

Measuring quality in penal environments:

Preliminary results of a quality research carried out at the Criminal Sanctions Agency in Finland

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Why is it important to assess quality in Finland?

- **How to operationalize the quality**
- **Need to develop practices in line with the central values of the Criminal Sanctions Agency so that;**
 - Basic rights and liberties as well as human rights are protected
 - Treatment is humane, appropriate and equal
 - All activities are lawful and comply with justice and fairness
 - Enforcement is carried out so that it supports the sentenced persons' individual growth and development as well as their intention to lead a life without crime

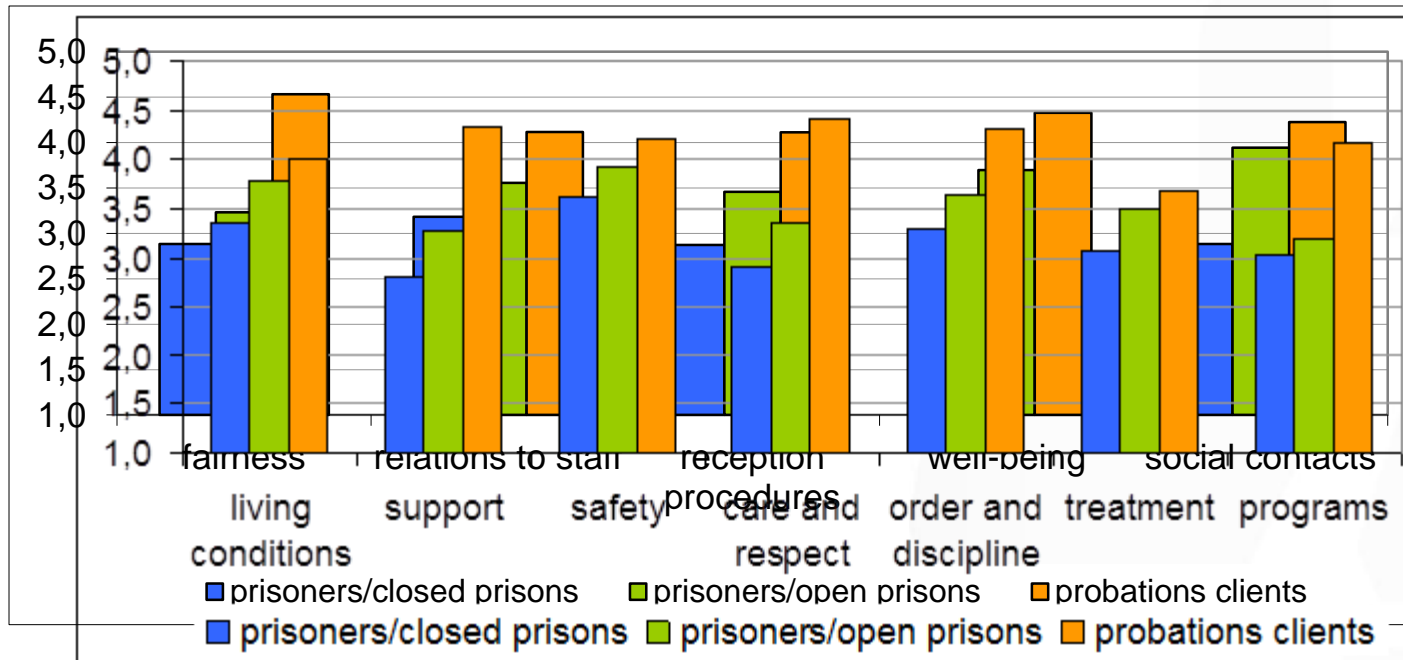
Carrying out the research

- On the basis of Alison Liebling et co´ s theoretical-empirical dimensions
 - Staff-inmate relationships, safety, fairness, well-being, order etc constituting the quality system and the moral performance of the prisons
- Survey including
 - the whole staff at the Criminal Sanctions Agency
 - all the prisoners/probation clients at a certain point in time
- Interviews conducted with
 - Probation staff and clients in three regional Probation offices

Response rates for survey

	N	%
Staff		
Prisons	1317	55
Probation offices	223	96
Other units	186	77
Prisoners /probation clients		
Prisons	2018	66
Supervised probationary freedom	47	34
Other probation sentences	1252	40

