

Community Payback Order Annual Report

Financial Year: **2021/22**

Local Authority: **South Lanarkshire Council**



1) In this section, please give examples of work with people subject to CPOs specifically to **address offending behaviours and the risk of reoffending**. (Bullet points will suffice. Max 300 words.)

- ◆ in South Lanarkshire for those who have committed offences of a non-sexual and non-domestic abuse nature, the South Lanarkshire Structured Supervision Programme (SSP) provides a range of materials to address criminogenic need including conflict management, consequential thinking, and victim awareness
- ◆ for those who have committed offences of a sexual nature, an intervention screening approach is used where Senior Practitioners and Operation Managers review cases with the Supervising Officer using a risk formulation approach to develop a bespoke intervention plan to address treatment needs
- ◆ in terms of offences of a domestic nature perpetrated by adult males, the primary approach to address the risk of re-offending is the Caledonian System
- ◆ South Lanarkshire Justice Services also provides a Women's Service for females involved in the criminal justice system. Activities that the woman have been involved in have included organising and running monthly sing-along coffee mornings in partnership with the local church, yoga sessions, cooking, healthy eating workshops, making eco-friendly household products and sharing ways of managing a budget. Five women have completed the Health in the Community Course and ten women have run and taken part in three separate "Write to Recovery" courses
- ◆ one Social Worker undertook training in Art Therapy and has used this approach with a number of service users who have experienced trauma to explore their lives, thought processes and emotional wellbeing which are relevant to their offending behaviour. This has resulted in positive outcomes for some of the most vulnerable and complex cases to reduce their risk to the public.

2) In this section, please give a summary of feedback, may include quotes, from people subject to CPOs about the **impact on them of a Supervision Requirement**. (Bullet points will suffice. Max 300 words.)

- ◆ in February of 2021 a new system of recording outcomes for service users on Supervision was developed using ten measurements (for example, desistance and substance use). While the data available for the reporting period is limited to 107 CPOs completed in February and March 2021, it does provide an insight into the positive outcomes people subject to Supervision are achieving:
 - 74% of service users have shown either stabilisation or improvement in terms of desistance from offending
 - 83% have improved or stabilised their employment situation
 - 85% have improved or stabilised their substance use
 - 89% have improved or stabilised their mental health

Some examples of direct feedback are:

"Can I have it noted that I feel I've benefited from your support, I have went from homeless to having my own house in a new area and now possibly a full-time job for the foreseeable. I feel that I have a chance at a fresh start in life now. If it wasn't for this order, I would have very possibly have kept offending and ended up with a custodial sentence"

"I had lost hope before this, and it has given me back my self-worth and sense of control over my life. It has been life changing."

"Supervision has allowed me to address my substance misuse and adapt better coping mechanisms to manage stress"

"Supervision has also encouraged me to make better use of my time and I am now volunteering with Universal Connections as a Football Coach"

3) In this section, please report on the following:

- ◆ types of **Unpaid Work (UPW) projects** carried out
- ◆ example(s) that demonstrate(s) **how communities benefited** from Unpaid Work (Bullet points will suffice. Max 300 words.)

- ◆ UPW was primarily focused at Sheltered Housing Complexes, Churches, Community Centres and Charity Premises. The work undertaken included clearing footpaths and walkways of weeds, moss, and leaves to make the areas safer for residents to move around. We also undertook soft and hard landscaping tasks such as tidying up flower beds and planters, repairing fences and outdoor structures such as gazebos, grass cutting, edging of grass/pathways and the cutting back of hedges, trees and bushes to make the respective areas look better after having been neglected for much of the previous 18 months
- ◆ we also utilised our indoor workshop where benches and other items of outdoor furniture were brought in. These were repaired, sanded and repainted prior to going back to the respective locations. One sheltered housing complex closed prior to this period, and we were gifted over 40 pieces of outdoor furniture which would otherwise been left in disrepair. This was all repaired, sanded and repainted before being donated to various charitable organisations, Children's Units and Community Sports Clubs
- ◆ a number of planters and raised beds were built to allow community groups and churches to start their own local vegetable gardens. Such as the planters built for a local Parish Church and the Raised beds with wheelchair access that were built for at a local day care unit
- ◆ in December, working alongside Community and Enterprise, we laundered around 100 jackets for the winter jacket appeal. Community and Enterprise then gave these jackets to residents in need
- ◆ restrictions started to ease towards the latter part of 2021 and we were able to transport more servicers in vehicles. This allowed us to undertake tasks assisting other social work services such as Children and Families, to support small scale removals assisting vulnerable families. We reopened the laundry service again and started laundering community football strips and received referrals for emergency service washes for those in need

