

*“Yes, I can hear
you now...”*

*First experiences with remote
probation supervision in the Netherlands*

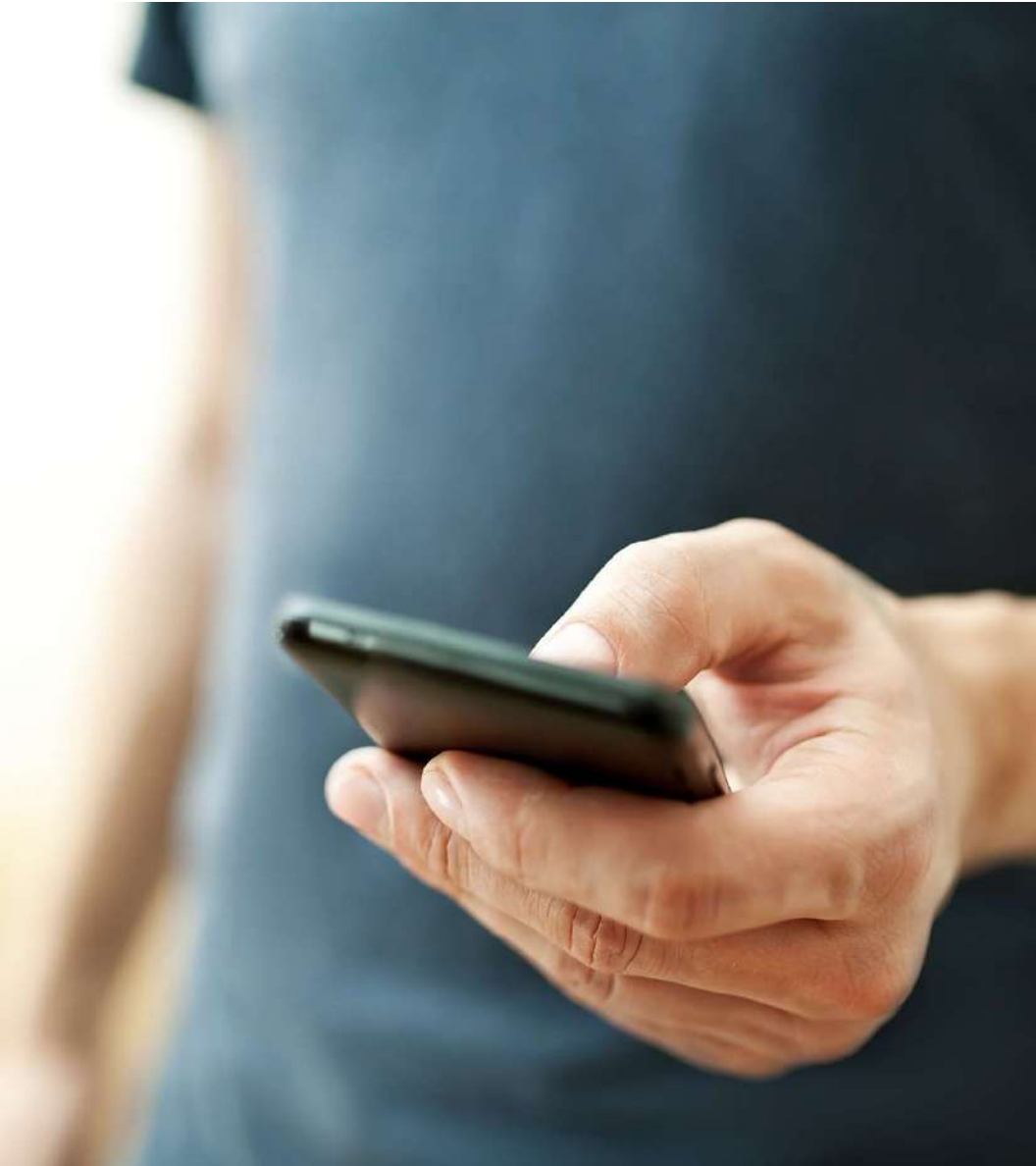
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Research Group Working With Mandated Clients

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Background



- Remote supervision increased during the COVID-19 pandemic
- Little was known about how to work remotely with mandated clients
- Is it possible to build up and maintain a working alliance when PO's and probationers are remote?

Purposes of the research project:

- Providing an overview of the literature
- Collecting experiences of PO's and probationers with remote supervision
- Gaining knowledge of the suitability of remote supervision for subgroups and in different phases of probation

Definition of remote supervision:

Online contacts (videoconferencing, telephone, WhatsApp)

Questions



1. What experiences do P.O's and probationers have with remote supervision? What advantages and disadvantages do they see?
2. For which clients is remote supervision suitable for, and why?
3. For which phases can remote supervision be used well?
4. How can the working alliance, according to P.O's and probationers, be best executed in remote supervision?

