

PROBATION AND COMMUNITY REHABILITATION SERVICE

2021 ANNUAL REPORT

CHANGE

isn't easy and
takes time RESPECT

FAMILY

Even my mistakes ^{i am} resilient

have valuable TAKING

lessons RESPONSIBILITY

SUPPORTIVE

ENVIRONMENT

I am not defined
by my past

HOPE

GIVING BACK
TO SOCIETY trust

i can't do this on my own

VICTIM EMPATHY

BUILDING

Thank you for PATIENCE

JOURNEYING with me

STRENGTHS

COMMUNITY ENCOURAGEMENT

VISION

Changed lives. Safer community

MISSION

To work with Youths-At-Risk and individuals who have offended, in collaboration with families and the community, to lead socially responsible lives

VALUES

Progressive, Collaborative, Responsive, Service

QUALITY POLICY

We commit to quality service in the probation of offenders and their rehabilitation in the community

GUIDING PRINCIPLES

Rehabilitation with the goal of facilitating pathways towards desistance*

1 Adopt evidence-informed practice

2 Anticipate and respond to changing needs

3 Develop and maintain well-trained and professional staff

4 Play an active and influential role in the criminal justice and social service sectors

*In the field of criminology, desistance is generally defined as the cessation of offending or other antisocial behaviour.

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THE COVER

The silhouette represents every probationer who comes through the Probation Service, their inner workings and how our work positively changes the narratives our probationers have about themselves and others.

The artwork for the Annual Report was designed by our Rehabilitation and Protection Group Volunteer Ms Mounisni Raj. Ms Mouni was also supported by Ms Charis Chenxu, Assistant Manager/PCRS in the editing of the report.

FOREWORD



Ms Carmelia Nathen
Chief Probation Officer

Offending behaviours can be changed but change takes time and is a process. It is this belief that guides the Service as Probation Officers work alongside probationers, families, and the community to bring about positive rehabilitative outcomes. Ultimately, it is our wish that we can support our youths with the skills, resources and confidence to take on life's challenges and stay away from crime beyond the probation order.

Our 2021 Annual Report continues to reinforce the central role of families, Probation Officers, Volunteer Probation Officers and the community in encouraging our youths on a journey of change. Included in this year's report is a special mention of our Integrated Service Providers to underscore the role of the community in upstream work too, in this case as part of pre-court diversions.

The COVID-19 pandemic which continued in 2021, brought about challenges and opportunities to our work. As a Service, we adapted our practices and reorganised ourselves to focus on key priorities to progress our work. The community rehabilitation space is dynamic, but the fundamentals remain. Our youths desire to lead a better life. We remain grateful for the strong partnerships with families and the community in realising this goal.

We are proud of our youths; they attest to the fact that with support and guidance, offending behaviours DO CHANGE. And this keeps us going.

Ms Carmelia Nathen
Chief Probation Officer
Director/Probation and Community Rehabilitation Service
Ministry of Social and Family Development

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PROBATION COMMITTEE



CHAIRPERSON
JUSTICE VINCENT HOONG

Presiding Judge
State Courts



MR EUGENE TAY

**District Judge/
Assistant Registrar**
Family Justice Courts



MR TOH HAN LI

Principal District Judge
State Courts



MR KESSLER SOH

District Judge
State Courts



**MS MAY LUCIA
MESENAS***

District Judge
State Courts



MDM CHOY WAI YIN**

Director
Guidance Branch
Student Development
Curriculum Division
Ministry of Education



MDM ZULAIHA YUSUF

**Deputy Chief
Executive Officer**
Yayasan MENDAKI



SAC TERENCE GOH

Deputy Commissioner
Operations & Rehabilitation
Singapore Prison Service
Ministry of Home Affairs



AC ZHANG WEIHAN

2 Deputy Director
Criminal Investigation
Department
Singapore Police Force
Ministry of Home Affairs



MS MORENE SIM

Company Director
Inlingua School of
Languages



MR JOSEPHUS TAN

Managing Director
Invictus Law Corporation



**MR YOGANATHAN
AMMAYAPPAN**

Senior Director
Rehabilitation and
Protection Group
Ministry of Social and
Family Development



SECRETARY
MS CARMELIA NATHEN

**Chief Probation Officer/
Director**
Probation and Community
Rehabilitation Service
Ministry of Social and
Family Development

Changes since March 2022:

* replaced by Ms Carol Ling, District Judge/State Courts

** replaced by incumbent, Mdm Chia Li Gek

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STATISTICS FOR 2021

KEY FIGURES OF 2021



581

referrals for Pre-Sentence Reports



434

new Probation Orders



87%

of Probation Orders completed



5%

of new orders had hostel residency as a condition



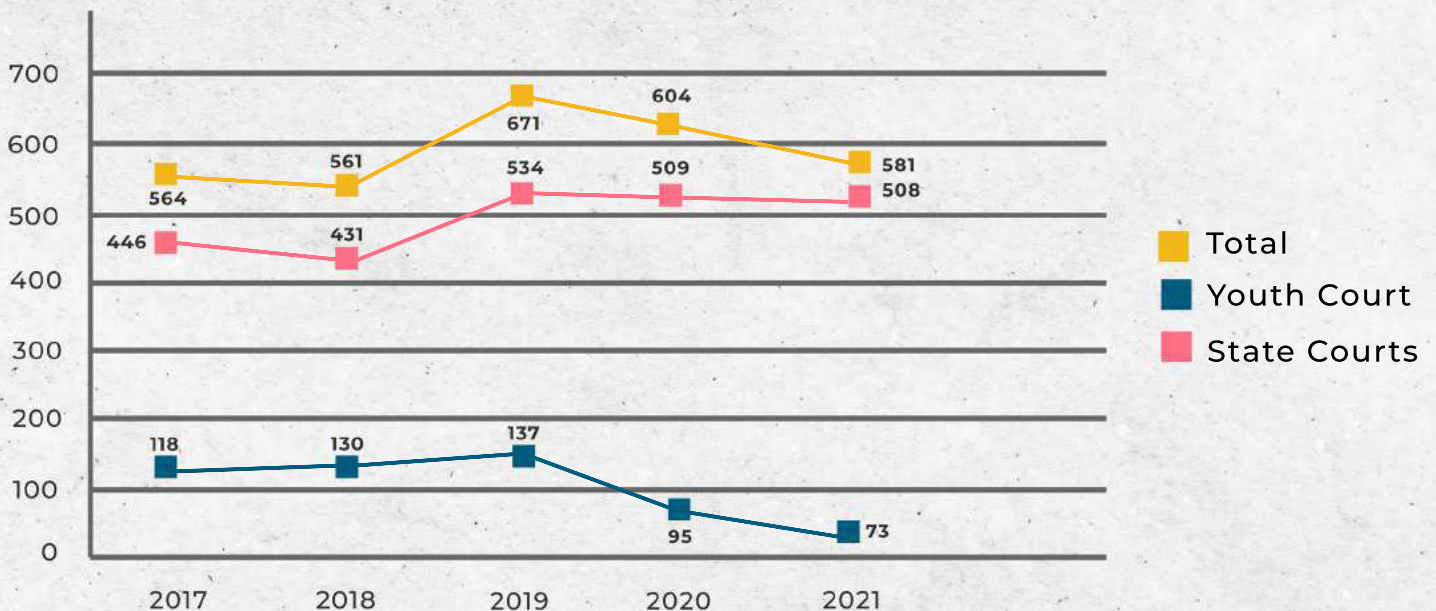
38%

of new orders had electronic monitoring as a condition

PRE-SENTENCE REPORTS

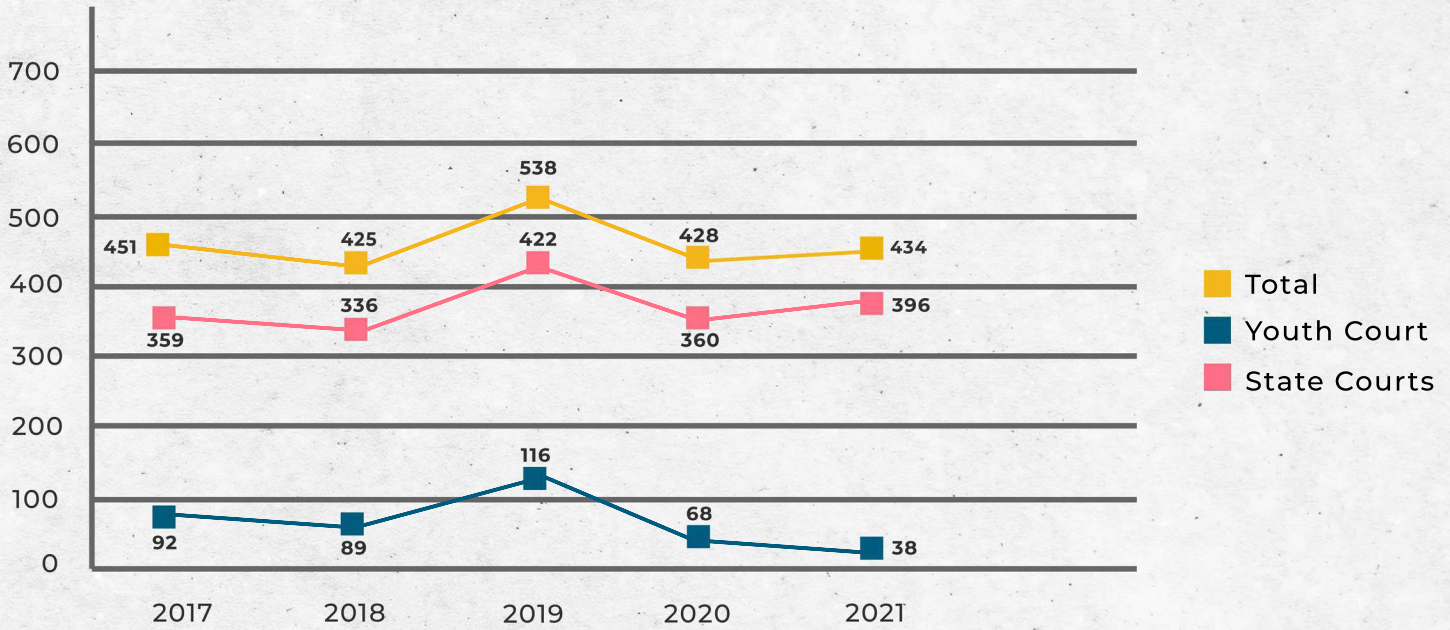
The Courts can call for a Pre-Sentence Report (PSR) from PCRS before sentencing an offender. The PSR is prepared by a Probation Officer and entails a comprehensive social investigation.

The Probation Officer will look into several factors when assessing an offender's suitability for probation. These include the offender's family background, attitude towards the offence/s, risk of future offending, strengths, needs and ability to commit to a rehabilitation plan under the probation regime. Other professional reports such as psychiatric or psychological reports may be included.