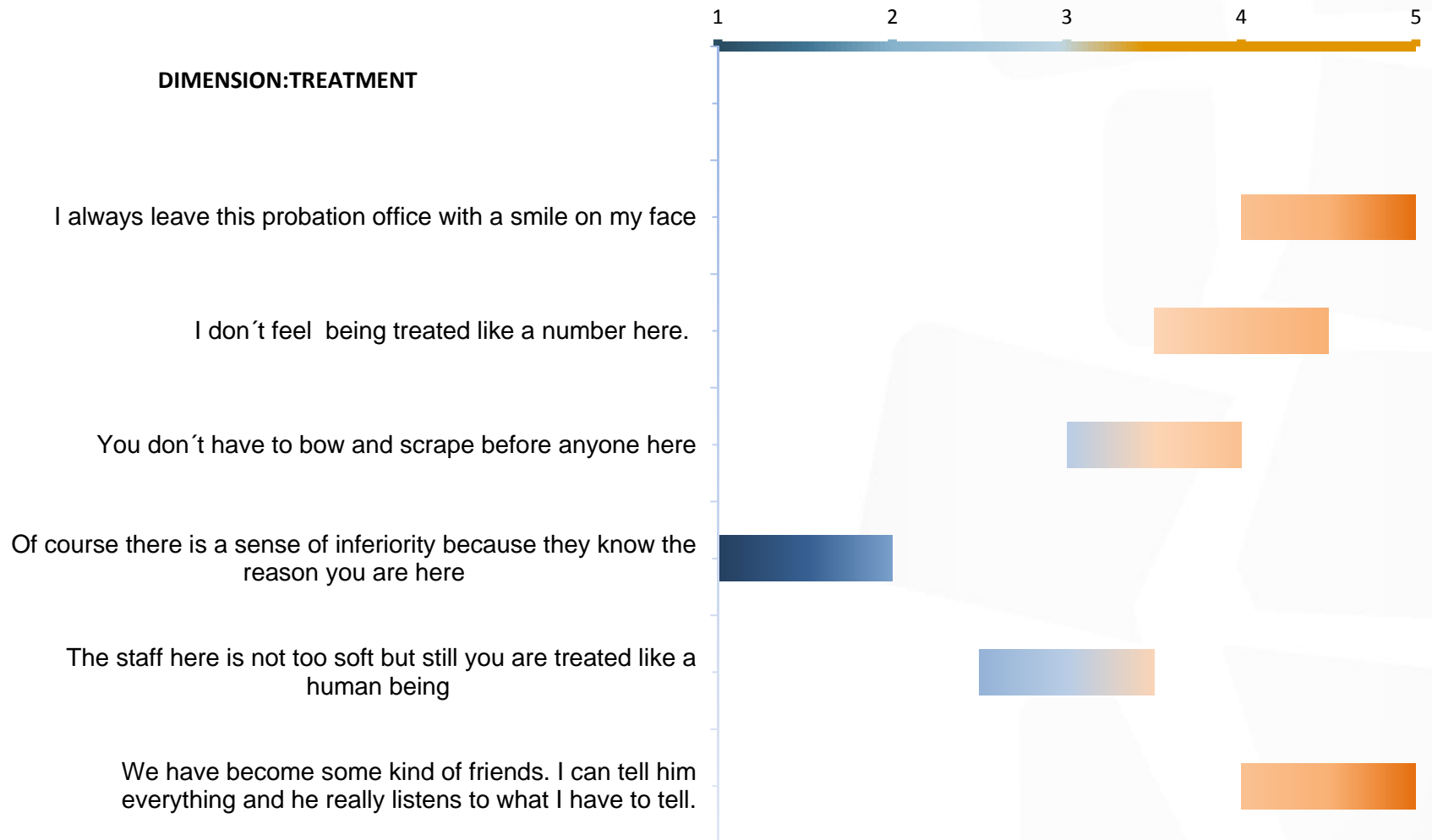
Quality overview



Precursory estimation of dimensions explaining the quality (moral performance)

CL	PROBATION	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Standardized		Sig.		
		B	Std. Error	Beta			t	Sig.			
	OPEN PRISON	(Constant)	2,135	,281		7,592	,000	t	Sig.		
(Co)		(Constant)									
LIV	LIVING CONDITIONS	SOCIAL CIRCUMSTANCES	,014	,064	,008	,211	,833	-,681	,497	49	,000
SU	SUPPORT	CONSIDERATION/RESPECT	-,158	,130	-,079	-1,212	,226	1,296	,196	71	,142
SA	SAFETY							,500	,618	58	,391
CA	CARE/RESPECT	WELL-BEING	,318	,088	,179	3,629	,000	-1,985	,048	31	,054
PR	PRISON ORDER							-,397	,691	76	,783
TR	PRISON TREATMENT	TREATMENT	-,039	,105	-,018	-,368	,713			70	,569
RE	TREATMENT	REHAB PROGRAMS	,125	,100	,060	1,245	,214	,463	,643	81	,003
FA	REHAB PROGRAMS	FAIRNESS	,096	,052	,061	1,833	,067	1,887	,060	06	,132
RE	FAIRNESS							,238	,812	07	,028
AT	RELATIONSHIP ATTITUDE	RELATIONSHIPS WITH STAFF	,013	,097	,007	,135	,893	1,260	,209	96	,000
HE	ETHNIC MINORITY HEALTH CARE	ATTITUDES TOWARDS ETHNIC MINORITIES	,746	,128	,341	5,841	,000	4,488	,000	18	,536
INT	WELL-BEING	SUPPORT	,016	,049	,010	,320	,749	-2,504	,013	18	,536
WE	OUTSIDE	SAFETY	,244	,113	,121	2,160	,031	-,574	,566	26	,979
OUT		RECEPTION	-,019	,080	-,010	-,241	,809	-1,101	,272	17	,360
		MAINTENANCE OF SOCIAL CONTACTS	,286	,110	,129	2,591	,010	5,037	,000	96	,000
			-,067	,048	-,047	-1,397	,163	1,079	,281	03	,047

EXTRACTS FROM INTERVIEWS WITH PROBATION CLIENTS



What are the three most negative things that affect your quality of life in this probation office?

Living conditions, technical arrangements

---door bells, closed doors and other technical hindrances,
stinking lavatories, supervisory meetings too often and too early in the morning

What are the three most positive things that affect your quality of life in this probation office?

Care and respect, empathy

---kind and gentle staff, kind treatment, good and polite service,
supportive staff, everything works, good and positive climate