STANDARD SUMMARY PROJECT FICHE

1. Basic Information

1.1 Désirée Number: 2002/000-282.07.05

1.2 Title: Upgrading of the Probation and Mediation Services

1.3 Sector: Justice and Home Affairs

1.4 Location: Czech Republic

2. Objectives

2.1 Overall objective

- Stability of institutions guaranteeing democracy, the rule of law, human rights and respect for and protection of minorities.
- The ability to take on the obligations of membership including adherence to the aims of political, economic and monetary union.

2.2 Project purpose

- To accelerate criminal proceedings and promote the most efficient ways of criminal justice through upgrading the Probation and Mediation Service.
- Reduce recidivism

2.3 Accession Partnership and NPAA priority

- Accession Partnership 2001

**Medium-term priorities**

- Further upgrade law enforcement bodies and the judiciary (staff numbers, training and equipment); continue the fight against organised crime, trafficking in women and children, drug trafficking and corruption; ensure better coordination between law enforcement bodies

- NPAA

**Short-term priorities**

- Act No. 257/2000 Coll., on Probation and Mediation Service, establishing a new national institution for supervising offenders and overseeing their re-socialisation

**Medium-term priorities**

- Reduce overcrowding in prison on the basis of the options ensuring from legislation on the judiciary (increased options for using diversions in criminal proceedings and alternative punishments).

2.4 Contribution to National Development Plan N/A

2.5 Cross Border Impact N/A

3. Description

3.1 Background and justification

The last amendment of the Criminal Proceedings Code and Criminal Code represent important part of reforming the Czech criminal justice system and enable to extend the activities of the Probation and Mediation Service (PMS). In the pre trial phase are created conditions for extension of more effective application the institutes of diversions /for instance out of court settlement/ on based on mediation activities of the PMS. According to new codes PMS can more closely co-operate with state prosecutors and the police.

In the post trial phase are created conditions for effective applications of alternative sentences concern on probation orders and community sanctions /for instance involving of NGO to execution of community service order/, and to involve the parole project /conditional release/ and strengthen co-operation with the prison service.
Tasks of the PMS linked with the amendment to the Criminal Proceedings Code, structures and co-operation with other institutions:

1) more intensive operation of the PMS, especially in the area of the measures supplying the custody;
2) increased number of cases in pre-trial phase aiming to the alternative settlement of crimes;
   - in connection with 1) and 2) deepening of co-operation with the Police, state attorney offices as well as organisations providing re-socialization and other social programmes (governmental or non-governmental).

PMS performs activities in the field of criminal justice especially by creating background for the effective decision-making regarding alternative measures to imprisonment (see Annex 4). Through its probation and mediation activities, the PMS participates in the conflict resolution between the offender and the victim, and thus contributes to the re-established awareness and respect of legal standards. Repeated crime prevention and risk reduction are integral parts of the PMS’s mission. In the field of criminal justice, the PMS identified three major objectives:

- The integration of the offender into the community
- The participation of the victim in the criminal procedure
- The protection of the community

In order to be able to reach the objectives as stated above it is necessary to establish high quality standards of education. This means not only the standards of qualification education of the Probation and Mediation Service officers and assistants, which are already defined and attained, but also additional standards of life-long training. Twinner-based establishment and successful implementation of these standards are the most important aspect of this project.

Information system can be used also for training via various forms of e-learning after the completion of the project. Naturally, this affects the second part of the project as well – i.e. the investment, as the equipment required will enable the implementation of the project objectives. Quality information system will enable interconnection among particular Probation and Mediation Service centres and between the centres and the Directorate of Probation and Mediation Service leading to effective management of the Service.

Concept of the PMS educational system:
Probation and Mediation centres will be staffed with officers and assistants. The qualification requirements for these positions are described by the law /probation and mediation act/. Education and training staff of PMS represent one of the priorities for next development of the service. System of life long staff education should develop and extend the knowledge and skills obtained during the basic qualification training, especially communication skills, skills of conflict resolution, methods of work with clients in the context of restorative justice principles.