Methods



- Literature study
- Survey (N=228 P.O's ; N=26 prob.)
- Focusgroups (N=20 P.O's ; N=4 prob.)
- Seminar (N=25 P.O's)

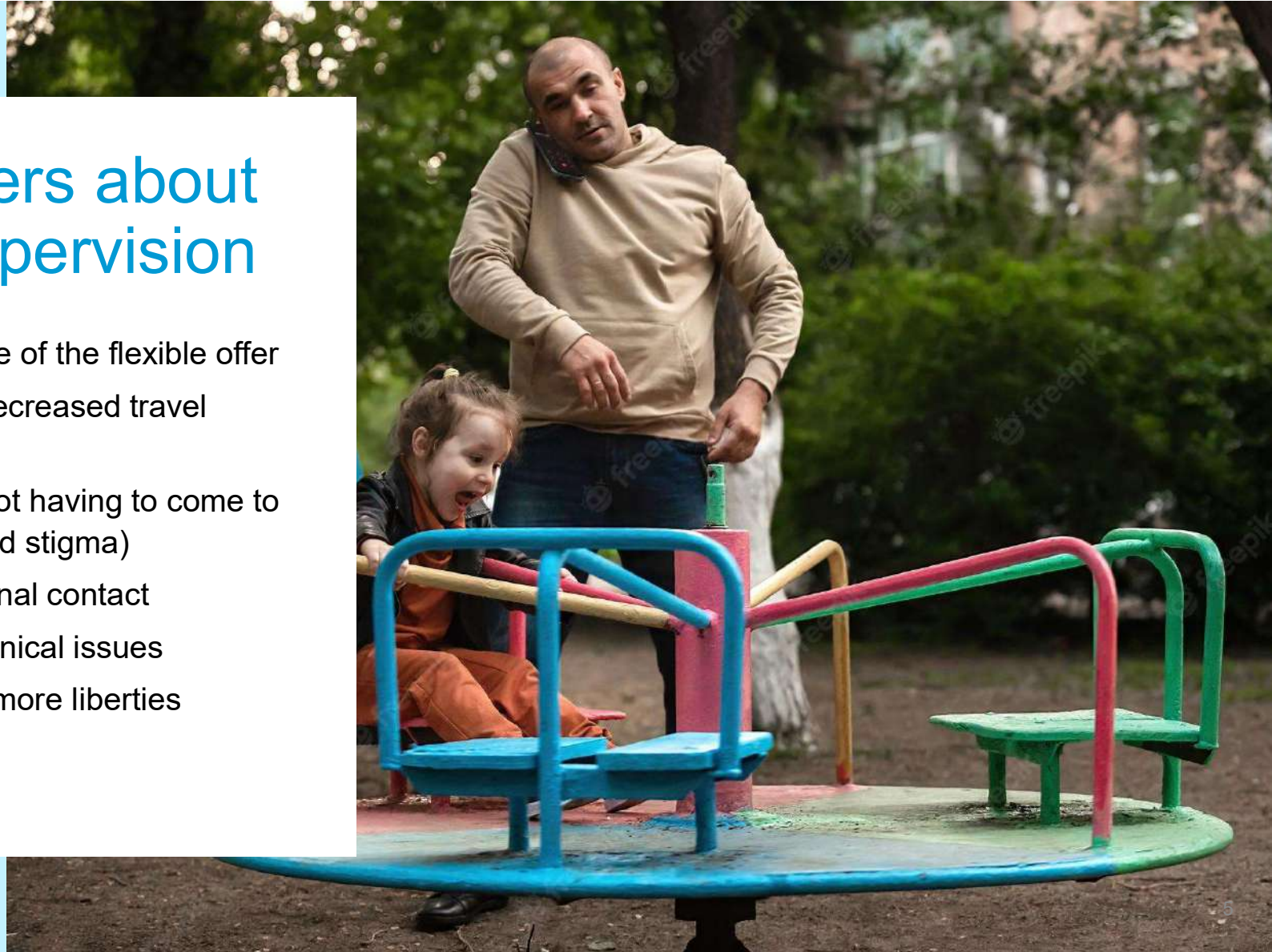
Probation officers about remote supervision

- Flexible, saves time and costs
- Online contact is more equal than face-to-face contact
- Suitable for certain probationers, and in certain phases of supervision
- *“It takes some time to adjust to it.”*
- Not fully aware of all the technical possibilities
- More knowledge and training regarding remote supervision is needed



Probationers about remote supervision

- Liked to make use of the flexible offer
- Happy with the decreased travel costs
- Felt like a relief not having to come to the office (reduced stigma)
- Missed the personal contact
- Experienced technical issues
- Sometimes took more liberties



Bottlenecks and challenges

- Online conversations can be exhausting: some probationers are easily distracted
- Risk signals are difficult to pick up
- Offline conversation techniques are not 1-to-1 transferable to an online setting
- Difficult to set boundaries; difficult to perform the controlling task
- Online conversations are difficult to 'deepen'



Most successful with:



- Clients with low risks and mild problems
- Motivated and skilled clients
- Young adults
- Anxious, vulnerable clients
- Clients who are prone to sensory overload (e.g. ADHD, ASS)

At what stages of supervision?



