

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.



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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:



Community Service Order

This leaflet explains what a Community Service 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 Community Service Order?



If you are given a Community Service Order by the Court, you will be required to carry out unpaid work in the community. This can last from 40 hours up to 240 hours.

The aim of Community Service is for individuals to pay back to the community in reparation for any harm caused by their offending. This may be through projects or placements that involve, for example, environmental/conservation work, painting and decorating, contributing to community clean-ups, working in animal shelters or assisting in projects for disabled people. Work will be found to match your capabilities, interests and experience.

What Happens if I am on a Community Service Order?



Depending on where you are placed to do your Community Service, you will be supervised either by Probation staff or by staff from another organisation in which you have been placed. A record will be kept of your attendance, conduct and work performance. If you consent to a Community Service 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.

Where will I work?



Every effort will be made to find work in your locality or other suitable location. However, there are occasions when work may involve travel.

What happens if I cannot attend?



You must inform your Community Service Officer immediately. Failure to do this may lead to you being returned to court. You will need to give your Probation Officer evidence for the reasons you did not attend. For example, if you were ill, you will need to provide medical evidence.

What happens if I fail to keep to the conditions of the Community Service Order?



If you do not turn up for work as instructed, fail to tell Probation if you have changed address, do not behave properly at work or fail to carry out the work to the best of your ability, the Community Service Officer may apply for you to be brought 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, health issues, 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.