Concept of life-long staff education of the Probation and Mediation Service will be completed by the Headquarters of the PMS and submitted to approval to the Minister of Justice of the Czech Republic in March 2002. The concept of life long staff education should involve the development of professional skills and abilities concern on professional interview with clients in the frame of probation and mediation, conflict resolution skills – training of methodology, development of interdisciplinary approaches – balanced evaluation of social and law issues and knowledge, to create effective system of re-socialisation programmes/social services in the field of criminal justice system/

Training course for the PMS’s employees is being conducted, enabling the employees to form groups of officers (university education needed) and assistants (secondary school education sufficient). Apart from this course, concluded by a qualification exam, the PMS organizes other training courses and seminars. The headquarters work to establish a regular system of regional supervisory seminars. Gradually, probation officers were given the training in specialized seminars aimed at communication and social skills as well as legal knowledge.

3.2 Linked activities
No activities in the framework of the Phare programme preceded this project in the field of Probation and Mediation Service.

On the other hand, the other sectors of the judiciary (judges and state prosecutors) have already received or are about to receive substantial assistance for training, mainly under the project Phare CZ 9810-03-01-02 “Strengthening the Independence and Functioning of the Czech Judiciary – Support to the Association of State Attorneys and Judges” and the project Phare CZ 2000-07-05 “Strengthening the Provision of Life-Long Training for Judiciary”.

2
Also in the area of technical equipment the following project have been carried out:

- Phare CZ 9810-03-02-02-0003, "Strengthening the Independence and Functioning of the Judiciary – Support to Develop the Commercial and Civil Courts System". Within this subproject, 100 PCs have been delivered to four courts (two district, two regional).

- Phare CZ 9904-01-04, "Strengthening the Operation of Law Enforcement Institutions and the Judiciary": Within the project, 771 PCs, 74 servers and 74 printers have been delivered to district courts.

- Phare CZ 01-07-02, "Justice Information Network- part one". Within the project, 3 245 PCs, 112 printers and 149 routers should be delivered to all levels courts and states attorney offices.

3.3 Results
- Professional knowledge of the Probation and Mediation Service strengthened via training its staff incl. training of trainers
- Functioning of the Probation and Mediation Service upgraded via IT supply

3.4 Activities
The Project consists of two related components:

- **Twinning and Training Package - 1,13MEUR:**
  1 year Pre-Accession Advisor (PAA) - located at the Headquarters of the Probation and Mediation Service in Prague with minimum 5 years experience as a manager in non-governmental organisation and/or social service for probation and mediation. He/she will provide inputs focused on:
  - co-ordination - together with headquarters in Prague - of the organisation of training and lecturers
  - facilitation of EU member states best practices and possibilities of their implementation in the Czech Probation and Mediation Service

**Training**
Training in standards and best practices of probation and mediation activities, organisational and professional skills

**Training of trainers:**
- 5 employees of the Probation and Mediation Service Headquarters in Prague trained as future trainers in standards and best practices of probation and mediation activities according to the systems of the EU countries – each of them will pass min. 10 days of training

**Regular training:**
all approx. 250 persons of the Probation and Mediation Service trained in two specified groups:
- officers (mediation activities, model situations, EU best practices and experiences, community work, etc.)
- assistants (probation activities - community services, community work, etc.)
- each of them will pass min. 5 days of training (EU lecturers, simultaneous interpretation into Czech)

**Topics of the training:**
- professional interview, communication skills for providing probation and mediation
- conflict resolution - training of methodology
- development of interdisciplinary approaches – balanced evaluation of social and law issues and knowledge
- co-operation with other law enforcement agencies, State Prosecutors and judges
- **equal-opportunities-principle**
- ability of staff members to deal with drug addicts

**Study visits**
Study visits for 100 participants to an EU member state (experience in practise) – 10 study visits à 10 participants for 5 days
- Topics of the study visits:
  - human resources and quality management
- possibilities of employment for offenders
- conflict resolutions with juveniles
- community service
- equal-opportunities-principle

* Adoption of standards and best practices of probation and mediation activities according to the system of the EU countries

**Investment in Institution Building – 0.12 MEUR**

Purchase of technical equipment:
- approx. 77 personal computers
- approx. 77 licence software MS Office Standard or equivalent

Until the end of the year 2002 we expect the increase of staff members approximately by 77 (total 250), being involved in activities of the project. For each of them we need a computer and licence of software MS Office Standard.

3.5 Lessons learned

The area of Probation and Mediation Service has not been covered by M&A Reports yet. All relevant recommendations from previous projects have been taken into account.

