

# The 2<sup>nd</sup> World Congress for Community Volunteers Supporting Offender Reintegration Report

Published in 2025

Rehabilitation Bureau, Ministry of Justice of Japan

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Short movie



Our activities



Rehabilitation Bureau



# Introduction

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The sixth World Congress on Probation and Parole (hereafter, the WCPP) was held in The Hague, the Netherlands, from 16 to 18 April 2024. On 17 April, the second World Congress for Community Volunteers Supporting Offender Reintegration (hereafter, the WCCV) took place as one of the parallel sessions of the sixth WCPP.

The first WCCV was held in 2021 as an ancillary meeting of the 14th United Nations Congress on Crime Prevention and Criminal Justice (the Kyoto Congress). It succeeded the first and second Asia Volunteer Probation Officers Meeting, held in 2014 and 2017 in Tokyo, respectively. The first WCCV provided the first global platform to promote the importance and core values of community volunteers, particularly highlighting those actively engaged in offender rehabilitation. It concluded with the endorsement of the “Kyoto Declaration on Community Volunteers Supporting Offender Reintegration” (hereafter, the “Kyoto Hogoshi Declaration”), which recommended that the United Nations establish an International Day for Community Volunteers Supporting Offender Reintegration and called for the creation of an international volunteer network through periodical meetings as follow-up. Unfortunately, due to restrictions caused by the Covid-19 pandemic, the number of in-person participants was severely limited, hindering efforts to build a face-to-face network.

Against this background, the second WCCV was held in-person, with participants from the sixth WCPP, including field professionals, academics, non-governmental organizations and community volunteers—all of whom were very passionate about brushing up their skills and acquiring new knowledge on offender rehabilitation. Given the limited in-person participation at the first WCCV, the second WCCV was a great success, providing an invaluable opportunity for face-to-face interaction, network expansion and the promotion of the value of community volunteers to a broader audience. It was also the first time the WCCV was held outside Japan, thus opening its doors more widely than ever to practitioners worldwide. We hope the second WCCV has inspired those seeking to build collaborative relationships with community volunteers as well as those not yet familiar with their activities. From this point of view, the second WCCV should be recognized as a successful follow-up to the “Kyoto Hogoshi Declaration”, fostering the establishment and development of international volunteer networks.

Another highlight of the second WCCV was the endorsement of the “Declaration for the International Day for Community Volunteers Supporting Offender Reintegration” (hereafter, the “Declaration for the International Day”) designating 17 April as the “*International Day for Community Volunteers Supporting Offender Reintegration*”. More than 120 participants of the sixth WCPP endorsed the Declaration

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through the Congress's smartphone application. The second WCCV thus achieved its two objectives: strengthening and expanding the relationships among community volunteers and other stakeholders, and endorsing the "Declaration for the International Day".

The fact that three major international organizations in the field of offender rehabilitation and reintegration—the American Probation and Parole Association (APPA), the Confederation of European Probation (CEP), and the International Corrections and Prisons Association (ICPA)—joined the second WCCV as co-organizers alongside the Japan Hogoshi Federation was a remarkable achievement in terms of building international networks. Their support and endorsement of the Declaration for the International Day greatly amplified its significance and drew the attention not only of participants but also of practitioners worldwide. We would like to express our sincere gratitude for their unwavering support and cooperation.

We also gratefully acknowledge the tremendous contribution of the Reclassering Netherlands (Dutch Probation Service), the host of the sixth WCPP. They generously provided the opportunity to hold the WCCV, recognizing the importance of a global platform for community volunteers. Without their support, we could not have held the WCCV, nor achieved the objectives described above. Our sincere appreciation also goes to the Japan Hogoshi Federation and the Japan Rehabilitation Aid Association for their valuable assistance.

Finally, we wish to extend our deepest gratitude to all panellists and participants for their commitment to the second WCCV. It is crucial that we remain committed to promoting the role of community volunteers in building a society more supportive of offender reintegration, and to encouraging jurisdictions where community volunteers are not yet active. We will spare no effort in further developing community volunteer activities in offender rehabilitation, and we hope that the WCCV will continue to contribute to building a safe, inclusive and resilient society.

Rehabilitation Bureau, Ministry of Justice of Japan

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# Declaration on the International Day for Community Volunteers Supporting Offender Reintegration

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We, the organizers, supporters and participants of the Second World Congress for Community Volunteers Supporting Offender Reintegration, gathered in The Hague, Netherlands, this 17th day of April 2024,

*Guided* by the aim of the 2030 United Nations Agenda for Sustainable Development, which seeks to establish inclusive societies in which “No one will be left behind”,

*Mindful* of the 2021 Kyoto Declaration on Advancing Crime Prevention, Criminal Justice and the Rule of Law: Towards the Achievement of the 2030 Agenda for Sustainable Development, which promotes rehabilitative environments in the community to facilitate the social reintegration of offenders with the active involvement of local communities,

*Mindful further* that the United Nations Standards and Norms on Crime Prevention and Criminal Justice, in particular the United Nations Standard Minimum Rules for Non-custodial Measures (the Tokyo Rules) advocate the importance of “public participation” in promoting offender reintegration,

*Recalling* the Tokyo Declaration of the Asia Volunteer Probation Officers Meeting, adopted in July 2014, which aimed to build an international network of volunteer probation officers and promote information sharing and the exchange of challenges and best practices,

*Recalling* the Kyoto Declaration on Community Volunteers Supporting Offender Reintegration adopted at an ancillary event at the Kyoto Congress in March 2021, which recognizes the significance of community-volunteer support for offender rehabilitation, the necessity of public support and public understanding for the role of community volunteers, and aims to establish the International Day for Community Volunteers Supporting Offender Reintegration within the framework of the United Nations,

*Noting* that the efforts of community volunteers can facilitate offender reintegration by helping these individuals overcome the challenges of social stigma and lack of community support they face as they strive to reintegrate successfully into our communities,

*Recognizing* that the *hogoshi* system, which has been developed with the vitality of private citizens and institutionalized in Japan over the course of 130 years, has caught the global spotlight as one of the most comprehensive and promising measures for achieving the reintegration of offenders, the prevention of crime and the construction of peaceful and secure communities,

*Recognizing further* that the *hogoshi* system is the inspiration for the International Day for Community Volunteers Supporting Offender Reintegration and for improving recognition of the contribution of volunteers around the world,

*Noting with approval* the efforts and contributions made by community volunteers from countless organizations in criminal justice systems to support offender rehabilitation and reintegration and prevent reoffending, and the many other varied and important examples of work undertaken by community volunteers globally,

Declare the following:

1. We understand that the majority of people in prison will return to the community and that the engagement of volunteers in reintegration support can assist long-term desistance and enhance community safety;
2. We note that community volunteers supporting offender rehabilitation and reintegration stand beside offenders returning to, or who are supervised in, the community, like good neighbors, and are invaluable in promoting public understanding and support for offender reintegration, and promoting their activities globally will contribute to the development of safe and secure societies for all;
3. We recognize that the efforts of such community volunteers are in line with the principle that “No one will be left behind” and are convinced that more global efforts must be made to promote the significance of the role of community volunteers;
4. We propose April 17th as the International Day for Community Volunteers Supporting Offender Reintegration to enhance global awareness of the efforts of community volunteers who support offender rehabilitation and reintegration, and to promote international networks among volunteers;
5. We will explore diverse approaches, including the establishment of an International Day within the framework of the United Nations, aiming to cultivate further public understanding of the work of community volunteers and to establish efficient and effective volunteer systems.





# Chapter 1

# Overview



## Programme

### The 2nd World Congress for Community Volunteers Supporting Offender Reintegration on April 17, 2024

15:15-15:20	Opening Remarks	<b>Mr. Ishikawa Yusuke</b> Rehabilitation Bureau, Ministry of Justice, Japan
15:20-15:35	Keynote Speech	<b>Mr. Stephen Pitts</b> Confederation of European Probation
15:35-16:45	Speakers Presentation	<p>Theme A: Current Practice of the Volunteer Works Theme B: Challenges of Recruiting New Volunteers/ Effective Promotion of Volunteer Works (10minute presentations and discussion)</p> <p>Moderator: <b>Dr. Frank J. Porporino</b></p> <p>Japan: <b>Mr. Imafuku Shoji</b> Kenya: <b>Mr. Clement Okech</b> The Netherlands: <b>Mr. Marco Brok</b> and <b>Ms. Melinda Lewis</b> Singapore: <b>Ms. Karen Lee</b> Thailand: <b>Mr. Ruangsak Suwaree</b> U.K.: <b>Dr. Andrew Watson</b> U.S.A.: <b>Ms. Diane Williams</b></p>
16:45-17:05	Discussion including the proposal to establish an International Day	<p>Panel Discussion and Endorsement of the Declaration of the International Day for Community Volunteers Supporting Offender Reintegration</p> <p>Moderator: <b>Dr. Frank J. Porporino</b></p>
17:05-17:15	Closing Remarks	<b>Mr. Ishikawa Yusuke</b> Rehabilitation Bureau, Ministry of Justice, Japan

## List of Moderators and Speakers

### Moderator

#### Frank J. Porporino

Dr. Frank Porporino is a clinical psychologist and has sustained a close to 50-year career in Canadian corrections as a front-line practitioner, senior manager, researcher, educator, trainer, and consultant. He has promoted evidence-informed practice throughout his career and his contributions have been recognized with awards from a number of associations including the ACA, ICCA, Volunteers of America and the International Corrections and Prisons Association (ICPA). Early in his career, he founded the Research Branch of Corrections Canada, an internationally recognized leader in applied research in corrections that has recently celebrated its 35<sup>th</sup> Anniversary. He was also a founding member of the HMMPS Correctional Services Accreditation Panel, a best practice review committee that was subsequently emulated by many jurisdictions. He has remained active internationally providing training and technical assistance in effective practice in over 25 countries, most recently in Ethiopia, Saudi Arabia, Hong Kong, Japan, Namibia, Ireland and Barbados. Currently he is serving as Editor of the ICPA practitioner-oriented journal, *Advancing Corrections*, Chair of the ICPA R&D Network, member of the ICPA Practice Transfer Advisory Committee and Board Member and Secretary for the ICPA-North America Chapter. He has been a member of many ACA Committees, was a past member of the ICPA Board of Directors and is also Past-President of the International Association for Correctional and Forensic Psychology (IACFP).



### Keynote Speaker

#### Stephen Pitts

Mr. Stephen Pitts is Ambassador to the Confederation of European Probation (CEP) and a consultant and advisor with United Nations Office on Drugs and Crime (UNODC), Council of Europe, and other organizations, supporting the development of community-based/probation services internationally. He worked formerly for the Prison and Probation Services of England and Wales, specializing in evidence-informed practice, reintegration, community partnerships, and leading the Services' international work.



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## Panelists

### Imafuku Shoji (Japan)

Mr. Imafuku Shoji is a former Director-General of the Rehabilitation Bureau, Ministry of Justice in Japan. In his career in Japanese bureaucracy, he held numerous positions in the Ministry, including Probation Officer, Director of the Naha Probation Office, and professor of the United Nations Asia and Far East Institute for the Prevention of Crime and the Treatment of Offenders (UNAFEI). As for his other capacities and achievements, he was a panelist in both the 13th and 14th United Nations Congress on Crime Prevention and Criminal Justice and advocated the virtue of utilizing community volunteers in the criminal justice system as well as multi-stakeholder approaches to offenders' rehabilitation and reintegration. He also organized the 3rd World Congress on Probation and Parole held in Tokyo in 2017 and the 1st World Congress for Community Volunteers Supporting Offender Reintegration held in Kyoto in 2021. Furthermore, he was a member of the Expert Group Meeting on reducing reoffending convened by the United Nations Office on Drug and Crime in 2022. With his extensive knowledge and experience, he is current Executive Director of Japan Hogoshi Federation (JHF), President of National Association of Offender Rehabilitation Services (NAORS), and President of Japan Federation of Big Brothers and Sisters Movement (JFBBS), as well as Visiting Professor at Chuo University Law School (Tokyo). However, perhaps most importantly, he himself is a volunteer probation officer (*hogoshi*) at present. He is continuously and passionately engaging in the activities to promote the values of community volunteers in offenders reintegration as Representative of Hogoshi Future Laboratory.



### Clement Okech (Kenya)

Mr. Clement Okech is currently an Independent Consultant on Probation and Penal Policy issues having served as Deputy Director, Probation and Aftercare Service, Kenya. He has vast experience in probation practice and non-custodial measures in Kenya spanning over 35 years. While working at the Probation headquarters in Nairobi, he coordinated the Community Probation Volunteers programme during its formative years. He has championed volunteering in probation work as part of community involvement in the management of persons brought under the justice system. He has helped many African states developing probation systems through training and other forms of knowledge sharing. He received a presidential award of Order of the Grand Warrior, OGW, for his contributions to the development of jurisprudence on bail and bond administration. He has a background in Social Work and an advanced Degree in Youth Justice, Probation and Applied Criminology.



## Marco Brok (the Netherlands)

Mr. Marco Brok is educated in social work and has been working at the Dutch probation service since 2008. He is currently a policy advisor at the international office. Within this department he participates in international projects, including the CoPPer project. This project promotes the participation of volunteers in European probation services. Within the international office he is responsible for the policy surrounding Dutch detainees abroad. This includes the evaluation and development of interventions, volunteer policy, training of volunteers and research. He was also involved with the project 'Volunteer participation in probation' in the Netherlands.



## Melinda Lewis (the Netherlands)

Ms. Melinda Lewis is educated in social work and has been working at the Dutch Probation Service since 2007. She currently works as a regional coordinator at the international office. Within this department she is involved with the international transfers of probation measures within Europe. She participates in international projects, including the CoPPer project. This project promotes the participation of volunteers in European probation services. She also gives guidance and counselling to Dutch detainees abroad. This is done through the efforts of volunteers, which are managed by her. Subjects that have her special interest are volunteer policy, training of volunteers, implementing interventions in relation to the social network and has a specific task in communication.



## Karen Lee (Singapore)

Ms. Karen Lee graduated from the National University of Singapore (NUS) with a Bachelor of Social Sciences, and later obtained a Master of Science in Strategic Studies from the S. Rajaratnam School of International Studies. She joined the Singapore Prison Service (SPS) in 2001 and has served various functions in the women's prison and offender rehabilitation policy and planning. She was also the Second Superintendent of Institution B4 where she helped to set up the first Pre-Release Centre in SPS. She was seconded to the Ministry of Home Affairs in the areas of policy development for drugs and rehabilitation for three years before returning to SPS. She is currently Director, Community Corrections Command, and oversees the rehabilitation, reintegration and supervision of offenders and ex-offenders in the community. She and her team collaborate closely with offenders' families and community partners to achieve effective and safe community corrections, reducing reoffending, for a safe Singapore.





