

## **Abstract**

The current study aims to investigate the challenges in implementing counselling services among non-custodial offenders and possible solutions. The majority of offenders in Kenya can be dealt with effectively in the community by means of non-custodial correctional interventions such as counselling. However, there are challenges in implementing counselling services among non-custodial offenders and possible solutions. This is regardless of the fact that imprisonment should be used with utmost restraint and used as the last resort when all other sanctions have been considered and found inappropriate. In this study, mixed research methodology was used, where both quantitative and qualitative methods were utilized. The study had a target population of 37 probation officers who were counsellors: ten males, twenty-seven females and 444 probationers in selected probation stations within Nairobi County. Census sampling was used to select all 37 probation officers, While Yame formula was used to arrive at a sample size of 82 probationers. Data were collected through the use of questionnaires and interviews. Social Skills Improvement System (SSIS) Tool was used to measure psychological Adjustment of Probationers. A questionnaire was administered to non-custodial offenders serving on probation service orders and probation officers who were counsellors. The county director and regional coordinator of probation service in Nairobi County were interviewed. The study revealed that key challenges in implementing counselling services among non-custodial offenders include: lack of enough designated rooms and spaces where private counselling sessions can be held to enhance the principle of confidentiality; a cardinal rule in professional counselling, not all officers are trained in counselling field, the limited number of counsellors who have specialized in specific areas of counselling, such as drug addiction, family and marriage therapy, among others.