

COMMUNITY PAYBACK ORDER ANNUAL REPORT

FINANCIAL YEAR: **2020/21**

LOCAL AUTHORITY: **South Lanarkshire**



In this section, please report on the following:

- The total number of unpaid work hours completed during the year;
- Types of unpaid work projects which have been carried out (list of bullet points will suffice); and
- One example that helps to demonstrate how communities benefited from unpaid work.

We recognise that compliance with pandemic restrictions and related SG guidance significantly impacted on the capacity of services during the reporting year. (Max 300 words.)

Volume Of Unpaid Work Hours Completed

Unpaid Work Activity

Total number of Unpaid Work Requirements imposed from 01/04/2020 to 31/03/2021	244
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	No of Sessions	No of Hours
Unpaid Work Supervised	1959	6362.6
Unpaid Work Agency	255	1354.0
Total UPW	2214	7717

Other Activity	No of Sessions	No of Hours
EDUCATION OTHER	635	1953.8
EMPLOYMENT SUPPORT	26	53.7
HEALTH/WELLBEING SUPPORT	257	289.0
INDUCTION	301	189.9
LEISURE/RECREATION	3	1.2
OFFENDING BEHAVIOR	41	44.2
PERMISSION NOT TO ATTEND	245	0.0
SUBSTANCE MISUSE SUPPORT	28	57.3
Total Other Activity	1536	2589

	No of hours	% split
Total UPW	2214	59%
Total Other Activity	1536	41%

Remote Unpaid Work projects

Pathfinder Dogs

Pathfinder Dogs are a registered charity run by volunteers. Their Headquarters are based in Wishaw, North Lanarkshire. Pathfinder Dogs raise and train German Shepherds as guides to blind people in the UK. Pathfinder Dogs obtain the vast majority of their funding through recycling various items including plastic bottle tops. Unpaid work services have been involved in filtering and quality controlling the bottle tops to ensure that only those bottle tops that are useful for funding are passed on. All bottle tops are delivered and collected from a service user's home. A weekly visit is also made to Pathfinders to collect and deliver bottle tops.

Survival Blankets for homeless people

The Survival Blanket is made using crisp packets which are ironed together following specific instructions which provides insulation for sleeping bags. The Unpaid Work Service have developed a new partnership with a local Church who provide a daily hot meal and other support for those who are experiencing homelessness in their local community. The Unpaid Work Service are hopeful our Survival Blanket Project will add to the support on offer.

Survival Blanket Kits are delivered to our Service User's home. Each kit contains 50 crisps packets, parchment paper, bin liners and a step-by-step instruction guide on how to construct a Survival Blanket. The instruction guide also includes visual aids and links to YouTube for additional guidance. Service Users also receive telephone support calls from their Case Manager.

Carol's Knitting Group

Since March 2020 the knitting group member have continued to work and produce beautiful items for premature babies. Wool is delivered and completed items are collected from the service user's home on a regular basis. There are currently 10 members in the group and all members receive telephone support calls from their Case Manager.

Remote Woodwork Project

The remote Woodwork Project involves service users, who have joinery skills, to initially complete a workbook which involves them designing their wooden item, identify resources as well as environmentally friendly options. On the completion of this workbook, sufficient reclaimed wood is delivered to the service user's home to enable them to construct their design which may be a bench or planter. All finished designs will be donated to local community growers, schools and/or charities.

Rag Rug Remote UPW Project

Rag rugs are typically made from old worn clothing and bedding. Braided rugs are made from the one very long continuous plait.

The finished rugs were donated to animal charities like Pathfinder dogs, as comfortable bedding mats. In future, the rugs may also be donated to the SSPCA; Dogs Trust and/or the Cats Protection League, amongst others. Each Service User receives their Rag Rug Kit and is provided with support sessions whilst they complete this task at home.