## Ruangsak Suwaree (Thailand)

Mr. Ruangsak Suwaree has a master's degree of Development Administration (Social Development) from the National Institute of Development Administration (NIDA), Thailand and certificates in justice administration and national defense. He has over 20 years of experience in the field of rehabilitation of offenders as well as rights and liberties protection for persons in the justice process. He previously held the position of the Superintendent of Prison, the Director of Correctional institution, the Deputy Director General of Department of Corrections, and the Director-General of Department of Rights and Liberties Protection. He is currently the Director-General of Department of Probation, the main agency for community-based treatment of offenders in Thailand. He has driven various projects to promote the involvement of probation volunteer officers as a success factor in rehabilitating and reintegrating offenders into society and to enhance their roles in supervision and support of different groups of offenders.



## Andrew Watson (UK)

Until the end of 2023 Dr. Andrew Watson was a Senior Research Fellow in the Department of Law and Criminology Sheffield Hallam University in Britain where he retains strong links and is completing projects begun there. He is interested in probation internationally, especially in Japan with its use of volunteers, elements of which he considers have much to offer probation in other countries including Britain. Andrew Watson is currently researching about volunteering in probation in England and Wales, which was once extensive, but effectively ceased at the turn of century – a “lost landscape”, and the prospects for revival. This research has included interviewing probation officers who served in the final decades of the last Century and former volunteers. He originally trained and worked as a psychiatric social worker before becoming a solicitor employed at a law centre in central London and then a practicing barrister. He joined the Department of Law and Criminology at Sheffield Hallam University ten years ago having previously taught for a decade at the College of Law in Bloomsbury and Moorgate, London, where he became an Associate Professor. He taught at the Inns of Court School of Law (now City University, London) for a similar number of years. He was an Associate Professor at Niigata University, Japan and a Research Fellow at Chuo, Tokyo Metropolitan, Doshisha and Osaka City Universities. In the United States he was a Visiting Lecturer at Roger Williams University, Rhode Island and Harvard University, where he also undertook supervised research. In Britain Andrew Watson was a visiting lecturer at Boston University, Kensington, London, Greenwich University, the School of African and Oriental Studies (“SOAS”), London and Cambridge University. He is a Fellow of the Higher Education Academy and a Fellow of the Royal Society of Arts.



## Diane Williams (USA)

After having served as President and Chief Executive Officer since February 1996, Ms. Diane Williams was named President Emeritus of Safer Foundation in April of 2014. Safer Foundation is one of the nation's largest not-for-profit providers of employment, placement and job readiness training exclusively for people with criminal records. Other educational and social services are provided in support of its employment programs. Under contract with the Illinois Department of Corrections, Safer manages two large adult transition centers totaling nearly 600 beds. She has an undergraduate degree in Education from Chicago State University, a master's degree in business administration from Northwestern University's Kellogg School of Management, and over 20 years of experience working with the criminal justice population. Diane has served in consulting roles for several United States Federal agencies including the Department of Labor, the Department of Justice, and the Department of Health and Human Services as well as other agencies. She chaired the National Institute of Corrections' Advisory Board for several years. An opportunity she enjoyed tremendously was that of Visiting Professor at the United Nations Asia and Far East Institute (UNAFEI). She is Treasurer of the International Corrections and Prison Association (ICPA) Board as well as the International Association of Correctional and Forensic Psychology (IACFP) and serves as President of the ICPA North American chapter. In 2011, she was the recipient of President Obama's "Champion of Change" award. She is frequently called upon by government and not for profit agencies to lead and participate in reentry programs and planning.



## Report

### Report of the Second World Congress for Community Volunteers Supporting Offender Reintegration

1. The Second World Congress for Community Volunteers Supporting Offender Reintegration (the 2nd WCCV) was held from 15:15 to 17:15 on 17 April 2024 as a parallel session of the Sixth World Congress on Probation and Parole. The 2nd WCCV was held in person in Room Amazon of the World Forum, in The Hague.

#### Opening Remarks

2. Mr. Ishikawa Yusuke, Counsellor of the Rehabilitation Bureau, Ministry of Justice, Japan, opened the 2nd WCCV.

#### Keynote Speech

3. Mr. Stephen Pitts

In his keynote speech, Ambassador for the Confederation of European Probation (CEP), Mr. Stephen Pitts shared his insights gained through his experience first as a volunteer of a charitable house for the homeless and next working as a probation officer in a part of London that was dealing with violent racial tension. His personal experience eventually led to working with more community volunteers and made him realize that as much as volunteers supported offenders, they undoubtedly helped probation officers as well, and through his experience with a young probationer, he was able to acknowledge how devoting time to somebody would go a long way and leave a positive impact on them. In addition, he shed light on the diversity of volunteers in various jurisdictions across Europe, like Circles of Support and Accountability (COSA) and new projects spanning the continent like VOLPRIS and the CoPPer Project. Lastly, he emphasized how collaborations between various community volunteers around the world can spark inspiration for new progress and how the WCCV is an ideal forum to share such discoveries.

#### Presentations

4. Dr. Frank J. Porporino, a past member of the International Corrections and Prisons Association (ICPA) Board of Directors and a Past-President of the International Association for Correctional and Forensic Psychology (IACFP), moderated the discussion and introduced the panelists speaking on the impact of community volunteers.
5. Mr. Imafuku Shoji, Executive Director of the Japan Hogoshi Federation, explained about social isolation and exclusion as factors of re-offending and insisted on the importance of citizens' efforts

to build a secure society. He introduced *hogoshi*, volunteer probation officers in Japan, and their characteristics. He emphasized that *hogoshi* are unique volunteers who promote desistance and reintegration as community members and, they engage in pro-social modeling, focusing on and promoting offenders' strengths, and encouraging offenders' rehabilitation with patience and trust. Additionally, he explained about how to reduce their burden to facilitate their activities.

6. Mr. Clement Okech shared Kenya's Community Probation Volunteer (CPV) scheme, which started in 2005, as one way to fill in the gap between Kenya's vast geography and its limited resources. Looking back on the beginning of probation, which can be traced back to John Augustus and other pioneers voluntarily helping those in conflict with the law, the CPV scheme also aimed to demystify the justice system through community involvement, and the number of CPVs have risen steadily from 312 to 5300. There are some conditions for becoming a CPV, such as being over 30 years old, having finished their compulsory education, not being unemployed and of course, being a role model in the community. Once recruited, CPVs undergo several training courses and assist the professional Probation Officers according to each client's probation plan. Although the number of those who are enlisted as CPVs has increased, inadequate funding for the selection, training and facilitation of CPVs, as well as a lack of legal mandate, are some of the challenges to overcome in the future.
7. Mr. Marco Brok and Ms. Melinda Lewis delivered a presentation on the "CoPPer project", which started in December 2022 and will be led by the Confederation of European Probation until the end of 2025. The purpose of this project is to promote volunteering to support probationers in European probation practices. Seven organizations from four countries (the Netherlands, Portugal, Ireland and Romania) are taking part in the project. Under this project, the research found different volunteer practices in community corrections and identified good practices and key features from other jurisdictions among Europe. This research might share visions of volunteering, such as social inclusion (strengthening community building), the community supports and welcomes the formerly justice involved person back into their community (two-way street) and complementary to the role of probation. The organizer of the project designed a Competency Framework for volunteers, and in the framework eleven competencies divided into three clusters are "attitude and qualities", "knowledge" and "skills". Based on these competencies, the organizer is developing a training which consists of five modules, and creates a source book about volunteering. On the other hand, the speakers indicated several challenges of working with volunteers because the volunteers need to equip education and training. Therefore, they indicated that the volunteers should balance professionalization of volunteers and their specific individual talents.
8. Ms. Karen Lee from the Singapore Prison Service (SPS) delivered a presentation on the volunteers involved in SPS's Throughcare approach, which supports inmates not only during



their incarceration phase, but after their release into the community. SPS works with over 4000 volunteers, ranging from Religious Volunteers who provide spiritual support to the new Volunteer Case Officer (VCO) scheme which was inspired by SPS's study visit to Japan to learn about the *hogoshi* system. In addition to volunteers, SPS also collaborates with the Yellow Ribbon Project (YRP), a campaign that spreads awareness about the importance of giving offenders a second chance in life. Not only is the YRP a successful campaign in Singapore with 91 percent of the general public aware of its presence, it is also garnering attention overseas, with jurisdictions like Fiji and the Czech Republic holding its own YRP events.

9. Mr. Ruangsak Suwaree explained about the current treatment measures for illicit drug users. The new Drug Code has been enacted in Thailand, which abolished compulsory drug treatment, and judges now have an option to put drug users on probation with safety measures. Of course, another option is to send them to a penal institution, but typically judges choose probation. The Department of Probation (the DOP) which belongs to the Ministry of Justice, Thailand, created a new programme for drug users, which is called the "Drug Rehab Integration of Partners in Probation Service" or "DRIP Model". The DRIP Model is composed of six programmes whose targets address different levels of drug issues, and when a programme commences information about the probationer is shared with a "life coaching team" which comprises probation officers, psychologists, health workers, social workers, and vocational trainers. Volunteer Probation Officers (VPOs) are expected to assist probation officers during this program. Although the DOP recognized the programs reduce the violation of conditions and reoffending rate, they recognize the necessity of VPOs to achieve the goals, and the DOP provides upskilling training for VPOs.
10. Dr. Andrew Watson introduced the diversity of volunteer organizations in supporting ex-offenders, noting that each organization has its own character and value, such as dimensions, staff numbers, targets and active area ranges. He mentioned Clinks, an organization which supports other volunteer organizations activities and roles through providing and sharing information. Clinks and the National Council for Voluntary Organizations produced a document titled "Managing Volunteers," which includes guidance on developing volunteer programs, recruiting volunteers, and recognizing and retaining volunteers. The document also contains good practices used by other volunteer organizations working in the criminal justice system. He emphasized the importance of guides like this to help volunteer organizations improve their work because some organizations are too small to gather these important information and practices. He also mentioned a report on the "CoPPer Project," which was published in 2023, containing practical assistance on volunteering and management. He recognized these guides as being very useful for enhancing volunteer work in the offender rehabilitation field.
11. Ms. Diane Williams, President Emeritus for the Safer Foundation, a non-profit organization based

in Illinois (USA) that provides re-entry coordination for those in institutions as well as those who are in the community, touched on the various benefits of volunteering, which include increased longevity and reduced levels of depression and stress, emphasizing that volunteering can bring positivity not only to those who are supported by volunteers but to the volunteers themselves. She also introduced how the Safer Foundation has been helping those who are need of employment, housing and counseling with the myriad programs run by their volunteers. Lastly, the Safer Foundation's volunteers play a crucial role in policy-making and guiding the direction of the organization by having them on the Foundation's Board of Directors.

### **Panel Discussion and Endorsement of the Declaration on the International Day for Community Volunteers Supporting Offender Reintegration**

12. Ms. Veronica Cunningham (Executive Director of the American Parole and Probation Association (APPA)), Ms. Jana Špero (Secretary General of the CEP) and Ms. Natalie Boal (Executive Director of ICPA) expressed their respective endorsements of the Declaration on the International Day for Community Volunteers Supporting Offender Reintegration at the Conference venue.
13. Participants of the 6<sup>th</sup> World Congress on Probation and Parole were invited to join the endorsement of the Declaration through the Congress's smartphone application.

### **Closing Remarks**

14. Mr. Ishikawa Yusuke closed the 2nd WCCV.



The sixth World Congress on Probation and Parole



## Chapter 2

# Remarks and Keynote Speech



## Opening Remarks

### **Ishikawa Yusuke,** **Counsellor, Rehabilitation Bureau, Ministry of Justice, Japan**

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Ladies and Gentlemen,  
Distinguished participants,

Thank you very much for joining the Second World Congress for Community Volunteers Supporting Offender Reintegration, the 2<sup>nd</sup> WCCV. We are honored to hold this “second” congress to promote volunteer activities supporting offender rehabilitation.

The WCCV was held as an ancillary event of the 14th United Nations Congress on Crime Prevention and Criminal Justice in 2021, but unfortunately the UN Congress was held in a hybrid format and many overseas participants could not attend in person due to the Covid-19 pandemic.

The pandemic constrained various activities related to human contact, but I think we have rediscovered the importance of personal relationships and communication in the community. In particular, in order to smoothly reintegrate those who have committed crimes or delinquencies into society, it is important to be accepted as a member of the community and obtain necessary support.

From this point of view, some of the most active community-volunteer roles from around the world that contribute greatly to building safe and secure societies will be introduced by our speakers today.

In spite of their importance, volunteers face several challenges such as insufficient recognition of their contributions, difficulties finding new volunteer candidates, and sustaining their activities.

Today’s speakers will introduce not only their practices but the challenges which they are facing. By sharing their challenges and experiences, community volunteers will strengthen the international relationship among them, which will encourage their activities in each jurisdiction.

Furthermore, at the conclusion of this congress, we will endorse a declaration establishing the International Day for Community Volunteers Supporting Offender Reintegration. Establishment of the International Day will be a good opportunity to promote and raise public awareness about the role and value of the community volunteers supporting offender rehabilitation and reintegration. We hope you all will endorse and support the declaration.

Lastly, I would like to express my sincere appreciation to the Dutch Probation Service. Without their support, we would not have been able to hold this congress.

Thank you.

## Keynote Speech

2<sup>nd</sup> World Congress on Community Volunteers Supporting Community Reintegration

### *“Celebrating and Developing Community Volunteering in Probation and Parole”*

Welcome Keynote Address

Delivered in The Hague on 17<sup>th</sup> April 2024

**Stephen Pitts**

**Ambassador – Confederation of European Probation**



#### *Opening remarks*

Ladies and gentlemen, dear esteemed colleagues and friends.

I would like to begin with a welcome, a thank you, and an acknowledgement.

First, may I welcome everyone to this very significant event. Whatever your relationship with volunteering, whether you are or have been a volunteer yourself, work with volunteers, have perhaps *benefitted* from the support of volunteers, we all share an interest, indeed a passion, about the role, contribution, and potential of volunteers to make a difference in rehabilitating and reintegrating those we support and supervise.

