

Violence and aggression will not be tolerated



Acts of violence, physical aggression, threats and verbal abuse against our staff or anyone using our buildings are completely unacceptable and the assistance of the PSNI may be sought and legal action pursued. We reserve the right not to interview any person we believe to be behaving in an unacceptable way or whom we believe is under the influence of alcohol or illicit drugs. We work hard to provide you with an excellent service, and deserve to be treated, as we treat you, with respect and courtesy.

If you are dissatisfied with the service you receive



If for any reason you feel you have not received a satisfactory service, please talk to the member of staff involved or contact his or her Manager. If you do not wish to do this for any reason or if having done so, you are still dissatisfied, please notify:

The Complaints Officer

PBNI Headquarters
80-90 North Street
Belfast BT1 1LD

Telephone: 028 9052 2522

Email: complaints@probation-ni.gov.uk

The Complaints Officer will acknowledge your complaint within five working days and it will be investigated in accordance with Probation's Complaints Policy and Procedures.

If you need assistance please contact the Complaints Co-Ordinator at 028 9052 2661.

Please keep this leaflet for information and reference purposes.

This leaflet may be produced in different formats on request.

Contact

PBNI HQ
80-90 North St
Belfast BT1 1LD

Phone: 028 9052 2522

Email: info@probation-ni.gov.uk

Web: www.pbni.org.uk

Twitter: @PBNINews

Deaf or Hard of Hearing?

You can call us through Relay UK.

Go to Relayuk.bt.com

Your local office details are:



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Combination Order

This leaflet explains what a Combination Order is, what it means for you and what to do if you are dissatisfied with the service you receive.



Changing Lives for Safer Communities



What is a Combination Order?



A Combination Order is a sentence of the Court which combines a Probation Order and a Community Service Order. The period you will be supervised can last from 1 to 3 years.

The Community Service part of the Order can last from 40 to 100 hours and must be completed as instructed. Community service is unpaid work you are required to undertake which will benefit the local community, give you an opportunity to undo some of the harm caused and learn new skills.

Who supervises the Combination Order?



The Probation Board has overall responsibility for the supervision of your Order and you will have a Probation Officer and Community Service Officer.

What do I have to do if I am on a Combination Order?



You will have to keep appointments with your Probation Officer. This may include visits to your home. You will have to let the Probation Officer know if you move address.

Depending on where you are placed to do your community service, you will be supervised either by staff from the Probation Board or by staff from another organisation. A record will be kept of your attendance, behaviour and work. You will be expected to stay out of trouble and a plan will be agreed to help you not to reoffend in the future. This plan may include:

- Understanding the harm caused to the victim(s)
- Undertaking training to improve your work skills.
- Undergoing programmes for addiction problems if you drink alcohol or take drugs.
- Taking part in constructive activity or any useful activity which helps you keep out of trouble, like volunteering, taking up a sport, or joining a club

During the community service part of your Order:

- You will be given instructions as to where the work will be done.
- You will be given times to start and finish.
- You will be told exactly what the work is and what you are expected to do.
- You must be punctual, be of good behaviour, and work to the best of your ability.
- You must tell the Community Service Officer if you change your address.

What happens if I do not keep to the Order?



You must turn up for work as instructed, tell PBNI if you have changed address, behave properly at work and carry out the work to the best of your ability.

If you cannot attend appointments due to illness you must provide medical evidence. Evidence will be required to verify reasons for non-attendance. If you do not keep the conditions of the Order your Probation Officer will bring you back to court.

What is expected of you?



We will treat you with respect and courtesy and will expect the same from you. We will not interview anyone who we believe to be behaving in an unacceptable way, or whom we believe is under the influence of alcohol or drugs.

Retaining & Holding Your Information



We will only retain your information for as long as necessary and for the purposes we have described. Your Information will be held in accordance with our Retention and Disposal Schedule, which is available on our website at www.pbni.gov.uk.

Your Information Rights



Probation will hold information about you in both paper and electronic format. This may include details of the offence(s) with which you have been charged, your personal circumstances, next of kin and risk management plan.

Your information may be shared with a number of organisations and individuals relating to your offence. This can include your solicitor, Court Service, Public Prosecution Service, Prison Service, Department of Justice, Social Services, Health Trusts, etc.

We will not share your information outside Probation unless you agree; or the law requires us to do so; or the law allows it and we believe it is important to do so.

You have a number of rights to access your personal information. These rights are outlined in our Privacy Notice.

Please ask your Probation Officer for a "Privacy Notice for those under PBNI supervision" leaflet.