

Probation Board for Northern Ireland Service Users Survey

Paul Doran, Laura Duncan, Louise Gault and Ruth Hewitt*

Summary: The Probation Board for Northern Ireland (PBNI) recognises the importance of seeking the views of offenders under supervision as part of the continuous development of services designed to reduce reoffending and effectively integrate offenders back into society. In 1996 and 2005 PBNI commissioned independent surveys of offenders under supervision.¹ With the introduction of new legislation (the Criminal Justice Order 2008) and significant changes in criminal justice, PBNI felt it was timely to conduct a new survey of offenders. This survey was carried out at the end of 2009 and reported on during 2010. This paper provides a summary of key findings from this survey and highlights some interesting views of offenders under supervision.

Keywords: Offenders, supervision, customer, survey, satisfaction.