And I would like to offer some thanks. First to our Japanese hosts for the invitation, opportunity, and very real honour of delivering this address today. And for your leadership. You have done a wonderful job on behalf of all of us in organising not one but *two* world congresses on community volunteers. In acknowledging this tremendous achievement, I add that it is no exaggeration to say that without your efforts we would not be here today. Your work is a tremendous example in action of building a global community and of international collaboration!

And thanks to all of you for coming to this event, and to our Chair Dr Frank Porporino and our many fantastic panelists! I look forward to your presentations and to our comments and discussion.

Allow me to add one further, very important, note of thanks - for the generous welcome and hospitality offered to me personally by Japanese community volunteers (known in Japan as “Hogoshi”) who – not least during the 3<sup>rd</sup> World Congress on Probation held in Tokyo in 2017 – have welcomed me, even into their own homes. They have offered firsthand insights into their work to cultivate public

understanding and to support desistance. I will return to this central and critical theme later.

I mentioned international collaboration. Let me note a recent specific benefit: the first World Congress on Community Volunteers was held in Kyoto in 2021. The Congress inspired a European initiative - the “CoPPer Project”. The Confederation of European Probation – or CEP - is the lead organisation, working with partners to deliver “*a journey to promote a step change in volunteering in probation in Europe.*” We will hear more about this project later. For now, I want simply to highlight this excellent example of international collaboration and inspiration!

## **Presentation Aims**

Turning to my agenda, I have three broad aims –

**First**, I would like to celebrate the *richness and value* of volunteer work.

**Second**, I would like to note *challenges* regarding volunteers in probation and some *current initiatives* to address those.

**Third**, I would like to highlight some of the *benefits of global connectivity, collaboration, and learning* in the volunteer context.

In celebrating and developing the global diversity of probation volunteering I would like to take you on a journey, sometimes personal, through time - pausing for reflection in three geographical areas.

My journey begins in *England and Wales* and moves to *Europe*. I complete the journey with a subject I’ve touched on already - *global* collaboration and inspiration.

## **The United Kingdom – England and Wales. The richness and value of volunteer work**

My story begins in the United Kingdom, specifically in England and Wales. This is the more personal part of the journey. I will stop at five points. Each has provided insight into the work of volunteers and perhaps illustrates why I am so committed to their work.

My journey starts 50 years ago. You may justifiably wonder whether the insights remain relevant today. It’s a reasonable question which I leave to you to answer. However, if they do remain relevant then surely this must illustrate the enduring nature of many questions and challenges in our work - in probation as a whole and involving volunteers.

**Insight 1:** My story begins in a remote area in the southwest of England known as Dartmoor. Some of my compatriots may recognise the prison. It was built during the Napoleonic Wars to house French Prisoners of War but is still in use today.

As a keen hiker in this often-desolate area of England, I and my school friends were aware, 60 years ago, of the prison. And like many – probably most – local people, we were aware of – even in awe of – its forbidding reputation. Furthermore, its reputation was enhanced by references in literature! The prison featured in stories involving Sherlock Holmes, James Bond, and Agatha Christie’s Hercule Poirot!

Was it true to say that public perceptions and understanding of prisons, of reintegration, and of probation presented a challenge? Undoubtably yes. However, in 1959 (yes, we really are talking about that long ago!) a new television series was launched. Called “*The Probation Officer*”<sup>1)</sup>, it was a well-regarded series located in London - balanced and insightful in relation to our work. The television series helped to demystify probation work and to increase public understanding, to challenge stereotypes, and to offer a more balanced understanding of risks and needs. Someone I knew well watched that programme and decided to become a probation volunteer. That person was my mother!

Of course, I learnt a lot from her, in general terms about the people she met, about the challenges, and whenever possible the solutions. Her volunteer role also helped demystify probation work, for me, our family, and others too. The personal impact must have been considerable because a few years later I applied to become a probation officer! And, as I am sure you can imagine, the significance of public understanding, and of the valuable contribution of volunteers through interaction with individuals and support to public understanding, has stayed with me ever since.

**Insight 2:** In the early 1970s, before starting my probation officer training, I gained my own experience of volunteering. I moved to the city of Bristol, to a colourful area known as Totterdown, to a charitable house for homeless people which operated too as a “halfway house” for probationers and ex-prisoners. It was run largely by volunteers of whom I was one. As well as the frequently intense one to one and group interaction (of which by the way, I still have many positive memories) and the, often complex, histories and multiple issues faced by residents, I came to understand the hugely generous volunteer landscape, the complexity of need and of provision. I also saw the vital part played by volunteers (front line like me, and as management committee members), giving time, skills, and energy - often working “below the radar” with little direct reward or recognition by society - but making a world of difference to people who, in probably the majority of cases, had lived difficult lives and had comparatively little in the present.

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1) Brief introduction available at, for example, <https://televisionheaven.co.uk/reviews/probation-officer>

**Insight 3:** Following training, the area in which I worked as a new probation officer in London witnessed, in 1981, the most serious civil disturbances of the time. You can probably imagine the shock, as a new probation officer, and of course for the country.

The Scarman Report into the disturbances, which followed, had recommendations for all services. The Brixton civil disturbances, as they came to be known, had occurred in a more deprived part of London in an area of racial tension.

How should the probation service respond?

In brief, these painful events “...inspired probation to collaborate and innovate new ways of working with communities”<sup>2)</sup>. Until that point our offices had been located like the numbers around the edge of a clock face. Our first response? To open a new office in the centre of town. It operated in effect as a hub. We developed a threefold probation response: we might call it tertiary, secondary, and primary in terms of crime prevention. We worked individually, we had a one-stop shop with local services stopping in-house, group activities (sometimes formal, sometimes activity based in the city or wild-country, sports, music, food preparation skills, and sometimes food for those who needed it). We engaged with the community in all its facets - police, municipalities, community representatives, NGOs, churches... And crucially we engaged and worked with volunteers; we were a small group of probation officers - just four of us and one senior manager - but over three years I worked with probably 30 or more volunteers.

Volunteers were involved in every aspect - groupwork, “hub” activities, 1:1 befriending and practical assistance, one-stop-shop day centre, employment or housing search, leisure – you get the idea. And volunteers, representing the diversity of our community, helped to “interpret” and to build probation service - community relationships!

In a few words, volunteers were central to and critical in all our roles. It is no exaggeration to say that we could not have done our work without them. We speak often about the support and assistance that volunteers give to our clients. We say less about the support that volunteers can give to us as probation officers. But this is a point I want to make very clearly: volunteers helped us too! They added a perspective on our work, linking us with, and helping us to feel and to be more part of, the varied communities they were a part of. Volunteers supported emotional and practical work and were a valued “sounding board” when situations were difficult. They offered many and varied supports in our day-to-day activities. In short, they were a vital part of the team.

Before turning to the fourth stop in the British part of the journey, let me tell you a short story about

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2) Broad, B. (1991), *Punishment Under Pressure: The Probation Service in the Inner City*, London: Jessica Kingsley



one of the people I supervised at that time. Let's call him Joe. Joe was a young guy, a teenager who said very little when he came to the office. When he reached the end of his period of probation or licence, I felt relieved he had attended but questioned whether I or the period of contact had achieved anything meaningful. Fast forward five or six years: I was waiting at a bus stop in the same area when a young man came up to me. I didn't recognise him at first. Then he introduced himself - it was Joe. Joe said that he wanted to thank me for our conversations; they had helped him a lot...

Why do I mention this story? Because Joe's "thank you" (it's good to be acknowledged, by the way!) illustrates how we may not always appreciate the significance of giving time, attention, and focus. I make this remark in the context of volunteering because I am convinced that one reason volunteers are able to achieve strong impact is that they bring personal time and space (to an extent that probation officers have capacity to manage less often during offence-focussed individual contact), in addition to practical assistance and their many other valuable contributions (more later).

Incidentally, I'm told that Japanese volunteers often report experiences similar to mine with Joe. I will return later to some of the volunteer qualities that appear to help make a difference.

**Insight 4:** Before I leave my account of work in England and Wales, I want to describe one further initiative. Between 1999 and 2003 the government of the day established a crime reduction programme. Several strands were probation-focussed. I managed a programme of 7 "Pathfinder" pilot projects designed to test and improve resettlement or (re)integration of prisoners serving shorter terms of less than 1 year. 6 pilots worked with male prisoners, and 1 with female prisoners. Importantly in the context of community volunteering, some pilots involved mentors.

The pilots were independently evaluated. Professor Mike Maguire, a member of the evaluation team, describes "encouraging recent innovations" including mentoring to support custody to community transition (Centre for Crime and Justice Studies report, 2004<sup>3)</sup>). He comments on the respective roles of mentors and probation staff, a topic I believe we will hear more about later in this Congress -

*"...early evidence from the Pathfinders suggests that ... combining the advantages of 'advising, assisting and befriending' by mentors ...and... more structured and offence-focused inputs by probation staff, may be the optimum strategy."*

**Insight 5:** I want to conclude my remarks on volunteers in justice in England and Wales with an overview of the hugely varied roles and nature of volunteering today.

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3) <https://www.crimeandjustice.org.uk/sites/crimeandjustice.org.uk/files/09627250408552940.pdf>

Examples include the arts: for example, the Koestler Trust supports prison art and hosts exhibitions and events in the community to involve families and engage artists' local communities. Other projects work with sport, for example the "Twinning Project" links professional football teams and prisons and probation services. Yet other projects engage peer support, for example the St Giles Trust who draw on real-life past experiences to empower people. Other projects involving peer volunteers focus on literacy, whilst Samaritan listeners based in prisons support prisoners in need. A number of projects have concerned work with females, for example the Footprints scheme which seeks to divert women away from the criminal justice system through the use of out of court disposals, and to support them in addressing needs.

Other examples further illustrate the range of volunteers working in the justice system. Victim Support is delivered mainly by volunteers. Many magistrates are volunteers. Prison volunteers may provide a befriending role or undertake monitoring. It should be noted too that volunteers work not only with our lower or medium risk clientele. They work too, for example, with residents of "Approved Premises" - hostels or halfway houses which in England and Wales may support transition to stable community life of higher risk offenders as they near the end of their period of compulsory imprisonment.

## **Europe – Challenges and Current Initiatives**

I will turn my focus now to Europe.

First, a reminder! Volunteers are more than a long-standing tradition – they are the *origins* of probation and parole in Europe! In the 19<sup>th</sup> century, including in both the Netherlands and United Kingdom, volunteers - who were often attached to churches or charities - worked with courts to support offenders, especially those with problematic alcohol use. In Ireland, work with discharged prisoners developed, an early form of parole being practiced from the 1850s.

There is in Europe today, as in England and Wales, a similarly great diversity of volunteer structures, roles, needs, and client groups. Some examples: Circles of Support and Accountability, or COSA, will be familiar to many here today. They operate in several countries (in 2002, COSA was first introduced into Europe in the United Kingdom. Since then, they have been implemented in the Netherlands, Belgium, Catalonia, Latvia, Bulgaria, Ireland, Italy...). COSAs work with higher risk supervisees in the community, reinforcing my concluding observation regarding volunteer roles in England and Wales.

Other European roles and structures? The Netherlands operates a scheme to link Dutch nationals overseas with Netherlands detainees in the same country. Neustart, based in Austria, work in an integrated way with close to 1000 volunteers and a little less than 500 professionals (2022 figures). There are very many other interesting and innovative European examples I could mention.

So how about current challenges and initiatives?

There has, in my opinion, been a welcome focus in Europe in recent years on understanding more about the issues and challenges in volunteering in our field. The JIVE (Justice Involving Volunteers in Europe) Report<sup>4)</sup> *“The role and value of volunteers in the Criminal Justice System”*, published in 2015 by Clinks, was an important milestone in seeking to understand and improve European justice work with volunteers. JIVE recommendations include:

- Improve *recruitment, training and support* to reflect a demanding voluntary role
- Invest in a *culture of volunteering*
- Recognise *diversity*
- Reward, recognize and motivate
- Improve *evaluation*
- Support volunteering to build *healthy, resilient communities*

You may want to reflect on the relevance of these recommendations to your own or other world regions and countries. By the way, the JIVE study appropriately reports -

*“Volunteering is freely given, but not cost free –  
- it needs and deserves targeted support from all stakeholders”*

Volunteering at the European level has also been taken forward at supra-national level by Council of Europe recommendations 2017, by a further Clinks report published in 2020 on managing volunteers, and by several other significant projects. The latter include the VOLPRIS project focussed on volunteers in prisons, and most recently the CoPPer project I mentioned briefly earlier.

All help to complete a jigsaw; a mosaic designed to understand and improve our work with volunteers, and to engage communities more widely. A quick flavour of each:

First, Council of Europe *“Recommendation CM/Rec (2017) 3 on the European Rules on community sanctions and measures”*<sup>5)</sup> says the following

*“The involvement of volunteers can be part of the contribution made by wider civil society in responding to crime, rather than handing over such work solely to professionals”.*

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4) [https://www.clinks.org/sites/default/files/2018-10/clinks\\_jive\\_brik-report\\_main\\_final-web\\_131015.pdf](https://www.clinks.org/sites/default/files/2018-10/clinks_jive_brik-report_main_final-web_131015.pdf)

5) Available at: <https://rm.coe.int/168070c09b>

The Recommendations comment further

*“Justice cannot be effectively administered in isolation from the community it seeks to serve; it requires both the acceptance and the respect of the public. This level of confidence and commitment is most likely to be achieved if members of the public are encouraged and enabled to participate in the administration of justice”.*

The publication “Managing Volunteers in Organisations Working in the Criminal Justice System” <sup>6)</sup> (Clinks 2020) builds on recommendations including those in the JIVE report. It is a very helpful resource I commend.

The VOLPRIS Project <sup>7)</sup> was a partnership of 8 countries, statutory and not for profit. Delivered from 2019 to 2022, it had 5 aims and identified ... pathways between voluntary organisations and prisons, and how to train managers in prison to support these. The aims (in abbreviated form, emphasis added) focused on

- prisons and VSO *exchange frameworks*
- *key performance indicators* between National Prison Administrations and volunteer organisations within secure settings
- *a training curriculum and programme ...* and a *European Volunteer Managers training guide*
- common *European minimum standards to train volunteers*
- *collaborative training.*

I will conclude this European section of my remarks with a mention of the organisation I represent today, the Confederation of European Probation - or CEP.

The CEP was founded in 1981 <sup>8)</sup>. It is 60+ member organisation across 40 countries. Members include probation agencies, universities\*, NGOs, individuals, and more...

We also value our affiliate organisations around the world.