The Winter Clothing Campaign

SLC Education Department requested assistance from the Unpaid Work Team to undertake their Winter Clothing Campaign. This involved the Unpaid Work Service collecting, laundering and sorting over 1000+ winter jackets. The laundered jackets were then distributed, as needed, amongst SLC primary and secondary schools. Any additional clothing has been donated to local charities and homeless projects. This was a huge project and a great success due to the commitment and partnership work from those involved.

Quotes from both people subject to CPOs and the beneficiaries about the impact of the unpaid work on them and/or the community. (Again, bullet point will suffice - max 300 words.)

"I just wanted to email you to thank you very much gaged with for your help during my order, for being there and being firm but fair."

"My worker kept in touch with me on a weekly basis although my order was monthly."

"My worker was great for me, as a strong person she was very fit for me and helped me through some rough patches, when I was down and unwell."

"She also made me take a look from the outside in when I thought I was being hard done by and thought I was owed something in return for me doing wrong."

"My worker was very to the point and very direct with me. At times I didn't like what she were saying, but the truth hurts and it was the kick I needed because on reflection."

"I look back and think and see it from a different way now"

"My supervision is up now and I am now running my own business with my cousin I never thought I would ever get a job again"

"I have a second chance and will grasp it with both hands and will prove to my family and friends that I am the guy that can overcome, be forgiven and move on and have a successful life."

"My worker believed in me, she showed me that change was possible. I never had any faith in social workers, but she took the time to break down my barriers and in time I began to trust her."

"She referred me to the substance misuse team, and I did the work involved with her - next thing I was 4 months sober, then fell pregnant with my second child."

"My worker made me think about my offending and drug use"

"If it wasn't for my worker and other supports, she put in place, I would be dead"

"From our first meeting I could tell how dedicated my worker was and how understanding she was. This has helped me immensely to work on my issues."

"I am a firm believer in respect being a 'two-way street', and I thank my worker for showing me respect despite my previous conviction. For me, her nurturing ability is second to none – she found the correct balance on when to be firm and fair, serious and funny, and this is what a person on an order need"

Types of "other activity" carried out as part of the unpaid work / other activity requirement. You may want to reflect on learning from new ways of working within other activity and the benefits of this. (Again, bullet point will suffice - max 300 words.)

Remote Kitchen Learning Hub

Prior to Covid-19 the Unpaid Work Service worked in partnership with Lanarkshire Community Food and Health Partnership to deliver our Kitchen Learning Hub (KLH) within our base at Auchentibber. However due to Covid-19 it was necessary to explore ways to deliver the KLH remotely. Since August 2020 the KLH has been delivered 2 days per week via Microsoft Teams. Each session includes a cookery session and nutritional session. Each group can consist of 8 members. Each member receives a food pack to their home on the morning of the session. Each food pack includes all ingredients, cooking instructions and a nutritional worksheet.

Sacro Remote Other Activity Project

Sacro are currently accepting referrals for their Remote Other Activity Project which enables our service users, in discussion with their case manager, to devise an individual learning package which can include various modules; Wellness, Healthy Relationships, Financial Health Check, Drug/Alcohol Awareness, Victim Awareness and Impact of COVID. These sessions will be delivered via Microsoft Teams or by telephone on a 1:1 basis or within a groupwork setting.

Remote Learning Modules and Learn on Line Courses

Case managers continue to support service users to participate and complete a number of relevant courses delivered by the Open University and other partner agencies including a CV Workshop. Living Life To The Full is an additional online course which has been warmly received by our Service Users

CSCS Card Preparation Day

Consultation and plans were developed in January 2018 by one of our case managers to assist service users' in gaining their CSCS card which is a requirement for any person seeking to gain employment within the construction industry. Additional support classes, access to computers and consultation with a provider of the CSCS Certificate was available to our service users to support them in gaining this certificate to increase their employability opportunities.

Action has been taken to deliver the above support remotely via Microsoft Teams which has been very successful. In the week of 15 February 6 service users participated in the one-day preparation session, which included a mock test and hopefully takes our service users one step closer to gaining their CSCS certificate.

