

## 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 having done it, you are still dissatisfied, please notify:

The Complaints Officer,  
PBNI Headquarters,  
80-90 North Street, Belfast,  
BT1 1LD.  
T. 028 9026 2400

The Complaints Officer will acknowledge your complaint within five working days and have the complaint fully investigated.

If you don't want to use the above procedures you can seek advice from anyone of your choice.

### Probation Board for Northern Ireland

Telephone Numbers  
Field Teams

#### Belfast Offices

Assessment Unit	028 9026 2400
Andersonstown Road	028 9060 2988
Antrim Road	028 9075 7631
Falls Road	028 9023 1763
Newtownards Road	028 9073 9445
Ormeau Road	028 9064 7156
Youth Justice	028 9031 3162

#### Outer Offices

Antrim	028 9442 8475
Armagh	028 3752 5243
Ballymena	028 2565 2549
Coleraine	028 7035 3141
Cookstown	028 8676 1211
Dungannon	028 8772 2866
Enniskillen	028 6632 4383
Londonderry (Crawford Sq) (Waterside)	028 7126 4774 028 7134 6701
Newry	028 3026 3955
Newtownards	028 9181 7778
Omagh	028 8224 6051
Portadown	028 3833 3301

#### Prisons

Maghaberry	028 9261 6772
Magilligan	028 7775 0434
Hydebank	028 9049 1015

### Probation Board for Northern Ireland

**PBNI Headquarters**  
**80/90 North Street**  
**Belfast**  
**BT1 1LD**

T. 028 9026 2400  
F. 028 9026 2436  
E. [info@pbni.org.uk](mailto:info@pbni.org.uk)  
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INVESTOR IN PEOPLE



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# Custody Probation Order

This leaflet explains what a Custody Probation Order is, what it means for you and what to do if you are dissatisfied with the service you receive.



The aim of the Board is to help prevent crime and the harm it does.

Please keep this leaflet for information and reference purposes. This leaflet may be produced in different formats on request

## What is a Custody Probation Order?

A Custody Probation Order is a sentence of the Court requiring an offender to serve a period of imprisonment (offence must justify 12 months or more) followed by supervision by a Probation Officer (the period of supervision will be 1 to 3 years commencing on date of release).

The relevant legislation is the Criminal Justice (Northern Ireland) Order 1996 (Article 24).

## Who can get a Custody Probation Order?

Anyone who appears in court on a criminal charge who pleads guilty, or is found guilty of an offence (or offences) attracting a custodial sentence of 12 months or more.

## When is it used?

It is used when the Court is satisfied that, after assessment by the Probation Board, you can remain in the community and be supervised by a Probation Officer after serving a prison sentence.

## What happens if I do not want a Custody Probation Order?

A Custody Probation Order can only be made if you consent to have one and fully understand what is expected of you.

## If I agree, what does a Custody Probation Order mean?

You should use the time whilst in custody to explore ways of avoiding offending in the future.

With the assistance of the Probation Officer and Prison Service you will be encouraged to actively participate in sentence planning.

You will be expected to stay out of trouble. A plan will be agreed to assist you to work towards avoiding offending in the future.

This may include:

1. Undertaking training to improve work skills.
2. Undergoing programmes for addiction problems.
3. Participating in constructive activity or any useful activity which helps you keep out of trouble.

## What else do I have to do?

On release from custody, you must keep appointments with your Probation Officer (including visits at home) and notify him/her immediately of any change of address. You may also have to comply with any additional requirements in your case. This may include residing in approved accommodation, or undertaking a programme to address offending behaviour.

## Who supervises the Custody Probation Order?

The Probation Board for Northern Ireland (PBNI) has responsibility for the supervision of the Order. You will be allocated a Probation Officer who will supervise you on behalf of PBNI.

## What happens if I do not keep to the Order?

If you do not keep to the Order as agreed your Probation Officer will bring you back to Court. If the Court is satisfied that you have not kept the conditions of the Order then the Court has different ways of dealing with you including imposing a further period of imprisonment.