

Workshop 4

Abstract Workshop on Staff user's engagement

The growing use of technologies in the enforcement of sanctions brings challenges for probation organisations. Hybrid working arrangements challenge probation staff to use the resources available to them wisely and effectively to maximise their potential to meet the probation goals of control, support and behaviour change. Hybrid probation also raises questions for the professional culture of probation, in which the supervisory relationship traditionally has been central to success.

The question that this workshop seeks to address is how to ensure that technologies become an accepted part of everyday probation practice. It aims to generate strategies to improve staff and users' engagement with electronic monitoring and allied technologies. Based on the plenary session about the experiences of Nordic countries, it will explore: the benefits and challenges of using electronic monitoring and digital tools in probation; the external and internal drivers for using technology; the benefits for staff and users and how these can be communicated effectively; and, how to maximise the motivation and engagement of staff and users.