

2017-11-16

Standardizing organisational processes to improve the quality of probation activities

Lennart Palmgren, Swedish Prison and Probation Service

Agenda

1. Why standardise organisational processes?
2. Know your mission – create a vision
3. How are we standardising organisational processes?

1. Why standardise organisational processes?

What is probation?

Part of the
democratic
society

Sentences

Reduce recidivism

(Re-) Integrating
into society

Transition from
prison to
community

Cooperation with
communities



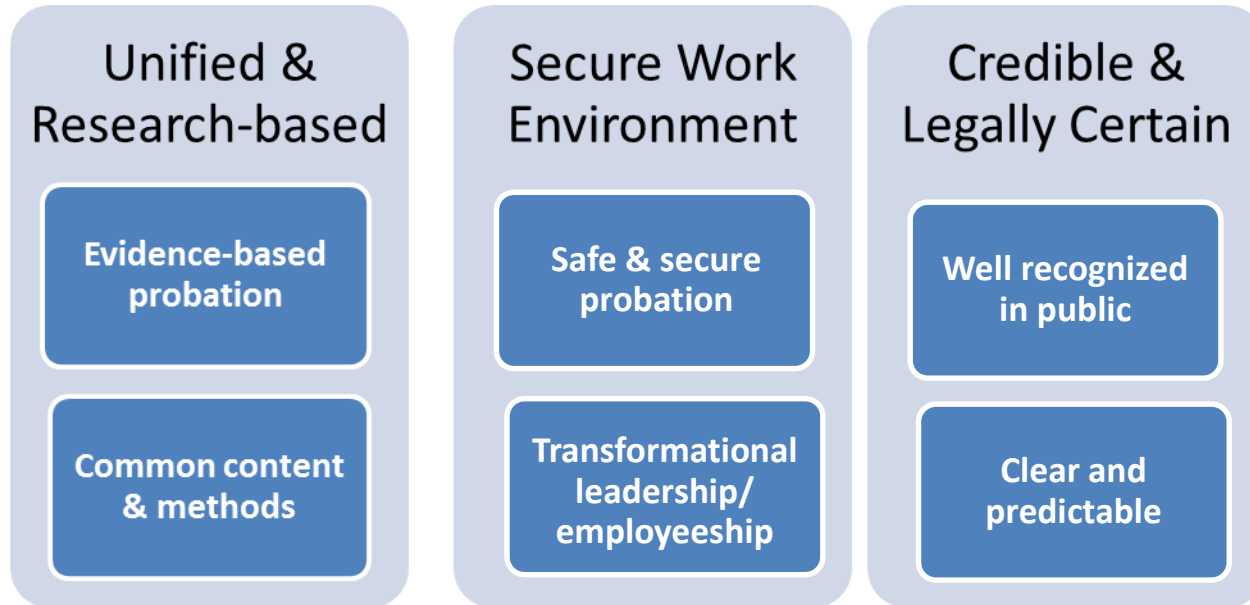
Why standardise organisational processes



- Probation work should not differ depending on geography and regional focus
- With the help of RNR and sentence planning, the process is uniform and possible to follow-up
- The challenge is to help the staff maintain their dual role

2. Know your mission – create a vision

Modern Probation



3. How are we standardising organisational processes?

How are we standardising organisational processes?

- Process charts that can be used on all levels to follow up activities
- Uniform quality assurance variables for treatment programs, STICS and sentence planning to make sure there is adherence to RNR
- Peer review as a model for follow-up and ongoing learning

Mission completed?

- When we have more probation sentences instead of short prison sentences
- When all clients have a level of supervision that match their risk of recidivism
- When all clients receive appropriate services according to their criminogenic needs
- When we have uniform, swift and secure management of breaches
- When our community services cooperation works every time

Summary

- Be prepared to change in order to succeed
- A vision brings everyone together and creates energy and focus
- Focus on measures & results but pay attention to both quantity and quality
- A standardized organisation gives both stability and a base for continuous development

Thank you

**Lennart Palmgren
Head of Probation
Swedish Prison & Probation Service**