Probation Board of Northern Ireland

Elevating PBNI's Efficiency, Collaboration, and Security with Innovative Case Management

ABOUT

The Probation Board for Northern Ireland (PBNI) functions as a Non-Departmental Public Body, operating as part of the Department of Justice. Its primary responsibility is the assessment and supervision of offenders, both within correctional facilities and within the community. As a vital link between the criminal justice system and the wider society, the board plays a pivotal role in transforming lives, reducing crime, and promoting a safer and more secure environment for all.

PBNI provides supervision, support, and tailored intervention plans for offenders during custody and after release. They engage with offenders in the community, monitor progress, and offer behavioural change programs, vocational training, and education to reduce reoffending and promote successful reintegration.

CHALLENGES

PBNI grappled with several key challenges. These encompassed managing a growing caseload, handling extensive offender data, monitoring multiple cases, collaborating with other agencies, integrating with criminal justice IT systems like court databases and police records, generating managerial insight reports on case load statistics and outcomes, and safeguarding sensitive case data from unauthorized access and potential breaches.
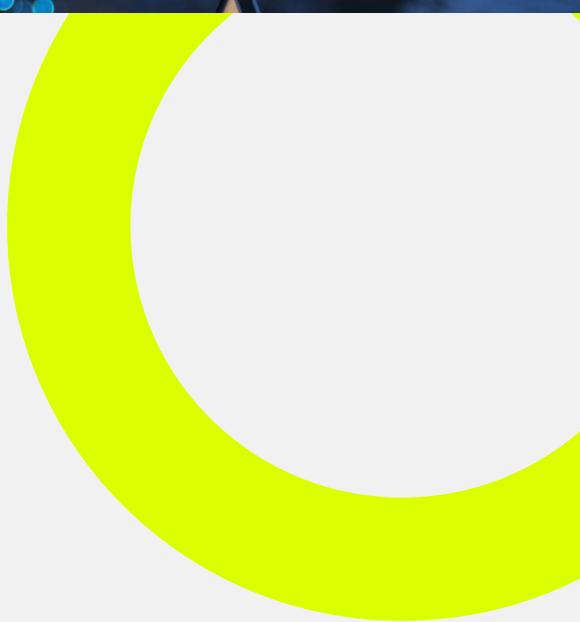
OUR SOLUTION

Working together with PBNI, ITS has developed a cutting-edge digital solution to enhance and streamline its operations. This includes:

- Implementation of a robust case management system
  - Efficient organization and handling of case data
  - Inclusion of offender details, progress reports, and intervention plans
- Integration with other criminal justice agencies
  - Facilitating access to relevant information
  - Promoting seamless collaboration among agencies
- Incorporation of a powerful reporting tool
  - Generation of insights on case load statistics, outcomes, and progress
  - Support for decision-making and managerial comprehension
- Implementation of automated workflows
  - Reduction of manual tasks
  - Mitigation of human errors

THE RESULTS

- New solution streamlines PBNI's case management, automating routine processes and reducing manual tasks for improved efficiency.
- Enhanced data management enables better organization, tracking, and analysis of offender data, supporting informed decision-making.
- Integration with other criminal justice agency systems promotes seamless communication and information sharing among stakeholders.
- A robust reporting system generates detailed reports on case load statistics, outcomes, and progress, providing valuable insights for evidence-based decision-making.
- Stringent security measures ensure confidentiality by safeguarding sensitive case data from unauthorized access and data breaches, ensuring compliance with data protection regulations.

PBNI
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for Northern Ireland