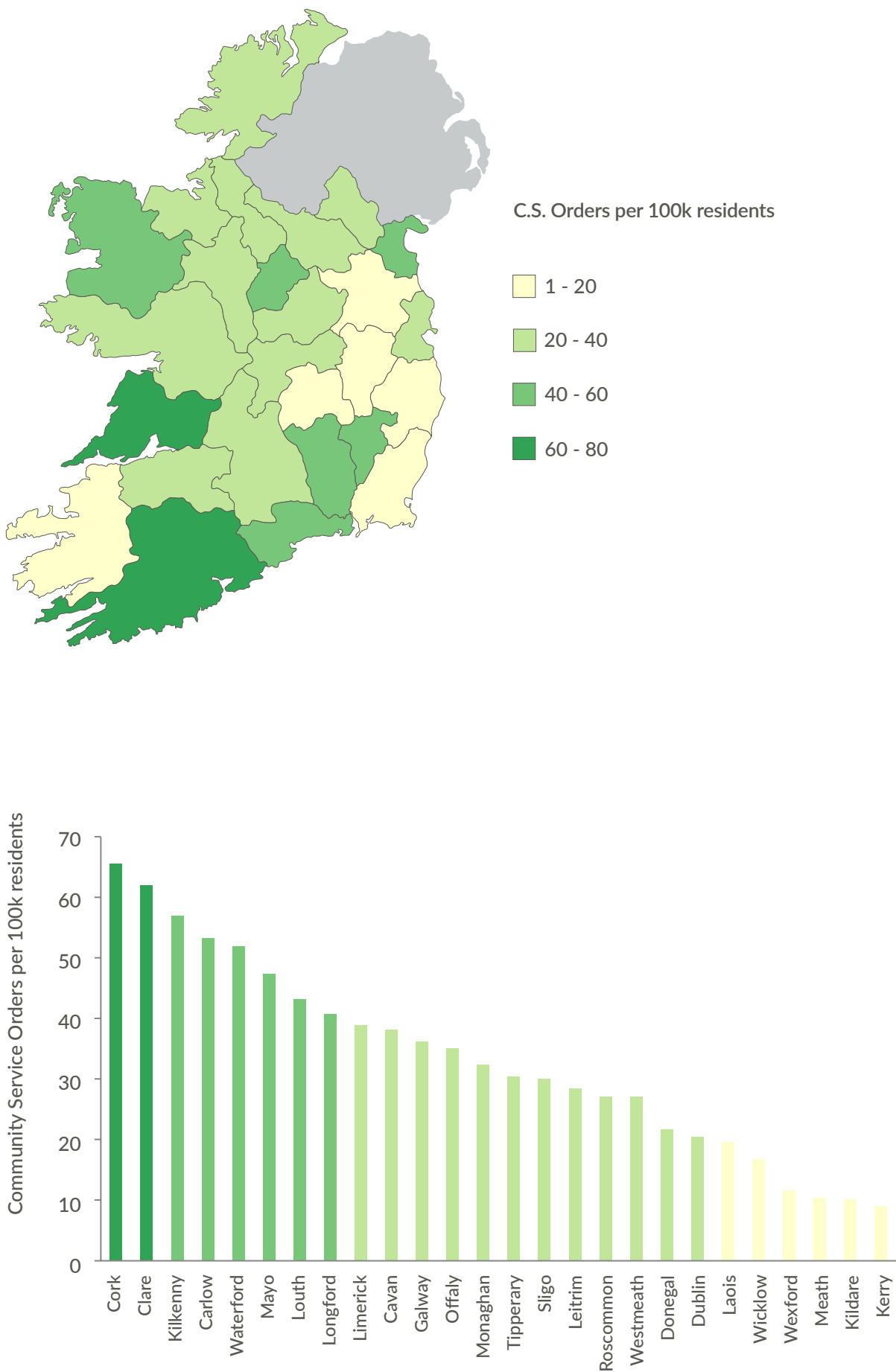
New Referrals by County in 2023 per 100,000 Residents



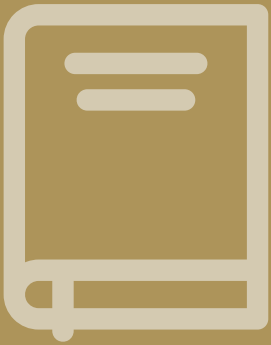
Probation Orders by County in 2023 per 100,000 Residents



Community Service Orders by County in 2023 per 100,000 Residents



# Appendices





# Appendix 1

## 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 reports:

#### 1. 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.

#### 2. 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 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 scheme 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 people convicted of sexual offences 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 cooperate 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.