4) Summary of feedback, may include quotes, from people subject to CPOs about the **impact on them of an Unpaid Work Requirement**. (Bullet points will suffice. Max 300 words.)

- ◆ the service users who undertake UPW consistently report positive experiences which is gathered through exit questionnaires and during departmental reviews. Some of the feedback we received as follows:

'I have found the unpaid work service to be very supportive, especially one instance where I felt ill and had to test on the day of my work, this was no issue and I was spared the day to ensure I was okay and safe to attend'.

'I had a very good communication with my case manager who helped me a lot and the team leaders are people who support and help you'

"I found it (Diamond Art Project) really relaxing and because it's so intricate you really need to focus. Doing this at home has been really good for someone like myself living with PTSD as I said it really takes a lot of focus and time to get the right diamonds in the right place and also I like that it's going to help others in the process".

- **We also undertook an UPW Covid Survey in February 2022 to understand the following:**

-How service users found attending UPW with Covid-19 restrictions

-What was challenging to allow them to attend

-What could have helped support them better to attend

-How supportive have staff been and their experience of UPW reviews.

- **Some of the comments were:**

The staff have been first class and extremely understanding whilst ensuring standards are upheld

I had a very good communication with my case manager who helped me a lot and the team leaders are people who support and help you

Attending unpaid work was fine during the restrictions. Most of mine was outdoors, so a lot easier to keep distance etc. anything we did indoors was well spaced out also. I'm now doing work from home, and the materials are dropped off and picked up from my home

5) Types of 'Other Activity' carried out as part of an Unpaid Work Requirement. You may want to comment on the impact of completing Other Activities, for individuals or for the community. (Bullet points will suffice. Max 300 words.)

- ◆ **we have provided a range of 'other activity' offered. This includes:**
 - **online courses from Open University linked to offending behaviour**
 - **Living Life to the Full exercises online**
 - **SACRO online "Digital Other Activity"**
 - **work sheets completed at home looking at consequential thinking and links to offending**
 - **Kitchen Learning Hub via Microsoft teams during lockdown periods**
 - **Keep Well clinics with the Keep Well Nurses to improve the knowledge and understanding of how to live a healthier lifestyle**
 - **CSCS Card supported by the Wise Group to assist service users with the qualification to enable them to work on building sites**
 - **Diamond Art Project (Diamond jewel art craft made into pictures)**
 - **the impact for completing other activity has been positive with service users indicating that they have learnt new skills through the Diamond Art Project, with therapeutic benefits of being able to concentrate on a skill and be supported by staff**

- the online digital activities that SACRO undertook for our service has been reported by staff and service users to have been a good opportunity to feel connected to others during Covid-19 where there were restrictions to attend UPW
- wider benefits for the community included promoting safe health and wellbeing practices during Covid-19 both by SACRO and UPW staff. Offering advice and guidance on testing, isolation and signposting to other support services, during Other Activity time, assisted service users to keep safe. This in turn, we believe, supported the wider community in keeping safe during this time

6) Summary of feedback, may include quotes, from beneficiaries about the impact of Unpaid Work on the community. (Bullet point will suffice. Max 300 words.)

- ♦ we follow up contact with all beneficiaries of UPW and the feedback is consistently positive and appreciated. In particular there is recognition that we have continued to improve and increase the work we can undertake for the benefit of the community.