RAISE (Regular Activity and Increased Self Esteem) Groupwork Programme

The pilot of this six-week groupwork programme commenced on 28 January 2020. The aims and objectives of the programme for participants is to explore and learn of the positive benefits of physical exercise, healthy diet and structured lifestyle on a person's emotional wellbeing, self-esteem, relationships, behaviour and physical health.

The groupwork programme includes discussion sessions, homework and physical activity.

The groupwork programme is now available to our Service Users via Microsoft Teams.

1. It is acknowledged that pandemic restrictions will have limited the local opportunities to consult on both the nature of/reduction in the capacity of unpaid work – however, if you were able to undertake this, how did you do so?
2. If you were unable to undertake this type of consultation, please advise how you organised the available unpaid work activity over the year, e.g. responding to requests from local COVID resilience committees, etc. (max 300 words).

During 2020 and 2021 South Lanarkshire Justice Services held regular discussions with our Community Planning Partnership in relation to areas of service that would benefit from UPW activity. Examples of work undertaken was the Meals at Home initiative where UPW staff delivered meals to vulnerable families from April to June 2020. This was required due to the Covid-19 pandemic where access to school meals, shopping and community providers was reduced and in some cases not available. Other initiatives that we have consulted and organised during the last 12 months have been in relation to our Winter Jacket Appeal where UPW have collected, cleaned and delivered warm jackets and coats to schools across South Lanarkshire to support young people over the colder months.

Consultation has taken place with local charities in relation to how best to support their needs. This resulted in UPW supporting the Pathfinder Dogs, a registered charity run by volunteers. UPW collect thousands of bottle tops from Pathfinders and sort them into categories that can then be converted into funds for the charity.

In response to being unable to operate UPW face to face for most of 2020 we undertook to provide remote UPW at home. This saw the introduction of our Rag Rug project. This is where we collect disused material and weave into practical rugs and blankets that can be donated to animal welfare and homeless charities for use.

The pandemic restrictions also affected access to wider support services which are provided by partners (e.g. drug and alcohol services, etc.). Please outline any significant issues which were identified for people involved with Justice Services and what was put in place to resolve matters relating to these issues, e.g. access to services, etc. (max 300 words).

Justice social work services continued to be provided in response to risk and need whilst also taking account of social distancing requirements. A triage system informed by assessed needs and risks was introduced to inform the type of contact required. Support and guidance was offered by telephone, video call in the office or at home and the frequency of contact was adapted in response to what was required. Where telephone contact was not possible or in circumstances where service users were vulnerable or in crisis, office and home visits continued to take place. When restrictions permitted, walk, and talk sessions also took place to support service users struggling with social isolation, poverty, mental health, and substance use issues. The key to delivering this support was enabling access to digital technology.

Digital Support

Often service users experiencing financial difficulties did not have access to a mobile phone which became essential during the pandemic. Mobile phones, and in some cases tablets, were issued to help reduce social isolation and enable individuals to be contacted as part of their orders. Third sector agencies such as Action for Children who were working with young people on structured deferred sentences supplemented support required.

Substance Use

For many individuals' substance use issues were exacerbated during the pandemic and social workers responded by increasing the frequency of telephone contact and undertaking home visits. Service users were supported to access a G.P and community addiction recovery services for treatment and support. Prior to the pandemic, venues had been identified for recovery communities (known as the Beacons) to meet in groups in each locality. The Beacons are led by people with lived experience, and they quickly adapted to delivering virtual recovery meetings and activities to support people during the pandemic. Examples included hosting online quizzes, yoga or having speakers delivering virtual talks. Virtual attendance improved as people adapted to new ways of communicating during the pandemic.

Justice Support Assistant

A justice support assistant with lived experience of addiction was recruited to support people with substance use issues who were subject to diversion from prosecution. This worker provided support to people at the outset of diversion orders and continued working with them after they exited justice to ensure ongoing links to treatment and recovery networks to support harm reduction for these people.