The CEP promotes pan-European cooperation including by conferences, workshops, expert groups, jurisdiction reports, a knowledgebase, a “Day in the Life of”, “Probation Works”, a digital newsletter, website, regional events for newer services, CEP Matchmaking Project, webinars... and research projects!

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6) Available at: <https://www.clinks.org/publication/managing-volunteers>

7) Further information at: <https://www.europeanvolunteercentre.org/volpriseu>

8) Further information at: <https://www.cep-probation.org>

One such research initiative is the CoPPeR Project. I mentioned earlier that the CoPPeR project owes inspiration to the work of Japanese volunteers or Hogoshi. I am looking forward to hearing more later from colleagues directly involved with Hogoshi and with CoPPeR. I will therefore limit myself to an introductory “teaser”!

CoPPeR stands for “Cooperation to Promote a European Volunteering Program in Probation Services.” CoPPeR<sup>9)</sup> is a pan-European project, led by CEP with partners based across Europe.

What is CoPPeR? While the overall goal is to bring together European organisations to create a transnational network focused on sharing knowledge and experiences, the project will explore ways of increasing engagement and valuing the roles that volunteers in the community play in the offenders’ rehabilitation journey - with the final goal of a crime free life for all offenders.

The project is still at an early stage. However, I can commend an interesting interim product, the Evidence Review on Volunteering in Probation (2023)<sup>10)</sup>. Key aspects of volunteering addressed include

- Recruitment and Engagement
- Training programs and support mechanisms
- Reward systems and recognition
- Insights into societal perceptions and the interplay between the voluntary sector and criminal justice

Who will the CoPPeR project involve? There are five core groups: prison and probation services, community-based organisations, people in conflict with the law, academia, and of course volunteers. Results will include mapping the European practice of volunteering in probation, a European training programme for volunteers in the probation services, community-based organisation capacity building, and a European probation volunteering handbook. I look forward to each and every of these products.

I will end this “European” section of my talk with two reflection from the CoPPeR Project Evidence Review. First, on reintegration (excerpts abbreviated and emphasis added) -

- *“The emphasis of volunteering ... is also placed on reintegration as a process which involves communities rather than only individuals and the probation service.”*

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9) See for example: <https://www.cep-probation.org/search/copper/>

10) Available at: [https://www.copper-initiative.com/\\_files/ugd/54883f\\_7c8095350e4a4406a24e768c479f1817.pdf](https://www.copper-initiative.com/_files/ugd/54883f_7c8095350e4a4406a24e768c479f1817.pdf)



- “...*Reintegration as a two-way street where the community supports and welcomes the formerly justice involved person back into their fold* (Carlen, 2013; McNeill, 2023)

Volunteering has therefore both an individualised and a community dimension.

And finally, the evidence review considers beneficial volunteer characteristics ... It offers an example “Team Oxford” (2023) <sup>11)</sup>. Characteristics include

- A non-judgmental approach
- Good listening and communication skills
- Empathy and compassion
- Good understanding of confidentiality
- Socially responsible
- Strong mindset

Listen out in the final part of my presentation to comments I report from conversations with Hogoshi in Japan. Some of the similarities are striking. You will probably agree that such synchronicity from different sides of the world suggest these insights are worth a listen!

### ***Global Collaboration and Inspiration!***

I would like, in this third and final section, to turn attention to the positive and ever-developing global picture of collaboration and inspiration!

I will touch on three points. First, the valuable global diversity of volunteer roles, practice, and community engagement. Second, *why and how* volunteering matters. I will conclude with a remark on the importance of the World Congress on Community Volunteers as a forum for discovery and sharing.

My focus so far has been on community volunteers and the inspiration provided by the Hogoshi system in Japan. There are of course other examples of global collaboration and transferability. A significant one is provided by the now annual Czech Yellow Ribbon Run – aimed at fighting prejudice against ex-offenders and raising public awareness about the importance of reintegration back into society. The Czech yellow ribbon run has been inspired by Singapore which has, as I’m sure many of us are aware, developed a high profile run, part of a public “second chance” campaign involving many sections of the Singapore community including justice, employers, faith, and community groups.

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11) Team Oxford. (n.d.). Probation Service: Befriending Volunteers. <https://www.team-oxford.co.uk/blog/probation-service-befriending-volunteers> (Quoted in CoPPeR Project Evidence Review)

Czech yellow ribbon run delivery and aims include the following -

- dedication to the often-forgotten victims of crimes – offenders’ children.
- 700 hundred people including 160 prison service staff, and 290 prisoners (virtual run within the prison walls).
- organisers honoured 20 colleagues from Singapore Prison Service – Singapore being a cradle for the YRR – who participated in the virtual run!”

This information is based on the 7<sup>th</sup> Czech run held in 2022.<sup>12)</sup>

Returning to Hogoshi, and in particular why and how volunteering matters, I mentioned previously that I have had the very good fortune to spend time with volunteers in Japan. The most recent occasion was earlier this year when I met with several volunteers. The location was a temple which serves as a centre where volunteers and ex-offenders can meet. The monk is an active volunteer himself. Amongst their clear messages about how volunteers work were the following -

- “A non-judgemental approach
- Respect for the person
- Focus on future, on potential, not the crime
- Being a good neighbour, and demonstrating community support
- Supporting Connections
- The importance of listening ...and giving time”

Parallels with qualities I mentioned earlier in relation to the CoPPeR study are evident!

I am reminded of the following quotation

*“Your presence is the most precious gift you can give to another human being”*  
(Marshall B. Rosenberg)

Naturally, volunteers offer much more than their presence. But you may agree that real *presence* is in itself a huge and important contribution.

I should at least touch, before concluding, on questions of international transferability and adaptation of policy and practice. Like me, you may have heard it said that transfer between world regions can be

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12) Further information at: <https://yellowribbon.cz/>

problematic, that differences in history, culture, economy, may hinder relevance or acceptability. This can sometimes be a significant issue, perhaps often underplayed in our field of prisons, probation, and parole. In Europe we have become used to transfer and adaptation between countries that share obvious characteristics, not least proximity. But even here we need to take account of differences, for example in justice outlook or tradition.

We are less familiar with transfer between different world regions. In both cases I have described, inspiration has been key! Perhaps less clear is future evolution - configuring, adapting, to the new host jurisdiction. It's a question we may discuss today. It will be instructive to see how learning, transfer, and adaptation proceed as the Yellow Ribbon and the CoPPeR projects - and there will be other exciting future initiatives - progress.

## ***In Conclusion***

I turn now to my closing remarks ...

I hope in these reflections on work with community volunteers in England in Wales and in Europe, I have at least begun to illustrate something of the richness of volunteer work and its value, and to have noted some of the challenges and current and exciting steps to address them. And through speaking a little also about volunteering and community engagement at a global level, I hope I have highlighted at least a few of the benefits, and possibly challenges, of global connectivity, collaboration and learning.

As I hope these stories and examples illustrate, volunteers have a critical role to play at the individual and community level in supporting stronger reintegration and desistance and building peaceful and secure societies. Volunteers support probationers, parolees, communities ...and probation officers as well! They deserve our support in return!

The first World Congress on Community Volunteers in Kyoto, and the second here in the Hague, are highly significant steps towards enhancing the role of community probation volunteers and giving them the support they need. Let's sustain the momentum of these Congresses. In fact, let's help this momentum become a movement. And of course, let's support enthusiastically the declaration on an International Day for Volunteers!

Thank you. I look forward eagerly to our presentations and discussions!



# 2<sup>nd</sup> World Congress on Community Volunteers

*Celebrating and Developing Volunteering in  
Probation and Parole*



**Stephen Pitts**  
Ambassador  
Confederation of European Probation

Welcome Address  
**The Hague**  
**17<sup>th</sup> April 2024**

v7



## 2<sup>nd</sup> World Congress on Community Volunteers Introductory Remarks



*Welcome*



*Acknowledgements*

2

### Introductory Remarks

## International Inspiration!

3<sup>rd</sup> World Congresses on Probation and Parole Tokyo 2017

Hogoshi – thank you for your hospitality, inspiration and insights!

1<sup>st</sup> World Congress on Community Volunteers Kyoto 2021

Inspiration - the CoPPer Project – a *journey to promote a step-change in volunteering in probation in Europe*



3

## 2<sup>nd</sup> World Congress on Community Volunteers



Celebrating and developing the Global diversity of probation volunteering

### Aims

- Celebrate the **richness and value** of volunteer work
- Note challenges regarding volunteers in probation - and **current initiatives** to address them
- Highlight **benefits of global connectivity and learning**, especially regarding **how** volunteering makes a difference

### By

...A (sometimes personal) journey through time and geography – stopping in

- **England and Wales**
- **Europe**
- **Global collaboration and inspiration!**

4



## 1. United Kingdom (England and Wales)

A personal journey –  
4 pauses at points which gave  
insight into the work of volunteers,  
(and perhaps illustrate why I am  
committed to their work)

The journey starts 50 years ago!  
Are insights relevant today?

5



6



7

Start Page

Probation Officer (TV Series 1959–1962) - IMDb

Episode guide 109 >

1960s...

# Probation Officer

TV Series · 1959–1962 · 12 · 1h

**Probation Officer**

1959-1962

**Drama**

An early hit for ATV, this absorbing, rigorously researched and very human drama series centres on the work of probation officers based in London, and the lives of the men and women of all ages and backgrounds who come under their care. Drawing on the documentary skills...

**Stars** John Paul · John Scott · Jessica Spencer

**IMDbPro** See production info at IMDbPro

## Public Perception & Understanding – A Challenge?

- A new (1959!) series – “The Probation Officer”
- Demystify – increase public understanding of probation
- Become a probation volunteer!
- Challenge stereotypes – more balanced understanding of risks and needs
- Applied to become a PO



2) 1970's The "Cyrenians" (Bristol)  
Charitable house for Homeless People  
including probationers and ex-prisoners

Run by volunteers (I was one!)

Hugely generous volunteer "landscape"  
Complexity of need  
Complexity of provision - different values,  
different needs, overlapping - client groups.

Vital roles played by volunteers giving time,  
skills, energy – often with little direct reward  
or recognition by society - often below the  
radar.

Making a world of difference for people  
who didn't have much



**London 1981**

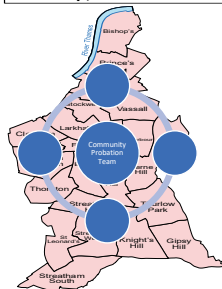
Photograph: Manchester Daily Express/SSPL/Getty Images

10

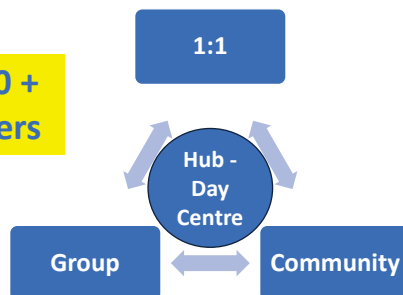
### 3) Brixton Civil Disturbances – Inner city, Deprivation, Race tensions: The Probation Response? “...inspired probation to innovate new methods of working with communities”

(Broad, 1991) Broad, B. (1991), *Punishment Under Pressure: The Probation Service in the Inner City*, London: Jessica Kingsley.

London Borough of Lambeth  
Ward Map, 2002-2022



4 POs, 30 +  
Volunteers



1:1 “Accompanying”, support, coaching, Groupwork, Day Centre, Employment, Housing, Leisure (Sport, Music, Wild camping...). Breakfast club, Cookery; Community- interpreting / building probation service--community relationship!

**Volunteers central and critical in ALL roles. And a “bridge” between all players**

**POs supported volunteers; Volunteers supported Probationers, Communities... + POs!**

**Distinct/different/complementary roles?**

**Role of Prominent/celebrity volunteers** – inspiring role models, building community awareness and understanding..

11

The story of  
“Joe”  
The  
importance of  
time and space



12

#### 4) 1999 – 2003: Established 7 Pilot “Pathfinder” Programmes to improve Resettlement (reintegrate) “Short-term” Prisoners:

**Professor Mike Maguire (Independent Evaluation Team)** ... describes ... encouraging recent innovations: ... **mentoring** to support custody to community transition (Centre for Crime and Justice Studies, 2004).

6 Male, 1 Female pilot, Mentor involvement in some pilots

“...early evidence from the Pathfinders suggests that ... combining the advantages of 'advising, assisting and befriending' by mentors ...and... more structured and offence-focused inputs by probation staff, may be the **optimum strategy**.”

13

### England and Wales – A Diversity of Volunteer Roles, needs and client groups - some examples

Arts  
(Koestler Trust)

Sport  
(Football Twinning)

Peer Support -  
St Giles  
Literacy - Shannon Trust  
Samaritan listeners

Female Out of Court  
Diversion, Reintegration  
(Footprints)

Victim Support,  
Magistrates, Prison  
Visitors

High Risk - Approved  
Premises (Footprints)

14





## 2. Europe: Challenges and Current Initiatives

### *Volunteers* *Past present* *... and future*

**A reminder... Volunteers more than a long-standing tradition – they are the *origins* of probation and parole in Europe**

- Europe - 19<sup>th</sup> century - including Netherlands and United Kingdom...



- Volunteers, often attached to churches or charities, worked with courts to support offenders – especially those with drink problems.

- In Ireland work with discharged prisoners developed, an early form of parole being practiced from the 1850s.



Europe today – similarly a diversity of Volunteer structures, roles, needs, client groups - some examples...

COSA\*  
Circles of Support &  
Accountability

Support for Detainees  
overseas (NL)



NEUSTART - Integrated  
volunteers (992) and  
professionals (432)  
(Austria)\*\*



\*In 2002, COSA was first introduced in Europe (UK). Since then, further implemented in the Netherlands, Belgium, Catalonia, Latvia, Bulgaria, Ireland, Italy...

\*\* 2022

17

## CEP Volunteers... *recommendations*

**JIVE\* REPORT 2015 (Clinks) – RECOMMENDATIONS INCLUDE - (Emphasis added)**

- Improve **recruitment, training and support** to reflect a demanding voluntary role
- Invest in a **culture of volunteering**
- Recognise **diversity**
- Reward, recognize and motivate**
- Improve **evaluation**
- Support volunteering** to build **healthy, resilient communities**

**Recommendation relevance to other world regions and countries?**

***“Volunteering is freely given, but not cost free –  
- it needs and deserves targeted support from all stakeholders”***

\*Justice Involving Volunteers in Europe

18



## European Developments

### Taking Volunteering Forward

Council of Europe Recommendations (2017)  
Managing Volunteers (CLINKS.. Et a) ( 2020...)  
VOLPRIS  
The CoPPer Project - Inspiration by Japan!