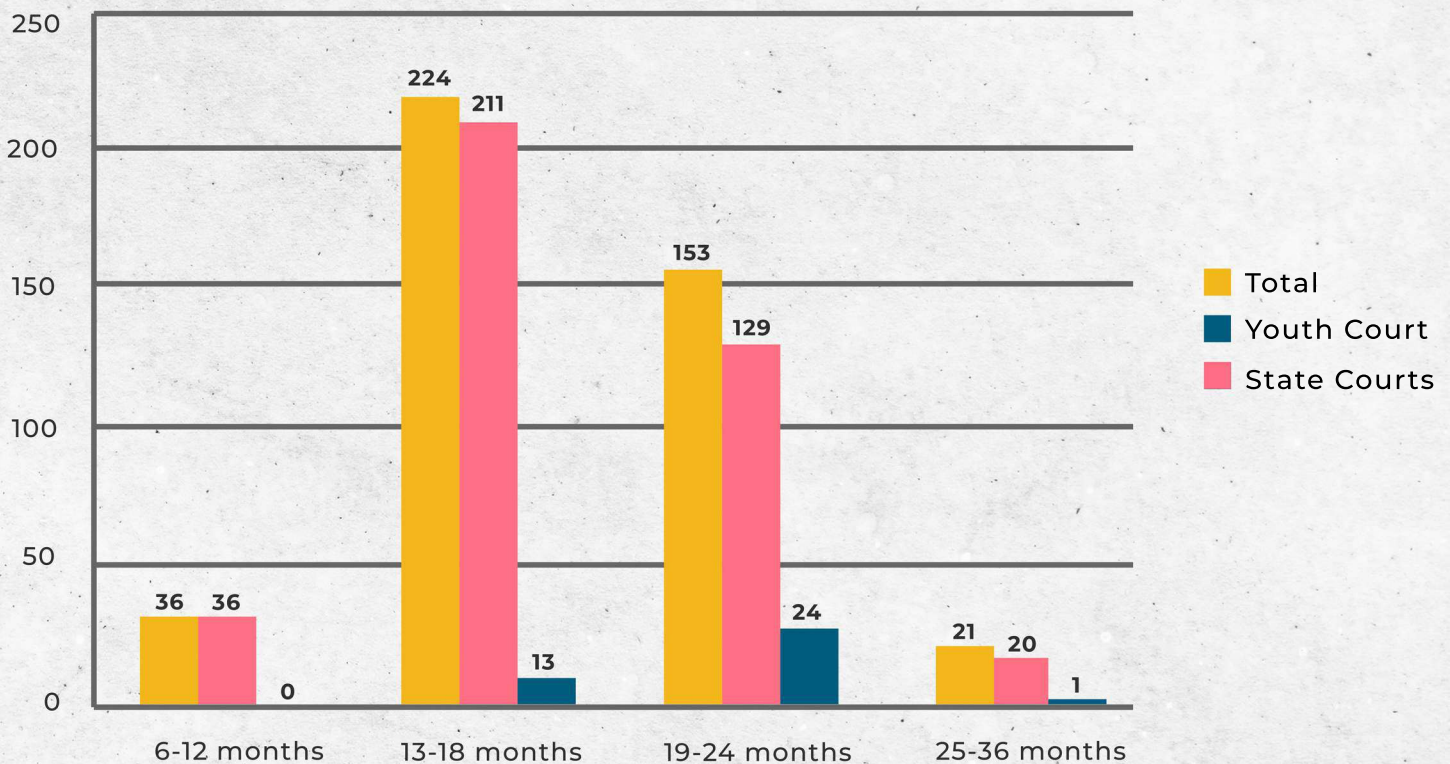


NEW PROBATION ORDERS

Probation is a community rehabilitation sentence ordered by the Court that requires the offender to be under the supervision of a Probation Officer or a Volunteer Probation Officer for a period between 6 months to 3 years.



NUMBER OF PROBATION ORDERS BY LENGTH



PROFILE

GENDER

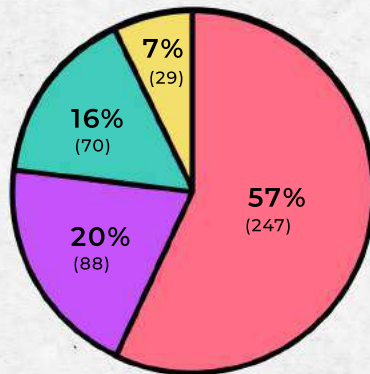


86% (372)
of probationers
are males



14% (62)
of probationers
are females

AGE AT START OF PROBATION ORDER



- Below 16 years old
- 16-17 years old
- 18-20 years old
- 21 years and above

COMMON OFFENCES

1.



Theft and related

2.



Voluntarily causing hurt

3.



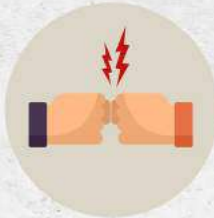
Fraud/ forgery

4.



Unlawful assembly

5.



Rioting

6.



Unlicensed moneylending and related

7.



Drug and related

8.



Outrage of modesty and related

9.



Sexual penetration of a minor

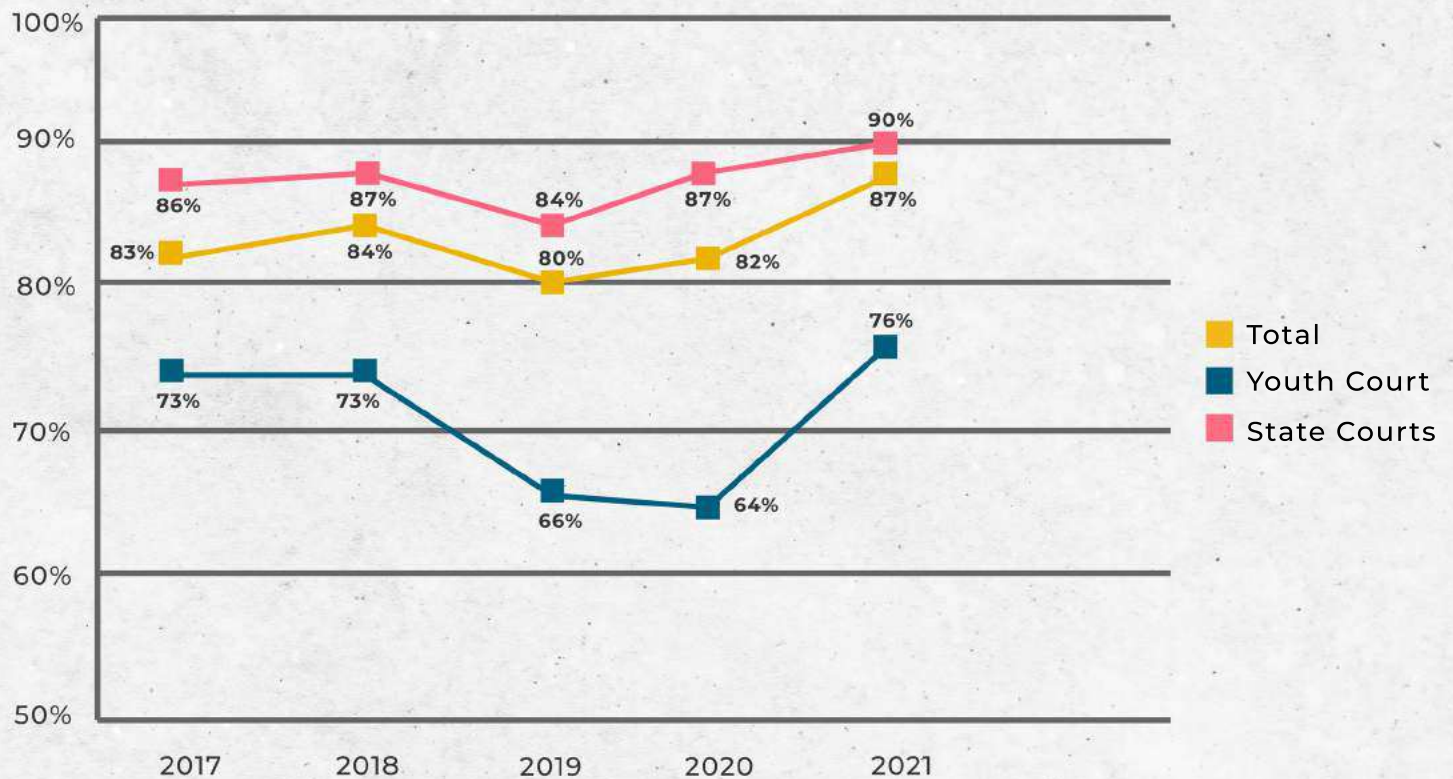
10.