4. Institutional Framework

Beneficiary of the project will be the Probation and Mediation Service as the integral and autonomous part of the justice sector. Director of the PMS is appointed by and subordinated to the minister of justice (see Annex 4).

The Probation and Mediation Service of the Czech Republic was established on the basis of the Act No. 257/2000 Coll, on the Probation and Mediation Service, which entered into force on the 1 January 2001.

5. Detailed Budget (mil.€)

<table>
<thead>
<tr>
<th>Project Components</th>
<th>Phare Support</th>
<th>*National Co-financing</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Investment</td>
<td>Institution</td>
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<tr>
<td></td>
<td>Support</td>
<td>Building</td>
<td></td>
</tr>
<tr>
<td>Contract 1 – twinning</td>
<td>0,12</td>
<td>0,13</td>
<td>1,13</td>
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<tr>
<td>Contract 2 – Investment</td>
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<td>0,12</td>
<td>0,12</td>
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<tr>
<td>Co-financing to contract 2</td>
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<tr>
<td>Total</td>
<td>0,12</td>
<td>1,13</td>
<td>1,25</td>
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</tbody>
</table>

Phare support
- Twinning and training package = 1.250 MEUR
- Equipment for probation and mediation offices = 1.130 MEUR

Co-financing from the Czech side
server, copy machines or printers = 0.120 MEUR

*There will be parallel co-financing.

6. Implementation Arrangements

6.1 Implementing Agency

The CFU will be the Implementing Agency responsible for tendering, contracting and accounting. Responsibility for technical aspects related to preparation, implementation and control will rest with the Probation and Mediation Service as the beneficiary institution and will be co-ordinated by the Ministry of Justice.

6.2 Twinning

The beneficiary institution will be the Probation and Mediation Service of the Czech Republic.

The Contact person is Mrs. Eva RUFFEROVÁ, assistant of Director of Probation and Mediation Service
6.3 Non-standard aspects
n.a.

6.4 Contracts
Contract 1 – Twinning Covenant - 1,130 MEUR
Contract 2 – Supply of Equipment 0,120 MEUR

7. Implementation Schedule

7.1 Start of Tendering:
   Twinning: 2Q/2002
   Supply: 1Q/2003
7.2 Start of Activity:
   Twinning: 1Q/2003
   Supply: 3Q/2003
7.3 Project Completion:
   4Q/2003

8. Equal Opportunity
   Equal opportunity principles and practices in ensuring equitable gender participation in the project will be guaranteed.

9. Environment N/A

10. Rates of Return N/A

11. Investment Criteria N/A

12. Conditionality and Sequencing
   - Aims of the criminal policy will be attuned
   - High level and ambitious qualification training of the Probation and Mediation Service employees maintained
   - Continuous personal establishment in the centres ensured

