



An Roinn Dlí agus Cirt
Department of Justice



An tSeirbhís Phromhaidh
The Probation Service

Department of Justice

Probation Service

Performance Delivery Agreement 2021

1. Background and Context

1.1 Objectives of this Agreement

The purpose of this Agreement is to define, in the context of the resource inputs provided, the targets by which the performance of the Probation Service will be measured in 2021. The ongoing supports that the Department of Justice will provide to the Probation Service in this regard, and the mechanisms for monitoring and appraising performance, form part of the overall governance arrangements between the two parties and as such are set out in the separate but complementary Oversight Agreement 2020-22.

1.2 Inputs

1.2.1 Financial Inputs

The following table summarises the Probation Service's budget allocation for 2021.

Expenditure	Allocation
A7-salaries, wages & allowances	€ 24.5m
A8-operating expenses	€4.9m
A9-services to offenders	€17.5m*
A10-community service order scheme	€3.1m
Total	€50m

** includes Young Persons Probation project funding*

1.2.2 Staffing Resources

The following table sets out the Probation Service's full-time equivalent staffing levels as at 28th February 2021.

Grade	Staffing FTE
Director	1
Deputy Director	3
Assistant Director	1
Regional Manager	11
Senior Probation Officer	47
Probation Officer	216
Professional Accountant	1
Assistant Principal	3
Statistician	1
Higher Executive Officer	6
Executive Officer	15
Clerical Officer	47
Service Officer	2
Community Service Supervisor	44
Total	398

2. Performance Targets

The following are the principal targets that will be referenced in 2021¹ to assess the Probation Service's efficiency and productivity in using the resources allocated to it.

2.1 Quantitative targets

Output area or initiative	Target	Associated strategic goal ²	2021 target	2020 target	2020 outturn*	2019 target	2019 outturn
Assessment and supervision of offenders for the Courts nationwide	Adult Pre-Sanction Assessment Reports completed	Goal 1	8,500	5,500	8,501	11,000	11,415
	% of total Young Person reports submitted within 28 days		100%	100%	100%	100%	100%
	Young Person pre-sanction assessment reports completed		800	350	865	----	1,087
	Total number of offenders engaged with in the community		15,500	15,500	15,537	15,000	16,607
Efficient and effective delivery of Community Service Scheme	% of Community Service assessments completed as Same Day Assessments	Goal 1	10%	5%	12%	----	28%
	Community Service reports completed		2,000	-----	2,164	-----	3,561
Risk-based approach to supervision	SORAM used to manage Sex Offenders assessed as moderate or high risk	Goal 1	100%	100%	100%	----	100%
Supporting sentence management and reintegration of imprisoned offenders	Engage with Prisoners in custody	Goal 2	2,000	1,000	2,730	-----	2,689

¹ Note: some of the targets published in the 2021 Revised Estimates have been reduced downwards owing to the anticipated effects of the public health restrictions introduced in December 2020.

² As set out in the Probation Service Strategy 2018-20 (a new 2021-23 Strategy is under development). The referenced strategic goals are as follows: **Goal 1 Evidence Informed Practice**; **Goal 2 Connected & Trusted**; **Goal 3 People Centred**; **Goal 4 Learning Organisation**; **Goal 5 Efficient and Accountable**.

Output area or initiative	Target	Associated strategic goal ²	2021 target	2020 target	2020 outturn*	2019 target	2019 outturn
Victim services	% of victim queries responded to within 2 working days	Goal 3	100%	100%	100%	100%	100%
Community Return	Number of offenders who commence Community Return	Goal 1	250	250	287	250	206
	% successful Community Return completion rate	Goal 2	85%	85%	91%	----	90%
Delivery of services to offenders through Community Based Organisations	% of Service Level Agreements in place (across 61 CBOs) by end Q1		100%	----	----	----	----
Ongoing professional development and training for all staff	Internal training events delivered to front line staff		85	35	59	--	78
Induction of new Probation Officers	% of new Probation Officers inducted within 16 weeks of commencing employment	Goal 4	95%	90%	95%	---	---
Remote enabled working	% of training delivered online to ensure CPD requirements are met	Goal 4	75%	---	---	---	---
	% of staff supervision meetings with Probation Officers held remotely		60%	---	---	---	---
	% of Remand in Custody assessment interviews conducted remotely		80%	---	---	---	---

* Provisional figures

2.2 Other targets

Output area/ initiative	Target	Associated strategic goal
Publications	2021 Probation Reoffending Statistics (Q3) Irish Probation Journal Vol 18 (Q4)	Goals 2 and 4

	Drug and Alcohol Misuse amongst people supervised by the Probation Service (Q3)	
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2.3 Principal risks to achievement of targets

The main potential risks to achievement of the targets set out in this Agreement, and the corresponding mitigation measures that have been or will be put in place, are set out below.

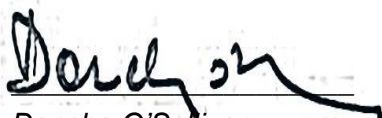
Risk	Mitigation Measures
Failure to meet statutory obligations under Community Service legislation and failure to address backlog of Community Service Orders due to COVID 19 pandemic.	Working Group established to review operation of Community Service. Communication with key stakeholders including judiciary. Availability of Integrated Community Service nationally.
Failure to develop and futureproof a 'fit for purpose' case management system could adversely impact on service delivery and compliance with data management strategies and data interoperability.	Procedures in place to develop fixes to ensure the ongoing operability of case tracking system (CTS) overseen by the Business Process Group, which meets on a quarterly basis. Business Support and Development Director liaising with DoJ IM&T on the development of a new CTS.
Failure to have adequate processes and resources in place for the new statutory Parole Board resulting in failure to meet legislative requirements.	Probation Service a member of DoJ Implementation Group. Bilateral engagement with stakeholders including the DoJ and IPS.

2.4 Amendment of targets

In exceptional circumstances it may become necessary to amend one or more targets over the course of this Agreement. Where either party believes this may be necessary, they shall consult with the other party with a view to agreeing any appropriate changes as soon as practicable.

3. Duration and signatories to the Agreement

Doncha O'Sullivan, Assistant Secretary, Department of Justice, and Mark Wilson, Director, Probation Service, affirm that this Agreement shall be in effect from the date hereunder until 31st December 2021.



Doncha O'Sullivan
Assistant Secretary
Department of Justice



Mark Wilson
Director
Probation Service

Date: 18th March 2021