



COVID-19: Challenges & lessons for the future

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The biggest challenge? Seizing opportunities.

Situation in The Netherlands

- This is about every inch of our being, living together and working together, and it is going to stay
- Pressure makes things fluid: never waste a 'good' crisis
- Organizations want to help and learn
- Try to arrest the opportunities, 'caught in the act'

Three examples of opportunities we try to grasp

1. Restart Community service
2. Towards forms of a digital, online criminal justice process
3. Care for our frontline workers

1. Restart Community service

1. Less external individual community services, more large groups

2. Designing an offender oriented process



Digital sign-up
at the court

Everybody starts
working at hub-location

Matching starts
at the hub

Digital check-in/
check-out

Offender can monitor
progress in portal

2. Towards forms of a digital, online criminal justice processes

examples

1. Assessment framework for deciding which procedures can be online and which not
2. Not only 'translating' offline procedures in online procedures but need to redesign court processes for online chain cooperation



3. Care for our frontline workers

1. Supporting working from home (physically & mentally)
2. Starting research on remote working as probation
3. Leadership in the new environment (managing & motivating)