ANNEXES TO PROJECT FICHE

1. Logical framework matrix in standard format
2. Detailed implementation chart
3. Contracting and disbursement schedule by quarter for full duration of programme
4. Presentation of the Probation and Mediation Service of the Czech Republic in the context of the new Criminal Proceedings Code
<table>
<thead>
<tr>
<th>Project title:</th>
<th>Upgrading of the Probation and Mediation Service via Information System and Training</th>
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</thead>
<tbody>
<tr>
<td>Beneficiary institution:</td>
<td>The Probation and Mediation Service</td>
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<tr>
<td>Total budget:</td>
<td>1,31 mil.€</td>
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<td>Programme number:</td>
<td>2002/000-282.07.05</td>
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<td>Contracting period expires:</td>
<td>31/10/2004</td>
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<tr>
<td>Disbursement period expires:</td>
<td>31/10/2005</td>
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<tr>
<td>Phare budget:</td>
<td>1,25 mil.€</td>
</tr>
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<table>
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<tr>
<th>Overall objective</th>
<th>Objectively verifiable indicators</th>
<th>Sources of Verification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stability of institutions guaranteeing democracy, the rule of law, human rights and respect for and protection of minorities. The ability to take on the obligations of membership including adherence to the aims of political, economic and monetary union.</td>
<td>Acknowledgement by the European Commission</td>
<td>EC Regular reports</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Project purpose</th>
<th>Objectively verifiable indicators</th>
<th>Sources of Verification</th>
<th>Assumptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>To accelerate criminal proceedings and promote the most efficient ways of criminal justice through upgrading the Probation and Mediation Service Reduce recidivism</td>
<td>- More effective resolution of conflicts within the criminal proceedings, which leads to the acceleration and effectiveness of the criminal proceedings by up to 15 % by 31/12/2004 compared to 31/12/2001. (E.g. higher number of decisions concerning diversions (i.e. alternatives of the criminal proceedings, e.g. conditional withdrawal of prosecution and victim/offender settlement) or alternative/community measures to imprisonment (e.g. conditional conviction with probation order, community services, conditional discharge from punishment with probation order)) - Protection and compensation for victims of crime improved by 10% by 31/12/2004 compared to 31/12/2001. - Prevention of crime and protection</td>
<td>- Statistics on activities of courts and public prosecutions - an increase in alternative sentences and diversions - Statistical data of the Prison Service of the Czech Republic - Analytical data/studies on: - Probation and Mediation Service in co-operation with the Institute of Criminology and Social Prevention - Continuous evaluation on basis of complex analysis of operation of judiciary as whole. - Statistical data on Probation and Mediation activities including analyses about benefits from probation and mediation - Statistical data on public prosecution offices and courts including analyses about the Probation and Mediation Service benefits in respect to the effectiveness of the decision making process concerning alternative sentence and measures</td>
<td>- Other key measures to fulfil the 1st and the 3rd criteria undertaken</td>
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</tbody>
</table>
of public against crime encouraged by 10% by 31/12/2004 compared to 31/12/2001. PMS can contribute to the improvement of offenders, to develop those skills, which will contribute to a positive lifestyle, and to efficiently monitor their behaviour.
- A partial reduction of the prison population (offenders) by 10% by 31/12/2004 compared to 31/12/2001
- Lowering of risk for a recidivism of offenders by 15% by 31/12/2004 compare to 31/12/2001. PMS created a new system of collecting statistical data related to its operation from January 2001.

The first positive impact in the above mentioned areas can be expected during 2–4 months after the IT interconnection

<table>
<thead>
<tr>
<th>Results</th>
<th>Objectively verifiable indicators</th>
<th>Sources of Verification</th>
<th>Assumptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Professional knowledge of the Probation and Mediation Service strengthened via training of the staff incl. training of trainers</td>
<td>• 5 employees of the Probation and Mediation Service Headquarters in Prague trained as future trainers in standards and best practices of probation and mediation activities according to the systems of the EU countries – each of them will pass min. 10 days of training</td>
<td>Project reports</td>
<td>• Aims of the criminal policy will be attuned</td>
</tr>
<tr>
<td>• Functioning of the Probation and Mediation Service upgraded via IT supply</td>
<td>• All approx. 250 personnel of the Probation and Mediation Service trained in two specified groups: - officers (mediation activities, model situations, EU best practices and experiences, community work, etc.) - assistants (probation</td>
<td>Phare monitoring and interim evaluation reports</td>
<td>• High level and ambitious qualification training of the Probation and Mediation Service employees maintained</td>
</tr>
<tr>
<td>• Quality information system enabling interconnection among particular Probation and Mediation Service centres and between the centres and the Headquarters of Probation and Mediation Service leading to effective management of the Service. Information system can be used also for training via various forms of e-learning after the end of</td>
<td></td>
<td></td>
<td>• Continuous personal establishment in the centres ensured</td>
</tr>
</tbody>
</table>

Recommendations and training programmes established under this project will be continued.
<table>
<thead>
<tr>
<th>Activities</th>
<th>Means</th>
<th>Assumptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>project activities - community services, community work, etc.) each of them will pass min. 5 days of training Study Visits for 100 participants in an EU country (experience in practice) - 10 study visits à 10 participants for 5 days</td>
<td></td>
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</tr>
</tbody>
</table>
- Training in standards and best practices of probation and mediation activities, organisational and professional skills

**Training of trainers:**
- 5 employees of the Probation and Mediation Service Headquarters in Prague

**Regular training:**
- all approx. 250 employees of the Probation and Mediation Service of the Czech Republic (EU lecturers, simultaneous interpretation into Czech)

**Topics of the training:**
- professional interview, communication skills for providing probation and mediation
- conflict resolution - training of methodology
- development of interdisciplinary approaches
  - balanced evaluation of social and law issues and knowledge

**Topics of the study visits:**
- human resources management
- possibilities of employment for offenders
- conflict resolutions with juveniles
- community service

- Adoption of standards and best practices of probation and mediation activities according to the systems of the EU countries

- Purchase of technical equipment (HW and SW) for Probation and Mediation Service ensuring compatible information system with the judiciary.