- At the end of supervision: when the working alliance has been established and problems are solved
- When a community sanction needs to be monitored
- With more 'businesslike' contacts
- Cases without much paperwork or network partners

Online working alliance

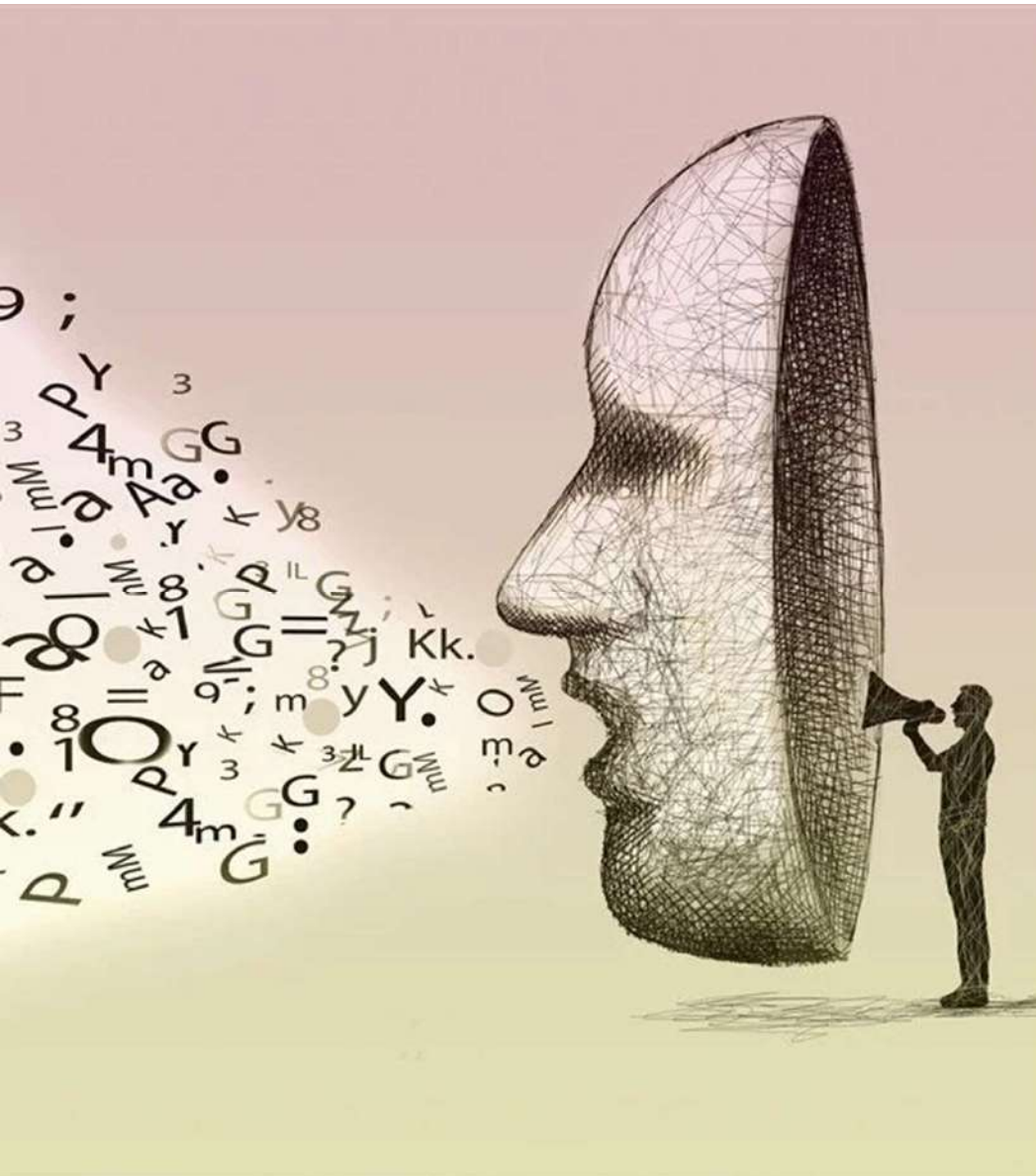


PO's

- Preferred to discuss the rules face-to-face
- Found it difficult to address negative behaviour online
- Found it difficult to estimate whether the client was honest online
- Experienced a greater risk of miscommunication online