19

### The importance of work with community volunteers ...

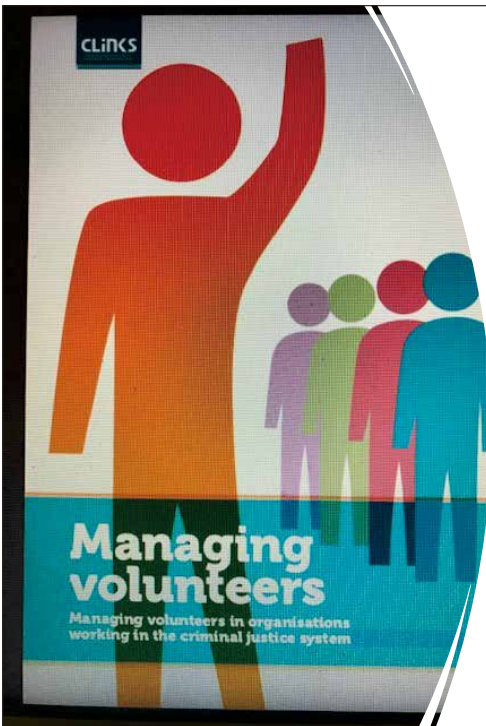
“Justice cannot be effectively administered in isolation from the community it seeks to serve; it requires both the acceptance and the respect of the public. This level of confidence and commitment is most likely to be achieved if members of the public are encouraged and enabled to *participate* in the administration of justice”.



### ***Recommendation CM/Rec (2017) 3 on the European Rules on community sanctions and measures***

“The involvement of volunteers can be part of the contribution made by wider civil society in responding to crime, rather than handing over such work solely to professionals”.

20



## Managing Volunteers – Clinks

- A new resource about volunteers
- Clinks (2020)
- “Managing Volunteers in organisations working in the criminal justice system”

21

A Partnership of **8 countries**, statutory and not for profit, and **5 aims** -

## VOLPRIS

### Project

- 2019 - 2022 ... identified ... pathways between voluntary organisations and prisons and how to train managers in prison to support these.

1. ... Prisons and VSO *exchange frameworks*;
2. Identify *key performance indicators* between National Prison Administrations and volunteer organisations within secure settings;
3. Develop a *training curriculum and programme ...* and develop a *European Volunteer Managers training guide*;
4. Establish common *European minimum standards to train volunteers*
5. Promote *collaborative training*.

Bold italics added



Founded 1981

60+ Member organisations across 40 countries

Probation agencies, Universities\*, NGOs, individuals, and more...

Valued affiliate organisations around the world

CEP ... promotes pan-European cooperation including by conferences, workshops, expert groups, jurisdiction reports, knowledgebase, "Day in the Life of", "Probation Works", digital newsletter, website, regional events for newer services, CEP Matchmaking Project, webinars... and research projects!

23

## CoPPER Project

**Cooperation to Promote a European Volunteering Program in Probation Services**







**Who do we want to involve?**

- Prison and Probation Services
- Community-Based Organizations
- People in Conflict with the Law
- Academia
- Volunteers

**Project Results**

- Mapping the European practice of Volunteering in probation
- European Training programme for Volunteers in the Probation Services
- Community Based Organisations Capacity-Building
- European Probation Volunteering Handbook

**Key Aspects include -**

- Recruitment and Engagement
- Training programs and support mechanisms
- Reward systems and recognition
- Insights into societal perceptions and the interplay between the voluntary sector and criminal justice

**CoPPer - Evidence Review on Volunteering in Probation 2023**

Know more: 

**CoPPer**  
European Volunteering in Probation

25

# CoPPer Project Evidence Review (2023)

26

## Reintegration: A “community-active” two-way street

*“The emphasis of volunteering ... is also placed on reintegration as a process which involves communities rather than only individuals and the probation service.”*

*“...Reintegration as a two-way street where the community supports and welcomes the formerly justice involved person back into their fold (Carlen, 2013; McNeill, 2023)”*

Volunteering as having both an individualised and a community dimension.



## CoPPer Project Evidence Review

Considers characteristics ... beneficial for potential volunteers:

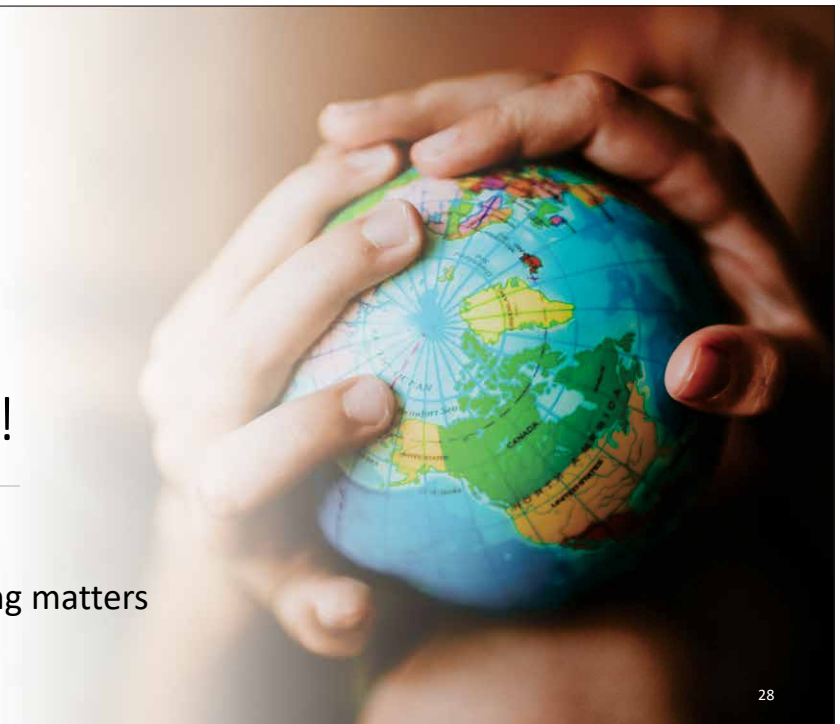
- A non-judgmental approach
- Good listening and communication skills
- Empathy and compassion
- Good Understanding of confidentiality
- Socially responsible
- Strong mindset

Example - Team Oxford (2023)

27

### 3. Global Collaboration and Inspiration!

Volunteering Globally  
*Why and How* volunteering matters



28

## Global Collaboration and Inspiration



Huge and valuable Global Diversity of Volunteer Role and Practice



WCCV an important forum for discovery and sharing

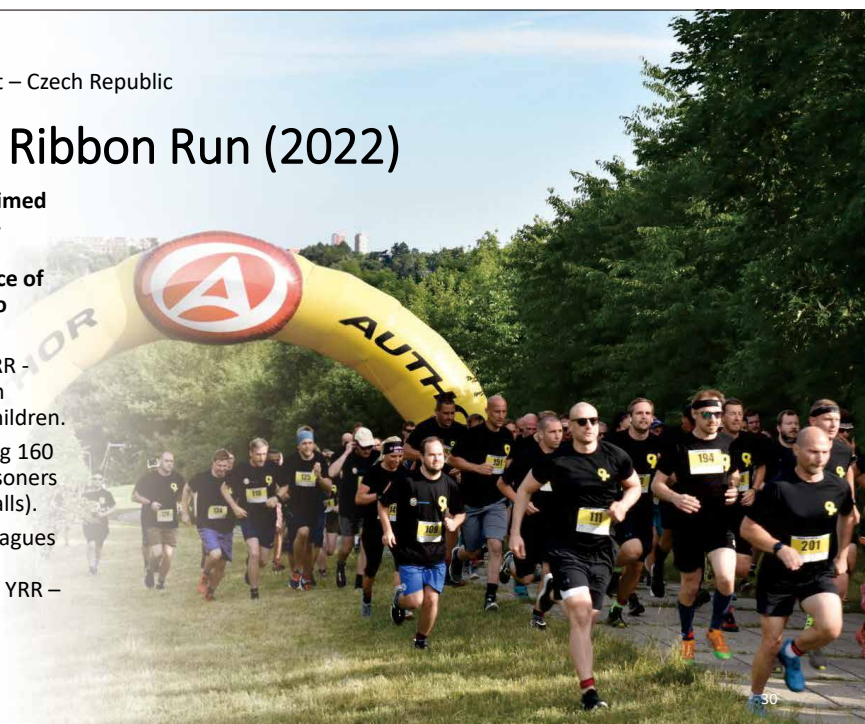


Transferability? Inspiration and adaptation!

Singapore Yellow Ribbon Project – Czech Republic

## The 7th Yellow Ribbon Run (2022)

- **Czech Yellow Ribbon Run – aimed at fighting prejudice against ex-offenders and raising public awareness about the importance of inmates' reintegration back into society.**
- “The 7th year of the Czech YRR - dedicated to the often forgotten victims of crimes – offenders' children.
- 700 hundred people including 160 prison service staff, and 290 prisoners (virtual run within the prison walls).
- Organisers honoured 20 colleagues from Singapore Prison Service – Singapore being a cradle for the YRR – participated in the virtual run!”
- Adapted from, and more information at <https://yellowribbon.cz/>.



## Why and *How* volunteering matters Learning from Japanese volunteers

- “A non-judgemental approach
- Respect for the person
- Focus on future, on potential, not the crime
- Being a good neighbour, and demonstrating community support
- Supporting Connections
- The importance of listening ...and giving time”



31

## Why and *How* volunteering matters

*Your presence is the most  
precious gift you can give to  
another human being.*

**Marshall B. Rosenberg**

32

Closing remarks -

1<sup>st</sup> WCCP (Kyoto) and 2<sup>nd</sup> WCCV (Hague), ...

*As I hope these stories and examples illustrate, volunteers have a critical role to play at the individual and community level in supporting stronger reintegration and desistance, and building peaceful and secure societies*

*Volunteers support probationers, parolees, communities ...and probation officers as well!*

*They deserve our support too!*

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Closing remarks -

1<sup>st</sup> WCCP (Kyoto) and 2<sup>nd</sup> WCCV (Hague), ...



*Let's sustain the momentum of these Congresses - in fact lets help this momentum become a movement...*

*... and of course let's*

*Support the Declaration on an International Day for Volunteers!*

*Thank you!*

*I look forward to our presenters and discussion*

34



World Congress for Community Volunteers



[www.cep-probation.org](http://www.cep-probation.org)  
[info@cep-probation.org](mailto:info@cep-probation.org)



[@CEP probation](https://www.facebook.com/CEPprobation)



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[CEP Probation](https://www.linkedin.com/company/CEP Probation)

35



International  
Inspiration!

- Hokusai --- Vincent van Gogh
- The Great Wave off Kanagawa (1831)
- Starry Night (1889)

36

## Closing Remarks

**Ishikawa Yusuke,**  
**Counsellor, Rehabilitation Bureau, Ministry of Justice, Japan**

---

Thank you very much for attending the 2<sup>nd</sup> WCCV today, which I think you will all agree that it has been a success.

In my opening remarks, I mentioned that the purposes of the 2<sup>nd</sup> WCCV are to enhance the international network among community volunteers through sharing their practices and the challenges they are facing, and to learn how to vitalize volunteer work in each jurisdiction. I trust these purposes have been achieved today.

The participants of the 2<sup>nd</sup> WCCV have come to know about the various practices that are being conducted by volunteers in each jurisdiction, and I hope the outcome of the 2<sup>nd</sup> WCCV inspires us all to resolve challenges which volunteers and other stakeholders are tackling. I'm sure that the knowledge and experiences exchanged here today will be useful for the volunteers and practitioners to vitalize volunteer activities.

I would like to express my sincere appreciation to keynote speaker Mr. Pitts, moderator Dr. Porporino and all speakers who shared their precious knowledge, practices and experiences. Please give them a big round of applause.

And thank you very much for endorsing the declaration of the International Day for Community Volunteers Supporting Offender Reintegration. The new international day will raise public awareness of the volunteers' contributions and help to build networks among the volunteers. We recognize the Yellow Ribbon Campaign is one of the most successful efforts to promote offender reintegration and the role and value of volunteers. On the other hand, many jurisdictions face difficulty in capitalizing on these efforts, such as awareness raising and civil participation. So, I hope this day will offer encouragement to enhance effective promotion in each jurisdiction.

Furthermore, for any participants who would like to endorse the declaration, please open the app of the 6<sup>th</sup> World Congress on Probation and Parole, and enter your name on the endorsement page.

Lastly, I believe we have accomplished something quite meaningful today through the endorsement of the declaration of the International Day for Community Volunteers Supporting Offender Reintegration. I hope you will all share the declaration and today's outcome, and build relationships to provide continuous encouragement to the volunteers.

Thank you.