## Irish Probation Framework (IPF)

The Irish Probation Framework (IPF), formerly known as the Irish Offender Supervision Framework (IOSF), 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 2

# 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 2022.

### Capacity to Handle Risk

There is a non-statutory Senior Management Team (Executive Management Team) in place, which comprises the Director, Deputy Directors and Principal Officer. Any major strategic matters, which arise for the Probation Service, are considered by this Team, which meets bi-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. 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 Probation Service Risk Management Committee. 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:

- Procedures for all key business processes have been documented .
- Financial responsibilities have been assigned at management level with corresponding accountability .
- There is an appropriate budgeting system with an annual budget which is kept under review by senior management .
- There are systems aimed at ensuring the security of the information and communication technology systems, the CTI Division of the Department of Justice provide the Probation Service with ICT services through the Managed Service.

- The HR Division of the Department of Justice provides a Human Resource Management Service not limited to recruitment involving employee relations, workforce development, performance management and liaison with (HR) shared services.
- There are systems in place to safeguard assets and;
- Control procedures over grant funding to outside agencies ensure adequate control over approval of grants and monitoring and review of grantees to ensure grant funding has been applied for the purpose intended.

### **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
- Reporting arrangements have been established at all levels where responsibility for financial management has been assigned
- There are regular reviews by the Probation Service's senior management team of periodic and annual financial reports which indicate financial performance against forecasts
- Audits of financial and other controls are carried out by the Department's Internal Audit Unit.

### **Procurement**

I confirm that the Probation Service has procedures are in place to ensure compliance with current procurement rules and guidelines and that during 2023 complied with those procedures.

### **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 Internal Audit Unit did not conduct a Review of Internal Controls for 2023.

### **Internal Control Issues**

None.

### **DPER Public Spending Code**

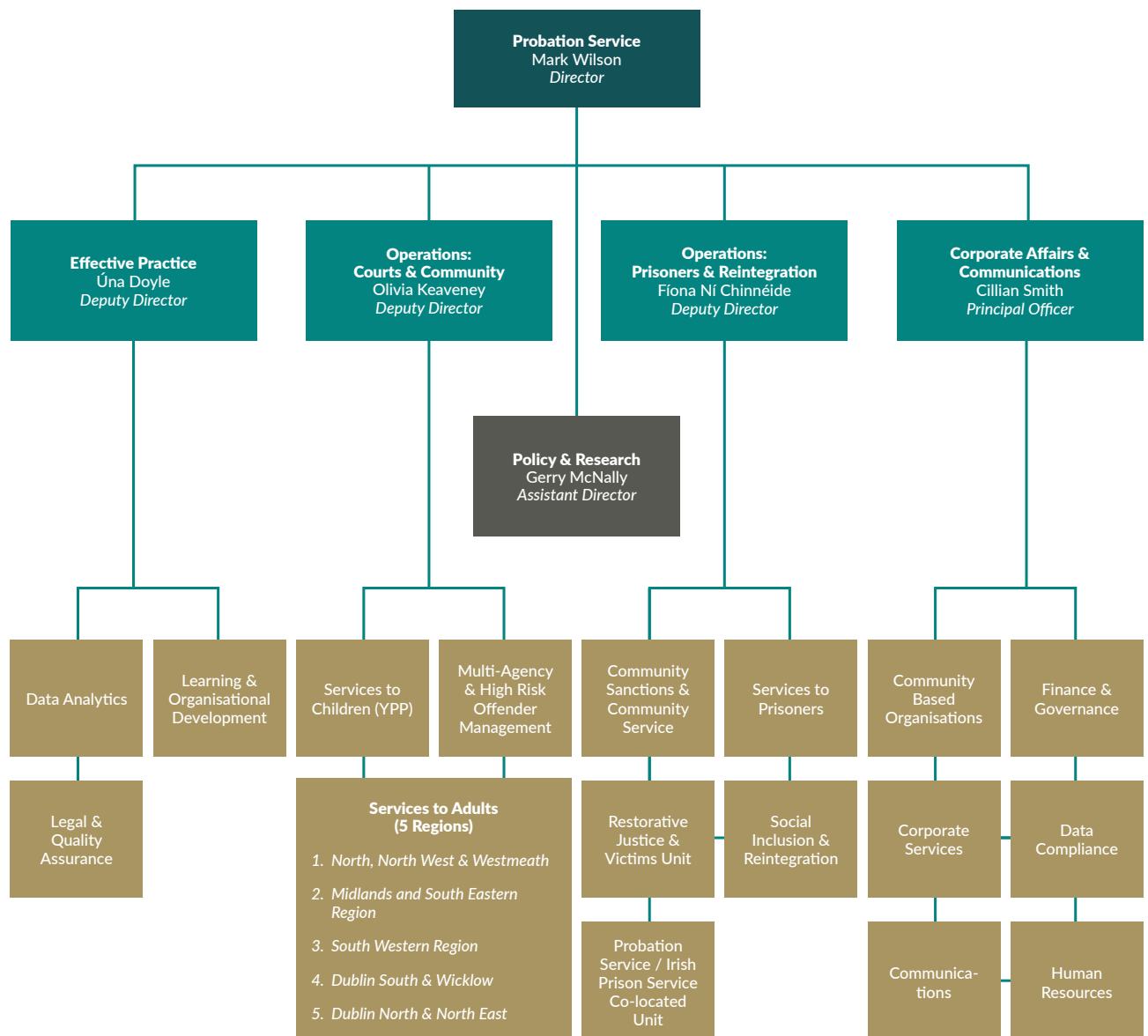
I confirm that the appropriate requirements of the Department of Public Expenditure and Reform's Public Spending Code are being complied with.