<table>
<thead>
<tr>
<th>Contract 1 – Twinning – 1,13 MEUR</th>
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<tbody>
<tr>
<td>1 year PAA</td>
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<td><strong>Profile:</strong></td>
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<tr>
<td>- he/she must have minimum 5 years experience as a manager in non-governmental organisation and/or social service for probation and mediation</td>
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<tr>
<td>- he/she will be located at the Headquarters of the Probation and Mediation Service</td>
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<tr>
<td><strong>Input of PAA:</strong></td>
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<tr>
<td>- co-ordination of the organisation of training and lecturers - <strong>short-term experts</strong></td>
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<tr>
<td>- mediation of EU best practices and possibilities of their implementation in the Czech Probation and Mediation Service - <strong>study visits</strong></td>
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<table>
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<tr>
<th>Contract 2 - Investment - 0,12 MEUR</th>
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</thead>
<tbody>
<tr>
<td><strong>Supply of equipment:</strong></td>
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<tr>
<td>- approx. 77 personnel computers</td>
</tr>
<tr>
<td>- approx. 77 licence software MS Office Standard</td>
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</table>

**Phare support – 1,25 MEUR**

**Twinning:**
- PAA 0,18 MEUR
- Short-term experts 0,77 MEUR
- Study visits 0,18 MEUR

**Investment in IT - 0,12 MEUR**

- Implementation of the Phare Project CZ 2000-06-05 “Strengthening the Provision of Life-long training in the Judiciary”
- Implementation of Phare CZ01-07-02, Justice Information Network - part one. Within the project, 3245 PCs, 112 printers and 149 routers should be delivered to all levels courts and states attorney offices.

- National co-financing available when required – 0,06 MEUR:
  - 1 server, 80 copy machines or printers
Concept of life-long staff education of the Probation and Mediation Service will be completed by the Headquarters of the PMS and submitted to approval to the Minister of Justice of the Czech Republic in March 2002. The concept of life long staff education should involve the development of professional skills and abilities concerning professional interview with clients in the frame of probation and mediation, conflict resolution skills, - training of methodology, development of interdisciplinary approaches - balanced evaluation of social and law issues and knowledge, to create effective system of re-socialisation programmes /social services in the field of criminal justice system/

- Probation and Mediation Service operates in the Czech Republic, performing the activities in the field of criminal justice especially by creating background for the effective decision-making regarding alternative criminal procedures and alternative penalties. Through its probation and mediation activities, the Service participates in the conflict resolution between the offender and the victim, and thus contributes to the re-established awareness and respect of legal standards. Repeated crime prevention and risk reduction are integral parts of the Service’s mission. In the field of criminal justice, the Service identified three major objectives:
  - The integration of the offender into the community
  - The participation of the victim in the criminal procedure
  - The protection of the community

The Probation and Mediation Service (PMS) creates possibilities for the participation of victims in the “procedure” of negotiation on his/her restitution, and tries to restore the victim’s sense of security in the community and his/her trust in justice. PMS can help victims to achieve effective compensation from the state within the criminal procedure. PMS contributes also to the protection of the community by effective resolution of conflict situations arising from criminal activities, and by giving an effective guarantee of the implementation and application of alternative measures to imprisonment.

For the period of 2001 through 2003, the PMS has established the following development priorities related to its activities:

- To harmonize the PMS objectives with all bodies involved in the criminal procedure, which is an important condition of a gradual integration of the PMS into the criminal justice system. This cooperation should establish a professional application consensus for probation and mediation services. The PMS objectives should respond to the objectives of the judiciary reform currently implemented.

- To provide the necessary training of the PMS employees, especially officers and assistants, designed to prepare highly qualified professionals to perform effective activities in the field of probation and mediation. The PMS not only intends to use the domestic and foreign experience but also to develop the international cooperation.

- To ensure proper personal and technical conditions of the centers’ operations, through both the increase of staff number and the enhancement of technological equipment of the centers (IT, printers, copiers etc.): Joint justice information network should include probation and mediation services.