## Chapter 3

# Presentations

## Presentation 1

---

# The Invaluable Efforts of Volunteers in Supporting Offender Reintegration and the HOGOSHI System in Japan

Presenter: **Mr. Imafuku Shoji**  
Japan Hogoshi Federation, Japan



# THE INVALUABLE EFFORTS OF VOLUNTEERS IN SUPPORTING OFFENDER REINTEGRATION

and

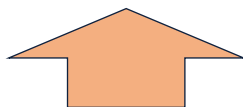
## THE HOGOSHI SYSTEM IN JAPAN

Discussion at The Second World Congress for Community Volunteers  
Supporting Offender Reintegration  
APRIL 17<sup>th</sup> 2024 THE NETHERLANDS

IMAFUKU Shoji, Japan Hogoshi Federation, Japan

### Goals of Criminal Justice Policy (Community Corrections)

1. Offender Rehabilitation / Reintegration without Reoffending
2. Building a Safe and Secure Society



**Public/Voluntary Sector  
Partnerships**



## Public/Voluntary Sector Partnerships



## Hogoshi System in Japan

- Community Volunteers for Offender Rehabilitation / Reintegration
- Commissioned by the Minister of Justice (The Volunteer Probation Officers Act)
- Main duties : ① Supervise / assist probationers / parolees, ② Coordinate the re-entry, ③ Promote crime prevention activities
- No salary provided, but may receive all or part of the expense needed for performing their duties (ex. travel expenditures)
- Term of Office : 2 years (Re-appointment is possible)
- Rooted in Japan for more than 130 years since 1888
- 46,584 persons nationwide, average age: 65.6 (as of Jan 1<sup>st</sup> 2024)



## Working together for Offender Reintegration

### Probation Officer (PO)



Intervention by expert knowledge to reduce the risk of reoffending

Making treatment plans  
Interviewing  
Specialized programmes  
Case/Risk management  
Breach actions  
Liaising with relevant agencies

### Hogoshi



Staying close to offenders with wisdom of the ways of the world

Coordinate the re-entry  
Interviews on a regular basis  
Working with their families  
Helping them find jobs  
Liaising with local social resources

Guidance

Monthly report

Consultation



## Advantages of the Hogoshi System

### Local Character

- Accessibility
- “Neighbors” rather than “representatives of government”
- Social resources

### Personal interaction with offenders

- Genuine and warm concern
- Pro-social modelling
- Focus on offenders’ strengths
- Encourage offenders’ rehabilitation with patience and trust

### Continuous support

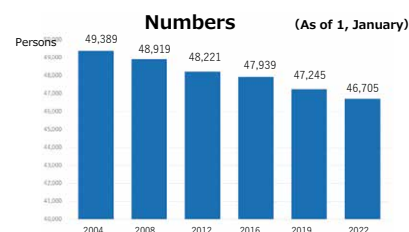
- Continuous contact with offenders and
- their family members during the prison term
  - Relationship continues as members of
- the same community



Promotion of Desistance and Reintegration

## Measures to Support Hogoshi

The Government has established several measures to reduce the burdens placed on *hogoshi* and enhance including Younger Generations



**Trend: Declining since 2004**

1. *Hogoshi* internships
2. Offender Rehabilitation Support Centers
3. Multiple Responsibility System
4. Introducing Digital Platform
5. Raising public awareness (increase social recognition of hogoshi)
6. Investigative Commission for Enhancing the Sustainability of Volunteer Work



7

## Conclusions

- The services for offender rehabilitation and reintegration in Japan is effectively implemented based on Public/Volunteer Sectors Partnership.
- Hogoshi as community volunteers play a vital role to build a safe and secure society.
- Hogoshi assist desistance of offenders on the basis of their advantages of local character, personal interaction with offenders and continuous support.
- To reduce the burden of Hogoshi, several measures are necessary including raising social awareness such as the Declaration on the International Day for Community Volunteers Supporting Offender Reintegration.

8

Please contact below;

- **JAPAN HOGOSHI FEDERATION**  
(for Hogoshi system)

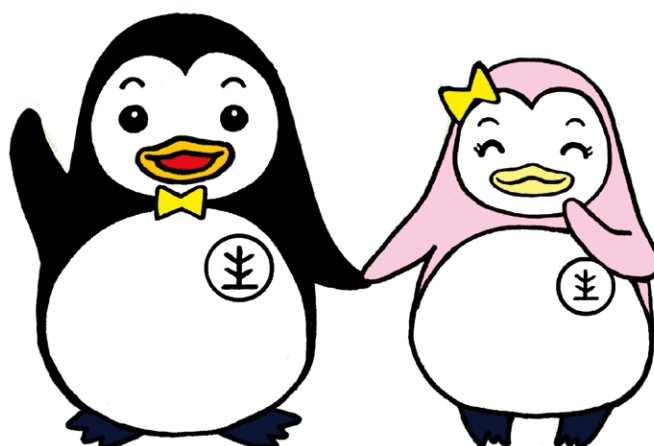
<https://www.kouseihogo-net.jp> (English page  
under constructing)

E-mail; [hogoshi-liaison@kouseihogo-net.jp](mailto:hogoshi-liaison@kouseihogo-net.jp)

- **HOGOSHI FUTURE LABORATORY**  
(for Research)

E-mail; [hogoshi.labo@kouseihogo-net.jp](mailto:hogoshi.labo@kouseihogo-net.jp)

Thank you very much  
for your attention



## Presentation 2

---

# Community Probation Volunteers: Valuable Component of Probation System in Kenya

Presenter: **Mr. Clement Okech**

Independent Consultant on Probation and Penal Policy issues, Kenya





# Community Probation Volunteers: Valuable component of probation system in Kenya

By Clement Okech OGW: A Presentation at the 2<sup>nd</sup> World Congress on  
Community Volunteers,  
17<sup>th</sup> April 2024,  
The Hague, Netherlands.

1

## Introduction: Probation and Volunteerism

- Volunteerism has been part of Probation system: From the streets of Boston where John Augustus practices or even the London police Courts where church missionaries 'saved souls' of errant young men brought to court.
- Since 2005, the Community probation volunteer (CPV) formerly Volunteer probation officers (VPO) in Kenya has since morphed into an necessary arm of service delivery in some areas.
- Not all parts of the country has the CVP programme
- 5,300 CPVs have been recruited up from 312 in 2016. However, not all are actively involved at all times but only when work arises from their respective locations

2

## Original Aim of the CPV Programme

- Expanding the reach of the department including creating public awareness to change attitudes towards non-custodial measures
- Intensify client supervision and reintegration
- Increase the capacity and speed within which PO can provide services to courts and other penal release organs including reliable social inquiry reports.
- Demystify and embed probation work in society
- Involve the community directly in offender supervision

3

## Selection Criteria

- Is over 30 years old and reasonably educated & possess a passionate attitude for social services
- A respectable member of community, able to keep information private and confidential
- Considered as socially reliable in his/her character and conduct
- Willing to create time for volunteer work
- Willing to provide free service but with facilitation
- A stable person who is not looking for volunteer work as a way of looking for a job
- A good role model with good virtues and with integrity

4

## Modular Training of CPVs

- The modular training is contained on one training manual
  1. **Module one:** Introduction to probation work and the criminal justice system covering definition of terms, probation background, basic laws,
  2. **Module two:** Community probation volunteer programme with topics such as understanding volunteerism, volunteer tasks, working with women and child, and other special categories.
- They also learn about support systems and, networking and collaboration.

5

## Modular Training Cont'd

3. **Module Three:** Practice Skills and Ethics including basic skills in relation building, communication, problem solving and role modelling.
- Also touches on Public officers ethics Act, Integrity, National values. Accountability and Confidentiality among others
  - Also learned are rights of clients, Do's and Don'ts

6

## CPV Tasks

CPVs work closely with professional POs in the following areas.

- Information gathering
- Supervision of clients (Probation order and CSO supervisees)
- Reintegration of clients exiting from correctional institutions
- Identifying clients needs and discussing with PO.
- Crime prevention
- Records and reporting
- Networking, resource mobilisation, linkages and referrals to local community service providers

7

## Some Challenges

1. Inadequate funding for selection, training and facilitation
2. Lack of clear legal mandate
3. Threat posed by rising number of probation officers (now standing at over 2000)
4. Poor recognition and reward practices

8

## Into the Future

- Need for clear legal mandate, to set clear framework of work, expectations and requirements for the CPVs.
- Need to develop institutional character and identification of CPVs as part and parcel of probation system.
- Need ensure fairness and consistency in practice through careful selection, training and support.
- Need for regulated recognition and reward system by government
- Need for resources and timely disbursement of reimbursable and other facilitations.

9

End

•Thank You

10



## Presentation 3

---

# Cooperation to Promote a European Volunteering Program in Probation Services

Presenter: **Mr. Marco Brok**

Policy advisor at the international office, Dutch Probation Service



Presenter: **Ms. Melinda Lewis**

Regional coordinator at the international office, Dutch Probation Service



2022-1-NL01-KA220-ADU-000089938



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aproximar  
cooperativa de solidariedade social

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Direção-Geral de Reinserção e Serviços Prisionais

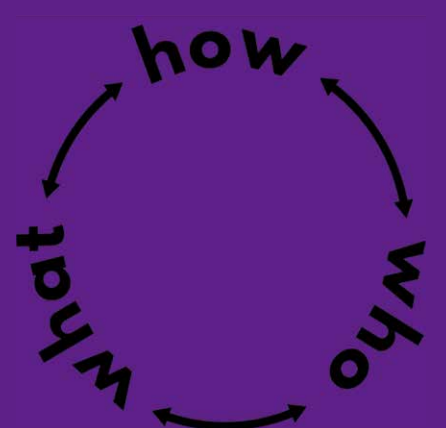
European  
Strategies  
Consulting

Reclassering Nederland

An Góráidh Phearsantais  
The Probation Service

UCC  
University College Cork

2022-1-NL01-KA220-ADU-000089938



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**The Netherlands**

- Confederation of European Probation
- Stichting Reclassering Nederland

**Portugal**

- Aproximar, Cooperativa de Solidariedade Social
- Direção-Geral de Reinserção e Serviços Prisionais

**Ireland**

- The Probation Service, Department of Justice
- University College Cork

**Romania**

- European Strategies Consulting

Co-funded by  
the European Union

### Research

- Evidence review conducted by University College Cork

### Shared Vision

- Strengthen community building (social inclusion)
- Reintegration is a two-way street
- Volunteering is complementary

### Download here:

[Evidence Review of Volunteering in Probation](#)



### Competency Framework

- Attitude and qualities
- Knowledge
- Skills

### Training

- Knowledge of the professional field
- Relational skills
- Communication skills
- Observe and interpret
- Problem solving



### Source Book

- Recommendations
- Terms of recruiting, training, managing and valuing volunteers
- Guidelines for collaboration
- Training curricula & e-learning course

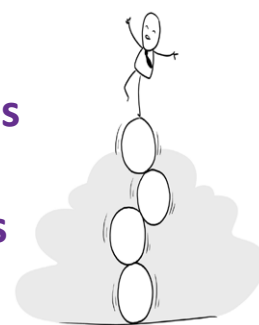
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**Professional  
volunteers**



**Strengths  
and talents  
of  
volunteers**



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**CoPPER**  
**European  
Volunteering  
in Probation**

#### Follow CoPPER

- [www.copper-initiative.com](http://www.copper-initiative.com)
- [www.linkedin.com/company/copper-initiative](https://www.linkedin.com/company/copper-initiative)

#### Read more

- [Evidence Review of Volunteering in Probation](#)
- [Working with volunteers at the International Office](#)

#### Contact us

- Coordinator: Confederation of European Probation (CEP) – Netherlands:  
[secre@cep-probation.org](mailto:secre@cep-probation.org)





# Thank you!

Agreement Number: 2022-1-NL01-KA220-ADU-000089938

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## Presentation 4

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# Community Engagement for Rehabilitation & Reintegration: The Singapore Experience

Presenter: **Ms. Karen Lee**

Director, Community Corrections Command,  
Singapore Prison Service  
Ministry of Home Affairs, Singapore



Restricted



# SINGAPORE PRISON SERVICE

## Community Engagement for Rehabilitation & Reintegration: The Singapore Experience

Karen Lee

Director

Community Corrections Command

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## About Singapore Prison Service (SPS)

### About SPS

- Instituted in 1946
- One of the 11 agencies under the Ministry of Home Affairs (MHA)

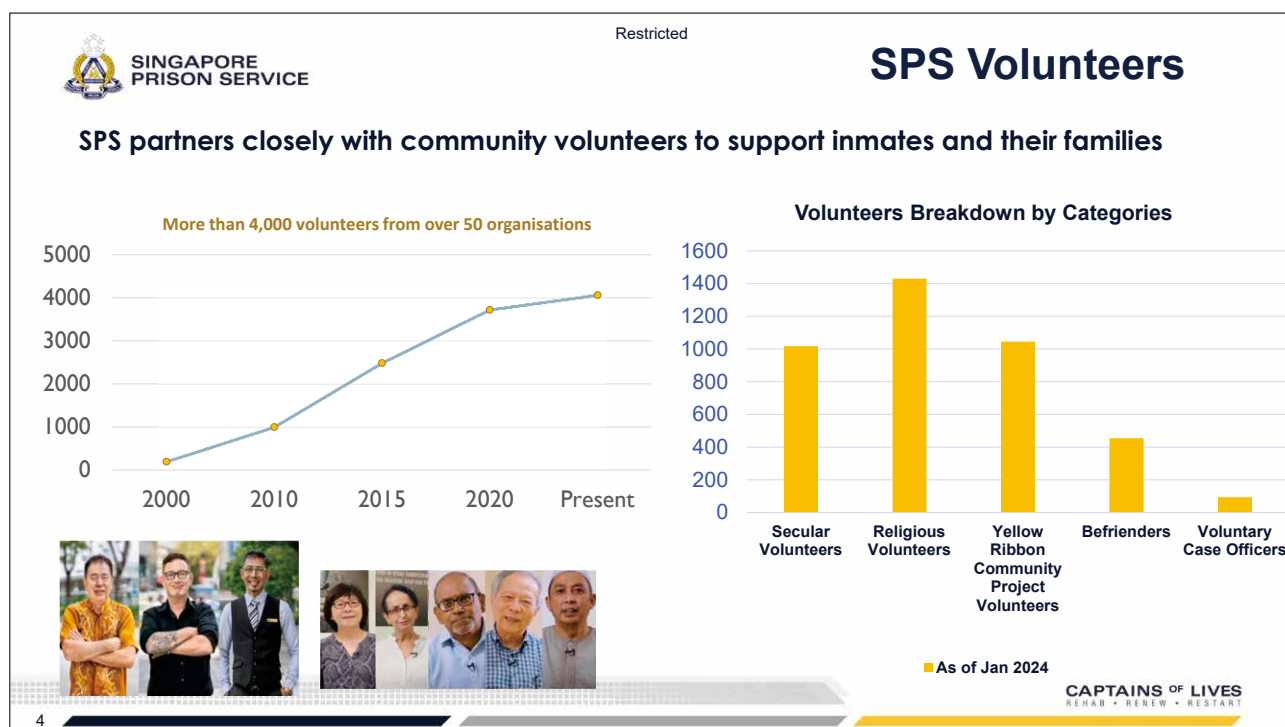
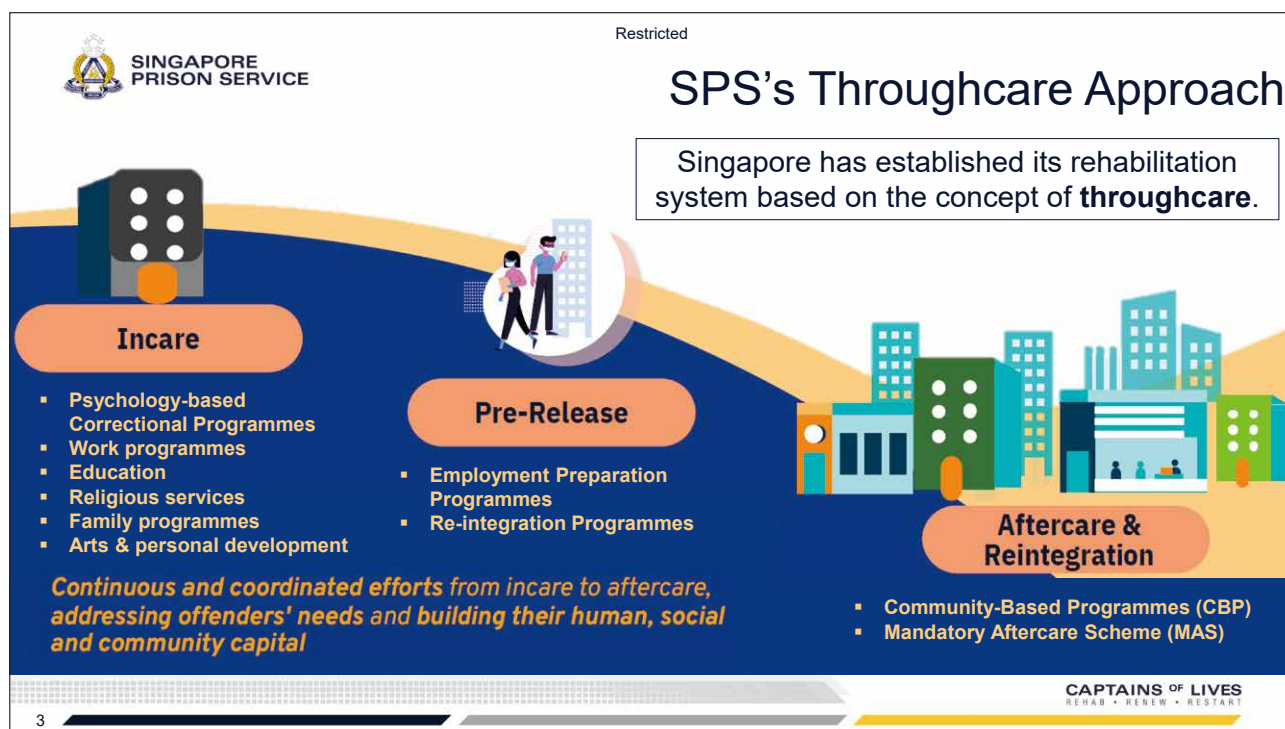
### Vision