Mark Wilson  
Director

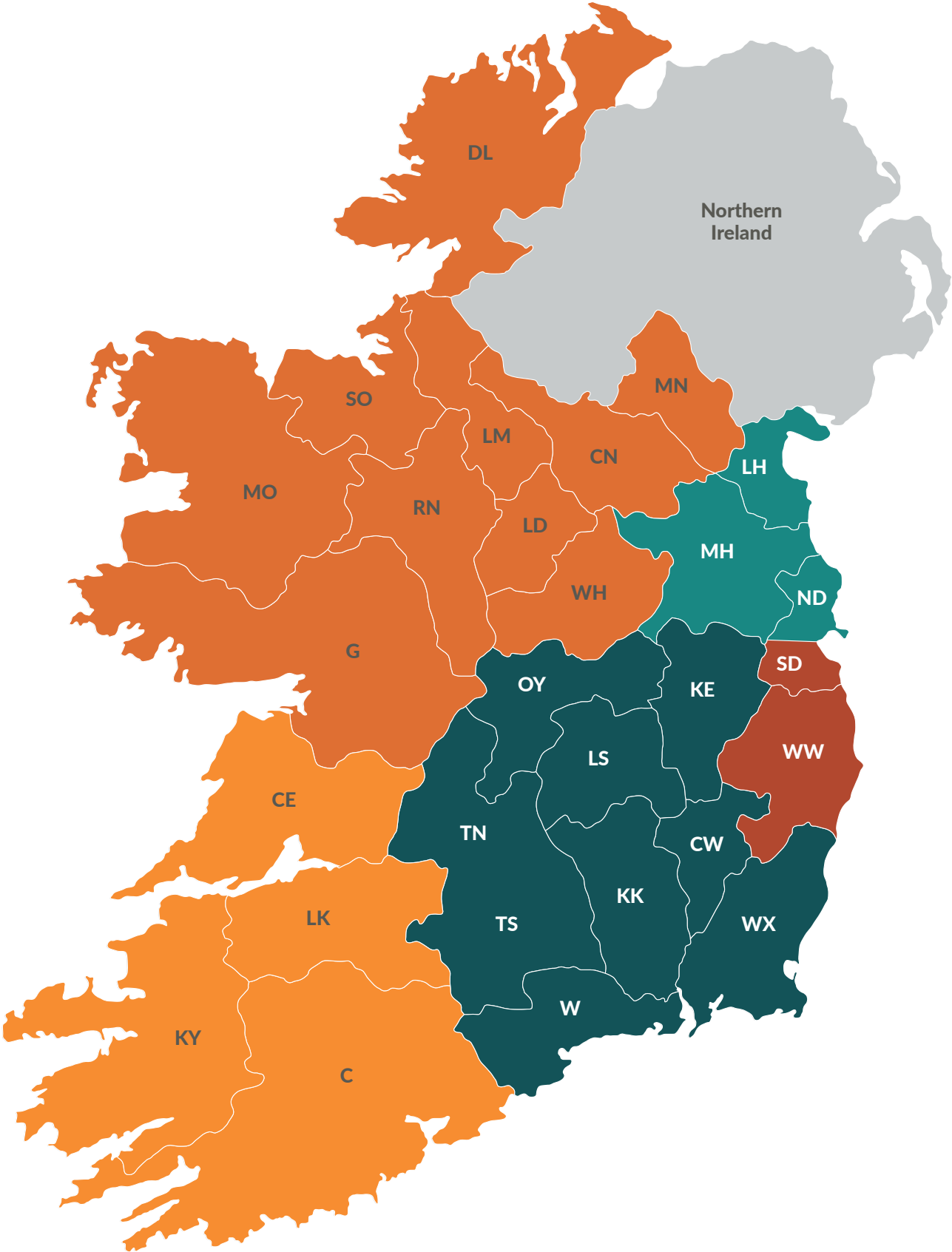
## Appendix 3

# Organisational Chart



The teams listed above vary in size and are resourced to meet the operational requirements of the Service. Teams may include a combination of Assistant Principal Probation Officers / Assistant Principals (or equivalent), Senior Probation Officers, Probation Officers, Administrative Officers, Higher Executive Officers, Community Service Supervisors, Executive Officers and Clerical Officers.

Appendix 4  
Regional Map



Appendix 5  
Main Probation Service Delivery Locations 2023





# Appendix 6

## Community Based Organisations

In receipt of funding support through the Probation Service

- 1) Rutland Youth Service CLG (YPP) (formerly - Adventure Sports Project), 21 Summerhill Place, Buckingham Street, Dublin1. D01 XO86.
- 2) Aftercare Recovery Group, 48 Seville Place, North Wall, Dublin 1, D01 AD72.
- 3) Aiséirí Cahir, Townspark, Cahir, Co Tipperary, E21 E206.
- 4) Aiséirí Céim Eile, 1 Glencarra, Ballybeg, Waterford, Co Waterford, X91 FH61V.
- 5) Aiséirí Wexford, Roxborough, Wexford, Co Wexford, Y35 AH70.
- 6) Aislinn (YPP), Ballyragget, Co Kilkenny, R95 R859.
- 7) Ana Liffey Project, 48 Middle Abbey Street, Dublin 1, D01 TY74.
- 8) Athy Alternative Project, Community Service Centre, Unit 1&2 Nelson Street, Athy, Co Kildare, R14 PD88.
- 9) Ballinasloe Training Workshop, Canal House, Harbour Road, Ballinasloe, Co Galway, H53 E275.
- 10) Ballymun Youth Action Project, Horizons Centre, Balcurris Road, Ballymun, Dublin 11, D11 X2EP.
- 11) Ballyrunners, Ballymun Job Centre Co-op, Civic Centre, Main Street, Ballymun, Dublin 9, D09 C8P5.