‘Thanks to the wonderful John from South Lanarkshire Council Community Payback Team, and those working with him. We now have four benches and a notice board installed’ (Benchwork)

‘My wife, kids and I moved to EK from Glasgow in 1985 and since then we have been parishioners at ***. We have never seen the grounds and gardens looking as well as now, thanks in great part to the work of your teams. The supervisors and teams are a credit to your department’ (Groundwork)**

“I managed to get up to the Moss on Saturday and would like to thank you and your team for the sterling job you are doing there. I hadn’t realised how badly the paths had become overgrown. It shows the damage done by neglect during the Covid time. Thank you so much” (Gardening and Pathwork)

We have to of course acknowledge the men who were underskirt their community payback for their great effort too. Also the wonderful ** and ** before him, who schedule the work to ensure it happens. We submit so many jobs and we have never been let down. What a remarkable team!” (Fencing)

“Thanks so much for your continued support, makes such a difference to the children here and really helped us prepare for our recent MSP visit” (Painting)

“I didn’t think we would get this done, it has been a nightmare trying to arrange and you sorted it in a day!” (Removals)

Just a wee e mail to thank you and your team for all their hard work. The Tenants are all delighted with the work carried out and also with the work in some of their gardens. They said it is has uplifted them and they can now take pride in their complex. The men have all worked very hard and hopefully this can continue so that we can keep our complexes looking good. (Gardening).

7) What organisational challenges have there been in completing Orders effectively this year, both those with Unpaid Work and those with Supervision Requirements? Issues may or may not be related to the covid pandemic. (Bullet points will suffice. Max 300 words.)

- ♦ one of the challenges had been balancing safe access Council buildings for staff and service users with the need to undertake face to face meetings. To support this South

Lanarkshire Council created Covid-19 safe systems of work procedures. Whilst buildings had restrictions in place, alternative accommodation was identified and used to carry out statutory supervision appointments; offence focused work and emergency welfare or risk related appointments. Front line workers and managers used their professional judgements to determine which service users to see face to face and those that could be supported remotely. Staff demonstrated a great deal of flexibility and ingenuity to address this barrier, and it has been acknowledged the restrictions placed a degree of concern on their ability to undertake their statutory functions

- ◆ a further challenge though this period had been in relation to access to prison establishments to be able to undertake Court reports and pre-release meeting. Due to the changing nature of national Covid-19 restrictions this placed challenges on the SPS to be able to facilitate timely interview space. The majority of Court reports were undertaken by telephone or Microsoft Teams and we recognise this did create professional concern for staff, particularly working from a trauma informed approach. We adapted this approach to ensuring that for those that committed offences on indictment, MAPPA and serious harm offending were seen in person
- ◆ the introduction of virtual custodies created further challenges for South Lanarkshire in relation to 1st contact meetings for supervision and UPW, bail supervision assessments and follow up information on court report appointments. Virtual custodies by their nature did not allow for staff to be able to interview service users in person or provide post sentence information. Justice Social Work had a significant role in the multiagency VC court meetings. These were chaired by the Sheriff Principal with the aim to support problem solving approaches and work in partnership with GEOAMY, Sheriff Clerks, Police Scotland and Defence Agents. Whilst there still remain challenges with Virtual Custodies improved access to telephone interviews has taken place
- ◆ in relation to undertaking UPW over this period of time, it has been challenging to provide sufficient numbers of external placements as we previously have. This was due to restrictions that other services had in place. Whilst outdoor work was sourced, we were limited to the number of service users it was safe to manage. In addition we were unable to use our fleet of vehicles and this impacted on service users having to arrange their own way of getting to the place of work. These issues combined have impacted on our backlog of hours uncompleted

8) Outline the **main barriers, if any, to accessing community support and wider services** (for example, drug and alcohol services, mental health services). How have these barriers been addressed?