- As **Captains of Lives**, we inspire everyone, at every chance, towards a society without re-offending.

### Mission

- As a correctional agency, we **enforce secure custody** of offenders and **rehabilitate** them, **for a safe Singapore**.

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## Religious Volunteers

- SPS partners 1,430 volunteers from 12 religious organisations and 5 major faiths to meet spiritual needs of offenders
- **Provides a strong religious foundation and incorporate moral development** to help steer away from a life of crime
- Religious volunteers also **continue to provide pro-social support** to offenders after they are released

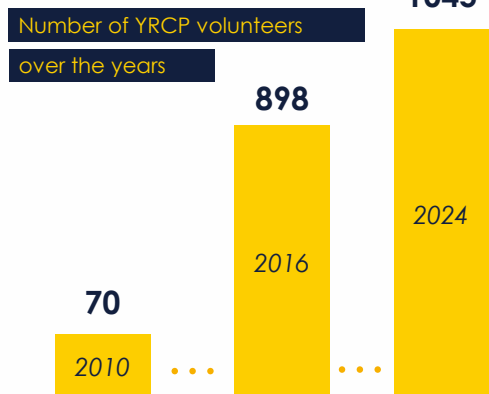


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## Yellow Ribbon Community Project (YRCP)

- Upstream **grassroots-led initiative**
- Trained YRCP grassroots volunteers visit families of offenders, with their consent, to **offer social support and assistance**



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6



SINGAPORE  
PRISON SERVICE

Restricted

## Befrienders

- Befriending services are available to inmates and drug abusers **who may not have strong familial support or positive peers**
- Befrienders **foster meaningful mentoring relationships** with befriendees that begin in-care, and **continue to guide them in their reintegration journey after release**



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7



SINGAPORE  
PRISON SERVICE

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## Volunteer Case Officer (VCO) Scheme

### Who are the VCOs?

- Experienced volunteers who support Community Corrections work through case-management and counselling**
  - Experienced in working with inmates (e.g., retired SPS officers)
  - Post-graduate students in Social Work/Psychology/Counselling
- This initiative was developed to appeal to volunteers who desired to make a greater impact

### Learning from Japan's Volunteer Probation Officers (VPOs) system

- SPS went on a study trip to Tokyo, Japan in Feb 2020 to learn about VPOs.

### What is the VCO Scheme?

- VCOs refer supervisees and families to community agencies to address reintegration needs
- VCOs provide basic interventions to supervision through counselling and do house/site visits when necessary
- Through the VCO scheme, **SPS targets to expand the supervisees' network of support** in the community during and beyond their community-based programme
  - Thereby **reduce supervisee's risk of re-offending**

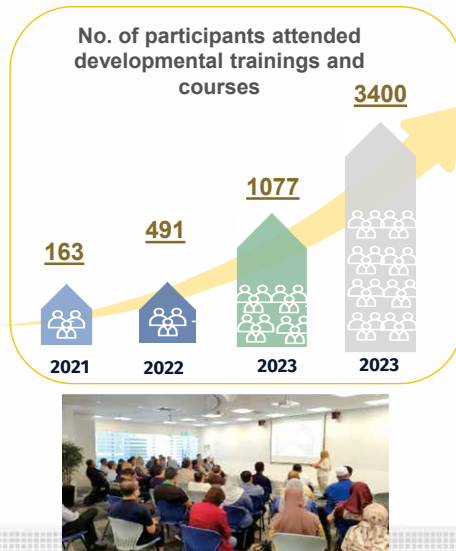


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8



## Strengthening Volunteers' Capabilities



### Supporting volunteers and encouraging volunteer retention

- SPS provides basic training and relevant developmental courses for partners
- **Equips volunteers with capabilities required to work with inmates/ex-offenders and their families**
  - Enhances their ability to cope with challenges
- **Volunteers will also have access to self-care courses**
  - Enhances their well-being and resilience while serving in challenging roles
- Between 2021 to 2024, **SPS increased the number of training spaces from 163 to 3400**
  - Includes webinars, e-learning and classroom sessions

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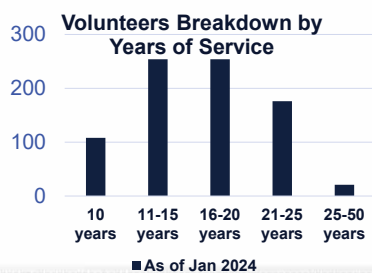
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## Volunteer Appreciation Events

SPS organizes various initiatives to connect with volunteers and express appreciation

### Years of Service

- **813** SPS volunteers have been in service for 10 years and longer



### Throughcare Hero Award

- Acknowledges partners and volunteers who journey with inmates and their families throughout incarceration
- 13 recipients from 13 organisations were awarded in 2023
  - Youngest recipient: 37
  - Oldest recipient: 73



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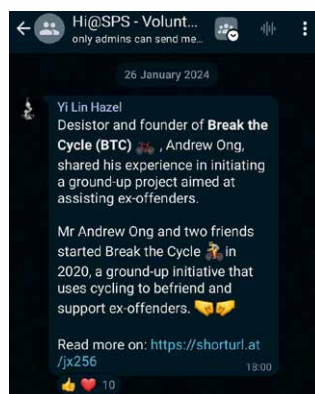
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## Promoting Volunteer Works

Volunteer works are also promoted through social media



Singapore Prison  
Service Instagram  
Page



Sharing volunteer  
Human Interest  
stories via  
Whatsapp  
broadcasts

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## Ongoing Community Engagement Efforts



### Increasing Awareness of Volunteer Opportunities

- Leverage on social media platforms to feature SPS and YRSG volunteers to **raise awareness of volunteering opportunities**
- Collaborate with Institutes of Higher Learning to recruit VCOs

### Increasing Engagement of Existing Volunteers

- **Organize dialogues and engagements** for new and existing volunteers
- **Review training framework for volunteers and community partners**
  - Equip volunteers with skillsets relevant to their roles (e.g., befriending skills)
- Encourage volunteer-led initiatives and corporate volunteering
- Explore inter-agency volunteering opportunities for existing volunteers

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## Ongoing Community Engagement Efforts



### Engaging interested younger volunteers for the future

- Direct interested young volunteers to community partners supporting families impacted by incarceration so that some will join SPS as volunteers/staff when they reach the minimum age
- Enhancement of the YRP committee's school engagement efforts to introduce and encourage educational institutions to adopt the YRP to support inmates, ex-offenders and their families

### Engaging desistors as contributing members of the society

- Recruit desistors to consider volunteering opportunities in SPS and in the community
  - Through volunteering, desistors are more connected to the community and build a positive self-identity
- Co-create opportunities in the community for inmates and ex-offenders to contribute back to community
- Support ground-up initiatives led by ex-offenders

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## Yellow Ribbon Project (YRP)

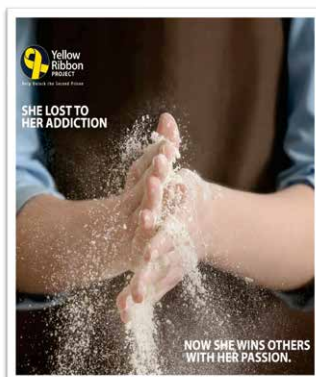
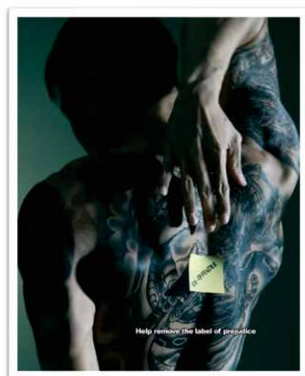


Launch of the YRP by late President of Singapore, Mr. S.R. Nathan, in 2004

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## Yellow Ribbon Project (YRP)



- To create community **AWARENESS** of importance of giving second chances to ex-offenders
- To generate **ACCEPTANCE** of ex-offenders and their families in the community
- To inspire community **ACTION** to support the rehabilitation and reintegration of ex-offenders

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15

## YRP: Media and Mass Outreach

### Spreading Human Interest Angles on Reintegration Issues and Importance of Strong Community Support



THE STRAITS TIMES



Artist Barry Yeow has made a life and career out of art since his release from prison in 2015. PHOTO COURTESY OF BARRY YEOW



Who: Artist Barry Yeow, 54, an ex-offender who has made a life and career out of art since his release from prison in

today

She was in and out of jail. Then her mother died and she had to attend her funeral in handcuffs

BY KIMBERLY LIM

Published October 19, 2019

Updated October 21, 2019



Ms. Koonwee Kaili Loo, a Bronze Certificate of Achievement recipient at the Yellow Ribbon Celebrating Second Chances Award Ceremony on Oct 12 – for her commitment to playing clinic and drug-free for six years – poses for a portrait on Oct 15.

Capturing Minds of the Nation through Creative Advertising, Featuring Volunteers and Inmates' Talents

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## Effectiveness of YRP



**142** community partners



91% surveyed\* are **aware of YRP** and its **objectives**. Majority **acknowledge that ex-offenders need help to restart** their lives (90%) and that it **benefits the community** to give them a second chance (89%)

*\*Based on a survey of members of public conducted in 2022*

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## YRP Beyond Local Shores

Over the years, the YRP campaign has garnered much support from many well-meaning individuals and corporate partners, as well as traction beyond the shores of Singapore.

**2008:** Launch of YRP in **Fiji**



**2012:** BuCor LOVE Foundation, **Philippines** launched their first Prison Run



**2019:** **Ireland and Northern Ireland** jointly held their pilot Yellow Ribbon Run



**2011:** Second Chance Day in **Australia**

**2016:** **Czech Republic** held their first Yellow Ribbon Run

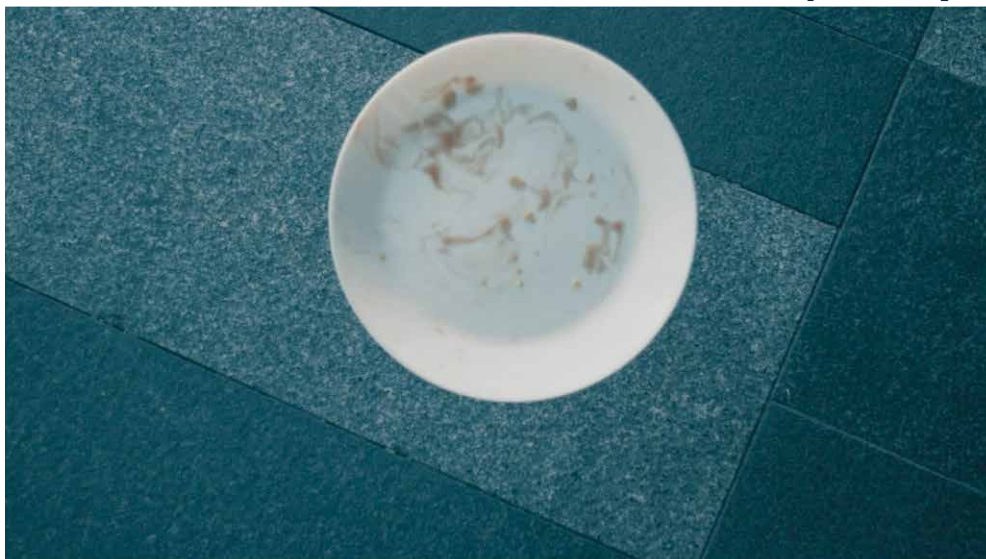


**CAPTAINS OF LIVES**  
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SINGAPORE  
PRISON SERVICE

## YRP 20<sup>th</sup> Anniversary Film (2 min)



CAPTAINS OF LIVES  
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PRISON SERVICE



SINGAPORE  
PRISON SERVICE



### Don't Just Wear a Yellow Ribbon. Be One.

To reduce long-term re-offending rates, a strong support system within the community is essential