Probationers

- Highly appreciated the online working alliance: *'Good collaboration', 'I feel understood', 'We can agree'*
- Understood the online explanation of rules
- Tendency to be less talkative online



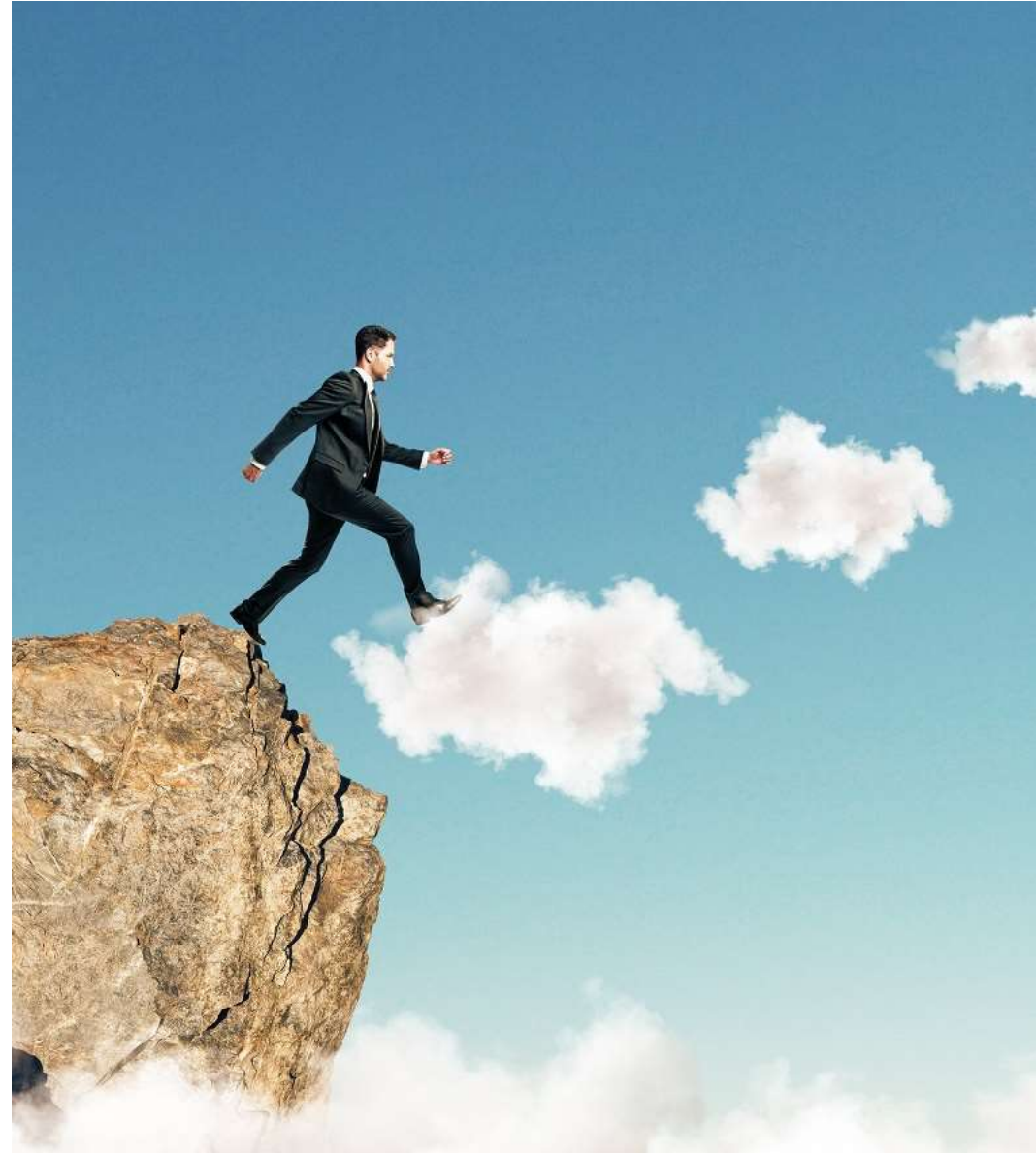
Conclusions



- Remote supervision can be improved by training the P.O's online technical skills and conversation techniques
- Experienced P.O's can take a leading role in the education of others
- The flexible use of remote supervision has a downside: the disruption of work-life balance
- Difficult to make statements about for whom remote supervision is/isn't suitable

Recommendations

- Develop a Guideline and a Training in which P.O's learn to give more structure and content to remote supervision
- Investigate how blended supervision can be developed further
- Investigate how the working alliance can be used more adequately in an online setting



url to film:

<https://stream.hu.nl/players/q1WqGQoz-pqjetWCJ.html>



Questions?

Thank you!

"Yes, I can hear you now"



HIER KOMT ALLES SAMEN