Women's Hubs

Women's Hubs which usually run within each locality also continued to operate virtually and support women to come together as a group. Activities continued to take place twice weekly throughout 2020 and the beginning of 2021 and included sessions on yoga, Spanish, and health and wellbeing sessions. The women met up as a group to make Christmas gifts, have a Burns night and to develop events and materials aimed at participation in the International Women's Day. Some of the women also continued with online educational activities over this period most notably, the Health Improvements in The Community (HIIC) programme. 4 women and a facilitator successfully completed the programme and the respective project being one of the first groups nationally to compete this course on-line. The project creation from this course was the development of a wellbeing website

(<https://www.lanarkshiresuperstars.com/>). At the beginning of 2021, 10 women regularly attended a bespoke College Course commissioned by the service in partnership with South Lanarkshire College with the women completing modules in relation to psychology and sociology attending twice a week.

Any other relevant information not previously highlighted - this may include:

- **Learning from and/or comment on new ways of working and different benefits which were achieved.**
- **Examples of any work carried out with people on CPOs to address their offending behaviour.**
- **Examples of work carried out in partnership with 3rd Sector partners.**
- **Any other areas identified for improvement and planned next steps**
- **Any other relevant points you wish to highlight.**

(max. 300 words – bullet points only if preferred.)

Justice services learned to adapt to working virtually and some individuals reportedly experienced this approach as more trauma informed. Some people, who in the past had found it difficult to comply with statutory orders and attend at social work office settings were now more comfortable engaging with supervision sessions via phone and video call. This led to improved working relationships and more positive outcomes. For example, not having to enter official social work buildings that triggered traumatic childhood memories was beneficial for the wellbeing of individuals and relationship building. Feedback also indicated that being able to undertake unpaid work remotely was less stressful for people with mental health issues and reduced the stress associated with balancing other caring responsibilities. At the same time delivering this type of unpaid work continued to be rewarding as it involved contributing to the community.

Structured Deferred Sentencing Team

A partnership approach continued to be offered to 16–21-year-olds open to the SDS team. Virtual contact was enhanced where required and involved working in partnership with Action for Children and Includem to enable the provision of practical support in the form of food packages or emotional support at weekends and evenings when young people were feeling isolated. Relationships that had been sustained over this period flourished further when direct contact was permitted with one young person being supported to access a permanent tenancy and to decorate their home with assistance from their Action for Children worker.

Caledonian System

Social distancing restrictions prevented normal delivery of all 3 strands of the programme: the men's programme, women's service (delivered by Women's Aid) and children's service (delivered by CiRCLE). Groupwork was suspended in March 2020 Nevertheless, The Men's 1:1 programme was accredited in June 2020 and was delivered via Microsoft Teams and on occasion's during office appointments. The introduction of the new 1:1 programme enabled several men to continue to progress and undertake work which could directly impact on the management and/or reduction of risk. All services engaged in flexible and innovative means of communicating were identified by all workers and services to continue to ensure the provision of safety and support to all individuals involved. Workers explored and identified new means of communication including the use of Microsoft Teams video

platform, telephone contact, Walk and Talks sessions as well as using email and text messages.

Moving Forward Making Changes

Where assessed as safe and possible the delivery of MFMC was adapted to be delivered on a 2:1 basis with several individuals.

Structured Supervision Programme

Interventions and offence focussed work continued on-line or over the phone where appropriate. The Structured Supervision Programme (SSP) continued to take place on-line via MS teams or over the phone with the work either being e-mailed or sent to people's home address in the post before their supervision sessions. The programme was also adapted in partnership with the Beacons to include a section on addiction recovery.

Street Cones

Creative arts organisation Street Cones facilitated a 12-week programme with a group of young men with justice experience. The sessions were optional and a group formed of 5 young men who regularly attended a weekly 2-hour online workshop. Additional support to engage with the programme was provided by the Inclusion as Prevention engagement coordinator, social work and Action for Children staff. A script based around lived experiences was developed and the young people took part in a live online screening. Participation in this programme has increased confidence and provided new opportunities for the young people involved. Next steps include creating a peer support workshop and co-designing training for workers.

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