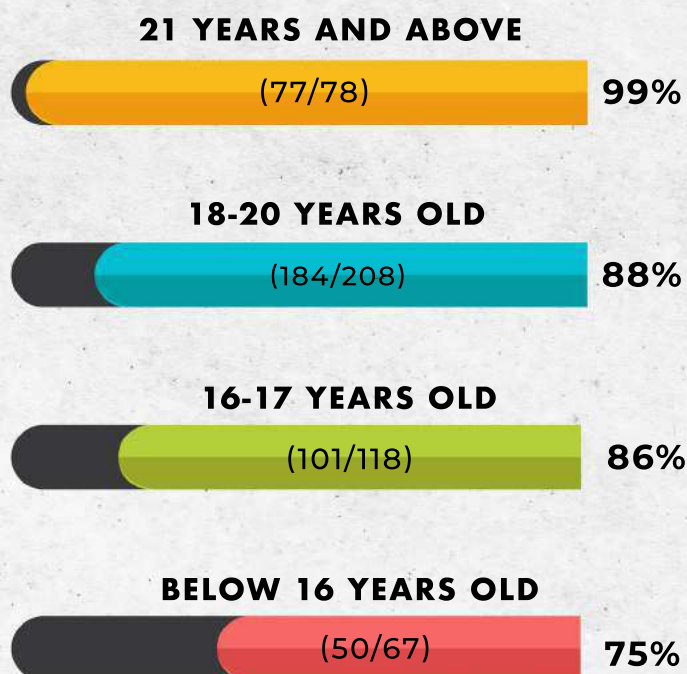
Violations of Covid-19 Regulations

COMPLETION OF PROBATION ORDERS

In 2021, 412 (87%) Probation Orders were completed.



COMPLETION RATES ACROSS AGE GROUPS



REASONS FOR NON-COMPLETION OF PROBATION

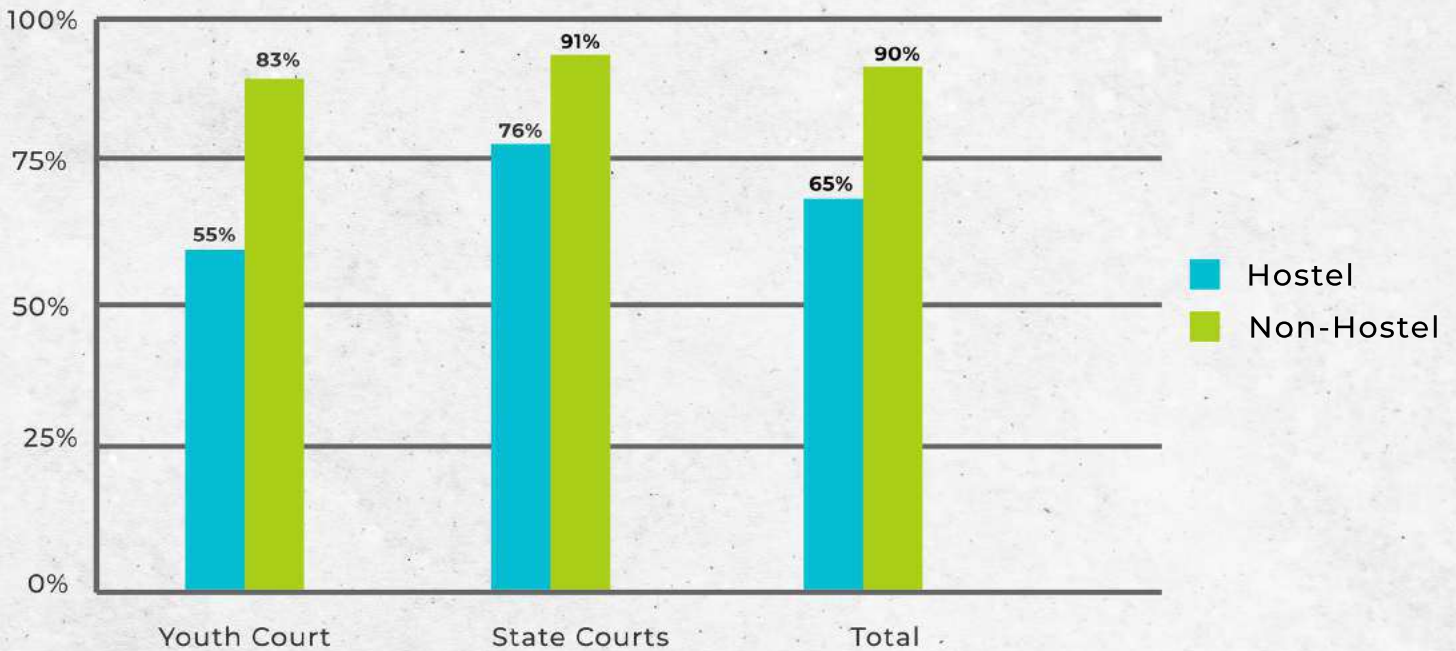


These statistics are based on age at start of Probation Order.