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## Presentation 5

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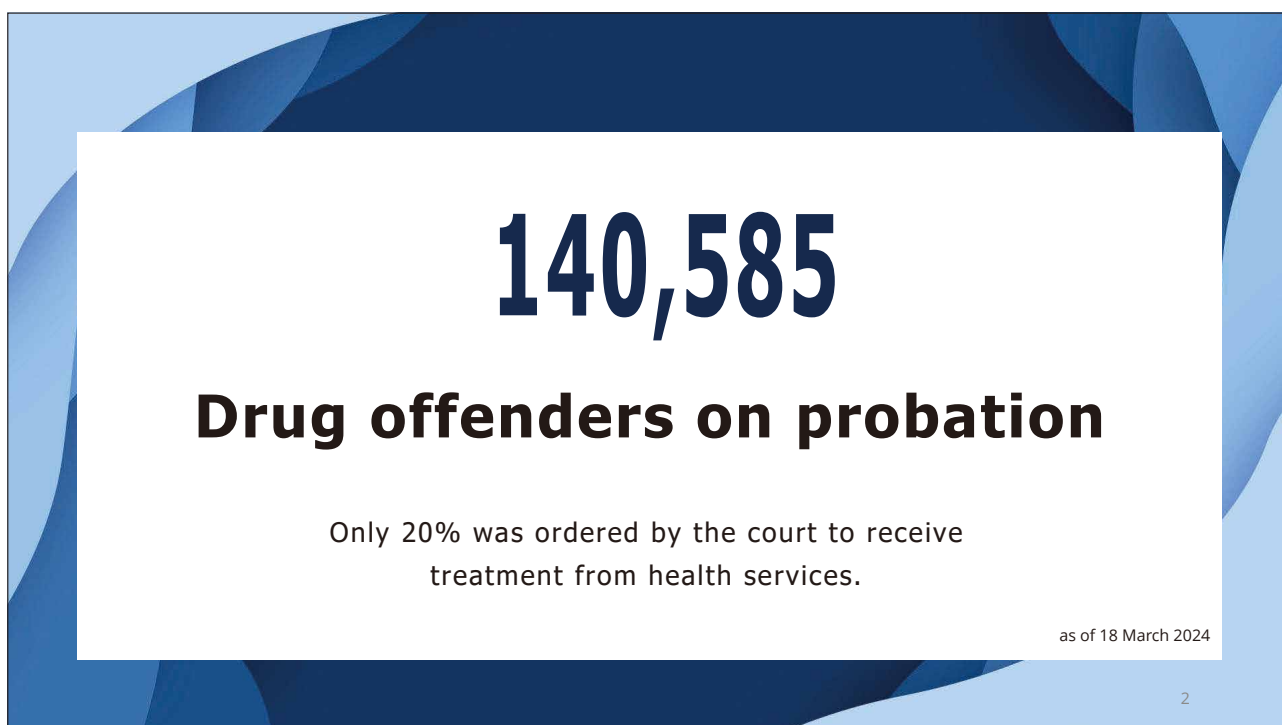
# Community Volunteers Supporting Drug Rehabilitation in Thailand

Presenter: **Mr. Ruangsak Suwaree**

Director General of Department of Probation

Ministry of Justice, Thailand





## Probation Act 2016

Responsibilities of Probation Officers

### Section 28

Assist and give an advice on living, capacity building, learning, attitude and behavioral modification, drug treatment, community service, education, vocational training, and other assistance as necessary



### Section 45

Promote roles of VPOs and community in offender rehabilitation



3

“Drugs are not deterred by military force or weapons. But, drugs are deterred by parental love, the presence of caring families, and the strength of communities.”



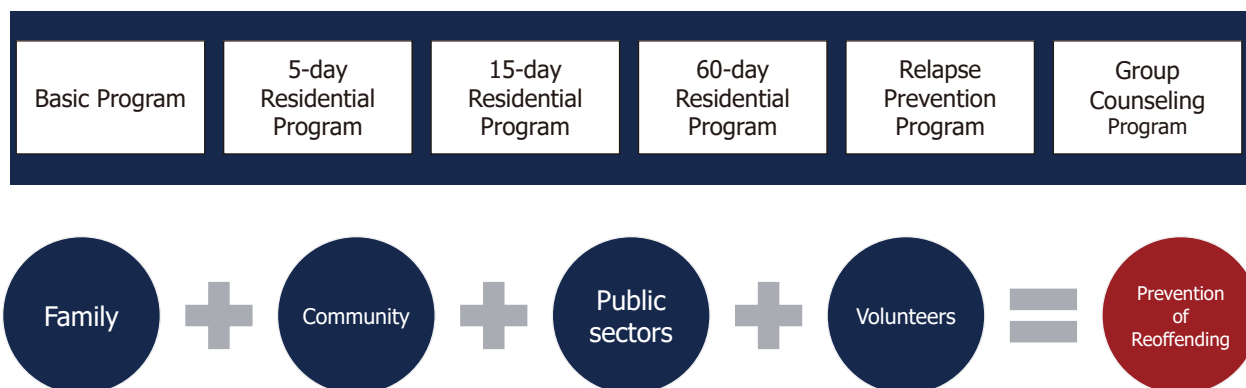
**Pol.Col. Tawee Sodsong**  
**Minister of Justice**

4

# DRIP MODEL

Drug Rehab Integration of Partners in Probation Services

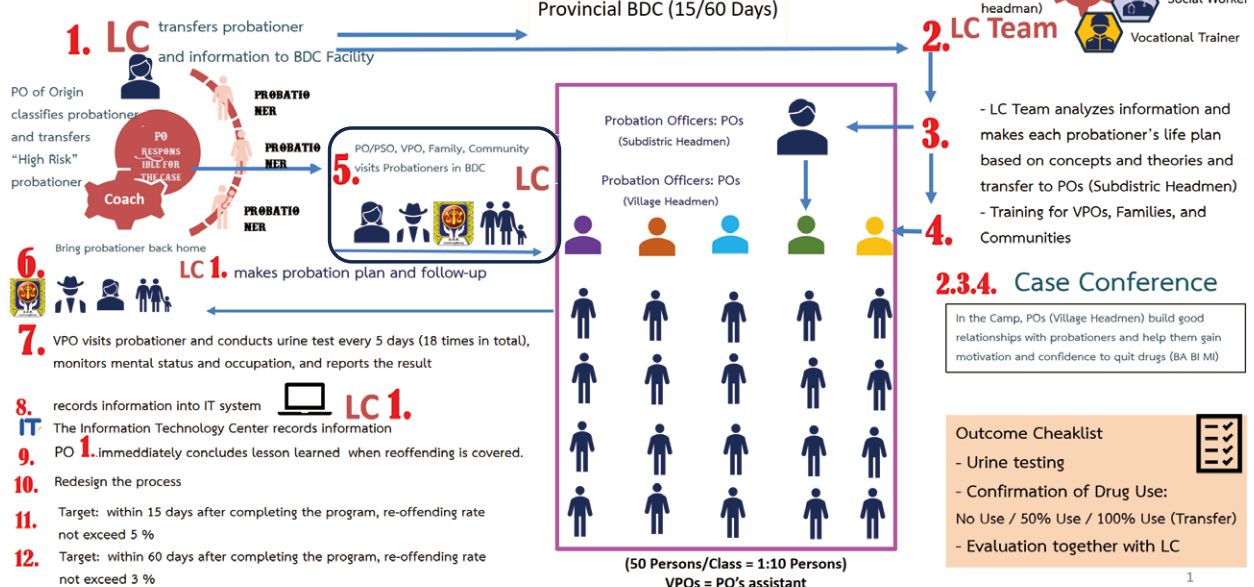
## Drug Rehabilitation Programs



5

## Behavioral Development Center (BDC) for Probationers (15/60 Days)

### Life Coaching



1

## Volunteer Probation Officers and Families bring offenders back home.



### Roles of Volunteers and Partners in DRIP Model

#### Monitoring

When offender fail to report to the probation officers

Partners

Volunteer Probation Officer

Administrative Officer

Police

#### Life Coaching

Information collection > Individual treatment plan  
Motivation > Rehabilitation program  
Follow-up and Assistance

Partners

Volunteer Probation Officer

Health worker

Social worker

Psychologist

Vocational trainer

#### Follow-up and Aftercare Service

Drug testing  
Job seeking  
Database recording

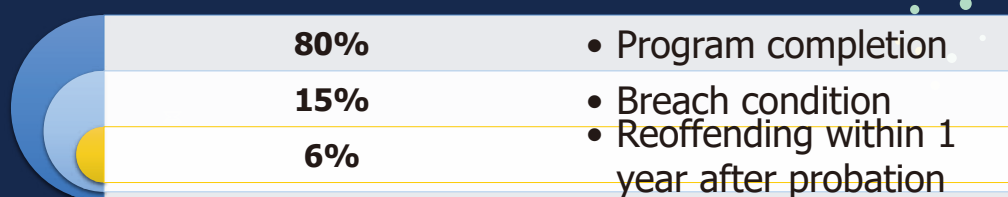
Partners

Volunteer Probation Officer

Justice community volunteer

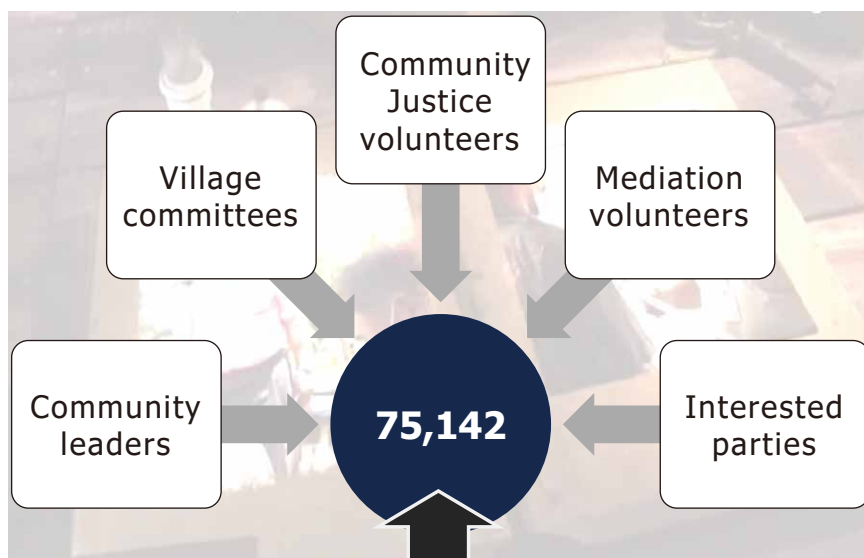
Local agencies

# Goal



9

## Promotion of Volunteer Works



RECRUITING MORE  
VOLUNTEERS TO  
COVER ALL  
VILLAGES

**Current Volunteer Probation Officers = 20,248**

10





## Promotion of Volunteer Works

### ENHANCING WORKING SKILLS

- Providing training courses or workshops on supervision, rehabilitation, crime prevention, and drug-related problem screening
- Designing training courses according to age range



11

THANK  
YOU

12

## Presentation 6

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# Volunteers Assisting ex-offenders in England and Wales

Presenter: **Dr. Andrew Watson**  
Researcher





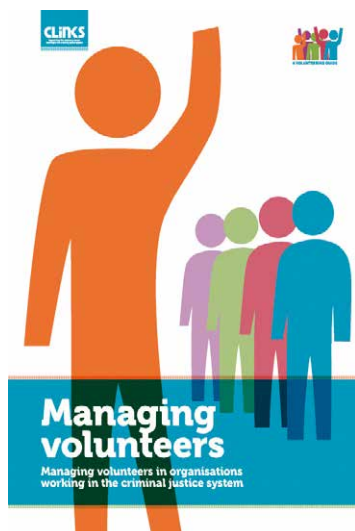
- ▶ Broad voluntary sector (NGOs) attracts 11.9 million regular volunteers in Britain :A history and culture of volunteering.
- ▶ Estimated 1,750 voluntary organisation for ex offenders - part of a wider network of 4916 organisations with criminal justice is one of areas of work ( Source Clinks).
- ▶ Organisations range from volunteer-led groups to large, multi million pound organisations with thousands of staff. Many have both paid staff and teams of volunteers. Some only work in their local community, whilst others serve larger areas, including the UK and beyond. More people work for voluntary organisations than work in the criminal justice system than the prison and probation services combined.
- ▶ Nine members of staff for every twenty volunteers in voluntary organisations working in criminal justice.

- ▶ Large variety of activity. Some specialise in meeting the needs of a particular group of people, for example women, older people or people from particular ethnic groups, prisoners and their families.
- ▶ Others focus on a particular issue, for example substance misuse, debt advice or housing.
- ▶ Some groups focus on a form of intervention, the arts, restorative justice and so on.
- ▶ Information on hundreds of voluntary and community organisations working in the criminal justice system is provided in the Clinks' [Directory of Services](#) - an online database.



- ▶ Much good practice involving volunteers, **but also inconsistency in the way that volunteers are recruited, managed reimbursed and retained.**
- ▶ Clinks - infrastructure organisation supporting voluntary organisations in the criminal justice system, and National Council for Voluntary Organisations (NCVO) , which champions the voluntary sector and volunteering produced "Managing Volunteers".
- ▶ A valuable source of information.
- ▶ Managing volunteers includes guidance on:
  - ▶ Developing a volunteer programme
  - ▶ Recruiting volunteers
  - ▶ Rewarding, recognising and retaining volunteers.

**NCVO**



Designed as a reference document and each section has links to further information, particularly the NCVO Knowhow website, which is a valuable source of information.

## Developing a volunteer programme

Identifying the need for volunteers and creating volunteer roles;

Writing volunteer policies and agreements;

Preparing volunteers for their role;

Training;

Dealing with problems, complaints and disputes;

Monitoring and evaluating a volunteer programme;

The legal position of volunteers;

Health and safety, and insurance;

Data protection and copyright;

Expenses.

## Recruiting volunteers.

Understanding safeguarding;

Recruitment methods;

Screening potential volunteers;

Checking a person's criminal record;

Equal opportunities and diversity;

State benefits, refugees, asylum seekers and people from overseas;

People with convictions as volunteers .



## Rewarding, recognising and retaining volunteers.

Accreditation of volunteering

The benefits of accreditation

Reward and recognition

Saying thank you

Events

Award schemes

Key importance of support and supervision, relevant training and offering extra responsibility demonstrating the organisation is committed to its volunteers.

CoPPer, European Volunteering in Probation : "Evidence Review of Volunteering in Probation". 2024.

Inter alia this document contains much that is of practical assistance to organisations using , or contemplating using, volunteers in matters of recruitment, training, reward and managing risk.

## England and Wales.

After decades, especially since the 1960s, of using volunteers directly in considerable numbers the Probation Service ceased to do so at the turn of this century. A lost landscape that was once very full.

Their return is being considered. In the discussion I would be happy to talk about the arguments for reintroduction and obstacles that would need to be overcome for it to be a success.

**Thank you for your attention.**

## Presentation 7

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# Working with Volunteers in Safer Foundation, Illinois, USA

Presenter: **Ms. Diane Williams**

President Emeritus, Safer Foundation  
The United States of America