- ◆ some of the challenges we have faced have been common across Scotland due to the Covid-19 Pandemic:
 - reintroduction of services for mental health, drug and alcohol assessment and support and:
 - reach out support services for vulnerable and chaotic service users who struggle to access mainstream services such as their GP
 - to help address some of these issues, we successfully obtained funding from CORRA to set up an innovative Justice Peers Support Worker project for an 18-month period. The Justice Support Worker service was introduced on 1st August 2021 across South Lanarkshire to provide peer support to people on statutory orders, particularly Community Payback orders (CPO). The Workers offer ongoing support to people to help maintain attendance and participation in community-based treatment, harm reduction and therapeutic intervention services to sustain their recovery during and beyond the life span of their statutory order. The service takes a mentoring approach and is delivered by two full-time Workers with lived experience to individuals who are seeking to address issues relating to drug or

alcohol misuse

- to date the two Justice Support Workers have worked with 71 individuals from across South Lanarkshire. In total, 67 of the 71 individuals (94%) allocated to the Justice Support Workers were on or had completed a CPO
- feedback from service users has been very positive and demonstrates very clearly the benefits of the Justice Support Workers

“I would just like to add a note about how well [Justice Support Worker] helped me on my way to getting clean and out the chaotic lifestyle I was in. The one-to-one help was immense and so supportive towards me and treated me as an equal which made it a lot better. Then by getting me in to the treatment centre was even better as I got even more help and [Justice Support Worker] was still phoning in and checking on how I was getting on and the same had happened since I been out”.

“The support I’ve received has been excellent. I think we both can agree I need this level of help at this time and especially over the last year. Truthfully, I have required additional support for many years now and my gratitude is ill expressed in words that I now have this. This has given me a certain degree of optimism and as you know there are days or occasions where I find mediocre everyday tasks unmanageable such as phone calls, answering calls, going outside and answering the door not to mention dealing with bills, doctors or appointments. On many occasions over the last year you have helped me with all of these struggles during the various invariable times I’ve really needed your support.”

9) Is there **any other relevant information** you wish to highlight? For example, this may include:

- Areas for improvement and planned next steps
- New ways of working and benefits achieved from these.
- Examples of work carried out in collaboration with community justice partners and wider community partners, including the third sector, to deliver CPOs

(Bullet points will suffice. Max 300 words)

- ♦ South Lanarkshire Council have developed a Covid-19 Recovery Service Re-introduction Toolkit developed to provide information and guidance to managers and employees as part of the Council’s Covid-19 recovery process. It aims to support services improve their accessibility for service users, service delivery and employee health and wellbeing
- ♦ South Lanarkshire Social Work Resources continue to monitor performance and improvement activity for the following indicators:
 - 75% service users starting UPW induction within five working days
 - 75% UPW placements commenced within seven days of orders being imposed
 - 95% of Justice Social Work reports were submitted to court on time
 - a self-assessment and improvement activity annual review profile for 2022-23 has been developed with planned activity to promote improved outcomes
 - progress on this review programme will continue to be reported to the South Lanarkshire Social Work Resource Committee
 - as part of our Whole Systems Approach service 16–21-year-olds we are developing our commitment to the “The Promise” through supporting our Children and Families Services with complex and high-risk young people. We are supporting young people in conflict with the law who are not on Statutory Orders but currently subject to

Compulsory Supervision Orders from the Children's Hearing System and secure care. This team has a blended expertise of working in Justice Social Work and Children and Families teams previously

- we are in the process of being part of a pan Lanarkshire Structured Review Hearing pilot lead by the Children's Hearing Reporter service. Research has influenced a proposal to undertake a test of change for young people in conflict with the law. The overall aim is to further reduce the criminalisation of children. One of the aims of the pilot is to maximise remittals to the Children's Hearing system for young people. The Justice Whole System Approach team will provide robust care plan's with a focus on specific areas of need and interventions, to the Children's Hearing panels. CYCJ and UWS are evaluating this test of change
- initial discussions are taking place with North Lanarkshire Justice Services, Sheriff Principal, Addictions Services and Pan Lanarkshire Alcohol and Drug Partnerships with a view to developing a dedicated alcohol and drug court in Hamilton Sheriff Court

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Date: 28/9/2022

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