



# The impact of COVID-19 on the Dutch Community Service

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# Content

- Stage 1: System crash
- Stage 2: Startup
- Stage 3: Slow recovery and hope
- Stage 4: Tempering expectations
- Stage X: Community service Future Proof



# Stage 1: System crash

**ERROR  
SYSTEM  
CRASH**

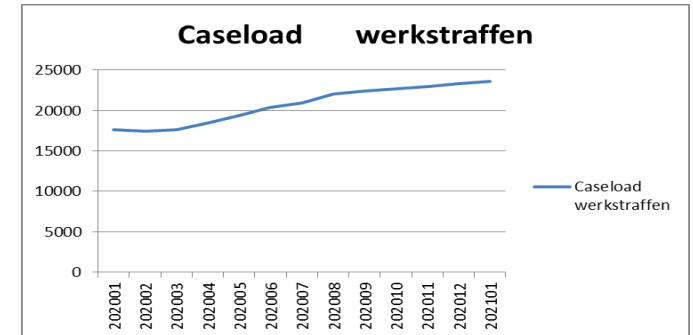
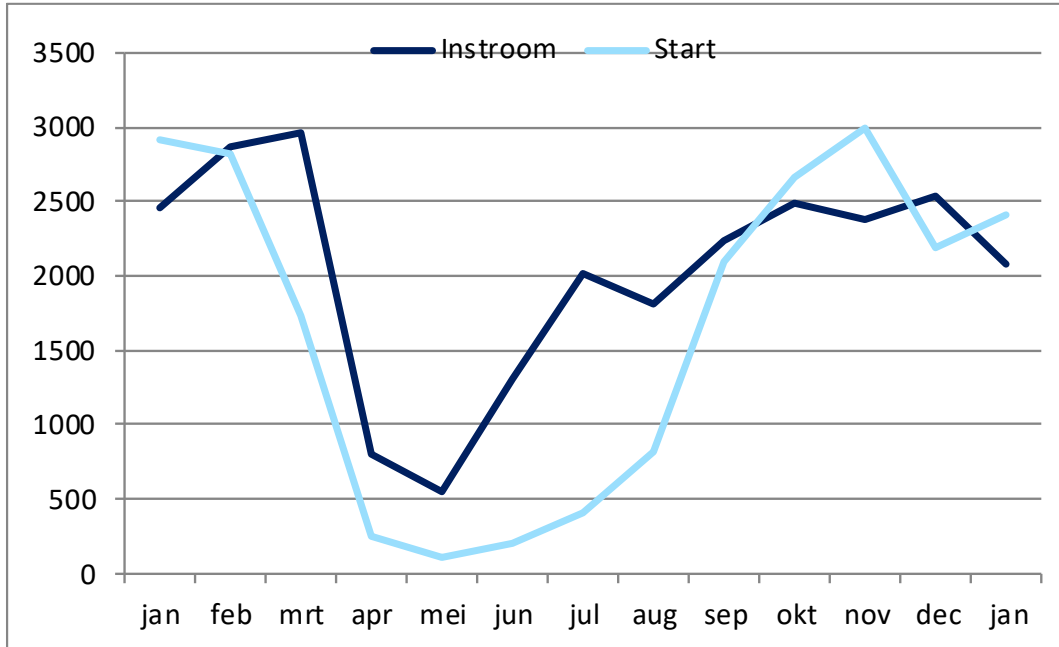
**March – june 2020: collapse in productivity**

- Complete shutdown of all community service activities
- Coworkers showed creativity in helping others
- Developing guidelines for working in crisis
- Preparing workspaces for “1,5-meter-society”





# In the meantime stocklevels rose..



» Ministerial agreement: back to pre-covid stocklevels before 1-1-2022



## Stage 2: Startup

### June 2020: Opening up with major constraints

- Only 42% of all projects opened up
- Maximum of 4 persons in a bus
- High percentage of no show
- 1,5 meter workspace
- Frontline works with little protection (compared to their colleagues and friends/ family)





## Stage 3: Slow recovery and hope

**july – october 2020: Focus on efficiency and creativity**

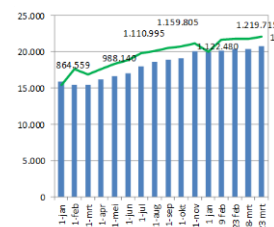
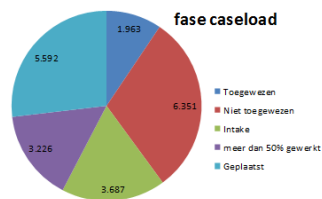
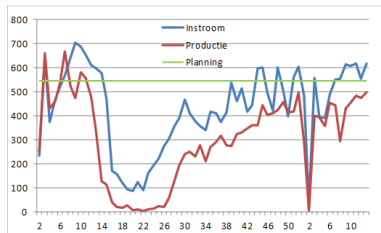
- Opening up on evenings and weekends
- Hiring an *acquirer*: over 100 new external projects
- Opening up several extra own projects
- Hiring 60 temporary new stafmembers



# Stage 4: Tempering expectations

## November 2020 – today: Close monitoring of performance

- Productivity was improving, but:
  - The virus continued (second wave and mutations of virus)
  - Dependence on influx from prosecutors and judges
- Opening up the backdoor: Is there a creative solution if stocklevel does not decline?



Bereik: laatste twee weken			Cumulatief vanaf jan	
	percentage	aantal		
Realisatie tov kader	89%	969		71%
Intakes tov kader	125%	1.358		99%
Instroom tov kader	107%	1.171		93%
Bereik: Peilmoment	percentage	aantal	totaal openstaande uren	
Caseload tov 16 mrt	130%	6.357	1.236.293	
Bereik: laatste twee weken				
aandeel geplaatst Intern	212%	bezetting	141%	
Gebruik externe projecten	53%	437 projecten gebruikt		
uren geplaatst tov beschikbaar	9%	824 projecten beschikbaar		
	Intern	extern		
Aandeel niet gewerkte uren	34%	17%		
Bereik: Peilmoment				
Actieve uren tov caseload	22%	270.715		



# Stage X: Community service futureproof

1. Less external individual community services, more large groups
2. Designing an offender oriented process



Digital sign-up  
at the court

Everybody starts  
working at hub-location

Matching starts  
at the hub

Digital check-in/  
check-out

Offender can monitor  
progress in portal