- 12) Bridge Project, Unit 3, 131-133 Francis Street, Dublin 8, D08 EW44.
- 13) Bushypark (Clarecare), Bushypark Treatment Centre, Bushypark, Ennis, Co Clare, V95 A895.
- 14) Candle Community Trust (YPP), Candle Centre, Lynch's Lane, Ballyfermot, Dublin 10, D10 F519.
- 15) Care After Prison, 56 Aungier Street, Dublin 2, D02 R598.

- 16) Céim ar Chéim (YPP), Moyross Youth Academy, The Bays, Knockalisheen Road, Moyross, Co Limerick, V94 XR4A.
- 17) Churchfield Community Trust, 107-109 Knockfree Avenue, Churchfield, Cork, Co Cork, T23 YR66.
- 18) Coolmine Therapeutic Community, Ashleigh House, Damastown Walk, Damastown, Dublin 15, D15 HK12.
- 19) Cork Alliance Centre, Robert Scott House, 6 Patrick's Quay, Cork, Co Cork, T23 Y2EA.
- 20) Cornmarket Project – Wexford Local Development, Old County Hall, Spawell Road, Wexford, Co Wexford, Y35 E2FK.
- 21) Cox's Demesne (YPP), The House, 15-16 Oakland Park, Dundalk, Co Louth, A91 AN25.
- 22) Crinan, 72 Sean McDermott Street, Dublin 1, D01 K201.
- 23) Cuan Mhuire Athy, Milltown, Athy, Co Kildare, R14 XH79.
- 24) Cuan Mhuire Bruree, Bruree, Limerick, Co Limerick, V35 CP57.
- 25) Cuan Mhuire Coolarne, Coolarne, Turloughmore, Athenry, Co Galway, H65 YW98.
- 26) Cuan Mhuire Farnanes, Merri Heits, Farnanes, Co Cork, P14 X590.
- 27) Daughters of Charity Community Services (YPP), 8 Henrietta Street, Dublin 1, D01 W825.
- 28) Deonach, Courthouse Square, Westpark, Tallaght Village, Tallaght, Dublin 24, D24 XR274.
- 29) Dóchas don Óige (YPP), Liosban Industrial Estate, Tuam Road, Galway, Co Galway H91 V20H
- 30) Donegal Women's Centre, Port Rd, Gortlee, Letterkenny, Co. Donegal

