Standardizing organisational processes to improve the quality of probation activities

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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

Unified & Research-based
- Evidence-based probation
- Common content & methods

Secure Work Environment
- Safe & secure probation
- Transformational leadership/employeeship

Credible & Legally Certain
- Well recognized in public
- Clear and predictable
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 standarized organisation gives both stability and a base for continuous development
Thank you

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