- In order to be able to reach the objectives as stated above it is necessary to establish high quality standards of education. This means not only the standards of basic qualification education of the Probation and Mediation Service officers and assistants which are already defined and attained, but also additional standards of long-life education. Twinner-based establishment and successful implementation of these standards are the most important aspects of this project.

- The organisational structure consists of the headquarters and the centres operating in the premises of district courts. Nowadays the number of the centres is 74 with 170 active employees (10 of them working at the headquarters in Prague). By the end of 2001, this number should increase up to 200 employees with a minimum of two employees in each centre and in 2002 up to 250 employees.

Justification of equipment:
The equipment required will enable the implementation of the education-based objectives. Until the end of the year 2002 we expect increase of staff members approximately by 77 (total 250), being involved in activities of the project. For each of them we need personal computer and licence of software MS Office Standard or equivalent. Quality information system enabling interconnection among particular Probation and Mediation Service centres and between the centres and the PMS Directorate will lead to effective management of the Service. Information system can be used also for training via various forms of e-learning.

- Mediation within the criminal procedure means out of court resolution of a criminal case between the offender and the victim focused on reconciliation of the conflict and compensation of the impacts of the crime. Mediation in criminal justice creates conditions for state prosecutors and judges to divert criminal procedure from traditional way of court decision and apply the institute of diversion /in the Czech Republic, conditional withdrawal of prosecution and settlement.
### Detailed Implementation Chart

<table>
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<tr>
<th>Action</th>
<th>Year</th>
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<th>2003</th>
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<td>Twinning and Training Package</td>
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<tr>
<td>Launch Twinning request to Member States</td>
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<td>Elaboration of Twinning covenant</td>
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<td>Submit Twinning covenant to Commission Steering Committee for approval</td>
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CONTRACTING AND DISBURSEMENT SCHEDULE BY QUARTER FOR FULL DURATION OF PROGRAMME

### Cumulative Quarterly Contracting Schedule (mil.€)

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### Cumulative Quarterly Disbursement Schedule (mil.€)

<table>
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<tr>
<th>Project</th>
<th>1Q/02</th>
<th>1Q/02</th>
<th>3Q/02</th>
<th>4Q/02</th>
<th>1Q/03</th>
<th>2Q/03</th>
<th>3Q/03</th>
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<th>1Q/04</th>
<th>2Q/04</th>
<th>3Q/04</th>
<th>4Q/04</th>
<th>1Q/05</th>
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<th>3Q/05</th>
<th>4Q/05</th>
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<tbody>
<tr>
<td>Twinning and Training Package</td>
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<tr>
<td>Investment in Institution Building</td>
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Presentation of Probation and Mediation Service of the Czech Republic

The last amendment of the Criminal Proceedings Code and Criminal Code represent important part of reforming the Czech criminal justice system and enable to extend the activities of the Probation and Mediation Service in the field of criminal justice especially by creating background for the effective decision-making regarding alternative criminal procedures and alternative penalties. Through its probation and mediation activities, the PMS participates in the conflict resolution between the offender and the victim, and thus contributes to the re-established awareness and respect of legal standards. Repeated crime prevention and risk reduction are integral parts of the PMS's mission. In the field of criminal justice, the PMS identified three major objectives:

- The integration of the offender into the community
- The participation of the victim in the criminal procedure
- The protection of the community

The organisational structure of the PMS consists of the headquarters and the centres operating in the premises of district courts. Nowadays the number of the centres is 74 with 170 active employees (10 of them working at the headquarters in Prague). By the end of 2001, this number should increase up to 200 employees with a minimum of two employees in each centre and in 2002 up to 250 employees.

For the period of 2001 through 2003, the PMS has established the following development priorities related to its activities:

- To harmonize the PMS's objectives with all bodies involved in the criminal procedure, which is an important condition of a gradual integration of the PMS into the criminal justice system. This cooperation should establish a professional application consensus for probation and mediation services. The PMS objectives should respond to the objectives of the justice system reform, conducted now throughout the country.

- To provide the necessary training of the PMS's employees, especially officers and assistants, designed to prepare highly qualified professionals to perform effective activities in the field of probation and mediation. The PMS not only intends to use the domestic and foreign experience but also to develop the international cooperation.

- To ensure proper personal and technical conditions of the centres' operations, through both the increase of staff number and the enhancement of technological equipment of the centres (IT, printers, copiers etc.). Joint information network shared by different agents in the field of justice should include probation and mediation services.