



An tSeirbhís Phromhaidh
The Probation Service



Implementing the Public Sector Duty The Probation Service Experience

Una Doyle
Deputy Director, Probation Service
May 2019

Overview

- **Why the Probation Service became involved**
- **Implementation in the Probation Service (*our approach – the story so far...*)**
- **Looking Back - Looking Forward**
- **Key Lessons and Learning Points**

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**

WHY
NOT?

Implementation: Preparation Phase

Leadership and Drive

- ✓ Discussions at ELT and SMT (July, Aug, Oct '17)

Links with strategic planning process & other activities (Sept & Dec '17)

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

Establish the Working Group (Oct / Nov '17)

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

Implementation: Assessment Phase

- ✓ **Employment (staff)**
- ✓ **Budgetary decision-making and procurement**
- ✓ **Service Provision (service users)**
- ✓ **Policy-making (legislation)**

Implementation: Action Plan

- ✓ **Develop an Action Plan & Implementation Strategy**
 - Focus on promotion and protection across the four functional areas
 - Identify, rank, prioritise & schedule
- ✓ **Incorporate into Strategic Plan & Annual Work plans**
- ✓ **Embed the duty into our management and business processes**
- ✓ **Report on developments in a manner that is accessible to the public i.e. Annual Reports**

Looking Back – Looking Forward

Worked Well

- ✓ SMT Lead and 'buy in'
- ✓ Cross Grade Working Group
- ✓ Four Functional Areas
- ✓ Focus on People – Impact
- ✓ Reflection / Pace and Action orientated
- ✓ Communication
- ✓ Transparency & Accountability

Could have Done Better / Differently

- × Focus on core business
- × Challenge Working Group Members More
- × Underestimated the amount of work to be done (post assessment)
- × Deputy Director involvement

Key Lessons and Learning Points

- ✓ Leadership – Inclusivity – ‘Buy in’ critical
- ✓ Shared understanding of human rights and equality
- ✓ Alignment and integration with core business
- ✓ Eliminate, Promote & Protect (Section 42)
- ✓ Impact on People – *so what?* question
- ✓ Keeping the message on the agenda - keeping the message live, real and meaningful



An tSeirbhís Phromhaidh
The Probation Service

www.probation.ie

1 tot 5000
add 250
28 tot 10100
32 3600
add 500
950 tot 3550
1932 4500