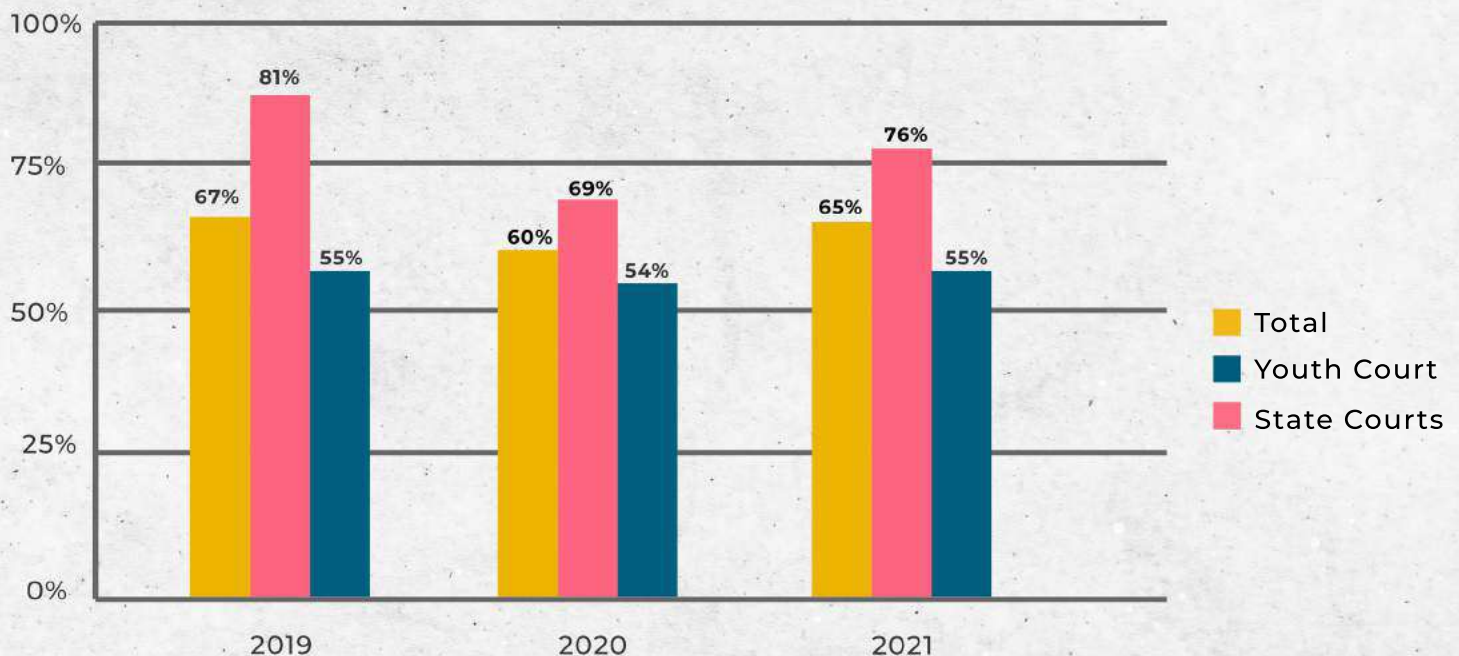
HOSTEL VS NON-HOSTEL CASES

Offenders with more complex risk issues who require intensive support and monitoring will be required to reside in a hostel for a specified period.

COMPLETION RATES FOR HOSTEL AND NON-HOSTEL CASES



COMPLETION RATES OF HOSTEL CASES



CELEBRATING ACHIEVEMENTS OF 2021

CELEBRATING ENDURING PARTNERSHIPS

50TH VOLUNTEER PROBATION OFFICER & 25TH COMMUNITY SERVICE ANNIVERSARIES

More than 150 Community Service agencies and Volunteer Probation Officers attended the virtual celebration on 30 Nov 2021. The event was jointly hosted by Minister (Social and Family Development), Mr Masagos Zulkifli and Parliamentary Secretary (MSF and MCCY), Mr Eric Chua.



Volunteer Probation Officers (VPOs) serve as mentors and role models to probationers and connect them to opportunities and resources in the community to develop their skills and interests.



Community Service (CS) agencies provide opportunities for probationers to make amends to society for their offences. Through various tasks and projects, probationers develop a greater sense of personal responsibility, empathy, and motivation to contribute to the community.

"I had the pleasure of participating in an interview with probationers to commemorate the anniversaries. It was touching to hear the probationers acknowledge our efforts, and how everyone came together to support their rehabilitation. It brought great meaning to what we do and was worth it."

- Ms Teo Ai Ling, Volunteer Probation Officer

STAFF AWARDS

Ms Lim Pei Yi

Senior Court Liaison
Executive Officer

National Day Awards
2021, Efficiency Medal



In recognition of her good work in upholding high standards and facilitating the smooth operational work between PCRS and the Courts

"I believe in working with others towards a common goal. Working in MSF has given me much satisfaction as I am able to be a valuable teammate to others in my role."

Ms How Shi Ying

Assistant Manager

Public Service
Transformation
Awards, Exemplary
Service Excellence Award



In recognition of her dedication and willingness to go above her regular scope of duty and ensuring optimal service delivery to her clients and their families

"As Probation Officers, we plant seeds of change, hoping that one day these seeds will bloom and grow. It is incredibly fulfilling to be able to support our clients and their families on their journeys."

Mdm Sumarni Binte Mohd Din

Assistant Executive

National Day Awards
2021, Long Service Medal



In recognition of her 25 years of service to the Ministry

"Working in MSF has taught me the importance of having patience and compassion for others."

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CO-CREATING WITH PROBATIONERS TO BUILD ON STRENGTHS

Probationer 'Ryan' (not his real name) at extreme right, co-emceeing with Mr Lester Leo (event management company) and Ms Jolynn Ang and Ms Natasha Oh (Probation Officers).

Probation Officers balance enforcement with guidance, to help probationers reach their potential and become contributing members of society.

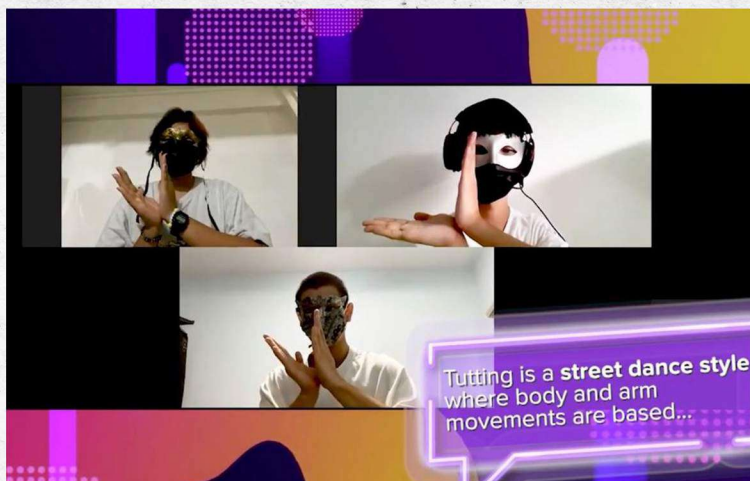
This year, our probationers worked alongside Probation Officers in organising the 50th Volunteer Probation Officer (VPO) and 25th Community Service (CS) anniversaries celebration.



They contributed by co-emceeing, choreographing, performing, sharing how the schemes positively impacted their lives, editing videos, composing music, and designing appreciation cards for VPOs and CS agencies.

"The experience was once-in-a-lifetime and amazing. I am very glad I took the opportunity given to me. I also learnt that one will not truly discover their potential if they do not try."

