



An tSeirbhís Phromhaidh  
The Probation Service



## Implementing the Public Sector Equality & Human Rights Duty

## Probation Service Workshop

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November 2017

# Overview

- **Snapshot of the Probation Service**
- **Why the Probation Service is involved at this stage**
- **Implementation in the Probation Service**  
*(our approach – the story so far...)*
- **Expected Outputs and Outcomes**
- **Challenges & Critical Success Factors**

# Probation Service – A Snapshot

- **National Service, Agency of Department of Justice and Equality**
- **400+ staff, based in 39 locations nationwide and the 13 prisons**
- **Three staff streams: Probation Officers, Community Service Supervisors and administrative staff**
- **Assessment and Supervision of Offenders in the Community**
- **Support sentence management and reintegration of offenders**

# Public Sector Duty Pilot & the Probation Service

WHY?

- **Statutory Obligation ( Section 42, 2014 Act)**
- **Improved service delivery for our diverse group of service users**
- **More inclusive working environment for staff**
- **Our business and ‘the fit’ - also a challenge and possible risk ?**
- **Innovative opportunity – Structure – Another Lens –Timeline**

WHY  
NOT?

# Beginning Implementation – Probation Service

## Leadership and Drive

- ✓ Discussions at ELT and SMT (July, Aug, Oct)

## Links with strategic planning process and other activities (Sept / Dec)

- ✓ Preparation of Strategy 2018 – 2020
- ✓ Data collection (ethnicity)
- ✓ Customer Service Survey
- ✓ Civil Service Employee Engagement Survey

## Establish the Working Group (Oct / Nov)

Identify timelines and expectations re next steps and possible outcomes (Nov)

# Expected Outputs and Outcomes

## Outputs

**(End of April 2018)**

- Shared understanding of Human Rights and Equality
- Assessment complete
- Goal for inclusion in Service Strategy 2018 – 2020 and actions identified for annual work plans
- Mechanism for mentoring and reporting established

## Outcomes

- 'Organisational thinking' informed by our shared understanding of human rights and equality
- Organisational capacity and competency (further) developed
- Improved access to and benefits from services for all service users
- Better working environment for staff

# Establishing the Working Group

## 1. Approach

- ✓ SMT v cross grade representation
- ✓ Identify core functions to include
- ✓ Invite membership

## 2. Composition

- ✓ Size (8-10 persons to be effective)
- ✓ Deputy Director
- ✓ Human Resources
- ✓ Organisation Development (Strategy)
- ✓ Corporate Services (including customer service)
- ✓ Learning and Development Unit
- ✓ Cross Grade / Cross Function / Geographical representation

## Challenges and Critical Success Factors

- **Leadership – Inclusivity – ‘Buy in’**
- **Shared understanding of human rights and equality for the Service**
- **Alignment and integration with core business**
- **Keeping the message on the agenda - keeping the message live, real and meaningful**





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