31) Fusion CPL, Cherry Orchard Health Centre, Cherry Orchard Grove, Dublin 10, D10 AA25	47) Solas Project, Unit 1, Liberty View, Longs Place, Dublin 8, D08 WY84
32) GROW, Apt 5 Forrest Mews, Swords, Co. Dublin	48) Southill Outreach, 5, Michael Street, Limerick, V94 36H3
33) Guild of St. Philip Neri, SVP House, 91/92 Sean McDermot Street Lower, Dublin 1, D01 WV38	49) Stepping out Programme, National Learning Network, Belhavel, Golden Island, Athlone, Co Westmeath, N37 A5R2
34) Kerry Adolescent Counselling Service, St John's Parish Centre, Castle Street, Tralee, County Kerry, V92 K88V	50) St. Stephen's Green Trust, Guinness Enterprise Centre, Taylor's Lane, Dublin 8, D08 HH4N
35) Kilkenny Employment for Youth, Garden Row, Kilkenny, R95 WT28	51) Tabor Group, Spur Hill, Doughcloyne, Cork, T12 YE14
36) Le Chéile Mentoring, 24 Tivoli Terrace South, Dun Laoghaire, Co Dublin, A96 K522	52) Tallaght Probation Project (DEONACH), Courthouse Square, Tallaght Village, Tallaght, D24 XR274
37) Linkage /IASIO (Irish Association for Social Inclusion Opportunities), Block 3, Grove Court, Grove Road, Blanchardstown, Dublin 15, D15 HNT2	53) Tivoli Training Centre, 24 Tivoli Terrace South, Dún Laoghaire, Co. Dublin, A96 K522
38) Matt Talbot Adolescent Services CLG Youth Enterprise Scheme, Unit 4 Tramore Commercial Park, Tramore Road Cork.	54) Tower Programme, Cusack house, Neilstown Road, Clondalkin, D22 H9Y9
39) Matt Talbot Community Trust, 77 Colepark Drive, Ballyfermot, D10 EH34	55) TRAIL PMVT Housing Service, PMVT Housing Support Service, Trail, 29 Mountjoy Square, Dublin 1.
40) Merchant Quay, 24 Merchants Court, Merchants Quay, Dublin 8	56) Traveller Justice Initiative, St Stephen's Green Trust, Guinness Enterprise Centre, Taylor's Lane, Dublin 8, D08 HH4N.
41) PACE CLG, Block 3, Grove Court, Grove Road, Blanchardstown, Dublin 15	57) Treo Port Lairge CLG, Unit 2, Block 4, Lacken Rd. Business Park, Waterford, X91 PW29
42) PALLS, Unit 2 Docklands Business Park, Dock Road, Limerick City, Limerick, V94 DR12	58) Tuam Community Training Centre, Vicarshorland, Tuam, Co. Galway, H54 KX78
43) Pro-Social Driver Programme CLG, Unit 3B, Donegal Enterprise Centre, Ballyraine, Letterkenny, County Donegal, F92 HC2V	59) Tus Nua, Abigail Centre, Kildonan Road, Finglas, Dublin 11, D11 EHK2
44) Restorative Justice in the Community, Annbrook Business Centre, Cleary's Garage, Limerick Road, Nenagh, Co. Tipperary, E45 W681	60) Westview Young Persons Probation Project (The Foróige, Westview Project, Foróige, Watercourse Road, Blackpool, Cork City, T23 YD58
45) Restorative Justice Services, Marshelsea Court, 22/23 Merchant's Quay, Dublin 8, D08 C6XP	61) Wexford Centre Project Limited, Unit 7, Liberty Corner, Dublin 1, County Dublin, D01 K5C9
46) SAOL Project, SAOL Project Ltd, 58 Amiens Street, Dublin, D01 K253	62) WHAD Project, Cherry Orchard Community Centre, Cherry Orchard Grove, Dublin 10 D10 H024







**An tSeirbhís Phromhaidh**  
The Probation Service