- 'Ryan', Probationer



"It wasn't easy for any of us, but knowing we have your support, we managed to go through this together and made a video of it."

- 'Kelvin', Probationer

Probationers performing a tutting dance, which they choreographed for the celebration.

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PARTNERING FAMILIES TO STRENGTHEN REHABILITATION

Families play an integral role in the rehabilitation of young offenders. Research has shown that probationers with high family supervision are more likely to complete probation than those with low family supervision. Beyond probation, family support continues to be a protective factor for our youths as they navigate life's challenges.

For this reason, Probation Officers partner families/caregivers from the onset to create a positive environment to support sustainable changes in probationers. A positive family environment also builds up the family's capacity to overcome challenges. Where needed, Probation Officers connect families to support networks in the community to empower them further on this journey of change, beyond the Probation Order.



Ms Jo Law, Probation Officer conducting a family session with a probationer and his family

INVOLVING FAMILIES:

Ms How Shi Ying,
Assistant Manager:

"Adopting a holistic case management approach in working with the family allows them to identify their strengths amidst the challenges they face. Helping the family recognise their strengths can change their perspective of things and bring them together to work on problems as a family."

'Harry',
Probationer:

"...the family sessions helped me to see the importance of family support. I also learnt to communicate better with my parents from the skills taught by my PO. I can say that my relationship with my parents has improved."

Parent of 'Harry':

"My wife and I learnt to recognise a setback as an opportunity for us to reflect and find ways to solve the problem. Our PO also helped by getting the right professionals involved to educate us."

Probation Officers also guide parents on setting boundaries on social media usage for youths who had committed sexual offences.

Parent of probationer:

"We learnt about trending social media platforms more commonly used by teenagers nowadays such as Instagram, Tik Tok and Snapchat. We were educated on ways to monitor them such as by checking the feeds for any abnormal content. This includes sexual, violent or aggressive content, which may negatively affect my child."

Mr Yeo Kheng Hao,
Senior Probation Officer:

"As parents may have limited awareness of the intricacies involved in these (social media) platforms and apps, youths' access to sexualised materials could go undetected. Caregivers thus need to equip themselves with such knowledge and be diligent in monitoring the youths' social media activities."

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"GUIDE ME, DON'T GIVE UP ON ME. I'M GETTING THERE."

Samantha* was 19 years old when she was placed on 27 months of probation for cheating offences. Samantha and her caregiver's sharing affirm the important role families play in supporting youths on a journey of change, despite the ups and downs.

"Despite my rebellious stage, my aunt was always there for me. She has also been supporting me by taking care of my daughter so I can get my life back on track. My aunt is like the mother I never had. I want to be that kind of mother for my daughter – someone she can look up to."

"I grew up without knowing my mum. At 14, my dad passed away. It was a difficult time. I started hanging out with my friends till late and gambled. At 16, I became pregnant with my ex-boyfriend's child. I was scared – my ex-boyfriend did not want the child, and I wasn't confident of becoming a mother as I grew up without one. But I knew, I did not want to abandon my child.

At 17, I dropped out of school and was caught for cheating offences. I really regretted what I did. At 19, when I was placed on probation, I thought to myself, "I must use this opportunity to turn my life around and give my child a good future."

I had to comply with probation conditions such as a curfew and complete 100 hours of community service where I took care of cats at a cat shelter.

I finally felt like I had a purpose. I retook my 'O' Levels as a private candidate and was accepted to the polytechnic course I dreamed of. One day, I hope to graduate from university and get a good job."

"It has not been easy, but I'm trying to work on changing my life. The support from my aunt, Probation Officer, Volunteer Probation Officer and Family Service Centre Social Worker has helped me to get started on these changes."

*Names have been changed for confidentiality

Samantha's paternal aunt, *Linda:

"Things were really stressful as I had to juggle work responsibilities and financial strain, caregiving for Samantha, her brother, and her newborn. We used to argue a lot as I did not know how to manage her behaviours.

With the support of the Probation Officer and social worker from a Family Service Centre, I learnt new ways to manage my stress and to communicate with Samantha. Now, I will message her to ask, 'How are you, what can I do to support you?'. "

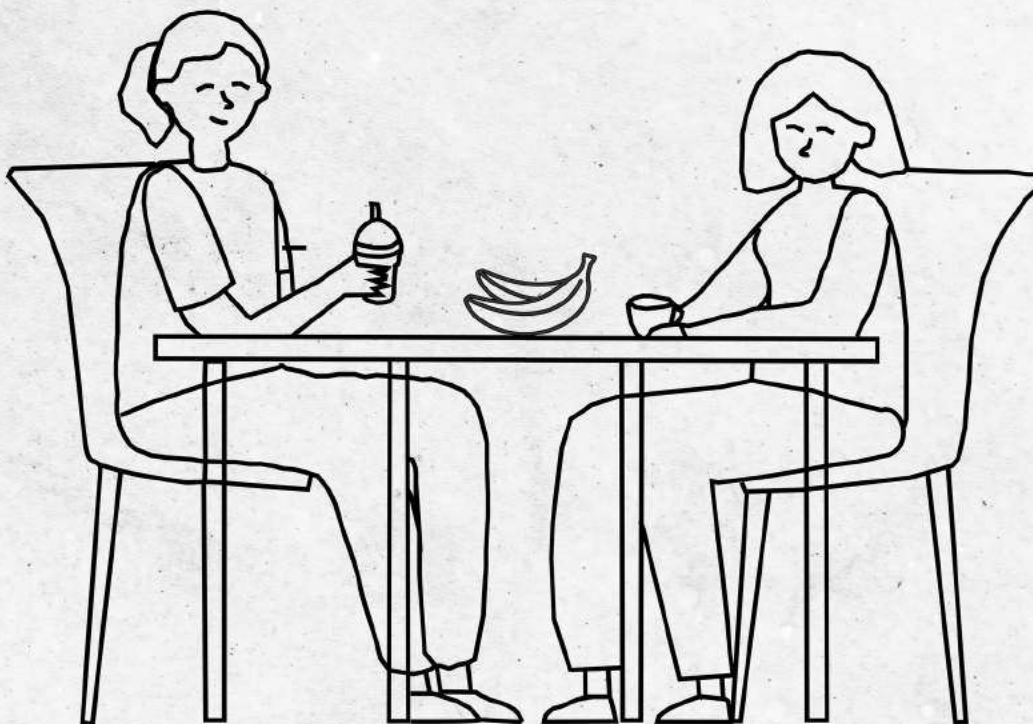
Ms Applie Wan, Senior Probation Officer:

"Helping Samantha visualise a future where she could see herself succeeding in life gave her hope and motivated her towards desistance."

Desistance is about envisioning an alternative identity for the offender even through periods when they cannot see these possibilities for themselves¹.

"Our relationship has improved so much since. We make it a point to have breakfast together in the mornings now."

- Samantha's paternal aunt *Linda



*Names have been changed for confidentiality

¹ McNeill, F. and Weaver, B. (2010) Changing Lives? Desistance Research and Offender Management. Project Report. Scottish Centre for Crime and Justice Research, University of Glasgow, Glasgow.

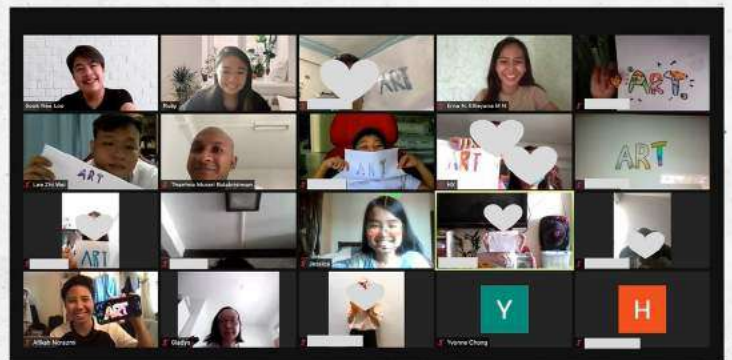
16

COMMUNITY SERVICE WORKING WITH THE COMMUNITY TO CONTRIBUTE TO THE COMMUNITY

Strong support networks and positive experiences of inclusivity help probationers see their potential to make a difference to society. Through meaningful community service projects, probationers are exposed to positive role models, diverse experiences of volunteers and learn the value of giving back. These experiences also strengthen their sense of connectedness to the community and help sustain positive changes, beyond the probation order.

THE COMMUNITY in COMMUNITY REHABILITATION POSITIVE SHAPING OF EXPERIENCES

A four-way partnership saw our Volunteer Probation Officers, members of the **Youth Advisory Group (YAG)***, probationers and **Xin Yuan Community Care** working together on a community service project. The team planned and executed virtual activities for children from low-income families and made Children's Day a memorable event for them.



"The children's unrestrained glee during the activities sparked joy in the probationers, to their surprise. The probationers also felt warmth from the children's non-judgemental and enthusiastic attitude towards them, and the probationers could see the positive impact they could make in the lives of others."

– Jessica, YAG Member



11 Volunteer Probation Officers mentored 30 probationers to plan and take more than 1000 migrant workers for an outing to the Singapore Flyer, with **ItsRainingRaincoats**, an organisation supporting migrant workers. Such efforts were appreciated by the migrant workers, especially when social outings were limited due to the pandemic.

*The Youth Advisory Group was set up in 2017 under the ambit of the National Committee on Prevention, Rehabilitation and Recidivism (NCPR). The NCPR is a national-level effort to prevent offending and re-offending and enhance the rehabilitation of offenders. The YAG comprises of youths who are motivated to share their insights and experiences to benefit youths. Some YAG members are ex-probationers.

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STRENGTHENING EARLY INTERVENTION

INTEGRATED SERVICE PROVIDERS (ISPs)

The number of youth offenders below 16 who are charged in the Youth Court has dropped over the years. This is partly due to efforts in diverting first-time youth offenders who commit minor offences away from the Court, following police investigations. Depending on the direction by the Attorney-General's Chambers, these youth offenders may be required to undergo pre-court diversionary programmes run by social service agencies (SSAs). This provides the youths the opportunity to be guided in the community without being exposed to the court system.

MSF has appointed nine SSAs, known as ISPs, to deliver these diversionary programmes. A tenth Integrated Service Provider was set up in Apr 2022.*

OVERVIEW OF ISP PROGRAMMES:

ABOUT ISPs

- Set up in 2018 to achieve greater consistency and coordination in the delivery of community rehabilitative programmes.
- Sited in different regions of Singapore, to increase accessibility of services for clients.
- Work closely with regional partners to deliver comprehensive and coordinated services.

PRE-COURT DIVERSIONARY PROGRAMMES

TRIAGE

One-off Interview

Assess youth's suitability for Pre-Court diversionary programmes

Refer to support services where necessary

GUIDANCE PROGRAMME

Minor offences

6 Months

ENHANCED STREETWISE PROGRAMME

Gang association/
Minor gang-related offences

6 Months

YOUTH ENHANCED SUPERVISION

First time drug/inhalant abuse cases

6 Months

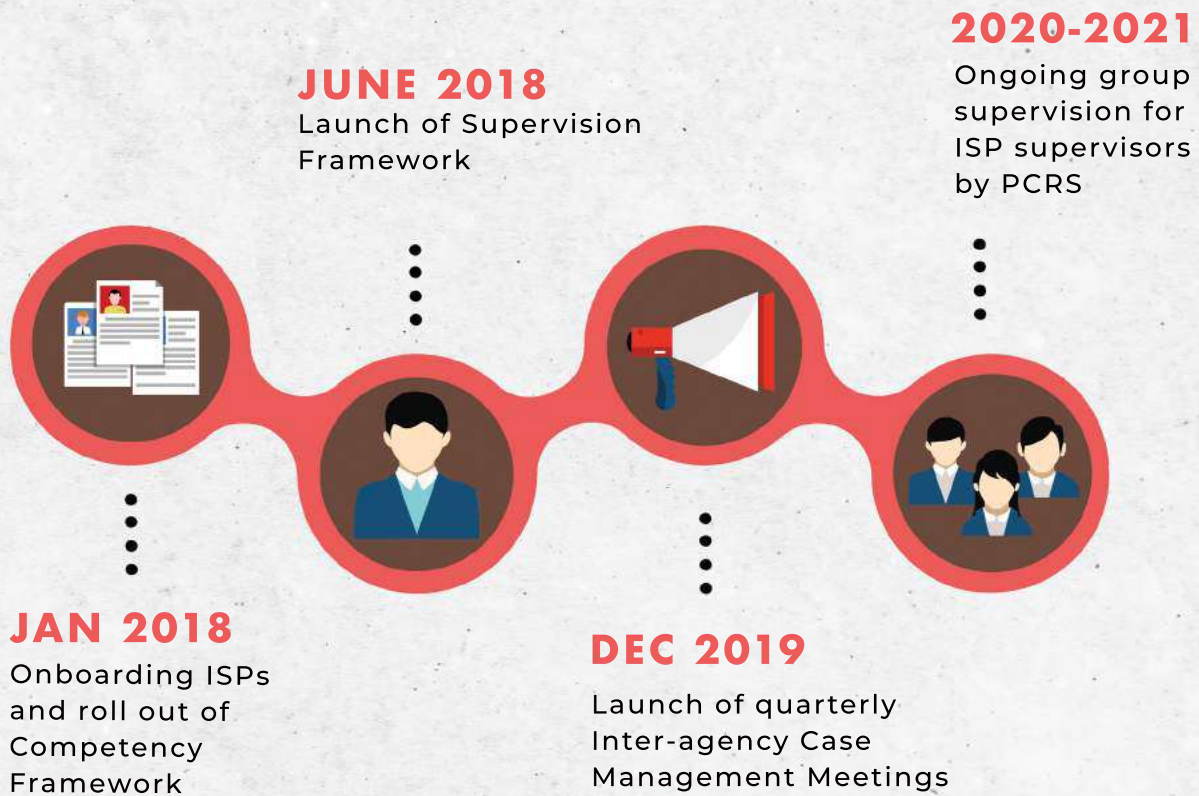
The ISPs also run the Enhanced STEP-UP programme for students with high absenteeism rate.

In 2021, 90% of youths under the Guidance Programme completed their programme.

COHORT	2019	2020	2021
COMPLETION RATE	83%	88.8%	90%

*Details on the SSAs appointed as ISPs can be found at [https://msf.gov.sg/policies/Children-and-Youth/Pages/Integrated-Service-Providers-\(ISP\)-for-MSF-funded-Youth-At-Risk-Programmes.aspx](https://msf.gov.sg/policies/Children-and-Youth/Pages/Integrated-Service-Providers-(ISP)-for-MSF-funded-Youth-At-Risk-Programmes.aspx)

Since 2018, PCRS has been steadily upscaling the capabilities of the ISPs through a training and supervision framework.



The ISPs- from the Lens of Families and Partners:

“ I'm satisfied with how I turned out after the programme. I am now a better person and learnt to manage myself better. ”

- Youth placed on Guidance Programme

“ My son had changed to a better person. The counsellor is very helpful and guided my son very well. ”

- Parent of youth placed on Guidance Programme

“ Giving them a second chance without disrupting their lives at an early age. ”

- Central Narcotics Bureau Officer

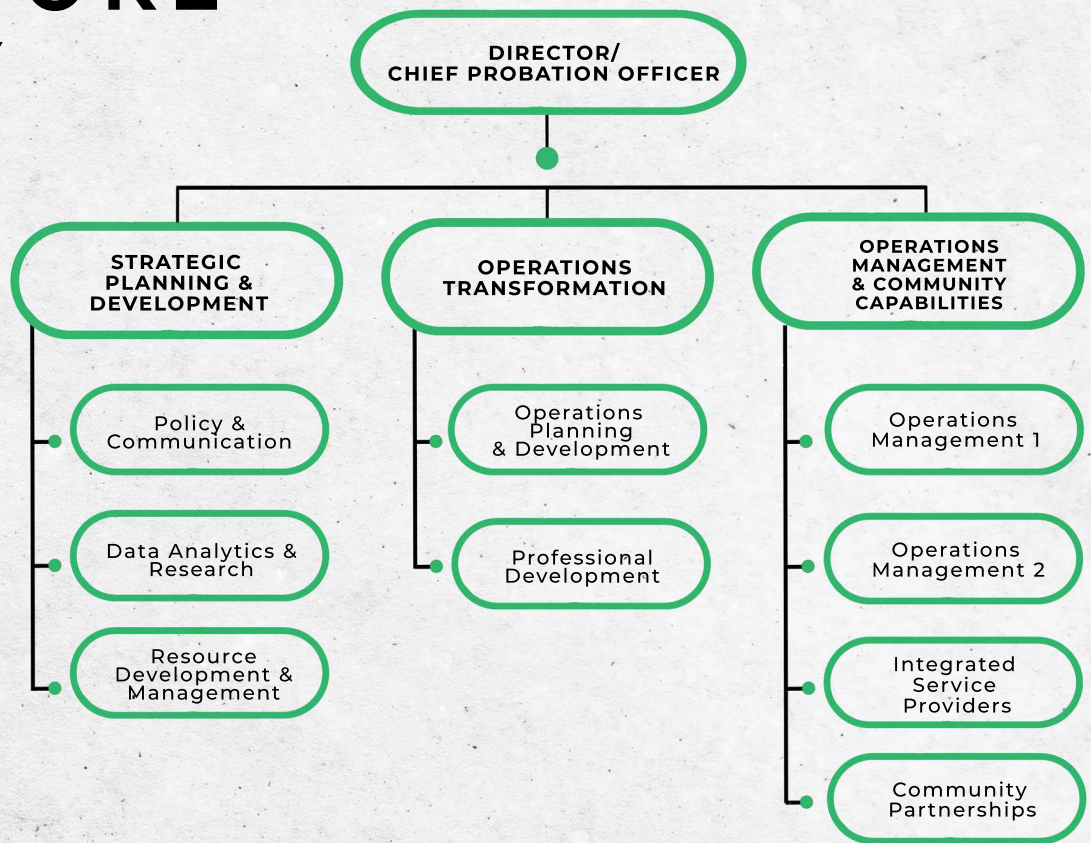
“ It gives youths a second chance as well and guides them to make better decisions. ”

- Investigation Officer, Ang Mo Kio Police Division

We guide offenders away from crime through **community rehabilitation** which strengthens their **desire to change**; increases their **capacity to change** and enhances a supportive environment to **sustain change** so that they can make **positive contributions** for themselves, their families and society.

PREPARING PCRS TO BE FUTURE-READY

In 2021, PCRS re-organised itself to pursue its key priorities over the next 5 years in delivering effective community rehabilitation of offenders.



PCRS continually seeks to improve rehabilitative outcomes for our youths by:



Strengthening our offender management policies/practices to ensure future-readiness



Building a learning organisation and equipping staff to respond well to a fast-changing operating environment



Establishing partnerships with key stakeholders to support the facilitation and sustainment of change in youth offenders



Harnessing technology to stay relevant and increase productivity



MSF

MINISTRY OF
SOCIAL AND FAMILY
DEVELOPMENT